

St Margaret's



2017

International Student
HANDBOOK



School Contact Details and Key Staff

School Details:

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Telephone: +617 3862 0777 Facsimile: + 617 3862 0701

Email (General Enquiries): mail@stmargarets.qld.edu.au

Email (International Enrolment Enquiries): aachari@stmargarets.qld.edu.au

Website: www.stmargarets.qld.edu.au

Key Staff in relation to International Students:

Principal

Ms Ros Curtis - rcurtis@stmargarets.qld.edu.au

Deputy Principal

Ms Karen Gorrie - kgorrie@stmargarets.qld.edu.au

Head of Primary

Mrs Angela Drysdale - adrysdale@stmargarets.qld.edu.au

Dean of Students

Ms Nikki Townsend – ntownsend@stmargarets.qld.edu.au

Dean of Pedagogy

Ms Samantha Bolton – sbolton@stmargarets.qld.edu.au

Dean of Studies

Ms Nicole Devlin – ndevlin@stmargarets.qld.edu.au

Head of Boarding

Ms Lesa Fowler – lfowler@stmargarets.qld.edu.au

Director of Business Operations

Mrs Toni Williams – twilliams@stmargarets.qld.edu.au

Head of Admission & Community Relations

Ms Helen Lobegeiger – hlobegeiger@stmargarets.qld.edu.au

International Pastoral Care Coordinator

Ms Emily Labinsky – elabinsky@stmargarets.qld.edu.au

Admissions & Community Relations - International

Ms Angelin Achari – aachari@stmargarets.qld.edu.au

Student Counsellor

Ms Sharon Stone – sstone@stmargarets.qld.edu.au

Careers Counsellor

Ms Elizabeth Johnston – ejohnston@stmargarets.qld.edu.au

School Chaplain

Rev. Nicki Colledge – ncolledge@stmargarets.qld.edu.au

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Emergency Contact Information:

International Students:

Ms Emily Labinsky +617 3862 0796

Homestay:

Ms Robyn Phillips +617 3720 0025 or +61 438 424 988

Boarding House:

Ms Lesa Fowler +617 3862 0800 or +61 438 570 013

NOTE: The above people may be contacted after hours but only if an urgent matter cannot wait to be resolved.

**FOR
AMBULANCE
POLICE OR
FIRE DEPARTMENT
CALL
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St Margaret's Anglican Girls School - Overview

St Margaret's Anglican Girls School, situated high on a hill in beautiful leafy Ascot, in Brisbane northern suburbs, is an independent day and boarding school for girls from Pre-Prep to Year 12. In Pre-Prep and Prep, we also welcome boys.

There are approximately 910 students in the school, with around 280 primary students and 630 girls in the secondary school.

St Margaret's has a long and proud boarding history and around 170 boarders from Years 5 to 12 are accommodated in the boarding house, which is in the very heart of the Ascot campus.

St Margaret's is well known for its focus on academic excellence, quality teaching and learning, and its commitment to pastoral care. Its smaller size is its greatest strength, with a true focus on each individual child and personalised learning.

St Margaret's girls are engaged, enthusiastic and energetic in all they do. They embrace the many extracurricular opportunities available, which make for very vibrant sports, music, and visual and performing arts programs. Additional clubs and activities also allow girls to explore a range of interests.

St Margaret's is a local school with a global outlook, offering students a variety of international learning opportunities through an extensive global exchange program in Year 10 and touring options. St Margaret's is also a registered provider of education to international students.

The staff at St Margaret's are highly qualified and committed to the learning and the wellbeing of the students in their care. The school's six core values – Spirit, Faith, Integrity, Courage, Respect and Passion – and the school's motto, *Per Volar Sunata* (Born to Fly Upwards), inspires St Margaret's students to grow and achieve their personal best in all endeavours.

As a school of the Sisters of the Society of the Sacred Advent, worship and spiritual development stand at the centre of St Margaret's. In addition to weekly religious and values education classes, students participate in regular prayer, reflection and formal worship. Age-appropriate liturgies are supported by regular chapel services and whole school celebrations of major Christian festivals occur throughout the year.



Our History

St Margaret's Anglican Girls School was founded in 1895, by the Anglican religious community, the Sisters of the Society of the Sacred Advent. The school originally opened in a former boys' school, Eton High School, at Nundah, but eventually moved to Ascot, its current location. Sister Emma was in charge of the school, and the Headmistress was Miss Caine. By 1902, there were twenty-three boarders and four day pupils.

In 1907, the school moved to Toorak House, but three years later moved again to Albion Heights. Two years later it became known as St Margaret's.

The school celebrated its 75th anniversary in 1970 with the opening of Toorak with its library, staff room and science laboratories. The Middle Block and the Commercial Room made way for Avoca and the Jackson Wing to accommodate the growing number of students in the 1970s and 1980s.

In 1995, the school's centenary year, the Philip Harris Sport Centre was built to provide new sporting facilities. In May 2003, then Minister for Education, Ms Anna Bligh, opened The Arts Centre. The Arts Centre supports the school's visual and performing arts program with facilities including three art studios, pottery area, and a display gallery. In 2012, the Eunice Science and Resource Centre became the newest addition to St Margaret's.

Our Mission Statement

In a supportive Christian environment, reflecting the philosophy of the Sisters of The Society of the Sacred Advent, St Margaret's Anglican Girls School aims to provide excellence in teaching and learning within a broad, balanced and flexible curriculum complemented by other school activities, preparing confident, compassionate, capable women able to contribute in a global community.

Our Vision

St Margaret's vision is to always be an outstanding day and boarding school for girls.

Our School Values

The School's six core values of spirit, faith, integrity, courage, respect and passion are embedded in every endeavour the students undertake.

Spirit: A St Margaret's girl will value and demonstrate an enthusiasm for the school, our heritage and our environment. The St Margaret's spirit is in all students and is there for life. It is a thread which connects St Margaret's girls with each other.

Faith: A St Margaret's girl welcomes and embraces all in sharing the Christian message, the spirit of love through example, compassion, hope and charity. She demonstrates her faith by service to those members of the wider community who need assistance. *The Anglican faith underpins all that we do at St Margaret's and is enacted daily by each member of the St Margaret's community as we interact with each other.*

Integrity: A St Margaret's girl is known for her honesty, trustworthiness, loyalty, truthfulness, courtesy, understanding, reliability and ethical behaviour.

Courage: A St Margaret's girl has strength of character and confidence in doing what is right. She has the courage to embrace challenge and change.

Respect: A St Margaret's girl has respect for herself and others. She understands that she is a member of a diverse community and she takes responsibility as a team member to care, support and cooperate with others.

Passion: A St Margaret's girl has a positive outlook on life. She understands that commitment and persistence are necessary for learning and achievement.

The St Margaret's Way

There's a way in which we strive to do things at St Margaret's; a way in which we seek to treat people throughout our community; and a way in which we aim to serve others. Underpinned by our school values, St Margaret's has developed a document which expresses the St Margaret's Way.

Location and Facilities

Teaching and Learning

Eunice Science and Resource Centre is a state of the art facility with a modern library and six science laboratories.

The Arts Centre perches on hillside with stunning city views – an inspiring backdrop for learning. This building contains three visual arts practical classrooms, a pottery area, drama room, foyer and gallery space. The foyer is a multipurpose space for meetings, performances, functions, seminars, lectures and conferences.

The recently refurbished contemporary hospitality area includes a modern industrial kitchen and educational café facilities.

Our Year 7 precinct has five Year 7 classrooms with lockers and an outdoor teaching area. This dedicated area helps transition the students from primary to secondary school.

Sport

The Philip Harris Sports Centre has one full size court area used for basketball, netball, volleyball, badminton. There is a separate sprung floor for gymnastics; two teaching classrooms, gym and change rooms and an underground carpark for staff.

For swimming, St Margaret's has a 50m pool (for secondary use) and a 25-metre pool (for primary use).

There are four synthetic grass Tennis Courts on campus.

Windsor Park is just ten minutes away and caters for athletics, hockey, touch football, soccer, cricket and netball. It has an athletics track, playing fields and netball courts.

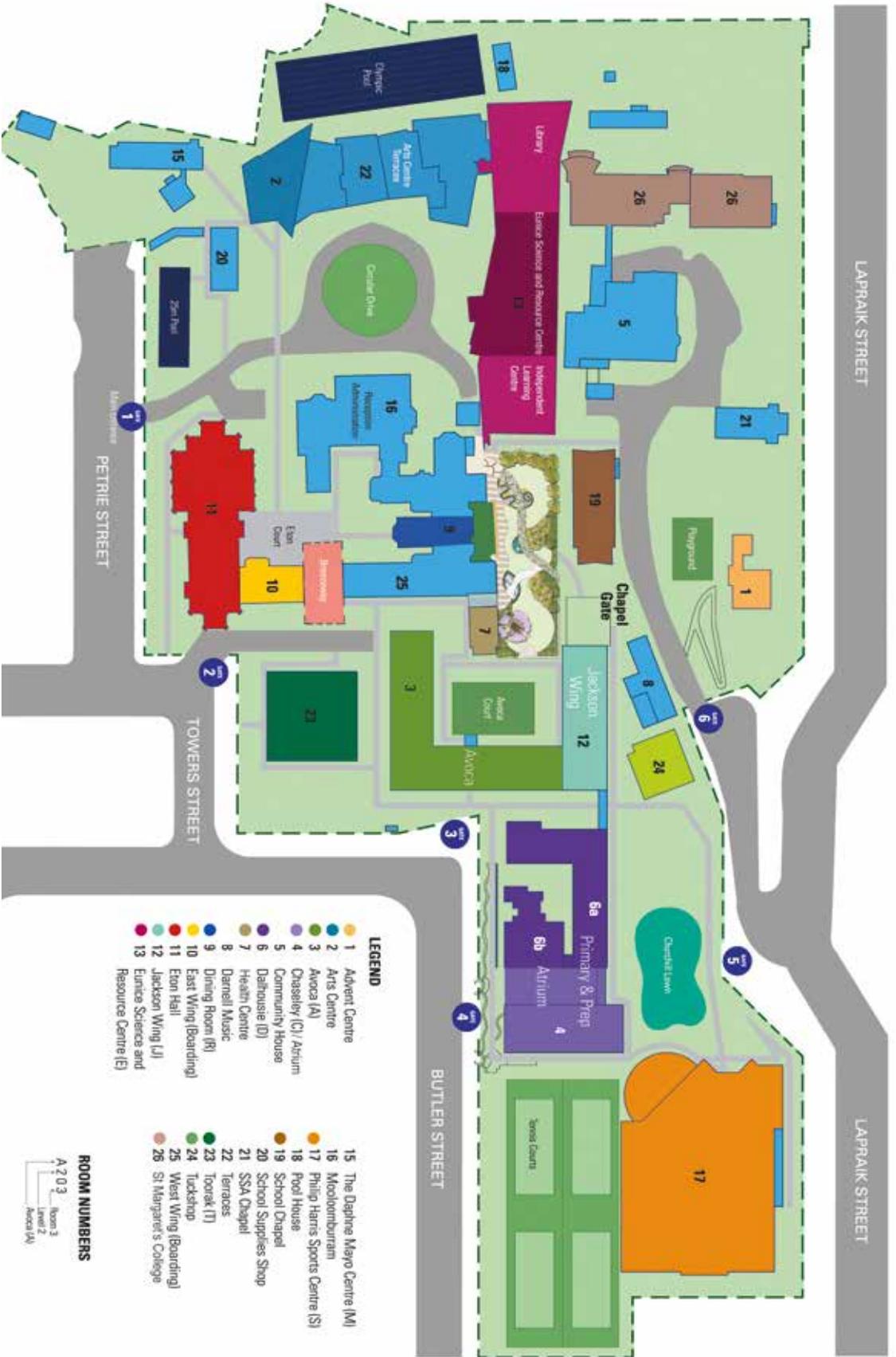
The St Margaret's Rowing Shed is conveniently located on Breakfast Creek at Albion.

