St Margaret's

International Student HANDBOOK 2026



School Contact Details and Key Staff

School Details

St Margaret's Anglican Girls School Address: 11 Petrie Street, Ascot, Brisbane, QLD, 4007
Telephone: +617 3862 0777 Facsimile: + 617 3862 0701
Email (General Enquiries): *mail@stmargarets.qld.edu.au*
Email (International Enrolment Enquiries): *fspooner@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 Nicole Devlin - *ndevlin@stmargarets.qld.edu.au*

Head of Primary
Mrs Angela Drysdale - *adrysdale@stmargarets.qld.edu*

Dean of Students
Ms Nikki Townsend – *ntownsend@stmargarets.qld.edu.au*

Dean of Academics
Ms Caitlin McCluskey – *cmccluskey@stmargarets.qld.edu.au*

Dean of Studies
Mr Chris Dunn – *cdunn@stmargarets.qld.edu.au*

Head of Boarding
Ms Lesa Craven – *lcraven@stmargarets.qld.edu.au*

Director of Business Operations
Mrs Toni Williams – *twilliams@stmargarets.qld.edu.au*

Head of Admissions
Mrs Fiona Spooner – *fspooner@stmargarets.qld.edu.au*

International Pastoral Care Coordinator
Ms Courtney Burton – *cburton@stmargarets.qld.edu.au*

Senior Psychologist
Ms Michelle Alexander – *malexander@stmargarets.qld.edu.au*

Head of Faculty – Student Pathways and Futures
Ms Kelly Alford – *kalford@stmargarets.qld.edu.au*

Careers Advisor
Ms Talia O'Callaghan – *tocallaghan@ stmargarets.qld.edu.au*

School Chaplain
Rev Jazz Dow – *jdow@stmargarets.qld.edu.au*

Emergency Contact Information:

International Students:
Ms Courtney Burton
+617 3862 0744

Mrs Fiona Spooner
+617 3862 0861 or +61 423 451 876

Homestay:
Mr John Coade
+61 427 269 360

Boarding House:
Ms Lesa Craven
+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
000



Contents

School Contact Details and Key Staff	02
St Margaret's Anglican Girls School - Overview	04
Location and Facilities	06
St Margaret's Ascot Campus	07
St Margaret's as a Provider of International Education	08
Being an International Student in Australia	08
Registration and Accreditation	09
Enrolment	10
St Margaret's Anglican Girls School Policy on entry requirements for International students	12
School Community Code of Conduct	14
Guidelines for Behaviour and Expectations of Students	17
Bullying Prevention and Management Policy	18
Mobile Phone and Other Mobile Devices Policy (Students)	22
Responsible use of Information Technology - Student Policy	24
Evacuation & Lockdown Procedure	26
St Margaret's Anglican Girls School International Student Progress, Attendance and Course Duration Policy	27
St Margaret's Anglican Girls School International Student Deferment, Suspension and Cancellation Policy	30
St Margaret's Anglican Girls School International Student Accommodation and Welfare Policy	33
St Margaret's Anglican Girls School Process for Private Homestay Arrangements for International Students	36
St Margaret's Anglican Girls School International Student Complaints and Appeals Policy	38
St Margaret's Anglican Girls School International Student Transfer Request Policy	40
St Margaret's Anglican Girls School International Student Refund Policy	42
Student Protection	44
Privacy of Personal Information	44
Additional Information	45
Student Testimonials	49
APPENDIX 1	50
International Student Orientation Checklist	50
APPENDIX 2	54
APPENDIX 3	56

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, we also welcome boys.

There are approximately 1450 students in the school, with around 500 primary students and 950 girls in the secondary school.

St Margaret's has a long and proud boarding history and around 190 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. Each student is seen and known, with a focus on a personalised learning journey.

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, Inclusivity, Integrity, Courage, Respect and Passion – and the school's motto, *Per Volar Sunata* (Born to Fly Upwards), inspire St Margaret's students to grow and achieve their personal best in all endeavours.

As a school 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 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 was opened and, in 2020, the new sports precinct was opened.

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 are born from our Christian faith through our Anglican tradition and are embedded in every endeavour that the students undertake.

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

Inclusivity: A St Margaret's girl knows that every single person reflects the image of God and deserves to be treated with dignity. She demonstrates inclusivity by acting with compassion and charity, celebrating the gifts of every individual.

Integrity: A St Margaret's girl is known for her ethical behaviour. She is honest and reliable and acts with integrity.

Courage: A St Margaret's girl has strength of character and confidence in doing what is right. She is a part of a long line of women of faith who have had 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 expresses gratitude for the gift of life. She has a positive outlook on life that drives the commitment and persistence 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 modern facility featuring an extensive library, a digital laboratory, and seven 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 six Year 7 classrooms with lockers and an outdoor teaching area. This dedicated area helps transition the students from primary to secondary school.

Sport

A new state-of-the-art sports precinct was opened in 2020.

We recognise the importance of physical education, and the impact it has on the health and wellbeing of students. When students are at their healthiest and happiest, their academic performance and the way that they engage and interact in the classroom is improved.

The new facility boasts a water polo sized heated pool enabling students to swim and train for sports such as lifesaving and water polo all year round; new tennis courts with lights and a new gymnasium, strength and conditioning gym and HPE classrooms.

The opportunities for innovation and collaboration in teaching and learning, this facility provides are truly endless.

Windsor Park is just ten minutes away and caters for athletics, hockey, touch football, AFL, 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 190 residents. It is centrally located in the heart of the campus, along with the dining hall and laundry facilities. The Health Centre is also located in this precinct and is staffed by two Registered Nurses and/or Paramedics.



St Margaret's Ascot Campus



St Margaret's as a Provider of International Education

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. Please follow the link *https://www.education.gov.au/esos-framework* to make a copy of the ESOS Framework Fact Sheet available to overseas applicants.

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 or course provider's contact officer or officers for overseas students
- What education or course provider's requirements are for satisfactory attendance
- What education or course 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
- The School's internal and external Complaints and Appeals process
- All other relevant rules, regulations and policies that are implemented by the education or course 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
- Ensuring that you always maintain a valid passport and current student visa, and updating your education or course provider of any changes in a timely manner
- Informing your course provider of any change of address or change of emergency contact details
- Adhering to the terms of the Written Agreement with your education or course provider
- Ensuring that you meet the requirements when applying to transfer between registered education or course providers, or the requirements when you intend to cancel your enrolment with your education or course provider
- 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:	69 069 684 019 93 492 310 839
CRICOS Provider Code:	00511K

The Principal Executive Officer appearing on the CRICOS website *https://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
Mrs Fiona Spooner, Head of Admissions

Obligations

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

a) Have the principal purpose of providing education; and

b) 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:

a) The school's Annual Report to Commonwealth and State governments, available at *www.stmargarets.qld.edu.au*; and

b) 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.

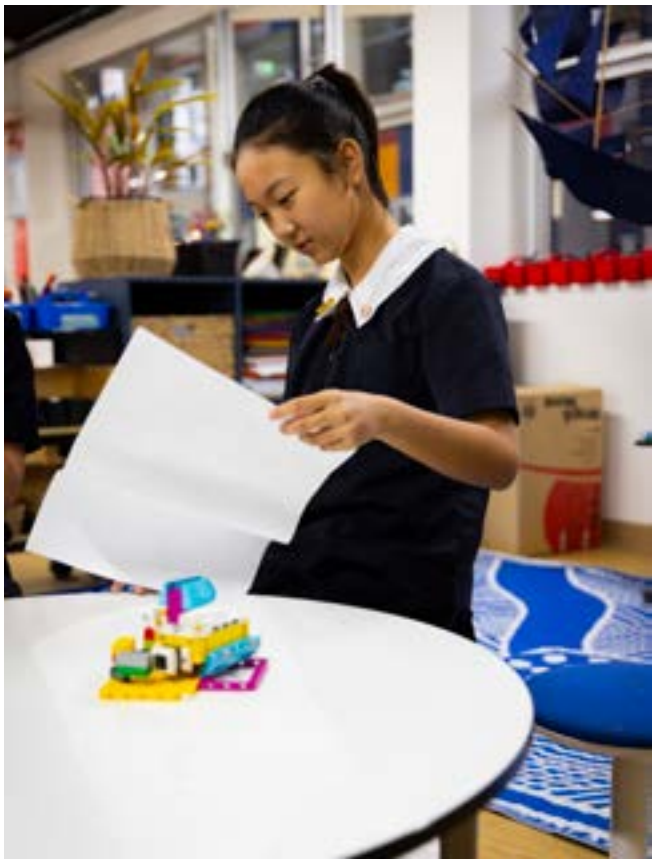
The **CRICOS Registered Courses** offered to international students at St Margaret's Anglican Girls School are as follows:

CRICOS Code	CRICOS Course Name	Course Level
085888G	Primary Years 1 – 6	Primary School Studies
085889F	Secondary Junior 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. 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) 2018.







Enrolment

St Margaret's Anglican Girls School conducts its enrolment of international students in an ethical and responsible manner, consistent with the requirements of to the National Code of Practice for Providers of Education and Training to Overseas Students (the National Code) 2018.