Boarding

The St Margaret's Boarding House accommodates around 170 residents. It is centrally located in the heart of the campus, along with the dining hall and laundry facilities. The youngest boarders are housed in their own dedicated wing. The Health Centre is also located in this precinct and is staffed by two Registered Nurses.



St Margaret's Ascot Campus



St Margaret's as a Provider of International Education

St Margaret's Anglican Girls School operates under the legislative framework which comprises of the Education Services for International Student (ESOS) Act 2000 and the standards of the National Code of Practice for Providers of Education and Training to International Students (The National Code) 2007.

The ESOS Act 2000 is the principal Australian government legislation governing international student education in Australia. The Department of Education, Employment and Workplace Reforms administers the ESOS Act and certifies provider compliance.

The National Code provides nationally consistent standards for the conduct for registered international education providers and the registration of their courses. These standards set out specifications and procedure to ensure that providers of international education and training courses can clearly understand and comply with their obligations under the National Code. St Margaret's Anglican Girls School is required to ensure that international students are provided with relevant provisions of the ESOS framework throughout the span of the student's enrolment (refer to <https://www.aei.gov.au/regulatory-information/education-services-for-overseas-students-esos-legislativeframework/esosquickinformation/esoseasyguide/pages/esoseasyguide.aspx>).

Being An International Student in Australia

What you need to know:

The ESOS Act covers a range of information you have a right to know about and the services that must be offered to you by Australian education providers. These include:

- Orientation to help you understand the course and about the place you are studying, as well as access to support services that can help you study and adjust to life in Australia
- The education provider's contact officer or officers for overseas students
- What your provider's requirements are for satisfactory attendance
- What your provider's requirements are for satisfactory progress in the courses that you are studying and what support is available if you are not progressing well
- If you can apply for Course Credit and the circumstances in which your enrolment can be deferred, suspended or cancelled
- A complaints and appeals process
- All other relevant rules, regulations and policies that are implemented by the education provider

Your responsibilities:

As an international student on a student visa (sub-class 500), you are responsible for:

- Complying with your student visa conditions
- Ensuring you have and continue to maintain your Overseas Student Health Cover (OSHC) for the duration of your enrolment as an international student in Australia
- Informing your course provider of any change of address or other contact details
- Adhering to the terms of the Written Agreement with your education or course provider
- Ensuring that you meet the requirements of transferring between registered education providers
- Maintaining satisfactory course progress
- Maintaining satisfactory attendance (please note that early departures and late arrivals in the school term will affect your course attendance and may compromise your student visa)



Registration and Accreditation

CRICOS Registration Details

Organisation Name:	St Margaret's School Council Ltd
Trading Name:	St Margaret's Anglican Girls School
Organisation Type:	Education Provider
Registered State:	Queensland
ABN:	69069684019
CRICOS Provider Code:	00511K

The Principal Executive Officer appearing on the CRICOS website <http://cricos.education.gov.au> in School Contact Details is:

Ms Ros Curtis, Principal

The following Staff members have access to PRISMS:

Mrs Toni Williams, Director Business & Operations

Ms Angelin Achari, Admissions and Community Relations – International

Ms Helen Lobbeiger, Head of Admissions and Community Relations

Obligations

In order to be registered on CRICOS, St Margaret's Anglican Girls School is required to:

- Have the principal purpose of providing education; and
- Clearly demonstrate capacity to provide education of a satisfactory standard.

Reporting

Evidence of St Margaret's Anglican Girls School's ability to meet these requirements is provided in:

- The school's Annual Report to Commonwealth and State governments, available at www.st.margarets.qld.edu.au; and
- Non-State Schools Accreditation Board documentation via the school's Cyclical Review Report and NSSAB confirmation letter.

St Margaret's Anglican Girls School is registered to enrol a maximum of 100 Full Fee Paying 500 visa subclass students.

The **CRICOS Registered Courses** offered to international students at St Margaret's Anglican Girls School are as follows:

CRICOS Code	CRICOS Course Name	Course Level
085888G	Primary Years Prep – Year 6	Primary School Studies
085889F	Junior Secondary Years 7 – 10	Junior Secondary Studies
004927J	Secondary Senior Years 11 - 12	Senior Secondary Certificate of Education

Academic Outcomes

St Margaret's Anglican Girls School ensures that all subjects and courses offered to International Students have stated educational outcomes as specified in curriculum documents and individual work programs. A summary of subjects and courses is available to International Students to assist them in mapping out their academic path. Curriculum handbooks are available to International Students in Years 7 to 12 to assist in suitable subject selections plus the opportunity to be able to discuss subject choices with key academic staff.

Enrolment

St Margaret's Anglican Girls School conducts its enrolment of international students in an ethical and responsible manner, consistent with the requirements of The National Code.

Enquiries for enrolment are directed to **Admissions and Community Relations – International**.

Enquiries regarding student welfare during a student's enrolment are directed to the **International Pastoral Care Coordinator**.

Step 1:

Part A

An enrolment enquiry can be made either via email, walk-in to the office, online or post and the enquiry can come via an International Education Agent of St Margaret's or through the family's agent or directly from the family. At this point, if not already provided, further information may be sought regarding year level, entry year, accommodation arrangements, tour opportunity, etc. Admissions and Community Relations – International sends the enrolment prospectus, Application for Admission Form for international enrolments and International Schedule of Fees.

The following is submitted to the school by the student and their parent(s)/legal guardian(s):

- Completed Application for Admission Form (Application for Admission Form – International Student)
- Copies of the student's academic record for the past two (2) years (in English)
- Copy of the student's passport
- Acceptable evidence of English language proficiency (e.g. AEAS, IELTS)
- Application for Course Credit (if required)
- Non-refundable Application Fee of AUD\$330.00

Part B

An application for enrolment can only be processed when all of the above have been submitted to the school. Applications from International students are processed according to established policy and procedures, and are dealt with on their merits.

Step 2:

Where logistically possible, the student is interviewed face-to-face by a member of the Educational Leadership Team; otherwise this could be done via Skype. The purpose of this interview is to converse with the student in English, discuss the school and student expectations, discuss accommodation and welfare, refer the student to relevant policies, subjects and appropriate year level curriculum, extra-curricular activities, and address any questions the student may have.

Step 3:

If the interview is successful, the school will notify the student if they can be accepted for Direct Entry or will be required to undertake an ELICOS Course or a High School Preparation Program (HSPP) prior to beginning mainstream studies. If an ELICOS Course or HSPP is required, evidence of enrolment must be provided to the school.

Step 4:

Once an application has been accepted the student will be issued:

- Provisional Letter of Offer outlining fees payable upfront [including Overseas Student Health Cover (OSHC), accommodation, and a non-refundable application fee of AUD \$330), entry requirements and course details.
- Written Agreement outlining total estimated fees for the duration of the enrolment (tuition and non-tuition fees), special conditions (if any), relevant policies around refund, welfare and accommodation, course attendance and progress, visa requirements for enrolment as an international student and privacy.

Step 5:

The parent(s)/legal guardian(s) and the student sign and return the Provisional Letter of Offer and Written Agreement with confirmation of fees quoted in the Provisional Letter of Offer. Parent(s)/Legal Guardian(s) may choose to pay more than 50% of total fees in which case a separate invoice will be issued.

IMPORTANT: if an agent is involved, they cannot sign documents nor make fee payments on behalf of the student or their parent(s)/legal guardian(s).

Step 6:

On receipt of payment and return of signed Enrolment Acceptance/Written Agreement, the school will issue a Confirmation of Enrolment (CoE) and Confirmation of Accommodation and Welfare (CAAW) via PRISMS for the period the student is to be enrolled at St Margaret's Anglican Girls School.

Step 7:

Student applies for the student visa and notifies the school when it is granted.

Step 8:

If applicable, student submits Homestay Application Form and is matched with an appropriate family. St Margaret's Homestay provider is ISCA who administers and manages homestay fees directly with the family.

Step 9:

If the student is undertaking an ELICOS course or a HSPP prior to commencing at St Margaret's Anglican Girls School, then an integration day will be organised so that the student is able to attend some classes with their assigned buddy, organise school resources such as uniforms and text books, and discuss any subject selection queries.

Step 10:

Enrolment Forms

i) The following forms are then sent to the student and family for completion:

- Enrolment Form
- Data Collection Form
- Medical Information Form
- Health and Wellbeing Form
- Media Release Form
- Travel Permission Form
- Laptop Charter
- Boarding Forms (if applicable)
- Year Level Booklist
- Year Level Curriculum Handbook
- Year Level Subject Selection Form

NB: Without these forms the enrolment is incomplete.

ii) Arrangements are made for student arrival and commencement, such as airport pick-up or Homestay transfer, settling into the boarding house, organising outstanding school resources.

IMPORTANT: students must commence studies on the first day of the relevant term. Unless otherwise approved by St Margaret's Anglican Girls School, late arrivals will impact course attendance and compromise visa conditions.

Step 11:

Student arrives to commence study at St Margaret's Anglican Girls School. Orientation and commencement of classes. (See International Student Orientation Checklist in Appendix 1)



Policy on Entry Requirements

1. St Margaret's Anglican Girls 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 The Application for Admission Form – International Students. 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) Appropriate proof of identity and age
 - d) Written evidence of proficiency in English as a second language if applying for direct admission (refer English Language Proficiency Requirements)
 - e) Photocopy or scanned copy of passport page with name, photo identification, passport number and expiry date
 - f) Application for Admission form must indicate whether the student requires:
 - boarding, or
 - school-approved homestay or
 - will be living with a parent.**NB:** boarding is subject to availability
 - g) Enrolment Application Fee
3. Where the above documents are not in English, certified translations in English are required, with necessary costs to be met by the applicant.
4. An application for admission can only be processed when all of the above are in the hands of the International Admissions staff member.
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.

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 Admission Form – International Students or offered as an alternative point of entry by the school in a Provisional Letter of Offer.

For Primary School:

- a) Evidence of application to school work and age-appropriate achievement in literacy and numeracy areas of the curriculum

NB: The student will also be assessed at the time of integration to ensure correct placement according to academic ability, age and social development. At the school's discretion, the student may be required to take additional private tuition in English to assist in integration into mainstream Australian Curriculum.