Enquiries for enrolment are directed to **Head of Admissions.**

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. The Head of Admissions sends the enrolment prospectus, International Student Application for Admission Form and International Schedule of Fees.

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

- Copies of Student Report Cards from the previous 2 years of study, including a copy of the latest Student Report;
- A completed Reference from the student's current or most recent school principal is also required if student Report Cards do not record student behaviour or commitment to studies;
- Appropriate proof of identity and age;
- Written evidence of proficiency in English as a second language;
- Photocopy or scanned copy of passport page with name, photo identification, passport number and expiry date;
- Enrolment Application Fee of AUD$350.00;
- If the student has own private Overseas Student Health Cover (OSHC) then details of this must be provided.
- Assessed written pieces of work in English may also be requested.
- Health & Wellness Form*

*It is very important that parents understand St Margaret's Anglican Girls School needs to have full details of any medical or psychological condition that requires medication or medical supervision, and any learning difficulties or special needs a student may have. Failure to disclose this information at time of enrolment may be grounds for future cancellation of enrolment.

NOTE: Where the above documents are not in English, certified translations in English are required, with necessary costs to be met by the applicant.



Part B
An application for enrolment can only be processed when all of the above has 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 and Head of Admissions; otherwise this could be done via Microsoft Teams. 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 English Language Intensive Course for Overseas Student (ELICOS) or a High School Preparation Program (HSPP) prior to commencing their primary course of study. If an ELICOS or HSPP is required, then evidence of enrolment from the provider must be submitted to the school.

Step 4:

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

- Provisional Letter of Offer outlining fees payable upfront [where applicable, including Overseas Student Health Cover (OSHC) and accommodation, and a non-refundable confirmation fee of AUD$1250], entry requirements and course details.
- Written Agreement outlining total estimated fees for the duration of the enrolment (tuition and non-tuition fees), special condition (if any), relevant policies around refund, welfare and accommodation, course attendance and course progress, visa requirements for enrolment as an international student, the school's complaints and appeals process, 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.

Step 6:

On receipt of payment and return of signed Provisional Letter of Offer and Written Agreement, the school will issue a Confirmation of Enrolment (eCoE) and, if applicable, 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 International Student Care Australia (ISCA) and they administer and manage placements and homestay fees directly with the international family.

Step 9:

Enrolment Forms

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

- Enrolment Form
- Data Collection Form
- 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 10:

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)



St Margaret's Anglican Girls School
Policy on entry requirements for International students

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 International Student Application for Admission form. This must be correctly and fully completed, and must be accompanied by the following documents to support the application:
   a) Cozpies of Student Report Cards from the previous 2 years of study, including a copy of the latest Student Report;
   b) A completed Reference from the student's current or most recent school Principal is also required if student Report Cards do not record student behaviour or commitment to studies;
   c) Appropriate proof of identity and age;
   d) Written evidence of proficiency in English as a second language;
   e) Photocopy or scanned copy of passport page with name, photo identification, passport number and expiry date;
   f) Enrolment Application Fee of AUD$350.00;
   g) If the student has own private Overseas Student Health Cover (OSHC) then details of this must be provided.
   h) Assessed written pieces of work in English may also be requested.
3. Where the above documents are not in English, certified translations in English are required, with necessary costs to be met by the applicant.
4. An application for enrolment can only be processed when all of the above are in the hands of the Head of Admissions.
5. Applications from overseas students are processed according to established policy and procedures and are dealt with on their merits. Failure to disclose details required as part of the application process may later result in cancellation of enrolment.
6. Assessment procedures include an evaluation of reports from previous schools and of English language proficiency. In cases where report cards are not available or are inconclusive for any reason, the school may require relevant testing of the applicant to assess the application.
7. Onshore applications for Years 11-12, where the student is transferring from another CRICOS registered provider, will only be considered where the transfer, if accepted, allows the student to achieve a successful study outcome at the end of the enrolment.
8. Offshore applications for enrolment in Years 11-12 will not be considered after the Year 11 course has commenced.
9. St Margaret's Anglican Girls School requires evidence that the applicant's academic ability and English proficiency is sufficient to successfully meet the entry and curriculum demands of the intended course. Students undertaking a package of courses will have their academic and English language capabilities re-assessed prior to the commencement of each course in their enrolment package. This is a requirement under the 2018 National Code of Practice Part B Standard 2.

Minimum academic and English language requirements are as follows:

Academic Requirements

1. Students must provide evidence of satisfactory academic performance appropriate to entry to the Year level requested on the Application for Admission Form – International Students or offered as an alternative point of entry by the school in a Letter of Offer.

a) For Primary School:
   i) Evidence of application to schoolwork and age-appropriate achievement in literacy and numeracy areas of the curriculum.

   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.

b) For Years 7 – 12 students:
   i) A pass level or "C" result 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.
2. Applicants are assessed individually based on the contents of their report cards and personal references and may also be required to undertake a language proficiency test set by the school. This is particularly applicable for a student wishing to enter the school in Primary years.
3. If supplied, St Margaret's Anglican Girls School will assess evidence of English language proficiency presented by a student at the time of application but reserves the right to confirm the student's English language proficiency through additional tests as stated below.
4. If not presenting appropriate evidence of English language proficiency at the time of application, St Margaret's Anglican Girls School will assess the student's application for entry based on the following test instruments:

Year Level Entry	Examinations				
	AEAS	IELTS	NILLA	ISLPR	TOEFL (iBT)
7 & 8	61-70	4-5	4+		
9	70	5-6	4+	1+/2	50
10	75+	6	5	2+/3	65
11 & 12	80+	6+	6	3	75
This is a guide only as the interview determines the success of the application. All applications are assessed on an individual basis.					

5. 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.
6. Those students who have undertaken an intensive English language course before beginning mainstream studies will have their English language proficiency reassessed at the conclusion of the language course to ensure the student's level of proficiency is sufficient to allow them to commence their mainstream course.
7. Note that where a student cannot, or will not, meet the English language or academic requirements for entry into their first mainstream course, or a subsequent course undertaken as part of an enrolment package, St Margaret's Anglican Girls School may choose to apply the Conditions of Enrolment outlined the student's written agreement and the provisions of this Entry Requirements Policy – the outcome of which may result in the withdrawal of offer for enrolment on the grounds that entry requirements have not been met.
8. Primary school English language proficiency requires the student to provide evidence of having successfully completed previous studies in English to a level that is sufficient to support enrolment in the desired course of study.

NB: If the student is undertaking an ELICOS or High School Preparation Program (HSPP) prior to commencement of enrolment, the date and year level is subject to English Proficiency Levels being attained by the primary course start date. If English Proficiency Levels are not attained by this date, the student may also be required to undertake further intensive English Language Studies before commencing at St Margaret's Anglican Girls School or may be enrolled in a lower year level commensurate with the students attained English Proficiency.



Community Code of Conduct

Policy Number:	Policy Name:	
WS 1.01	Community Code of Conduct	
Date of Last Review:	**Next Review Date:**	**Policy Owner:**
June 2025	*June 2027*	*Principal*

Introduction and purpose

They say it takes a village to raise a child. Similarly, St Margaret's Anglican Girls School (the School) cannot provide the best education for a child, or help equip that child with the skills required for a fulfilling adult life, without cooperation and support from that child's family.

The School places great emphasis on working in positive partnership and collaboration with parents and other members of the School community to ensure that students' learning experiences are fully supported and optimised. To ensure such cooperation and support, this Community Code of Conduct (the **Code**) outlines the School's expectations for a student's parents, step-parents, guardians, grandparents, extended family members and carers (collectively, **parents**).

The 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 every student may live fully into their God-given vocation, have the opportunity to come to faith in Christ, be encouraged in their Christian journey, engender Christian values, encourage high academic endeavour and be of 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].*

In developing this Code, the School recognises that parents ultimately want the best for their children. However, the School also expects parents to recognise that it must ultimately balance the interests of all of the School's stakeholders (including not only students and parents, but also the School's staff and their right to a safe working environment).

In this regard, it is important to emphasise that the School's commitment to a positive, respectful and safe learning environment applies to staff and students alike; and the School's duty of care to staff extends to managing the risk of psychosocial hazards in the workplace.

This Code does not attempt to provide a detailed and exhaustive list of what to do in every aspect of a parent's interactions with the School and the school community. Instead, it sets out general expectations. As such, this Code is intended to be practical, non-adversarial and non-legal.

Scope

The Code applies to all council members, staff, coaches, employees, students, parents, step-parents, guardians, grandparents, extended family members, friends, carers, contractors, volunteers and invitees (collectively, members of the School community) of St Margaret's Anglican Girls School.

This Code, therefore, is about promoting positive, supportive and respectful behaviours by all when visiting the School campus, when at School sporting events or excursions, and when interacting with School staff and other members of the school community, including face to face, phone, written and online communication. This Code does not attempt to provide a detailed and exhaustive list of what to do in every aspect of a members of the School community's interactions with the School and the school community.