For Year 7 – 12 students:

- a) A pass level or "C" grade or better for the majority of core subjects



English Language Proficiency Requirements

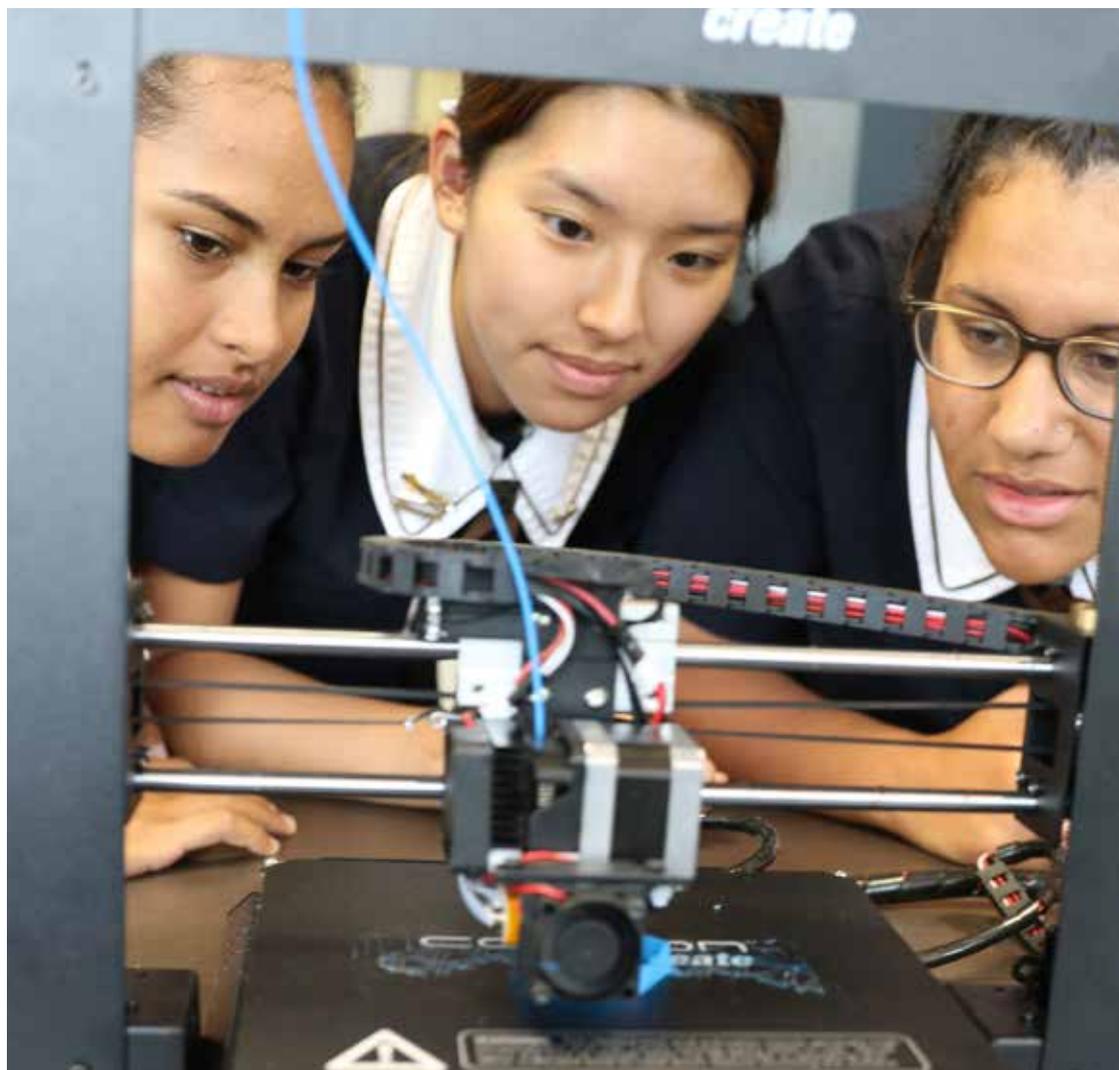
1. St Margaret's Anglican Girls School requires evidence of sufficient proficiency in English to successfully meet the curriculum demands of the enrolled course. This is a requirement under the 2007 National Code of Practice, Section D Standard 2.
2. If applicable, St Margaret's can note evidence presented by a student as part of the student application process as evidence of English language proficiency.

Alternatively, St Margaret's Anglican Girls School accepts results from the following test instruments:

Year Level Entry	Examinations				
	AEAS	IELTS	NILLA	ISLPR	TOEFL
7 & 8	61-70%				
9	61-70%	4-5	4+	1+/2	473-523
10	70+%	5-6	5	2+/3	527-563
11 & 12	70+%	5-6	5+/6	2+/3	527-563

THIS IS A GUIDE ONLY AS THE INTERVIEW DETERMINES THE SUCCESS OF THE APPLICATION. ALL APPLICATIONS ARE ASSESSED ON AN INDIVIDUAL BASIS.

3. 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.
4. Students wishing to enter the school below Year 9 level will be 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.



School Community Code of Conduct

1. ETHICAL STATEMENT

St Margaret's Anglican Girls School promotes values that are in keeping with the Christian ethos and the school's mission in accordance with The Philosophy of the Society of the Sacred Advent for their schools:

To nurture the individual within a caring community so that each will realise his or her full potential to engender Christian values, encourage high academic standards and service to others so that all will have not only one goal, but also the inner strength "to love one another as I have loved you" (St John 13:34).

All students, parents, teachers and staff have the right to be safe and feel safe in their school community. With this right comes the responsibility to be law-abiding citizens and to be accountable for actions that put at risk the safety or wellbeing of others.

This Code of Conduct provides members of the school community with guidelines for the effective development of positive relationships within the school community and assists in promoting the values that are in keeping with the school's mission.

2. INTENT

This School Community Code of Conduct sets clear standards of behaviour which are expected of members of the school community in the school environment or when attending any school related function or activity at any other location.

The Code specifies the consequences for any member of the school community who does not comply with these standards of behaviour.

3. SCOPE

For the purpose of this policy, 'school community' comprises the council members, staff, coaches, employees, students, parents, guardians, step-parents, relatives, friends, supporters, carers, contractors and invitees of the school, when in the school environment or when attending any school-related function or activity at any other location.

Parents/guardians and students agree to be bound by the School Community Code of Conduct when parents/guardians sign the Enrolment Agreement with the school. Although other members of the community are not a party to that Enrolment Agreement, this School Community Code of Conduct is a guide for them about expected standards of behaviour.

4. GUIDING PRINCIPLES

The following principles provide the framework for this Code of Conduct:

- Responsible citizenship involves appropriate participation in the civic life of the school. Active and engaged members of the community are aware of their rights but, more importantly, accept responsibility for protecting their rights and the rights of others.
- Insults, disrespectful and hurtful acts are disruptive and are a direct contradiction of the school's mission and values.
- Members of the school community have a responsibility to develop and maintain an environment where conflict and difference can be addressed in a manner characterised by respect, civility and dignity.

5. PARENTAL ROLE

Parents/guardians play an important role in the education of their children and have a responsibility to support the efforts of the School in maintaining a safe and respectful learning environment for all students. Parents fulfil this responsibility when they:

- show an active but non-invasive interest in their daughter's school work and progress
- communicate regularly with the school
- help their daughter be neat, appropriately dressed and prepared for school
- ensure that their daughter attends school regularly and punctually
- promptly report to the school their daughter's absence or late arrival
- become familiar with the School Community Code of Conduct and School Rules
- encourage and assist their daughter in following the standards of behaviour
- work with the school in dealing with disciplinary issues involving their daughter
- respectful communication with school teachers and other school employees.

6. STANDARDS OF BEHAVIOUR

School community members must:

- support the school in the development of a Christ-centred learning community based on the Anglican ethos
- accept that the use of swearing, derogatory terms, sexual jokes, innuendo and other inappropriate language in the school environment or around students will not be tolerated
- ensure that their relationships with students are strictly in accordance with appropriate roles and that favouritism and special treatment are avoided
- ensure that physical contact with students is appropriate given the age of, and relationship with, the student such that questions of impropriety do not arise
- respect and comply with all applicable commonwealth and state laws
- demonstrate honesty and integrity
- respect diversity in people, their ideas and opinions and treat others fairly regardless of their race, ancestry, place of origin, colour, ethnic origin, citizenship, religion, gender, sexual orientation, age or disability
- respect the legal and moral rights of all members of the community and beyond and treat them with dignity, civility and respect at all times, and especially when there is a disagreement
- show proper care and regard for school property and the property of others
- take appropriate measures to help those in need
- support the school's policies
- acknowledge that the Principal is responsible for implementing the school's policies
- work with the school to deal promptly with areas of concern
- acknowledge and affirm success in individual and School achievement
- seek staff assistance, if necessary, to resolve conflict peacefully.

School community members must not:

- use inappropriate language in any context
- use any object (whether as a weapon or otherwise) to threaten or intimidate any other person
- cause injury to any person by the use of any such object
- verbally abuse, threaten or inflict bodily harm on another person by any physical aggression or encourage others to do so
- be in possession of, or under the influence of, or provide others with, alcohol or illegal drugs. The exception is when, in the normal course of events, the school provides or permits hospitality to members or guests of the school community in keeping with appropriate legal and hospitality regulations.



7. EXTRA-CURRICULAR ACTIVITIES

School community members are expected to comply with the following principles when attending extra-curricular activities:

- Young people are involved in extra-curricular activities principally for their enjoyment.
- Young people should always be encouraged to abide by the rules.
- Young people should be taught that honest effort is as important as victory, so results are accepted without undue disappointment.
- Turn defeat into victory by helping young people work towards performance improvement and good sportsmanship.
- Never ridicule or yell at a person for making a mistake or for losing a game or match.
- Young people learn best by example. Applaud good performance by all participants in an activity.
- Do not publicly question the referee's or official's judgement and never his/her honesty.
- Support all efforts to remove verbal and physical abuse from extra-curricular activities.
- Recognise the value and importance of volunteer coaches, managers and officials. They give of their time and resources to provide recreational activities for all students.
- Do not approach a referee or official at any stage during or immediately after an event, except in appreciation.

8. SUPPORT GROUPS

Support Groups are sub-groups of the Parents and Friends Association and operate to enhance particular activities within the school community by providing support and additional funding for equipment or resources for those activities.

Funds raised by a support group must be made available for resources for that activity.

Annual fundraising plans should be drawn up in association with the coordinator of the activity so that all monies are accountable and submitted to the fundraising committee, dates booked on the school calendar and events agreed as appropriate for the school and that activity and approved by the fundraising committee.

Support Group finances will be audited with the Parents and Friends Association annual audit.

All activities undertaken should be done so with the approval of the Principal in association with the coordinator of the activity and the fundraising committee.

Guidelines for Support Groups are available from the Parents and Friends Association and the fundraising policy.