Summary

In summary, the expectations of the School community expanded on in the following pages are as follows:

1. **Support the educational ethos and values of the School**
   Members of the School community are expected to visibly support the educational ethos and values of the School, and role model responsible and safe behaviours for students and others in the community to learn from.
2. **Behave respectfully towards members of our community**
   Members of the School community should behave respectfully at all times towards the School's staff (including employees, contractors and volunteers), students and other parents.
3. **Use technology and social media appropriately**
   Members of the School community are expected to be respectful in their communication with others, be mindful of privacy and safety in publishing information online, and ensure confidential information is not shared without permission.
4. **Be a responsible visitor and participant**
   Members of the School community must respect the School's risk-management procedures when visiting the School and attending school activities and events off-campus.
5. **Raise grievances appropriately and productively**
   Members of the School community should raise genuine grievances they may have about such matters in an appropriate, constructive and respectful forum.

Support the educational ethos and values of the School

Members of the School community are expected to support the educational ethos and values of the School, model appropriate behaviours for students to learn from, and support the School as it educates and provides pastoral support to all students. It is expected that members of the School community will support the School in development of a Christ-centred leaning community based on the Anglican ethos.

Members of the School community can support the School and be positive role models by doing, for example, the following:

- Comply with the School's codes of conduct, directions, policies, procedures, rules and regulations; and encourage and support students to do the same.
- Respect that the School is inclusive and welcomes students from a variety of backgrounds, and with different needs.
- Respond to School communications (e.g. by completing forms and providing permissions in a timely manner) when requested to do so by the School.
- Support the School's approach to student behavioural concerns, which can include a range of outcomes (including those which are educational, pastoral or disciplinary in nature).
- Encourage students to actively participate in the life of the School, including in the classroom and the many sporting and extracurricular activities available (noting that some extracurricular activities will be compulsory).
- Turn defeat into victory by helping young people work towards continuous improvement and good sportsmanship.
- Never ridicule or yell at a person for making a mistake or losing a game or match.

- Participate respectfully in the total life of the School through school-events.
- Support the School's commitment to developing a student's initiative, independence and sense of responsibility for their own lives and actions.
- Be responsive to concerns raised by the School, including by being cooperative, providing information, and attending meetings when required.
- Raise grievances directly with the School, and in a timely manner.
- Keep the School informed about a student needs (including but not limited to their behavioural, educational, personal, and physical or mental health needs). This includes providing updated medical information, family developments and other like information as it becomes available. However, parents need to also appreciate that while the School will take into account any new information, and comply with its legal obligations, the School cannot necessarily accommodate every need.
- Keep the School informed about a child's parenting arrangements, including any court orders that may be in place. However, parents should not involve the School in parenting disputes, or expect the School to act as the go-between for estranged parents.
- Recognise the damage that gossip can do within a school community, and avoid unconstructive commentary (including criticism, uninformed rumours or speculation) with other parents or students, including on social media.
- Members of the School community are expected to be a role model for responsible and safe behaviours. This includes ensuring the health and safety of all members of our school community (including staff, students, parents and alumni) and the wider community. Members of the School community are expected to ensure that other individuals involved in a child's life (such as other relatives and carers), or who they bring to the School or related events, also comply with this Code.

Behave respectfully towards members of our school community

Members of the School community are expected to behave respectfully at all times towards all members of the school community. This applies not only to words used, but also to tone and body language, and similar expectations are embedded in the School's codes of conduct for staff and students.

- "Respect" is intentionally a broad concept. The following is a non-exhaustive list of behaviours that are not respectful:
- Rude or insulting behaviour, including passive-aggressive, intimidating or derogatory language.
- Bullying, intimidation, discrimination, sexual harassment, victimisation and child abuse. Please note that in addition to being a breach of this Code, such behaviour may also be unlawful.
- Actual or threatened aggression (verbal or non-verbal) or violence.
- Behaviour that causes a risk to a person's health and wellbeing.
- Defamatory or disrespectful comments.
- Gossip, rumour, and innuendo.
- Raising one's voice, or using offensive language or actions, while communicating.
- Age-inappropriate language when communicating with or about children.
- Vexatious complaints
- Members of the School community are also expected to 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.

Use technology and social media appropriately

The expectations set out in this Code can also apply to the way members of the School community use technology, behave online, and communicate on social media.

For example, members of the School community should:

- Respect a staff member's professional and personal boundaries, by not using a staff member's personal online presence to raise school matters (or otherwise engage in disrespectful behaviour).
- Not take photos, videos or other recordings of a staff member or other member of the school community without their consent, or of a student without their parent's consent, and not publish information (including personal details, contact information, images and recordings) concerning a staff member, parent, student or other member of the School community online without express consent.
- Avoid publishing information which may bring the School (or any of its staff, students, parents and other members of the school community) into disrepute. This may include an image or recording which shows a student in School uniform, or a member of the school community at the School or at a school activity or event, behaving inappropriately.
- Not communicate with students from another family outside of the School, including by email or on social media, without prior consent from that student's parent(s).
- Not discuss confidential or sensitive school matters, including in relation to grievances about a particular staff member or student, online or on social media.
- Obtain express permission to use the School's name or insignia in the title of any online website, forum or group, or printed or online publication. In addition, no suggestion should be made that any such platform or material is operated or sanctioned by the School.

Be a responsible visitor and participant

Members of the School community must respect the School's risk-management procedures when visiting the School. Members of the School community should immediately proceed to Reception upon arrival to sign in, and should only enter a classroom or other student environment when invited to do so by a staff member. This requirement does not apply when visiting the School only to:

- Attend an activity or event to which all members of the school community have been invited.
- Visit the School uniform shop.
- Drop-off or collect a child from School.

When visiting the School, or attending School activities and events, members of the School community should model appropriate and respectful behaviours, and uphold the School's values. This includes:

- Demonstrating good sporting conduct and fair play when attending sporting events and other School activities. The School encourages parents to participate in such activities and also to support (but not force) their children.
- Complying with applicable occupation, student and workplace health and safety and risk-management procedures.
- Complying with any reasonable directions given by the School's staff.
- Showing appropriate care and regard for the property of the School and others. Any damage should be promptly reported to the School.
- Dressing appropriately for the occasion.
- Not smoking or vaping on school grounds.
- Not being under the influence of drugs or alcohol (and otherwise not engaging in the possession, sale or supply of the same at the School).
- Behaving lawfully on School grounds whether at events hosted by or connected to the School, whether conducted on site or otherwise.
- Not approaching or interacting with any students in the school grounds or during a school related activity without the permission of that child's parents.
- Respecting the School's property and the property of other members of the school community (including staff, students and parents). When dropping off and picking up students from the School, parents are expected to ensure the health and safety of all members of our school community, as well as the wider community, at all times.Members of the School community must comply with all traffic rules and any School traffic management system in place. This includes adhering to applicable speed limits, observing all traffic signs, limiting the use of car horns (unless indicating imminent danger), and parking appropriately and safely.

Raise grievances appropriately and productively

The School is committed to the education and wellbeing of each student. It is therefore critical that members of the School community are able to raise genuine grievances they may have about such matters in an appropriate, constructive and respectful forum.

The School's grievance-management procedures are set out in the St Margaret's Complaints Procedures and Practice Policy. This Code sets out how concerns and grievances may be raised with the School; who they should be raised with; and how the School will deal with these in a respectful and timely manner.

Members of the School community with grievances should consult the St Margaret's Complaints Procedures and Practice Policy. However, in general when raising concerns and grievances:

- Members of the School community should appreciate that while the School is committed to dealing with their grievances in a timely manner, it will not always be practicable for staff to provide an immediate acknowledgement or response (particularly where a concern or grievance is sent by email).
- Members of the School community should respect that the School employs experienced educators and other professionals who are well-trained in making academic, disciplinary, extracurricular, pastoral and wellbeing decisions every day. Please understand that while the School will always take into account the interests of the affected child, the School must ultimately make decisions that take into account the interests of all students (and others who may be affected by the School's decisions).
- Members of the School community should recognise that just as the School will seek to respect each student's privacy, the School will also respect the privacy of other members of the School community. This means there are limits to what information the School will share when issues arise. This does not mean that the School is not taking an issue or situation seriously, or hiding information.

Breaches of this Code

The Principal will have absolute discretion in deciding how to best respond to concerns about a parent's compliance with the Code.

Where the Principal considers that a member of the School community has breached this Code, the Principal may implement one or more of the following consequences (and not necessarily in any particular order):

- A request that the relevant conduct immediately cease.
- A written warning.
- A member of the School community (or another relevant person) being banned from the School grounds, either for a particular period of time or permanently.
- A member of the School community (or another relevant person) being excluded from School activities or events.
- A member of the School community (or another relevant person) having limited access to a School staff member/s
- A requirement that a member of the School community (or another relevant person) only communicate with a nominated School representative.
- Where it is a parent, terminating the enrolment of the student.
- Staff are empowered to take steps to protect their own health and wellbeing. If they feel that a member of the School community is being inappropriate, they are encouraged to indicate this and ask that it stop. If it does not, or if a staff member feels that a member of the School community's actions are posing a risk to their or someone else's health and wellbeing, they are empowered to remove themselves from the situation. This may include immediately concluding a meeting or phone call, or demanding that a member of the School community immediately leave the School grounds (or a School activity or event.

Further information

The School reserves the right to alter this Code at any time at its absolute discretion.