9. RESPONSIBILITY FOR GUESTS

Any school community member who invites a relative, friend, supporter, carer or other person to be present at any school related function or activity at any location must be responsible for that person and must ensure that they act at all times in a manner consistent with this Code of Conduct.

10. BREACHES OF THIS CODE OF CONDUCT

The consequences to a member of the school community for breaching this Code of Conduct will be determined by the Principal in accordance with the St Margaret's AGS Complaints Policy and may include one or more of the following:

- The school may ban any member of the school community from attending any extra-curricular activity.
- The school may ban any member of the school community from being on the school grounds in general.
- The school may direct that any parent may only communicate with members of staff through a nominated school representative.
- In the case of extreme or prolonged breach of this Code of Conduct by a parent, the school may terminate the enrolment of the child of that parent.
- The school may take such other steps as it may in its reasonable discretion determine appropriate according to the nature of the breach.

11. RIGHT OF APPEAL

The St Margaret's AGS Complaints Policy 'right of appeal' will apply to any decision made by the Principal under this Code of Conduct. The policy is accessible on, and can be downloaded from, the school's website.

Guidelines for Behaviour and Expectations of Students

Behaviour

Behaviour must always reflect the core values of St Margaret's and students who display irresponsible and unsafe behaviour such as use of abusive language, smoking, drinking of alcohol, academic dishonesty, stealing, harassment, bullying or injury (physical or emotional) of another, or behaviour that places a student or others at risk will be asked to explain their behaviour and will face serious consequences. In situations where students display behaviours of this nature and bring the school's name into disrepute, the parents/guardians will be asked to meet with the appropriate school staff depending on the seriousness of the behaviour.

The use, possession or selling of drugs and alcohol is illegal and places the lives of students at risk. The school adopts an uncompromising approach to this behaviour. In matters pertaining to this behaviour the police may be contacted.

As these offences contradict the values, philosophy and practices of the school, students may be suspended or expelled. If there has been cause to suspend a student from school, the student is required to remain off the school grounds and should not be present at any school function unless at the specific request of the Principal.

Expectations

1. Regard yourself and other people with dignity and respect, and learn the importance of cooperating in a Christian community with diverse interests and traditions, but with a common concern for the wellbeing of all its members, and for the promotion of Christian values.
2. Take responsibility for your learning and display courage in trying to achieve your potential in all you do.
3. Take responsibility for your own progress by diligent and careful preparation for and participation in all the classes of which you are a member. Display passion for learning and enjoy the experiences you encounter on your journey of learning.
4. Learn to work effectively as a member of a group and welcome the opportunity to work with a broad range of students.
5. Wear the school uniform with pride. Display respect for your school by ensuring that your uniform is clean and complete. Wear your hat to and from school and at times during the day when outdoors.
6. Fulfil the commitment you make to the extra-curricular program and other activities. Once you are committed to a sport, musical or any school activity group you must participate fully for the duration of the program. This means attendance at all training, games, rehearsals and meetings.
7. Uphold the good reputation of the school at all times.
8. Be inclusive and value diversity for the way that it enriches our lives.



Anti-Bullying Policy

1. ETHICAL STATEMENT

St Margaret's Anglican Girls School is committed to maintaining an environment that: values the inherent worth and dignity of every individual; fosters tolerance, sensitivity, understanding and mutual respect; and encourages its members to strive to reach their full potential.

This commitment has its foundation in the Philosophy of the Sisters of the Society of the Sacred Advent for their schools:

To nurture the individual within a caring community so that each will realise his or her full potential to engender Christian values, encourage high academic standards and service to others so that all will have not only one goal, but also the inner strength "to love one another as I have loved you" (St John 13:34).

All members of the school community must be able to pursue their goals, educational needs and working lives without intimidation or injury generated by intolerance and harassment.

The school is committed to ensuring a healthy and safe working and learning environment that is free from discrimination and all forms of harassment, which are unacceptable behaviours and will not be tolerated under any circumstances.

2. DEFINITION

Bullying has been defined as repeated oppression, psychological or physical, of a less powerful person by a more powerful person or group of persons" (Rigby, 2007).

Bullying may be overt (that is behavior visible to others) or covert (that is behaviour is not visible to others).

Common forms of bullying have been categorised as:

- Physical bullying: including hitting, kicking, tripping, pinching, and pushing or damaging the property of another person.
- Verbal bullying: including name-calling, insulting, teasing, intimidating, making homophobic or racist remarks, or verbally abusing another person.
- Psychological or social bullying: designed to harm another person's social reputation and/or cause this person humiliation, including lying and spreading rumours, hurtful mimicking behaviour, playing nasty jokes designed to cause embarrassment and humiliation, damaging someone's social reputation or social acceptance, encouraging others to socially exclude another person, mobbing, and making negative facial or physical gestures, menacing or contemptuous looks, towards another person.
- Cyberbullying: including behaviours such as harassing another person via a mobile phone or internet-based social networking site, setting up a defamatory personal website or deliberately excluding someone from interacting within social networking spaces.

Conflict or fights between equals and single incidents are not defined a bullying (Australian Research Alliance for Children and Youth, 2014).

PROCEDURES

Action for Staff to take

1. Watch for early signs of distress in students.
2. Report all incidents or suspected incidents to the Head of Year or Dean of Students or Head of Primary School.
3. Offer the target immediate support and help.
4. Include appropriate learning activities to counter bullying in your lessons, taking time to discuss this policy in year level or form time groups.

Action for parents/guardians to take

1. Watch for signs of distress in your child. There could be an unwillingness to attend school, a pattern of headaches or stomach aches, equipment has gone missing, etc.
2. Take an active interest in your child's social life.
3. If you think students from the school are bullying your child, contact the Head of Year or Head of Head of Primary/Dean of Students.
4. Talk openly and often with your daughter, listen to her concerns in an understanding way.
5. Contact the school for additional support and strategies that will help your daughter.

Action for students to take

1. Students are encouraged to report all incidents of bullying to a trusted teacher or their Head of Year, Form Teacher or classroom teacher, even if the student is not directly involved.

2. Students sometimes need support to deal with certain incidents that involve aggression and conflict resolution; therefore, they should speak with a member of the School's staff, in confidence.
3. Offer support to students who are being bullied and show the student/s doing the bullying that it is wrong and unacceptable.
4. Talk with your friends and foster healthy, positive relationships.

Action for the school to take if the investigation shows that the matter involved criminal liability. The school will:

- a) Advise the victim and their parents of their capacity to make a formal complaint to the Queensland Police Service.
- b) The school will assist fully in any Queensland Police Service investigation.
- c) If the victim or their parents are reluctant to pursue criminal liability, the school will formally advise the student and their parents of school's limited powers going forward to monitor the matter.

If the investigation shows that the matter involves civil liability, the school will:

- a) Advise the victim and their parents to retain their own lawyers for independent advice if they wish to pursue the bully.
- b) If appropriate, instruct the school's lawyers for specific advices and the school's rights to pursue the matter.
- c) Advise the school's insurance broker of the possible legal action.

Upon resolution of the complaint, the school will:

- a) Counsel all students in the school's bullying policy, respecting the confidentiality of the victim and their complaint.
- b) Reassess the school's Supportive School Environment Policy and the Laptop Handbook.

Course Progress and Attendance Policy

This policy is available to staff and to students.

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.
 - c) Students who have begun part way through a semester will be assessed after one full study period.
 - d) To demonstrate satisfactory course progress, students will need to achieve competency in at least 80% of units in any study period. Competency can be defined as a grade of C- or above in 80% of academic subjects. For primary school students, course progress indicates that a student is capable of progressing onto the next phase of learning.
 - e) Active participation in school life, a positive attitude to learning and consistent demonstration of effort can also be considered as course progress for students who are struggling with an academic commitment. Demonstrated effort could include:
 - i. Making measurable improvement gains over the semester
 - ii. Attending additional English language classes
 - iii. Attending additional voluntary tutoring sessions
 - iv. Seeking help from teachers
 - v. Thorough attempts and timely submission of all homework and assessment tasks
 - vi. Evidence from parents and guardians that the student is spending significant time studying at home/boarding house/homestay.
 - f) If a student does not achieve competency in at least 80% of units studies in a study period, the International Pastoral Care Coordinator/Dean of Studies/Dean of Pedagogy will formally contact the parent(s) to advise there will be a meeting with the student to develop an intervention strategy for academic improvement. This may include:
 - i. After hours / lunchtime tutorial support
 - ii. Subject tutorial support in class time
 - iii. Mentoring
 - iv. Additional ESL support
 - v. Change of subject selection, or reducing course load
 - vi. Counselling – time management
 - vii. Counselling -academic skills
 - viii. Counselling - personal
 - ix. Other intervention strategies as deemed necessary.

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- g) A copy of the student's individual strategy and progress reports in achieving improvement will be forwarded to parents.
 - h) The student's individual strategy for academic improvement will be monitored over the following study period by the International Pastoral Care Coordinator and Dean of Studies/Dean of Pedagogy and records of student response to the strategy will be kept.
 - i) If the student does not improve sufficiently academically and achieve satisfactory course progress by the end of the next study period, St Margaret's Anglican Girls School will advise the student in writing of its intention to report the student for breach of visa condition 8202, and that she has 20 working days in which to access the school's internal complaints and appeals process. Following the outcome of the internal process, if the student wishes to complain or lodge an external appeal about a decision made or action taken by St Margaret's Anglican Girls School, she may contact the Overseas Student Ombudsman at no cost. This must be done within 10 days. Please see St Margaret's Anglican Girls School's Complaints and Appeals Policy for further details.
 - j) The school will notify the National ESOS Authority via PRISMS of the student not achieving satisfactory course progress as soon as practicable where:
 - i. the student does not access the complaints and appeals process within 20 days, or
 - ii. withdraws from the complaints and appeals process, or
 - iii. the complaints and appeals process results in favour of the school.
 - k) St Margaret's Anglican Girls School does acknowledge that in some circumstances a student's application to study can be assessed for course progress, when the criteria mentioned at 1. e) above is not met. This will be assessed on a case by case basis.

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 course 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 of:
 - i. compassionate or compelling circumstances (see Definitions below)
 - ii. student participation in an intervention strategy as outlined in 1.e)
 - iii. an approved deferment or suspension of study has been granted in accordance with St Margaret's Anglican Girls 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.

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 and early departures from 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/Dean of Students/International Pastoral Care Coordinator.
- e) Any absences longer than 2 consecutive days without approval will be investigated.
- f) Student attendance will be monitored by the International Pastoral Care Coordinator every 2 weeks over a study period to assess student attendance using the following method:
 - (i) Calculating the number of hours the student would have to be absent to fall below the attendance threshold for a study period e.g. number of study days x contact hours x 20%. [For example, a 20 week study period with 5 contact hours a day would equal 500 contact hours. 20% of this is 100 hours.]
 - (ii) Any period of 'exclusion from class' (as per the Deferment, Suspension and Cancellation Policy) **will not** be included in student attendance calculations.