Related Legislation:	
NIL	
Related St Margaret's Reference Documents:	
• St Margaret's Way • Staff Code of Conduct • Coaches Code of Conduct • Complaints Procedures and Practice Policy • Enrolment Agreement • Guidelines for Behaviour and Expectations of Students • Student Behaviour and Engagement Procedure	
Review Date:	**Modification:**
June 2027	• New policy and format • Replaces 2 Polices – Parent Code of Conduct, Community Code of Conduct (2024) • Engaged Russell Kennedy (Ben Tallboys) to assist in the writing of this policy

Guidelines for Behaviour and Expectations of Students

Behaviour

Behaviour must always reflect the core values of St Margaret's through The St Margaret's Way. Students who display irresponsible and unsafe behaviour such as use of abusive language, vaping, 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.

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.



Expectations

1. Students should always adhere to the principles of the St Margaret's Way. Students should regard themselves 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. Students are to take responsibility for their learning and display courage in trying to achieve their potential in all they do.
3. Students are to take responsibility for their own progress by diligent and careful preparation for and participation in all the classes, display passion for learning and enjoy the experiences encountered on the journey of learning.
4. Students are to learn to work effectively as a member of a group and welcome the opportunity to work with a broad range of students. Students are to be inclusive and value diversity for the way that it enriches our lives.
5. Students are to wear the school uniform with pride, displaying respect for the school by ensuring that their uniform is clean and complete. Hats are to be worn to and from school and during break times.
6. Students are not to chew gum whilst in their school uniform.
7. Students are not permitted to take food or other beverages to classes.
8. Students are not permitted to listen to music during class time. Headphones are also not permitted unless part of a learning activity as directed by the teacher.
9. Students are expected to check their school email account each weekday to ensure they are receiving all necessary communications. If emails require a response, then they are to ensure this is done within 48 hours.
10. It is the student's responsibility to check the POD and/or OneNote when absent, in order to check work missed from classes.
11. Students are not permitted to engage in online communications (eg email, Microsoft Teams messenging etc) during class time.
12. Students will not engage in online behaviour that will bring the school's name into disrepute. This includes posting inappropriate photos or videos of self or others in school uniform. Students may not post photos or videos of staff to social media platforms at any time.
13. It is important that students fulfil the commitment made to the extra-curricular program and other activities. Once committed to a sporting, musical or any school activity group, students are to participate fully for the duration of the program. This means attendance at all training, games, rehearsals and meetings.
14. Students are to uphold the good reputation of the school at all times.

Bullying Prevention and Management Policy

1. Purpose

The purpose of this policy is to detail the strategies for the prevention and management of any form of bullying behaviour towards students at St Margaret's Anglican Girls' School.

2. Scope

This policy applies to all students, employees, parents and other members of the School Community and relates to all forms of bullying behaviour within and outside the school including cyberbullying using digital technology.

3. Rationale

The School is committed to providing a safe and supportive environment for students and will not tolerate any behaviour that undermine this. The School will take all appropriate steps to prevent and address behaviours of concern.

This policy must be read in conjunction with the Child Safe Anglican Education Policy and Child Safe Anglican Education procedures: Child Safe Operations, and the Child Safe Anglican Education procedures: Child Safe Responses. If bullying amounts to 'harm' as defined in the Child Safe Anglican Education Policy, then the matter must be first dealt with under that policy. If the impact of a student's behaviour on another does not meet the aforementioned definition of harm, then the guidelines and steps contained in this policy are to be applied.

This policy should also be read in conjunction with the Community Code of Conduct.

A safe, supportive and inclusive community requires all members to be accepting and supportive of one another. All members of the School Community have a responsibility to actively practice and promote:

- acceptance for all members of the community
- a supportive, protective, encouraging culture where everyone is celebrated
- a commitment to upholding and adhering to all aspects of this policy.

Parents/guardians and students agree to the conditions of the Bullying Prevention and Management Policy when parents/guardians sign the Application for Enrolment with the School including compliance with the Community Code of Conduct.

4. Definitions

For the purpose of this policy:

School Community comprises members of the School Council, Foundation, employees, coaches, students, parents, guardians, step-parents, relatives, friends, supporters, carers, contractors and invited guests of the School, when in the School environment or when attending any School related function or activity at any other location.

Cyberbullying means direct or indirect bullying behaviours using digital technology. For example, via a mobile device, computers, chat rooms, email, social media, etc. It can be verbal, written and include images, video and/or audio.

Employee/Staff means all persons employed by the School on a full time, part time, casual, permanent and contract basis.

Student means all persons enrolled at St Margarets Anglican School in the current year.

The **Shared Concern Method** is a non-punitive, restorative intervention designed to resolve group-based conflict or bullying by fostering individual empathy and accountability. Rather than relying on accusations or punishment – which often trigger defensiveness – this approach treats the situation as a shared problem to be solved. It focuses on the idea that even if an individual is part of a group causing harm, they possess the capacity to act pro-socially once they are invited to reflect on the impact of their actions and suggest constructive solutions.

Bullying

4.1. What bullying is:

A desire to hurt; the perpetration of hurtful behaviour (physical, verbal or relational) in a situation in which there is an imbalance of power; the action being regarded as unjustified, repeated and experienced by the target of the aggression as oppressive, and by the perpetrator as enjoyable. There are three critical points in this definition:

Power:

Power can be acquired through various means: physical size and strength; status within a peer group; and recruitment within the peer group and actions of parents to exclude others. Power can be dynamic; it can shift and transfer throughout the conflict.

Frequency:

Bullying is not a random act; it is characterised by its repetitive nature.

Intent to harm:

Bullying is a deliberate act intended to cause harm to another, or group of people.

4.2. What bullying is not:

It is important to acknowledge, however, that not every incident involving conflict is bullying. Each incident should be carefully considered and handled appropriately. There are three socially unpleasant situations that are often confused with bullying:

Mutual Conflict:

In mutual conflict situations, there is an argument or disagreement between students but not an imbalance of power. Both parties are upset and usually both want a resolution to the problem. However, unresolved mutual conflict sometimes develops into a bullying situation with one person becoming targeted repeatedly for 'retaliation' in a one-sided way.

Social Rejection or Dislike:

Unless the social rejection is directed towards someone specific and involves deliberate and repeated attempts to cause distress, exclude or create dislike by others, it is not bullying.

Single episodes of meanness, random aggressions or intimidation:

Single episodes of meanness or aggression are not the same as bullying. For example, when two peers are in disagreement.

These conflicts are also not acceptable and will be addressed and resolved accordingly.

5. Strategies for prevention of bullying

Our strategy has two aspects: prevention and management. Prevention strategies assist students to become resilient and to understand the impact of bullying on others. The management strategy we apply is a shared concern approach. Although this approach is not based on sanctions or punishment, the School has a range of such measures available, up to and including suspension or exclusion which may be used in response to bullying.

An important feature of our Pastoral Care Program, students are educated on appropriate school behaviours. We work with students to build empathy, understanding and acceptance of others, to promote a positive environment free from bullying. We educate students on bystander behaviour and encourage students to speak up if they are experiencing difficulty.

All members of the School staff will respond to any concerns raised by students or parents by reporting to the appropriate member of staff at the School for follow up.

6. Management of bullying incidents

When staff, students and parents work together to prevent bullying behaviour there is a much greater chance of creating a secure, supportive and protective school community.

All members of the School Community have a responsibility to work actively towards the prevention of bullying amongst students. As a School, we investigate and respond to all reports of bullying.

6.1 Our School Community does not tolerate bullying behaviour. It is always unacceptable. Responses to bullying behaviour should always reflect this position to all concerned.

6.2 Reports, allegations or observations of bullying behaviour received or made by any staff member must be dealt with by the staff member. A pastoral care team member, Head of Year or Dean of Students/ Head of Primary will be involved, who may then investigate the report or allegation further by implementing a plan to support all students involved.

6.3 Our priority in any response to incidents of bullying behaviour is always the wellbeing and on-going protection of those who have or may have been affected by the behaviour.

6.4 Our secondary priority in the encouragement of the learning and change deemed necessary for the person responsible for the behaviour.

6.5 Since bullying is defined in terms of the harm done to another person, reports or allegations of bullying behaviour will be investigated by a member of the Pastoral Care Team who will keep records of the report/allegation, the subsequent investigation, and any response made on behalf of the School whether the report/allegation is substantiated or not.

6.6 In response to reported bullying, fair process is to apply to all parties and to all actions taken after the initial report, including the investigation and any response.

6.7 As much as is possible within the constraints of the particular situation, and with the appropriate priority consideration given to the well-being of all parties, a shared concern response could be used in cases of substantiated bullying behaviour.

6.8 Depending on the severity and frequency in cases of substantiated bullying, and the particular circumstances of a given situation, responses including, but not limited to, the following may be used:

6.8.1 A restorative interview could be conducted with the perceived perpetrator aimed at increasing her ability to empathise with those she has harmed and encouraging some attempt at reparation.

6.8.2 The offending student and her parents could be required to attend an interview to review her behaviour.

6.8.3 Sanctions such as reflection or suspension could be assigned in cases where responses of a more shared concern nature are inappropriate or unavailable, or in conjunction with a restorative response where this is judged necessary.