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- g) Parents of students at risk of breaching St Margaret's Anglican Girls School's attendance requirements will be contacted by email and/or phone and students will be counselled and offered any necessary support when they have absences totalling 10% any study period.
 - h) If the calculation at 3.f) indicates that the student has passed the attendance threshold for the study period, St Margaret's Anglican Girls School will advise the student of its intention to report the student for breach of visa condition 8202, and that she has 20 working days in which to access the school's internal complaints and appeals process except in the circumstances outlined in 3.j).
 - i) The school will notify the National ESOS Authority via PRISMS of the student not achieving satisfactory course attendance as soon as practicable where:
 - i. the student does not access the complaints and appeals process within 20 days
 - ii. withdraws from the complaints and appeals process
 - iii. the complaints and appeals process results in a decision for the school.
 - j) (If applicable: see NC St 11.9) Students will not be reported for failing to meet the 80% attendance threshold for a study period where:
 - i. the student produces documentary evidence clearly demonstrating compassionate or compelling circumstances e.g., medical illness supported by a medical certificate or as per Definition, below , and
 - ii. the student's attendance has not fallen below 70% for the study period.
 - k) The method for calculating 70% attendance is the same as that outlined in 3.f) with the following change; number of study days x contact hours x 30%.
 - l) 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 St Margaret's Anglican Girls School's Deferment, Suspension and Cancellation Policy.
 - m) If the student does not obtain a suspension of studies under the St Margaret's Anglican Girls 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.

Note: Ethnic festivals will not be considered as compassionate and compelling circumstances.

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 – a discrete period of study within a course which cannot exceed 24 weeks. St Margaret's Anglican Girls School defines a "study period" for the purposes of monitoring course attendance and progress as a semester.

Refer to Appendix 2 for Leave Application Process.

Deferment, Suspension and Cancellation Policy

The policy below for deferring, suspending or cancelling a student's enrolments is based on the ISCA 2007 National Code Transition handbook at www.isca.edu.au

1. Deferment of commencement of study requested by student
 - a) St Margaret's Anglican Girls 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 was unable to attend classes
 - ii. bereavement of close family members such as parents or grandparents (where possible a death certificate should be provided)
 - iii. major political upheaval or natural disaster in the home country requiring emergency travel that has impacted on studies
 - iv. a traumatic experience which has impacted on the student (these cases should be where possible supported by police or psychologists' reports).
 - b) The final decision for assessing and granting a deferment of commencement of studies lies with the Principal.
 - c) Deferment will be recorded on PRISMS within 14 days of being granted.
2. Suspension of study requested by student
 - a) Once the student has commenced the course, St Margaret's Anglican Girls School will only grant a suspension of study for compassionate and compelling circumstances. These include but are not limited to:
 - i. illness, where a medical certificate states that the student was unable to attend classes
 - ii. bereavement of close family members such as parents or grandparents (where possible a death certificate should be provided)
 - iii. major political upheaval or natural disaster in the home country requiring emergency travel that has impacted on studies
 - iv. a traumatic experience which has impacted on the student (these cases should be where possible supported by police or psychologists' reports).
 - b) Suspensions will be recorded on PRISMS within 14 days of being granted.
 - c) The period of suspension will not be included in attendance calculations.
 - d) The final decision for assessing and granting a suspension of studies lies with the Principal.
3. Student initiated cancellation of enrolment
 - a) All notification of withdrawal from a course, or applications for refunds, must be made in writing and submitted to the Principal. Please see St Margaret's Anglican Girls School's Refund Policy for information regarding refunds.
4. Assessing requests for deferment or suspension of studies
 - a) Applications will be assessed on merit by the Dean of Studies or Dean of Pedagogy depending on the student's year level.
 - b) All applications for deferment or suspension will be considered within 10 working days.
5. School initiated exclusion from class (1 – 28 days)
 - a) St Margaret's Anglican Girls 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 St Margaret's Anglican Girls School's Guidelines for Behaviour and Expectations of Students/Community Code of Conduct.
 - b) Excluded students must abide by the conditions of their exclusion from studies which will depend on the welfare and accommodation arrangements in place for each student and which will be determined by the Principal.
 - c) Where the student is provided with homework or other studies for the period of the exclusion, the student must continue to meet the academic requirements of the course.
 - d) Exclusions from class will not be recorded on PRISMS.
 - e) Periods of 'exclusion from class' for up to 5 days will/will not be included in attendance calculations as per St Margaret's Anglican Girls School's Course Progress and Attendance Policy

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6. School initiated suspension of studies (28 days +)
- St Margaret's Anglican Girls 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 St Margaret's Anglican Girls School's Guidelines for Behaviour and Expectations of Students/Community Code of Conduct.
 - Suspended students must abide by the conditions of their suspension from studies which will depend on the welfare and accommodation arrangements in place for each student and which will be determined by the Principal.
 - Students who have been suspended for more than 28 days may need to contact Department of Immigration. (Please see contact details at: <http://www.immi.gov.au/contacts/australia/index.htm>)
 - If special circumstances exist, the student must abide by the conditions of her suspension which will depend on the welfare and accommodation arrangements in place for each student and which will be determined by The Principal.
 - Suspensions will be recorded on PRISMS.
 - The period of suspension will not be included in attendance calculations.

7. School initiated cancellation of enrolment
- St Margaret's Anglican Girls School will cancel the enrolment of a student under the following conditions:
 - Failure to pay course fees
 - Failure to maintain approved welfare and accommodation arrangements (visa condition 8532) (Alternatively schools may decide that they will not cancel enrolment for this reason)
 - Any behaviour identified as resulting in cancellation in St Margaret's Anglican Girls School's Guidelines for Behaviour and Expectations of Students/Community Code of Conduct.
 - St Margaret's Anglican Girls School is required to report failure to maintain satisfactory course progress and failure to maintain satisfactory attendance to Department of Immigration, which may impact on a student's visa.
 - St Margaret's Anglican Girls School may cancel the enrolment of a student for failure to disclose a pre-existing condition requiring a high degree of specialised support or care.
 - Students who have had their enrolment cancelled are advised to contact Department of Immigrations. (Please see contact details at: <https://www.bordergov.au/about/contact/offices-locations>)

School initiated cancellation of enrolment is subject to St Margaret's Anglican Girls School's Complaints and Appeals Policy. Please see 8. below.

8. Complaints and Appeals
- Student requests for deferment, and suspension and cancellation of enrolment are not subject to St Margaret's Anglican Girls School's Complaints and Appeals Policy.
 - Exclusion from class is subject to St Margaret's Anglican Girls School's Complaints and Appeals Policy.
 - School initiated suspension, where the suspension is to be recorded in PRISMS, and cancellation are subject to St Margaret's Anglican Girls School's Complaints and Appeals Policy.
 - For the duration of the internal appeals process, the school will maintain the student's enrolment and the student will attend classes as normal. The Principal will determine if participation in studies will be in class or under a supervised arrangement outside of classes.
 - If students access St Margaret's Anglican Girls School's complaints and appeals process regarding a school initiated suspension or cancellation of enrolment under Standard 13, 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.

NB: Students may still access the external complaints and appeals process, but the school need not await the outcome of this process before changing the student's enrolment status in PRISMS. However, if the school has issued a CAAW for a student, welfare provisions under NC St 5.3 are applicable.

- Extenuating circumstances 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.

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- g) The use of extenuating circumstances by St Margaret's Anglican Girls 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.
9. 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 Immigration Website www.immi.gov.au/students for further information about their visa conditions and obligations.
10. Definitions
- a) Day – any day including weekends and public holidays in or out of term time

Accommodation and Welfare Policy

St Margaret's Anglican Girls 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 Immigration at the time of visa application for approval of these arrangements. The Department of 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 Guardian visa (subclass 580), all obligations and conditions of this visa must be met, including:
 - o not leaving Australia without the nominating student unless the School has first approved alternative welfare and accommodation arrangements for the student for the adult's period of absence, and
 - o advising the Department of Immigration of any change of address, passport or other changes of circumstances.

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

In this case:

- i. Any accommodation, welfare and other support arrangements for the student must be approved by the School, including arrangements provided by third parties
- ii. Any changes to approved arrangements must also be approved by the School. This includes any requests by students under 18 years of age to attend "Schoolies Week" on completion of Year 12
- iii. 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 Immigration and advise the student to contact the Department of Immigration to ensure visa implications are understood.

School approved accommodation options for full fee paying 500 visa subclass students under 18 years of age include:

- i. Homestay Program operated by International Student Care Australia (ISCA). Please see Additional Information, below.
- ii. School Boarding House
- iii. Private accommodation and care arrangements approved by the School which meet all requirements under relevant state and commonwealth legislation.

3. For School vacation periods, the following accommodation options are available to full fee paying 500 visa subclass students under 18 years of age for whom the School has issued a CAAW:

- i. Student returns home to parents
- ii. Student continues to live in / is placed in Homestay arranged and approved by the school
- iii. Student may spend vacation with relatives or a friend's family if all requirements are met in order to attain school approval.
- iv. Student may attend a supervised excursion, camp, etc., if all requirements are met in order to attain school approval.

Please refer to the leave application process in the International Student Handbook.

Accommodation options for full fee paying 500 visa subclass students 18 years and older include:

- i. Homestay Program
- ii. School Boarding House
- iii. Private accommodation arrangements

It is a condition of enrolment that students over 18 years also maintain school approved accommodation and welfare arrangements.

4. For School vacation periods, the following accommodation options are available to full fee paying 500 visa subclass students 18 years or older:
 - i. Student returns home to parents
 - ii. Student continues to live in / is placed in Homestay, details of which are recorded by the 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
 - v. Student may travel unaccompanied during vacation periods, provided details are given.

Please refer to the leave application process in the International Student Handbook.

Additional Information:

HOMESTAY :

The Homestay operated by St Margaret's Anglican Girls School and International Student Care Australia (ISCA) meets Queensland legislative requirements for child protection as well as Standard 5 of the National Code. These include

- o Continuous dates for approved welfare arrangements
- o Documented procedures for checking suitability of accommodation, support and general welfare arrangements:
 - Guidelines for selecting family and ensuring the family can provide a stable environment for the duration of the student's enrolment at the school
 - Criteria about accommodation services to be provided, and contract for arrangements about providing accommodation services
 - Orientation program for families new to provision of homestay services
 - Compliant Homestay risk management strategy, reviewed annually, undertaken by operator of the homestay program
- o Blue card for adults as required living in the homestay / private arrangement other than overseas students.

STUDENT GUARDIAN VISAS

St Margaret's Anglican Girls School requires holders of Student Guardian Visas (580 visa subclass) 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 for the Department of 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.

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 within 7 days of the commencement of student attendance of the enrolled course.

1. Purpose
 - a) The purpose of St Margaret's Anglican Girls 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.
 - 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 Guidelines for Behaviour and Expectations of Students/Community Code of Conduct.
3. Informal Complaints Resolution
 - a) In the first instance, St Margaret's Anglican Girls School attempts to informally resolve the issue through mediation/informal resolution of the complaint.
 - b) Students should contact International Pastoral Care Coordinator 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 St Margaret's Anglican Girls School's internal formal complaints and appeals handling procedure will be followed.
4. Formal Complaints Handling Procedure
 - a) The process of this grievance procedure is confidential and any complaints or appeals are a matter between the parties concerned and those directly involved in the complaints handling process.
 - b) The student must notify the school in writing of the nature and details of the complaint or appeal.
 - c) Written complaints or appeals are to be lodged with the Principal.
 - d) Where the internal complaints and appeals process is being accessed because the student has received notice by the school that the school intends to report her for unsatisfactory course attendance, unsatisfactory course progress or suspension or cancellation of enrolment, the student has 20 working days from the date of receipt of notification in which to lodge a written appeal.
 - e) Complaints and appeals processes are available to students at no cost.
 - f) Each complainant has the opportunity to present her case to the Principal.
 - g) Students and / or the School may be accompanied and assisted by a support person at all relevant meetings.
 - h) The formal grievance process will commence within 10 working days of the lodgement of the complaint or appeal with the Principal.
 - i) Once the Principal has come to a decision regarding the complaint or appeal, the student will be informed in writing of the outcome and the reasons for the outcome, and a copy will be retained on the student's file.
 - j) If the grievance procedure finds in favour of the student, St Margaret's Anglican Girls School will immediately implement the decision and any corrective and preventative action required, and advise the student of the outcome.
 - k) St Margaret's Anglican Girls School undertakes to finalise all grievance procedures within 20 working days
 - l) For the duration of the appeals process, the student's enrolment and attendance must be maintained.
5. External Appeals Processes
 - a) If the student is dissatisfied with the conduct or result of the complaints procedure, she may seek redress through an external body at minimal or no cost within 10 working days.
 - b) If the student wishes to complain or to lodge an external appeal about a decision made or action taken by St Margaret's Anglican Girls School, she may contact the Overseas Students Ombudsman at no cost. The Overseas Students Ombudsman offers a free and independent service for overseas students. Please see: www.oso.gov.au or phone 1300 362 072 for more information.

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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 St Margaret's Anglican Girls 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.

Transfer Policy

1. Overseas students are restricted from transferring from their principal course of study for a period of six months. This restriction also applies to any course(s) packaged with their principal course of study. 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 Letter of Release.
2. Students can apply to the Principal via the International Pastoral Care Coordinator by downloading the link from the school website for a Letter of Release 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 principal course of study or is under 18 years of age, conditions apply.
3. St Margaret's Anglican Girls School will only provide a letter of release to students before completing the first six months of their principal course in the following circumstances:
 - a) The student has changed welfare and accommodation arrangements and is no longer within a reasonable travelling time of the school
 - b) It has been agreed by the school the student would be better placed in a course that is not available at St Margaret's Anglican Girls School.
 - c) Any other reason stated in the policies of St Margaret's Anglican Girls 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
 - b) Written confirmation that the new provider will accept responsibility for approving the student's accommodation, support, and general welfare arrangements where the student is not living with a parent / legal guardian or a suitable nominated relative
 - c) Evidence that the student is always in Department of Immigration approved welfare and accommodation arrangements.
5. St Margaret's Anglican Girls School will NOT provide a letter of release to students before completing the first six months of their principal course in the following circumstances:
 - a) The student's progress is likely to be academically disadvantaged
 - b) St Margaret's Anglican Girls 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 study period.
6. In order to apply for a letter of release, all students must first have a letter of offer from the receiving provider.

-
7. Applications to transfer to another registered provider may have visa implications. The student is advised to contact the Department of Immigration office as soon as possible to discuss any implications. The address of the nearest Office is:
 Brisbane Department of Immigration Office: 299 Adelaide Street, Brisbane QLD 4000
 Other contact details for Department of Immigration are: Tel: 131 881 and E: student.centre@immi.gov.au
 Students can also contact the Department of Immigration through their web enquiry form:
<https://www.border.gov.au/student-visa-enquiry-form>
 8. If a letter of release is provided by this school it will give information about whether the student has demonstrated a commitment to studies during the course, had a good attendance record for the course, and paid all fees for the course.
 9. All applications for transfer will be considered within 10 working days and the applicant notified of the decision.
 10. Students whose request for transfer has been refused will be notified in writing of the reasons for refusal and may appeal the decision in accordance with St Margaret's Anglican Girls School's complaints and appeals policy. The complaints and appeals policy is available on the website.

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 such as the homestay provider, 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) Pre-enrolment, tuition and non-tuition fees are payable according to the Schedule of Fees.
 - b) An itemised list of school fees is provided in the school's written agreement (as per NC Standard 3.1.b).
 - 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, minus the lesser of
 - 5% of the amount of course fees received, or
 - AUD 500.
 - b) If a student whose visa has been refused withdraws from the course after it has commenced, the school will retain the amount of tuition fees proportionate to the amount of the course the student has undertaken and will refund of any unused tuition fees* received by the school with respect to the student within the period of four weeks after the day of student default.

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

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 one study period's 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 of \$500.
- 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 50 % of the tuition fee.

(d) Refunds after commencement of a course:

- i. If tuition fees for up to 1 study period 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 relevant study period, no tuition fees will be refunded.
- ii. If tuition fees for more than 1 study period have been received in advance: If fees for more than one study period 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, any non-refundable payment on behalf of the student has been made, 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 one study period's fees.

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

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 Course Progress and Attendance Policy.
- ii. Failure to maintain satisfactory attendance (visa condition 8202). Please see Course Progress and Attendance Policy.
- iii. Failure to maintain approved welfare and accommodation arrangements (visa condition 8532). Please see Accommodation and Welfare Policy.
- iv. Failure to pay course fees.
- v. Any behaviour identified as resulting in enrolment cancellation in St Margaret's Anglican Girls School's Guidelines for Behaviour and Expectations of Students/Community Code of Conduct. Please see Student Handbook and/or International Student Handbook.

Provider default

(Any default by the school must be compliant with the current provisions of the ESOS Act 2000 and the ESOS regulations 2001 [as amended].)

- 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 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>.

7. This agreement, and the availability of complaints and appeals processes, does not remove the right of the student to take action under Australia's consumer protection laws.

Definitions

- b. **Non-tuition fees** – fees not directly related to provision of the student's course, including Student Health Cover, Homestay/Boarding Fees, Optional Activity Fees and International Student Bond
- c. **Tuition fees** – fees directly related to the provision of the student's course
- d. **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.
- e. **Study period equal to one semester but no more than 24 weeks.**

If the student changes visa status (e.g. becomes a temporary or permanent resident) she will continue to pay full overseas student's fees for the duration of that year. Evidence of the new Visa status will be required before any changes to fee payment can be agreed.

Student Protection

St Margaret's Anglican Girls School is committed to:

- promoting and striving to provide a safe, supportive and ethical environment for the wellbeing and holistic development of students; and
- providing a safe secure nurturing environment in which all its students may grow and learn.

Student Protection Officers are persons designated as liaison people to whom students may refer if they are not feeling safe; or to whom they make complaints of harm, inappropriate behaviour or physical/sexual abuse. The St Margaret's Student Protection Officers are:

- Deputy Principal – Ms Karen Gorrie
- Head of Boarding – Ms Lesa Fowler
- Head of Primary School – Mrs Angela Drysdale
- Dean of Students – Ms Nikki Townsend
- Guidance Counsellor - Ms Sharon Stone

Refer to the School's website on <https://www.stmargarets.qld.edu.au/discover-st-margaret-s/student-protection> as well as St Margaret's Anglican Girls School's Guidelines for Behaviour and Expectations of Students and Community Code of Conduct.

Privacy of Personal Information

St Margaret's Anglican Girls' School adheres to the requirements of the Privacy Act 2001 in relation to the way it handles personal and sensitive information about students. Information is collected during your enrolment so that we meet our obligations under the ESOS Act 2000 and the National Code 2007 and to ensure that the student complies with the conditions of their visas and their obligations under Australian immigration laws relevant to international students.

The authority to collect this information is contained in the Education Services for International Students Act 2000, the Education Services for International Students Regulations 2001 and the National Code of Practice for Registration Authorities and Providers of Education and Training to International Students 2007.

Parents and students must be aware that the information provided by the student to the School may be made available to Commonwealth and State agencies in the Fund Manager of the ESOS Assurance Fund, pursuant to obligations under the ESOS Act 2000 and the National Code 2007.

The School is required, under S19 of the ESOS Act 2000, to inform Department of Immigration and Border Protection (DIBP) about:

- Changes to the student's enrolment
- Changes to the student's visa and/or welfare arrangements
- Any breach by the student of a student visa condition relating to attendance or satisfactory academic performance under Section 19 of the ESOS Act.

For more information on privacy, please refer to St Margaret's Anglican Girls School Privacy Policy located on the school's website: www.stmargarets.qld.edu.au/admissions/international-students/international-policies

Additional Information

Commencement of Studies at St Margaret's

1. Day One:
 - Student must go to the Main Reception on their first day between 8am and 8:15am.
 - School begins at 8:20am.
 - The student will:
 - a) Be introduced to their buddy who will be in the same form class and assist with any questions and orientation into the school.
 - b) Meet their Head of Year and Form Teacher.
 - c) Be allocated a locker.
 - d) Be given their Timetable. The timetable shows the subjects, lesson times, name of teacher and location of classroom. If subjects have not yet chosen, the student will be able to see the Dean of Studies/ Dean of Pedagogy or the Deputy Principal to organise this. During the first couple of weeks the International Pastoral Care Coordinator and International Admissions will work through the will work through the book list and stationery list to ensure the student has the correct text books and equipment for classes.
 - e) Be given their School Diary and International Student Handbook.
 - f) Be given an Orientation Checklist that will be completed with the International Pastoral Care Coordinator in the first week.
 - Student ID: The student will be taken to the School Support Office to have a photo taken for their student ID card which will be delivered about one week after school starts. This card is a form of identification that may be used to get concession rates at cinemas, public transport and some restaurants.
 - International Admissions will take another photocopy of the student's passport, visa and Overseas Student Health Cover (OSHC) card.
2. Student Diary:

The St Margaret's Student Handbook (Diary) is a very important book. The student must write their name and form class in their diary. The diary has lots of information about the day to day running of St Margaret's. It is important to read the front section of diary carefully. The International Pastoral Care Coordinator will go through the diary and the International Student Handbook with the student as the weekly International Student Meetings, however, it is important for the student to re-read this information.

Homestay:

The Homestay Program operated by St Margaret's Anglican Girls School and run by International Student Care Australia (ISCA) meets Queensland legislative requirements for child protection as well as Standard 5 of the National Code. These include:

- continuous dates for approved welfare arrangements
- documented procedures for checking suitability of accommodation, support and general welfare arrangements
- guidelines for selecting family and ensuring the family can provide a stable environment for the duration of the student's enrolment at the school
- criteria about accommodation services to be provided, and contract for arrangements about providing accommodation services
- orientation program for families new to provision of homestay services
- compliant homestay risk management strategy, reviewed annually, undertaken by operator of the homestay program
- Bluecard for adults living in the homestay / private arrangement other than overseas students.