In all cases of substantiated bullying behaviour, both families would be notified of the situation and the response initiated. A record of the investigation and response would always be made on the student file of both the perceived bully/bullies and person/s harmed.

In severe cases, or in cases which indicate a continuing pattern of unacceptable behaviour, the Head of Primary/Dean of Students may need to suspend the student's enrolment at the School until such time that certain assurances can be given and accepted.

For the common good of the School Community, the Principal may also be unable to allow a student's enrolment to continue at the School. In certain cases, the Principal may be required to notify the police or other statutory authority.



7. Responsibilities

Students, staff, and parents have the following responsibilities:

7.1 Students:

When a student who witnesses bullying has the courage to speak out, it helps reduce the distress to the person experiencing the bullying and contributes to the building of a secure, supportive and protective school environment. This requires all students to:

- Make a conscious decision not to be involved in any bullying behaviour this includes going in between the victim and perpetrator spreading gossip.
- Take some form of proactive action if aware that bullying has occurred
- Report any bullying behaviour (including suspected behaviour) in accordance with this policy

7.2 Staff:
School staff must:

7.2.1 Support, promote, enact, maintain and continually review the Bullying Prevention and Management Policy

7.2.2 Respond to reports of bullying as per this policy

7.2.3 Be familiar with this policy and attend professional development provided by the School

7.2.4 Be positive role models at all times

7.2.5 Use best practice classroom management techniques that minimise opportunities for bullying behaviours

7.2.6 Make efforts to remove opportunities for bullying by proactive supervision during breaks

7.2.7 Take steps to help students by addressing sources of distress

7.2.8 Actively seek appropriate assistance (from relevant Heads of Year, School Psychologists, Head of Primary, Head of Boarding or Dean of Students)

7.2.9 Recognise and report bullying behaviour and differentiate bullying from other issues

7.2.10 Create and deliver curriculum materials and participate in other School initiatives to develop students' awareness and coping skills

7.2.11 Ensure accurate records are kept.

7.3 Parents:
Parents must:

7.3.1 Be familiar with this policy and the Community Code of Conduct, and attend education provided by the School when possible

7.3.2 Be positive role models at all times

7.3.3 Watch for, and report signs of distress in their child/ren – e.g. unwillingness to attend school

7.3.4 Encourage their child/ren to tell a member of staff if bullying has occurred

7.3.5 Encourage their child/ren not to retaliate

7.3.6 Be willing to work with the School if their child/ren is involved in bullying behaviour (either as a student who has been bullied, or who has engaged in bullying behaviour).Report to the School any cases of bullying or suspected bullying, even if their child/ren is not directly affected

7.3.7 Ensure that their actions do not interfere with the processes outlined in this policy

7.3.8 Be supportive of the School as we work through the bullying issue to support all impacted and keep an open mind

8. Reporting

All forms of bullying (including suspected bullying) must be reported. All reports of bullying will be dealt with by the School.

Anyone who is bullied, or who is aware of, or suspects bullying behaviour should report this (no matter how minor it is perceived to be) by following the procedures below:

8.1 Primary Students

Inform the classroom teacher, the Head of Primary or School Psychologist (either verbally or in writing) as soon as possible by providing all known details of the actual or suspected bullying behaviour.

8.2 Secondary Students

Inform the Head of Year, Dean of Students, Head of Boarding, Chaplain or School Psychologist (either verbally or in writing through tools such as email or Stymie) as soon as possible by providing all known details of the actual or suspected bullying behaviour.

8.3 Parents

Inform the relevant teacher, Head of Year, Head of Boarding, Dean of Students (Yrs 7 to 12), or Head of Primary as soon as possible by providing all known details of the actual or suspected bullying behaviour.

8.4 Teachers

Inform the student's Head of Year (Secondary), Dean of Students, or Head of Primary as soon as possible by providing all known details of the actual or suspected bullying behaviour.

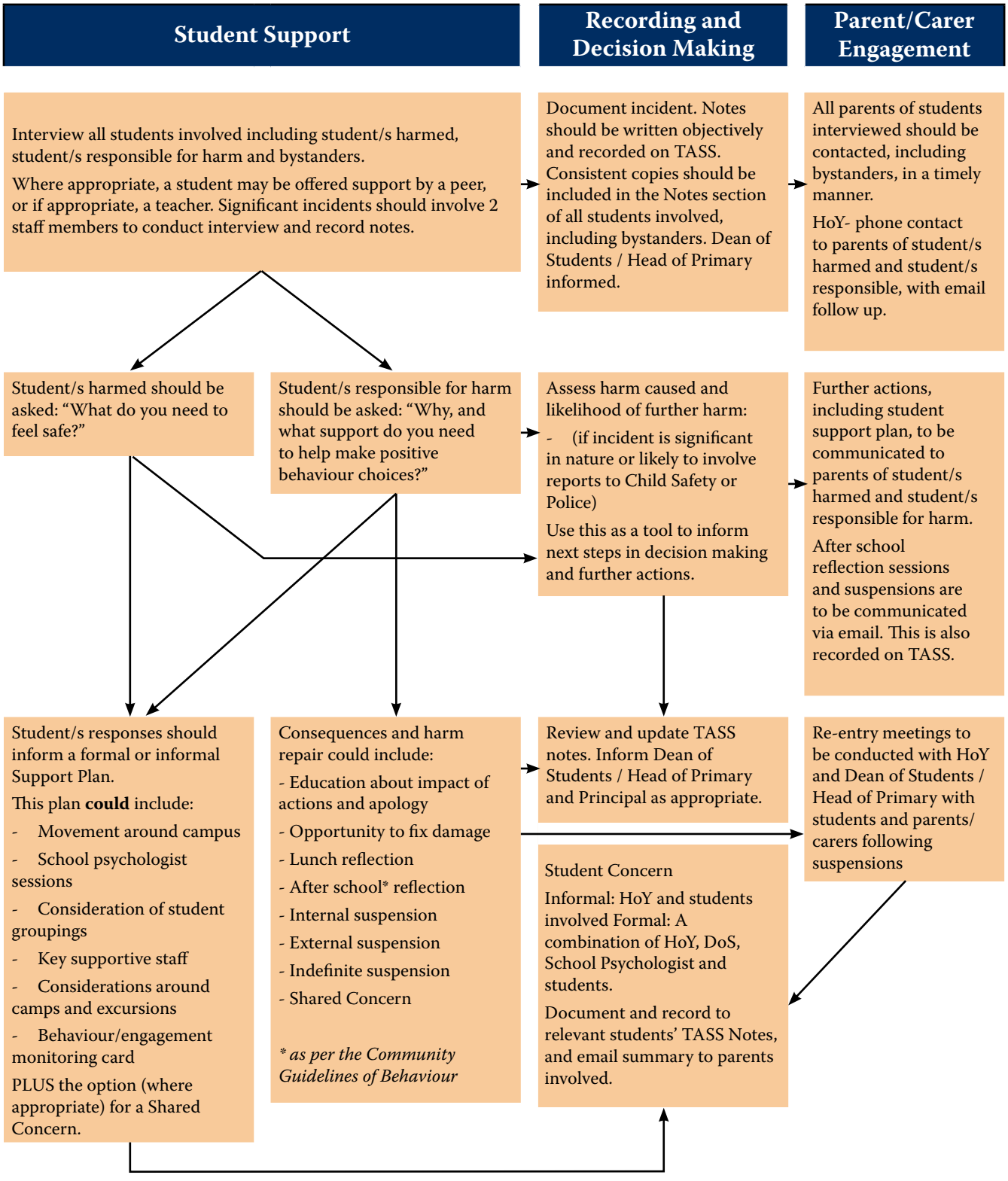
Teachers are to record concerns in TASS through Student Notes and notify the appropriate support people.

Related Legislation:

Related St Margaret's Reference Documents:
• Guidelines for Behaviour and Expectations of Students • Community Code of Conduct • Supporting Students Diverse in Gender Policy • Mobile Phone Policy • Complaints Procedures and Practices Policy • Community Code of Conduct • Enrolment Contract • Procedures for Managing Student Incidents

Review Date:	**Modification:**
January 2026	• Policy re-write and update • Inclusion of Procedures for Managing Student Incidents

PROCEDURES FOR MANAGING STUDENT INCIDENTS



Mobile Phone and Other Mobile Devices Policy (Students)

1. Intent

Although Mobile devices are a feature of society, and are in widespread use, allowing convenient communication and connectedness, the negative impact of smart phone addiction and social media, particularly during a crucial developmental window, is widely researched.

The St Margaret's community expects ethical online behaviour of our students. The use of mobile phones and other smart devices at school can:

- Be disruptive to learning;
- Discourage positive socialising and verbal communication;
- Pose risks of theft, invasion of privacy and the safety of students, and
- Increase the risk of students receiving unwanted bullying and harassment or unwanted offensive material.

2. Scope

This Policy applies to all students enrolled in the school while engaging in any school-endorsed activity, on-campus or off-campus, in and out of school hours. Different conditions apply to students in the Primary and Secondary schools as outlined in the responsibilities below.

It is the expectation of the school that students under the age of 16 do not have access to a fully functioning smart phone or smart watch, preferring instead a feature phone.

3. Policy statement

3.1 Primary School

- All mobile phones brought to school by students in the Primary School must be turned off and placed in the allocated box at the beginning of the school day. This box will then be stored in the Primary School Office.
- Students must go to the Primary School office to request to make a telephone call on the school phone if it is necessary during the school day. Conversations on the telephone in the Primary School Office, are not considered to be acceptable reasons for lateness to class.

3.2 Secondary School

- Students in Years 7 – 12 should not enter the school grounds using their mobile phones.
- Students are to turn off their mobile phones and place in their lockers for the duration of the school day.
- If mobile phones are required for use on excursions, students must be given specific instructions for use outlined by their classroom teacher and approved by the Dean of Studies or Dean of Academics. If mobile phones are required on excursions, they are to only take photos or use their phones as required for the task and are not to engage with social media, texting or taking photos of other students and staff.

3.3 Smart Watches

Any student (in both the Primary and the Secondary School) who wears a smart watch that is cellular enabled, must deactivate this cellular capability during the school day (place in airplane mode).

4. Security and safety

- Students are permitted to carry a mobile phone to school, at their own risk.
- In the Secondary School, mobile phones must be turned off and kept locked in the student's locker. A mobile phone should not be left in an unattended bag.
- During block exams all mobile devices including smart watches will be switched off and left in the care of supervising teacher at the front of the exam venue, to ensure validity of testing. Staff will be vigilant to ensure that all devices are handed in under these circumstances.
- The school accepts no responsibility for replacing lost, stolen or damaged mobile phones or smart watches. No school resources will be allocated to finding a phone or smart device that is lost or allegedly stolen.
- If students are wearing and listening to mobile devices while travelling to and from school, they have an added responsibility to be aware of traffic and other people around them. It is recommended that they do not wear earphones in both ears while travelling to remain alert to auditory warnings.

5. Unacceptable use

It should be noted that it is a criminal offence to use personal electronic devices to menace, harass or offend another person.

Other forms of unacceptable use are:

- Use of social media platforms by students under the age of 16, such as Snapchat, Tik Tok, Instagram, X, YouTube, Facebook, reddit, Kick, Threadz (in line with Federal Government legislation as at 10 Dec 2025).
- Filming, recording or photographing other people without their consent.
- Filming, recording or photographing self or others on campus, and specifically in bathrooms or changerooms.
- Using personal electronic devices or identities of others to engage in personal attacks to harass another person.
- Posting private information about another person.
- Taking, creating or sending objectionable content (including the use of AI technology).
- Bullying other students.
- Using vulgar, derogatory, or obscene language.
- Taking personal electronic devices on school camps or excursions unless given specific permission by the organiser.

Students will not engage in online behaviour that will bring the school's name into disrepute. This includes posting inappropriate photos or videos of self or others in school uniform and posting other students in uniform without their permission. Inappropriate includes but is not limited to:

- Rude gestures
- Dancing provocatively
- Swearing; or
- Using offensive captions

Students may not post photos or videos of staff to social media platforms at any time.

The e-safety website suggests that parents monitor their child's usage. The school will not respond to any social media issue under the age of 16 as the school has made its position clear that no under 16 should have access to the delayed social media.

6. Social media recommendations

St Margaret's supports the Federal Government legislation advised by the eSafety Commission, which requires users to report to the platform directly regarding any misuse of social media for students under 16 years of age.

INTERNATIONAL STUDENT HANDBOOK I 22

7. Consequences for breaching rules

Students breaching the Policy will incur disciplinary action commensurate with the nature of the breach. Unauthorised use will result in confiscation for the rest of the school day; for students under 16 years, parents may be asked to come to the school to pick up the phone at the end of the day.

Significant or repeated misuse of a mobile phone or smart device may result in suspension or other consequences as outlined by the Responsible Use of Technology Policy. Parents will be notified of this infringement to school policy.

The below consequences will be given depending on the nature of the offence:

- Lunch time detention
- Afternoon detention
- Saturday detention
- Withdrawal of privilege for a period of time
- Suspension

Please note serious, offensive, derogatory, disrespectful, discriminative, or bringing the school into disrepute will result in:

- Suspension; or
- Termination of enrolment; and/or
- Police action

In regard to any matter whereby the school believes there may be material which is of a bullying, sexual, racial or violent nature or where the school, staff or students of the school may be brought into disrepute, the school reserves the right to permit specified staff to inspect any school-owned devices, including but not limited to; cameras, video recorders and computers.

Any student found using a mobile phone or smart watch to gain advantage in exams or assessments will face disciplinary action as sanctioned by the Principal or delegate.

St Margaret's as an employer takes seriously its responsibility to protect staff members from inappropriate and malicious on-line references. Therefore, any posting of inappropriate images of staff or references to a staff member, will automatically lead to suspension or exclusion from school.

Related Legislation:

Related St Margaret's Reference Documents:
• Responsible Use of Information Technology • Anti-bullying Policy • Guidelines for Behaviour and Expectations • School Community Code of Conduct • Boarding Mobile Phone Policy

Review Date:	Modification:
Dec 2025	• New policy format



INTERNATIONAL STUDENT HANDBOOK I 23

Responsible use of Information Technology - Student Policy

1. Intent

St Margaret's Anglican Girls School provides Information Technology (IT) resources to support its function and activities and is committed to ensuring that these resources are used in a transparent and accountable manner. All members of the school community have a responsibility to use its IT resources consistent with this commitment.

The School recognise that the presence in the learning environment of these technologies (some provided partly or wholly by the School and some privately owned by staff, students and other members of the school community), can also facilitate anti-social, inappropriate, and even illegal, material and activities. The School has the dual responsibility to maximise the benefits of these technologies, while at the same time to minimise and manage the risks.

This Policy is intended to provide guidelines for use of technology by students at St Margaret's Anglican Girls School.

2. Scope

St Margaret's Anglican Girls School will develop and maintain rigorous and effective cyber-safe practices which aim to maximise the benefits of information technology to student learning and to the effective operation of the school, whilst minimising and managing any risks.

Students are offered access to a full range of technologies including email, Internet, and wireless provisions on the understanding that they will not exploit this use.

This Policy is applicable to:

- Students, including visiting students to the school on Global Exchange Programs.

Information Technology (IT) resources means any IT resource or facility provided by the school to assist or support learning and teaching, research, administrative and business activities and includes:

- School computers and computer networks, including wireless networks;
- IT communication equipment, software and data;
- Electronic mail and Internet services;
- Telecommunications equipment including mobile devices and services;

Unacceptable Material includes in any format that is one of the following:

- unlawful, including breaches of federal or state legislation;
- copyright material which is not available under an applicable license or permission;
- sexually explicit or pornographic;
- violent, as judged against accepted community standards for material on public display in a workplace or learning environment;
- defamatory, harassing or abusive, including personal observations using unacceptable or offensive language;
- spreading or inciting hatred;
- offensive, as judged against accepted community standards for material on public display in a workplace or learning environment;
- contain discriminatory material, on the basis of gender, race, religious or political beliefs;
- involve gambling of any kind;

3. Guidelines

The following guidelines and management procedures are adopted to monitor the student use of information technology resources:

i. Students are required to read and fully understand the Student Laptop Handbook

ii. Use of the Information Technology resources by students and other approved users at St Margaret's Anglican Girls School is to be limited to educational and personal use appropriate in the school environment.

iii. The School reserves the right to monitor, access and review Internet history as well as emails sent and received on the School's computer/s and/or using network facilities at all times.

iv. The School reserves the right to permit specified staff to monitor, access and review school- owned or personal devices brought onto school property, including but not limited to: cameras, video recorders, computers, mobile phones or mobile phone apps. In regard to any matter whereby the school believes there may be material which is of a bullying, sexual, racial or violent nature or where the school or students of the school may be brought into disrepute, this inspection may also extend to social networking sites that are not privately listed e.g. Facebook and Instagram. Posting inappropriate photos or videos of self and/or others in school uniform is not permitted.

v. Students may not post photos or videos of staff to social media platforms at any time.

vi. Issues relating to privacy and confidentiality, such as sighting student or staff information, reasons for collecting data and the secure storage of personal details and information (including images), will be subject to the provisions of any relevant State or Commonwealth legislation.

vii. Any apparent breach of the Responsible Use of Technology will be taken seriously, and students will be dealt with under the Student Guidelines and Behavioral Expectations. If illegal material or activities are suspected, the matter may be reported to the relevant law enforcement agency.

More information for Students and Parents regarding Use of Technology at St Margaret's

Internet Use

The Internet contains a vast array of learning material and activities of varying quality and content. The school will exercise all care in protecting students from inappropriate material (age appropriate), but the final responsibility must lie with students in:

- Not actively seeking out such material.
- Acting appropriately should inappropriate material be accidentally viewed.
- Ensuring students do not reveal personal information and images.

Users will not deliberately enter or remain on any site that has any of the following:

- Nudity, obscene language or sexual discussion intended to provoke a sexual response
- Violence
- Encouragement to commit a crime
- Information on making or using weapons, booby traps, dangerous practical jokes or 'revenge' methods
- Material which encourages or enables the breaking of copyright.