Student Guardian Visas:

St Margaret's Anglican Girls School requires holders of Student Guardian Visas to:

- i. maintain Overseas Visitor Health Cover (OSHC) 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 for the Department of Immigration.

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.

Complying with Student Visa Conditions:

As an international student in Australia it is VERY important that you comply with all of the requirements of your student visa. St Margaret's has a number of policies in place to ensure that your time spent here is safe, secure and that you reach your academic potential. These conditions will be discussed at orientation and the policies can be found on the school website.

Your visa requirements as an International student are:

- maintain satisfactory course attendance and course progress (See Course Attendance and Course Progress section)
- maintain approved welfare for duration of the course (See Accommodation and Welfare Arrangements section)
- maintain Overseas Student Health Cover for duration of the course (see OSHC section)
- comply with all transfer regulations (see Transfer Policy section)
- pay all school fees as per schedule of fees and invoices.

You also have the right to fair and equitable treatment as an International student. Please read the ESOS Framework and the School's Complaints and Appeals Policy (see Complaints and Appeals Policy section).

The above policies will be discussed during your orientation process.

NOTE: The student must inform Admissions and Community Relations – International if their visa type changes or if they have a new passport number so that your record is updated in PRISMS. The student is also responsible for ensuring that their student visa remains current for the duration of their enrolment.

Change in Visa Type or Passport

The student must inform Admissions and Community Relations if their visa type changes or if they have a new passport number so that the student record is updated in PRISMS as well as in St Margaret's TASS system. The student is also responsible for ensuring their student visa remains current for the duration of their enrolment.

Change in Visa

- If the student visa subclass 500 changes to another temporary or permanent resident visa subclass, such as 101 (Permanent resident), 188 (Business Innovation and Investment visa), 456 (Business Visa), 457 (Temporary Work visa), or they become eligible and granted Australian Citizenship, they cease being a Full Fee Paying Overseas Student and their enrolment type is changed to a domestic student from the following calendar year and domestic fees would be applied from the following calendar year. At that stage, welfare arrangements with the school may cease if the Department of Immigration and Border Patrol (DIBP) is satisfied with new welfare arrangements, but the school will still maintain duty of care for the student until the end of their enrolment.

NB: Children who were born in Australia may not be granted automatic Australian Citizenship due to reasons such as:

- i) At the time of birth, the child's parents were temporary visitors in Australia holding foreign passports, or
- ii) The child was born in Australia but holds a foreign passport because their parents hold overseas citizenships.

In such cases the school will deem them as Full Fee Paying Overseas student until such time they are granted Australian Citizenship or Permanent Residence.

- Children of parents entering Australia under student visa subclass 500 themselves are also regarded as Full Fee Paying Overseas Students.
- If the parent is studying in Australia and enrolled in a higher education course which is funded by the Australia Government to complete their studies, then their child may be considered as a domestic student.

NB: This decision is at the discretion of the Principal.

- Overseas students under the age of 6 years are charged domestic fees at St Margaret's. International Student Fees apply from the next study period/semester after they turn 6 years old.

Please refer to www.boarder.gov.au for further information on visas and passports.

Change in Passport Number

- The student must inform Admissions and Community Relations – International about change in passport and send through a copy of the new passport for student file and so PRISMS can be updated.
- The student must also ensure the appropriate requirements of the DIBP has been satisfied with regards to the issuing of the new passport

Sickness

When the student is sick they must tell someone immediately. Seeking help early often prevents an illness from becoming more serious. At home tell the homestay parents; if in boarding inform the year level house mother or if the student is sick during school then they can go to the Health Centre. The nursing staff at the Health Centre can arrange some medicine or arrange a visit to the doctor if needed. If afterhours, the student can go to the homestay family doctor or one of the following centres:

Brisbane City 7 Day Medical Centre

Level 1, 245 Albert St, Brisbane. QLD 4000.

Ph: (07) 3211 3611

Korean Speaking Doctor and Japanese translator available.

Clayfield Medical Centre

533 Sandgate Rd

Clayfield QLD 4011

(07) 3262 1288

Female Chinese speaking doctors available. Mandarin and Cantonese.

Dr Julie Heiser

499 Sandgate Rd

Ascot QLD 4007

(07) 3262 2351

This doctor is just around the corner from school and is used by boarding students.

Overseas Student Health Cover (OSHC):

As an international student it is requirement to have overseas Student Health Cover (OSHC) for the duration of the student visa. OSHC is health and hospital insurance for Australia. **This is a requirement of the student visa and is compulsory.**

If the student does not have their own private OSHC, the school will arrange this for them and they will be issued with an OSHC card from **ALLIANZ GLOBAL ASSIST** on arrival at St Margaret's. When the student visits the doctor or hospital they will be required to pay the consultation fee which is usually \$60-\$70. (More if the consultation is for a longer time). A receipt from the receptionist at the doctor's surgery must be obtained so that refund from Allianz can be obtained. The student must complete the refund form available from www.oshcallianzassistance.com.au/ or from the International Pastoral Care Coordinator. The completed form and the receipt must then be posted to Allianz. Alternatively, the student could visit the Allianz website to find a customer service location.

Information on what is covered by OSHC can be found at: www.oshcallianzassistance.com.au/

Information Technology (IT)

Students who have access via the school to business technology and the internet are responsible for ensuring that this technology is used for legitimate school purposes only, and that confidentiality is maintained. All students are required to sign a *Student IT Contract and Laptop Charter*.

The student must read the information carefully and sign their name at the bottom. Once this contract is activated, the student will be given a laptop to use while at the school and will be able to access the school's computer network. The student will be taken to IT to collect their school laptop.

Assessment Calendar

At the beginning of each semester the student will be able to download their assessment calendar from Masterfile on the Intranet. This calendar gives information about the due dates for assignments and tests for each subject. The International Pastoral Care Coordinator will show how to access the assessment calendar.

Absences

If the student is absent from school for any reason, they must ask their parent, homestay parent or guardian to call the school on 3862 0730. This is VERY important as the safety and wellbeing of the student is paramount. The student must not call the school themselves. The call must be made by an adult. If the school does not receive a call, they will call the student's home to find out where they are.

Uniform

The St Margaret's uniform is called a 'Middy.' The student must wear the full school uniform every day. Panama and school badges must be worn every day. Apart from pearl earrings and a watch no other jewellery is to be worn. Hair must be tied back neatly and be of a natural colour.

Co-curricular Activities

At St Margaret's there are a wide range of co-curricular activities the student can participate in. These include sports, music and community involvement. Participating in an activity is a very good way to make friends and to become part of the school. All activities sign-ups are online and an email will be sent informing students of when to sign up for each activity. The Head of Sport, Head of Performance, and International Pastoral Care Coordinator can help with these decisions.

Public Transport

As part of orientation materials the student will receive information about the public bus routes and the school bus routes that service St Margaret's. Albion train station is also a short 10 minute walk away. If you need some assistance getting to and from the bus stop/ train station, please see the International Pastoral Care Coordinator.

Living in Australia

Living in a new country is sometimes very difficult. You have to learn a new language and adapt to a new culture. Remember that everybody goes through some form of culture shock. It is okay to feel a little lonely or homesick after the initial excitement of arriving in Australia ends. The first few days and weeks of living in Australia will probably make you very tired. Not only do you have to function in English (very tiring) you will be settling into a whole new routine. Try these suggestions to help make your time here easier and more enjoyable. Remember if you are feeling sad or homesick, there is always someone you can talk to.

When you move to a new country, it is normal at some point to experience culture shock. Culture shock can be described as the anxiety felt by a person who moves to a new environment or country and is in an unfamiliar environment.

1. Understanding culture shock

How do you know you have culture shock?

- You feel frustrated and anxious.
- You feel that you have a lack of direction.
- You don't know what to do or how to do things.
- You don't know what is right or wrong in the new country/environment.

Culture shock can be unpleasant; however, it can provide you with the opportunity to learn and acquire new perspectives and live new experiences.

2. What are the symptoms of culture shock?

- sadness, loneliness, melancholy
- preoccupation with health
- aches, pains, and allergies
- insomnia, desire to sleep too much or too little
- changes in temperament, depression, feeling vulnerable, feeling powerless
- anger, irritability, resentment, unwillingness to interact with others
- identifying with the old culture or idealizing the old country
- loss of identity
- trying too hard to absorb everything in the new culture or country
- unable to solve simple problems
- lack of confidence
- feelings of inadequacy or insecurity
- developing stereotypes about the new culture

- developing obsessions such as over-cleanliness
- longing for family and feeling home sick
- feeling lost and overlooked

(Adapted from www.edweb.sdsu.edu/people/CGuanipa/cultshok)

3. Stages of culture shock

Culture shock has many stages. Each stage can be ongoing or appear only at certain times.

- ***The Honeymoon Phase*** - During this period the differences between the old and new culture are seen in a romantic light as wonderful and new. Everything is new and exciting. For example, when moving to a new country an individual might love new foods, pace of life, people's habits, buildings and so on.
- ***The "Everything is Awful" Phase*** - After a few days, a few weeks, or a few months, minor differences between the old and new culture begin to add up. You might encounter some difficult times and crises in daily life and you may feel impatient, angry, sad or discontent. For example, language barriers are proving to be difficult, you might find the pace of life too fast or slow, or you may find people's habits annoying, etc.
- ***The "Everything is OK" phase*** - Again, after a few days, weeks or months, one grows accustomed to the new culture's differences and develops routines and you gain a greater understanding of the new culture. You may have a feeling of pleasure and psychological balance. At this point, an individual no longer reacts to the new culture positively or negatively, because it no longer feels like a new culture. An individual becomes concerned with basic living again, as they were in their original culture.

(Adapted from: www.wikipedia.org/wiki/Culture_shock)

4. How to cope with culture shock

- Read about the country and culture before you leave.
- Familiarise yourself with the language and local customs.
- Be yourself. Be open minded and be willing to adapt to the new environment.
- Take 'time out' to relax and sleep.
- Keep in contact with family and friends.
- Maintain confidence in yourself. Follow your ambitions and continue your plans for the future.
- Read about culture shock.
- Make plans for the future that you are excited about e.g. a holiday.
- Don't try too hard.
- Exercise when you can.
- Join clubs and societies to meet people or volunteer in community activities that allow you to practice the language that you are learning.
- Allow yourself to be sad sometimes...but not for long!
- Focus your energy and power on getting through the transition.
- Recognise that the new environment or country is different to what you may be used to.