If a student encounters any such site, they must immediately turn off or close the screen (not the computer itself) and notify a teacher. When using online resources that are not owned by the school, students must not reveal personal information or images about themselves. Students must not establish or maintain anonymous social networking pages that break the sites' 'Conditions of Use'. Pages that harass, bully, claim to be someone else or contain inappropriate material (see General Guidelines) may not be set up.

Internet filtering and monitoring is only provided while on the school network. Once a student accesses the Internet outside of the school network it is the parents\care givers responsibility to restrict and monitor browsing activity.

Email

All email communications between students and teachers will be through the school email account. Independent email servers should not be used for school purposes. Remember, email is written communication. If you would not say it in a letter or face to face, do not say it in an email. All emails should be respectfully formatted, including polite salutations.

Email users must not:

- Send offensive mail
- Send large attachments
- Send unsolicited mail to multiple recipients

Cameras and Audio Recording

Photographs, video and audio recordings are very useful in the modern learning environment. However, students must adhere to the following:

- Such devices must not be used in inappropriate areas such as change rooms or toilets
- Students must not photograph, video or record other individuals without their consent
- Photographs, videos or audio recordings must not be published or shared with others without the consent of all persons depicted in the background or included in conversations
- Students must not use recording devices in any manner breaching the Anti-Bullying Policy
- Students will not engage in online behavior that will bring the school's name into disrepute. This includes posting inappropriate photos or videos of self or others in school uniform. Students may not post photos or videos of staff to social media platforms at any time.

Laptop User Agreement

The laptop bag, charger and stylus supplied by the school remain the property of the school. Graffiti on the laptops or laptop bags in not acceptable and will be considered willful damage to school property. Permanently marking or causing damage to the equipment will result in costs being charged to the parent account for replacement equipment.



Evacuation & Lockdown Procedure

Evacuation Procedure

Evacuation Procedure

Be aware of the evacuation procedure for each room in which you attend lessons. Check your room for the correct route to the designated assembly area.

1. When you hear an evacuation call, remain calm. If a member of staff is present, listen for his or her instructions.
2. Move quickly and quietly by the prescribed route, as identified on noticeboards in buildings, to the assembly area.
3. When you arrive at the assembly area, go directly to your year level area and sit in a single line, in alphabetical order, facing your Head of Year. This ensures that an ACCURATE check can quickly be made to determine if anyone is missing. (Form Captains and Year Level Leaders are responsible for maintaining order and making a head count until the staff member arrives).
4. Please assist by sitting down in a line and remaining SILENT and listening carefully to instructions.
5. Do not leave the assembly area until the 'all clear' signal, after which you will be directed to do so.

Procedure – During an Electrical Storm

1. Remain where you are inside the building while staff carry out a building check.
2. Staff should check the immediate area – and only notify the office if a problem exists.
3. Listen for PA announcements.
4. Only if directed, move quickly to allocated areas.

Procedure – Lockdown

In Classroom Hours

1. A PA announcement will be made in the event of an intruder. Any student, teacher or member of staff not in a classroom or office area at the time of the announcement should proceed immediately to the nearest classroom or office area. Please move quickly and calmly. Students in the Health Centre will remain there under the direction of the Health Centre Supervisor.
2. In classrooms with moveable desks, students will be asked to move the desks to form a solid flat surface obstructing the doorway. Teachers will ask students to lie quietly under the desks. Staff and students are to remain there until advised that the emergency is over. For classrooms without moveable desks, teachers will ask students to move under the desks or to an area within the classroom away from windows and access points and away from areas where students would be visible to an intruder.

Outside Classroom Hours

1. A specific statement will be made in the event of an intruder. Students and staff should proceed to the nearest classroom, office area or building and follow instructions by the person managing that area until otherwise instructed.
2. If staff or students are caught in a danger area and unable to move away from the area, lie flat on the ground. Always try to remain calm and follow instructions.

When the Danger is Over

Staff who are able to go to classrooms and office areas within the school to advise that there is an all clear will do so and make an announcement over the PA system.

Due to the nature of such an incident the Principal will call the school together to debrief and to provide the students and staff with relevant information. At this time the Principal will outline any further actions that are required by staff or students in the interests of their safety and wellbeing.

For Parents

Information about the school's lock-down procedures will be disseminated to all parents via the student and/or parent handbooks and on the website, in the following form:

- Usually a lock-down situation will be declared on the recommendation of police or emergency personnel. If this occurs, parents will be notified as soon as it is practical to do so. However, parents are requested not to come to the school, as students will not be released to parents during lockdown.
- Parents are also asked not to call the school as this may tie up emergency lines that must remain open.
- Parents should not expect their child to call them, nor should they call student mobiles, as the lock-down situation requires silence in order not to alert an intruder to the presence of students and staff in classrooms.
- If your child needs to be collected early or if your child's stay at school is extended beyond the regular time, you will receive information about the time and place to pick up your child via SMS and email. This policy is available to staff and to students.

International students are required to meet and maintain satisfactory course progress and attendance requirements under visa condition 8202 and under Standard 8 of the National Code of Practice for Providers of Education and Training to Overseas Students 2018.



St Margaret's Anglican Girls School
International Student Progress, Attendance and Course Duration Policy

This policy is available to staff and to students.

International students are required to meet and maintain satisfactory course progress and attendance requirements under visa condition 8202 and under Standard 8 of the National Code of Practice for Providers of Education and Training to Overseas Students 2018.

1. Course Progress

a) The school will monitor, record and assess the course progress of each student for the course in which the student is currently enrolled.

b) The course progress of all students will be assessed at the end of each study period (semester or unit) of enrolment according to St Margaret's Anglican Girls School's course assessment requirements.

c) Students who have begun part way through a semester will be assessed after one full study period (semester or unit) and will be assessed according to St Margaret's Anglican Girls School's course assessment requirements after completing one full study period (semester).

d) Students will need to demonstrate satisfactory course progress in any study period (semester).

For Primary school students Prep to Year 6

Years Prep-3 Students must demonstrate academic outcomes each semester that allow them to remain on track for progression to the next year level.

Years 4-5 students must demonstrate a minimum overall achievement of C- grade in English (Literacy) and Mathematics (Numeracy) as well as academic outcomes each semester that allow them to remain on track for progression to the next year level.

Year 6 students must demonstrate a minimum overall achievement of C- grade in English (Literacy) and Mathematics (Numeracy) with no more than three other subjects studies below a C- grade.

For Secondary Junior Years 7-10

Year 7-9: At the end of each semester, students must demonstrate:

A minimum overall achievement of C- grade in English (Literacy) and Mathematics (Numeracy) and

A minimum overall achievement of a C- grade, with no more than three other subjects studied below a C- grade.

Year 10: At the end of each semester, students must demonstrate:

A minimum overall achievement of a C- grade in English (Literacy) and Mathematics (Numeracy) and A minimum overall achievement of a C- grade with no more than two other subjects studied below a C- grade.

For Secondary Senior Years 11-12

To demonstrate satisfactory course progress, students must remain eligible to be awarded a Queensland Certificate of Education (QCE) at the conclusion of Year 12. Eligibility for a QCE is contingent upon the student achieving the set amount of learning, to the set standard, in the set pattern, while meeting literacy and numeracy requirements. Students enrolled for all four Units of a Senior Secondary Course will be identified and notified as being 'at risk' of not achieving satisfactory course progress anytime the student does not demonstrate a 'pass' or 'satisfactory' grade for a subject they rely on to meet either their literacy or numeracy requirements, or are counting on to meet the required credit point to be awarded a QCE.

e) If, at the end of a study period a student does not achieve satisfactory course progress as outlined in 1.d) the International Pastoral Care Coordinator and Dean of Studies or Dean of Academics 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. Differentiated teaching instruction;
iii. Academic Advising Program (e.g. time management and academic skills);
iv. Additional EAL support;
v. Change of subject selection, or reducing course load;
vi. Offer to repeat a year level (requiring an extension of course duration under item 2. c)ii) of this policy
vii. Counselling – personal; and
viii. Other intervention strategies as deemed necessary.

f) A copy of the student's individual strategy and progress reports in achieving improvement will be forwarded to parents. Parents will be advised if the proposed strategy has any implications for fees payable, the student's progression through a package of courses, or the student's visa. Where a proposed intervention plan has significant implications for the student's course of study (as originally agreed), a new written agreement will need to be established. A new CoE may also be required.

g) 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 or Dean of Academics and records of student response to the strategy will be kept. At times feedback from teachers may be requested regarding the student's effort and their application in class so that any issues can be addressed. Parents will be kept informed of the student's academic progress while the student is receiving formal intervention.

h) 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 they have 20 working days in which to access the school's internal complaints and appeals process as per the Complaints Management in Anglican Schools Policy and Complaints Management in Anglican Schools Procedure. The notification of intention to report will be issued to the student prior to the commencement of the next semester. Following the outcome of the internal process, if the student wishes to complain or lodge an external appeal about a decision made or action taken by St Margaret's Anglican Girls School, they may contact the Overseas Student Ombudsman at no cost. Please see St Margaret's Anglican Girls School International Student Complaints and Appeals Policy for further details via *www.stmargarets.qld.edu.au*.

i) 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 by notifying the Principal of St Margaret's Anglican Girls School in writing, or
   iii. the complaints and appeals process, including any external appeal made by the student results in a decision in favour of the school.