Useful Websites

ESOS Framework - www.aei.gov.au/Regulatory-Information/Pages/Regulatoryinformation.aspx

DIBP - www.immi.gov.au/

Study Queensland - www.studyqueensland.qld.edu.au

Brisbane - www.ourbrisbane.com/see-and-do

Public Transport - www.translink.com.au/

APPENDIX 1 – International Student Orientation Checklist

APPENDIX 2 – Holiday Leave Process

APPENDIX 1

International Student Orientation Checklist

Student Name: _____ Boarding / Homestay / Day Student

Form: _____ Mobile Number: _____

Arrival Date: _____ Email: _____

Previous School: _____

INTEGRATION / DAY 1

Subject Selection Completed: Yes / No
Copy to Admissions:

POLICIES EXPLAINED

Refund Policy:	Yes / No
Transfer Policy:	Yes / No
Complaints and Appeals Policy:	Yes / No
Course Progress and Attendance Policy:	Yes / No
Accommodation and Welfare Policy:	Yes / No
Deferment, Suspension and Cancellation Policy:	Yes / No
Uniform and Hair Policy:	Yes / No
Community Code of Conduct:	Yes / No
Child and Youth Protection Policy:	Yes / No
Acceptable Use of Technology Policy:	Yes / No
Sun Smart Policy:	Yes / No
Safe School Policy:	Yes / No
Health Centre Policy:	Yes / No
Assignment Policy:	Yes / No

Student Understands the following:

Mobile phone or how to use pay phone:	Yes / No
Accommodation contact numbers – ISCA/Boarding House:	Yes / No
Emergency numbers for fire, police, etc. is 000 in Australia:	Yes / No
How to travel to and from school – bus information given if relevant:	Yes / No
School IT Policy and Laptop Contract:	Yes / No
How to seek assistance on and off campus:	Yes / No
Available student support services (Head of Year, Head of Faculty, International Pastoral Care Coordinator, Personal Counsellor, Dean of Students, Chaplain, Dean of Studies, Dean of Pedagogy):	Yes / No
Legal services available to students:	Yes / No
Information on compulsory medical insurance (OSHC):	Yes / No
Student visa conditions relating to general obligations, course progress and attendance:	Yes / No
Grounds for suspension or cancellation of enrolment:	Yes / No
Student Handbook (Diary) containing the school rules and Community Code of Conduct:	Yes / No
Assignment Assessment Policy:	Yes / No
Information about Boarding and/or Homestay:	Yes / No
Information about EAL (ESL) and Conversational English classes:	Yes / No
Extra-curricular activities, clubs, extra Maths tutorials, etc.:	Yes / No
Information about cultural awareness / culture shock / adjusting to life in a new environment:	Yes / No
Orientation to local area – shops, recreational areas, ATM, buses, etc.:	Yes / No

SEMESTER 1 REVIEW*Integration Evaluation:*

EAL (ESL) Testing Completed: Yes / No

Test Results:

Writing: _____ Reading: _____ Listening: _____ Speaking: _____

Course Progress:

Course Attendance: _____ %

Orientation Activity	Notes	Completed Please tick
Principal		
Deputy Principal		
International Pastoral Care Coordinator (student welfare, leave approvals)		
Head of Year		
Head of Sports		
Head of Boarding		
Form Teacher		
Name of your Buddy		
International Student Captains		
Admissions and Community Relations – International (visa, passports and enrolment)		
Relevant Emergency Contact: Boarding, International Student, Homestay		
Map of School		
Laptop Orientation and IT Policy		
School Support Location		
Finance Department		
Policies Explained		
School Supply Shop (uniforms, textbooks, stationary)		
Resource Centre (Library)		
Locker Location		
Tuckshop		
Toilets		
Timetable discussion		

Classrooms		
Assembly Hall		
Chapel		
Sports Centre		
Swimming Pool		
Emergency Evacuation		
I.D. Card Photo		
Bus Stops		
Uniform Policy		
Student Handbook (Diary)		
International Student Handbook		

NAME

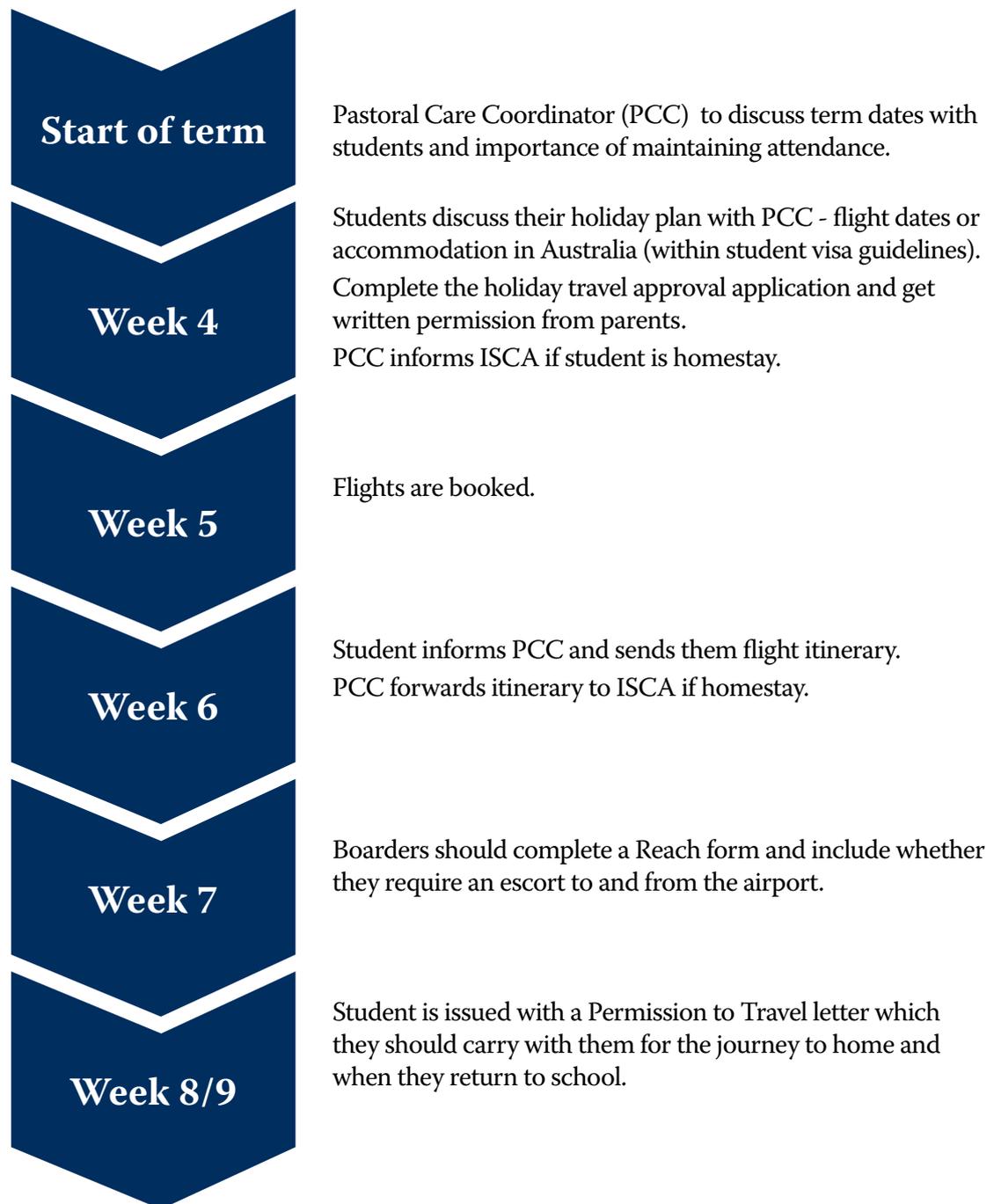
SIGNATURE

Student

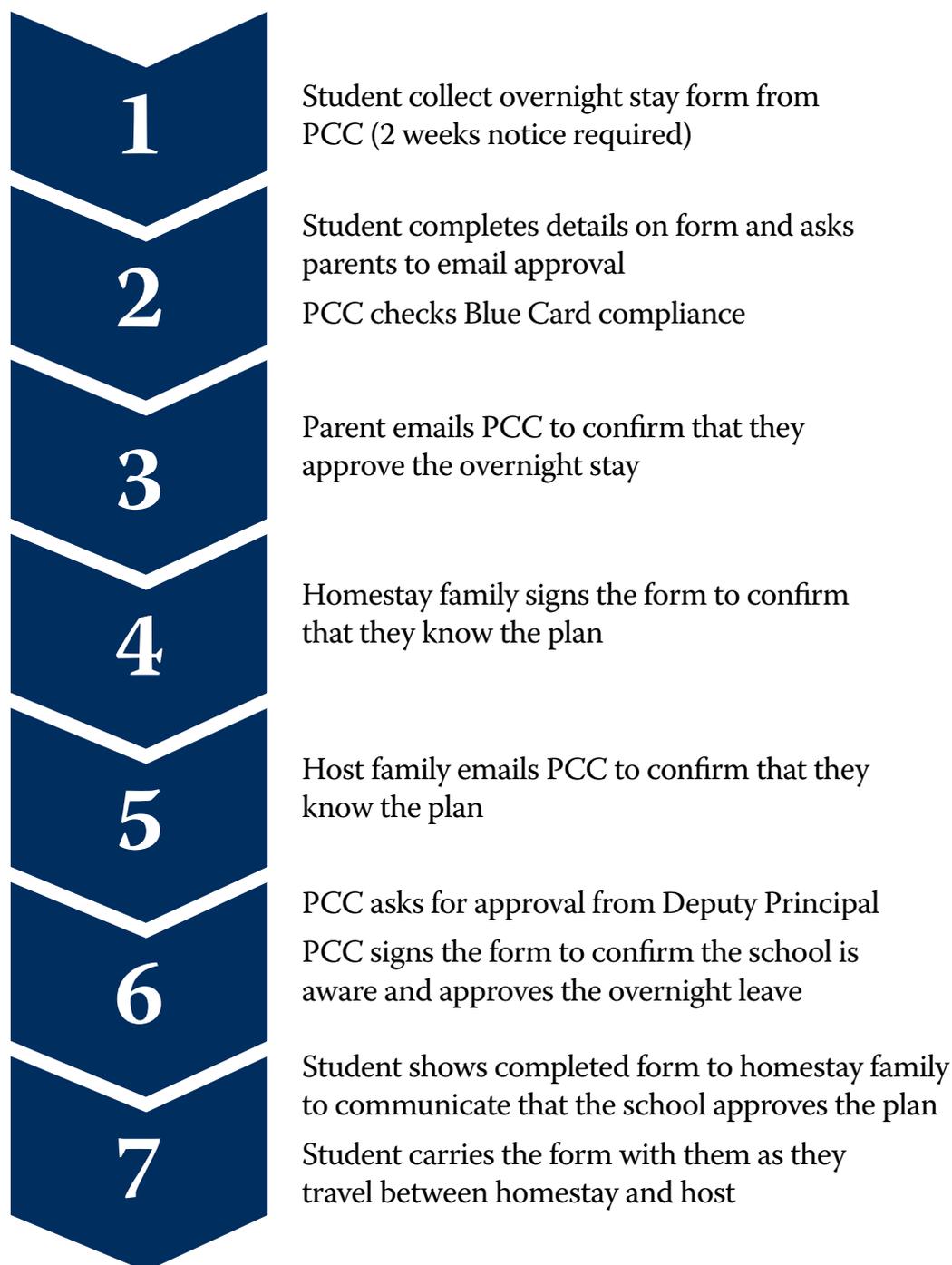
International Pastoral
Care Coordinator



St Margaret's process for International Students returning home for the holidays



St Margaret's process for international homestay girls staying out overnight



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