2. Completion within expected duration of study

a) As noted in *1.a)*, the school will monitor, record and assess the course progress of each student for the course in which the student is currently enrolled.

b) Part of the assessment of course progress at the end of each semester will include an assessment of whether the student's progress is such that they are expected to complete their studies within the expected duration of the course.

c) The school will only extend the duration of the student's study where it is clear the student will not be able to complete their course by the expected date because:
   i. the student can provide evidence of compassionate or compelling circumstances (see Definitions below)
   ii. the student has, or is, participating in an intervention strategy as outlined in *1.e)*.
   iii. an approved deferment or suspension of study has been granted in accordance with St Margaret's Anglican Girls School International Student 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 Confirmation of Enrolment (COE) if required. In this case, the student will need to contact the Department of Home Affairs to seek advice on any potential impacts on their visa, including the need to obtain a new visa.

3. Monitoring Course Attendance

a) Satisfactory course attendance is attendance of 80% of scheduled course contact hours.

   NB: Standard 8 of the National Code 2018 specifies a minimum attendance requirement of 80%, or under certain conditions, of 70% as outlined in Standard 8.15. School policy can require a higher minimum attendance rate.

b) Student attendance is:
   i. checked and recorded daily;
   ii. assessed regularly; and
   iii. recorded and calculated over each study period.

c) Late arrival at school and early departures from school will not be included in attendance calculations.

d) Absent days 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.

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 attendance using a formula based on the number of days absent. For example, a 20-week study period with 5 days a week would equal 100 school days. 20% of this is 20 school days.
   ii. The monitoring process will include a review of the reasons given for student absence, including a determination of whether compassionate and compelling circumstances apply (as per Definition, below).
   iii. Where a student's absences represent grounds for the student to apply and be approved for a deferment of study or temporary suspension of enrolment, those absences will not be included in the student's attendance calculations for that study period (see St Margaret's Anglican Girls School's Deferment, Suspension and Cancellation Policy).
   iv. Attendance for any period of exclusion from class will be assessed under St Margaret's Anglican Girls School International Student Deferment, Suspension and Cancellation Policy.

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 fallen below the 80% attendance threshold for the study period, St Margaret's Anglican Girls School will assess the student against the provisions of Item *3.j)* (below). Where the student has failed to meet the minimum attendance requirement, and evidence of compassionate and compelling circumstances do not apply, the school will promptly advise the student of its intention to report the student for breach of visa condition 8202, and that they have *20 working days* in which to access the school's internal complaints and appeals process as per the Complaints Management in Anglican Schools Policy and Complaints Management in Anglican Schools Procedure.

i) The school will notify the ESOS agency via PRISMS of the student not achieving satisfactory course attendance as soon as practicable where:
   i. the student does not access the complaints and appeals process within *20 days*; and/or
   ii. withdraws from the complaints and appeals process by notifying the Principal of St Margaret's Anglican Girls School in writing; and/or
   iii. the complaints and appeals process, including any external appeal made by the student, results in a decision in favour of the school.

j) Students will not be reported for failing to meet the 80% attendance threshold for a study period where:
   i. the student produces documentary evidence in a timely manner 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; a 20-week study period with 5 days a week would equal 100 school days. 30% of this is 30 school days.

l) If the student does not obtain a suspension of studies under the St Margaret's Anglican Girls School International Student 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 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; and

vi. inability to begin studying on the course commencement date due to delay in receiving a student visa.

For other circumstances to be considered as compassionate or compelling, evidence would need to be provided to show that these were having an impact on the student's progress through a course.

b) *Absence* – a school day missed due to truancy, or sickness (explained or unexplained) or personal leave (explained or unexplained) eg family matters, extended holidays, personal sporting/cultural events.

c) *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.

d) *School day* – any day for which the school has scheduled course contact hours.

e) *Study period*:

- for the purpose of monitoring attendance, a study period is a semester
- for the purpose of monitoring course progress in a Primary School or Junior Secondary School course, a study period is a semester
- for the purpose of monitoring course progress in a Senior Secondary School course, a study period is a Unit of a subject or course of study (i.e., Unit 1 or Unit 2 in Year 11 or Units 3 and 4 in Year 12)

f) *Core subjects* – subjects considered to be at the centre of the curriculum, e.g. Maths, English, Science

g) *Learning Options* – the range of subjects and programs as outlined in Learning Options 1.2.2 of the Queensland Curriculum and Assessment Authority (QCAA) QCE and QCIA Handbook.

NB: Ethnic Festivals will not be considered as compassion



St Margaret's Anglican Girls School
International Student Deferment, Suspension and Cancellation Policy

1. Communicating with families about changes in enrolment status

a) All communications regarding changes to enrolment status will be made directly with students and parents, in accordance with the latest contact details provided to the school.

b) Parents must therefore keep St Margaret's Anglican Girls School informed of their current contact details, as per the conditions of the student visa.

c) Where relevant and where approved by the parents, the school may also share copies of correspondence with the student's education agent to help facilitate communication about any changes in enrolment status. However, the parents with whom the school has a formal written agreement are the primary contact for the school in such matters. The school will not act on any decision affecting the student's enrolment that is not made by the parents.

Student-initiated Changes in Enrolment

2. Deferment of commencement of study requested by student

a) 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 will be unable to attend classes;

ii. bereavement of close family members such as parents or grandparents (where possible a death certificate should be provided);

iii. major political upheaval or natural disaster in the home country that has impacted on expected commencement of studies;

iv. a traumatic experience which has impacted on the student (where possible, these cases should be supported by police or psychologists' reports); and

v. after undertaking ELICOS studies, the student will not meet the English language benchmark required for entry into the desired course, and the school is willing to defer the student's commencement in the course until a later date when the required benchmark is achieved.

b) All applications for deferment will be considered within *10 working days*.

c) The final decision for assessing and granting a deferment of commencement of studies lies with the Principal. Where a student's request to defer her commencement of studies is refused, the student has a right of appeal (see St Margaret's Anglican Girls School International Student Complaints and Appeals Policy).

d) Deferment will be recorded on PRISMS within *14 days* of being granted.

3. Suspension of study requested by student

a) Once the student has commenced the course, 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/will impact on studies;

iv. a traumatic experience which has impacted on the student (where possible, these cases should be supported by police or psychologists' reports); and

v. Student returns to their home country to sit a university exam (or similar assessment) which impacts upon their education.

b) Where there is a significant issue impacting upon a student's attendance or course progress, it is essential that the student or parents contact the school as soon as possible to discuss the concern so that appropriate support can be put in place. Where deemed necessary, this may involve temporarily suspending the student's enrolment so that matters can be resolved without having a negative impact on the student's ability to satisfy their visa conditions.

c) Temporary suspensions of study cannot exceed 6-month duration.

d) Suspensions will be recorded on PRISMS within *14 days* of being granted if the student is under 18 years of age, and within 31 days if the student is over 18 years of age.

e) The period of suspension will not be included in attendance calculations.

f) Applications will be assessed on merit by the Principal.

g) Some examples of circumstances that are not considered compassionate and compelling at St Margaret's Anglican Girls School include:

i. Requests for early departure or late return from vacation, including inability to secure cheap flights.

ii. Leaving early or returning late from holidays in order to attend festivals in the student's home country.

iii. Returning home to attend family gatherings that occur during term time.

h) As part of any assessment of a request to defer or temporarily suspend studies, the impact of the request on the student's ability to complete their intended course of study in accordance with their CoE/s and student visa will be considered. Any implications will be communicated to students.

i) All applications for suspension will be considered within *10 working days*.

j) The final decision for assessing and granting a suspension of studies lies with the Principal. Where a student's request to suspend studies is refused, the student has a right of appeal (see St Margaret's Anglican Girls School International Student Complaints and Appeals Policy).

4. Student-initiated cancellation of enrolment

a) All notification of withdrawal from a course, or applications for refunds, must be made in writing and submitted to the Principal via the International Pastoral Care Coordinator and/or Head of Admissions. Please see St Margaret's Anglican School International Student Refund Policy and the International Schedule of Fees for information regarding refunds.

b) A student will be deemed to have inactively notified St Margaret's Anglican Girls School of cancellation of enrolment where:

   i. the student has not yet finished their course/s of study with the school,

   ii. does not resume studies at the school within 14 days after a holiday break, and

   iii. the student has not previously provided the school with written notification of withdrawal.

c) Student-initiated cancellation of enrolment, including "inactive" cancellation of enrolment in *4.b)*, above, is not subject to St Margaret's Anglican School International Student Complaints and Appeals Policy.

School-initiated Changes in Enrolment

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

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 Policy/ School Community Code of Conduct.

b) Students may also be excluded from class for failure to pay fees that they were required to pay in order to undertake or continue the course, as stated in the written agreement.

c) Where St Margaret's Anglican Girls School intends to exclude a student from class it will first issue a letter which notifies the student and parents of this intention. The letter will provide details of the reason/s for the intended exclusion, as well as information about how to access St Margaret's Anglican Girls School's internal appeals process as per the Complaints Management in Anglican Schools Policy and Complaints Management in Anglican Schools Procedure. Further information about the appeals process in the event of a school-initiated exclusion from class is outlined below.

d) Excluded students must abide by the conditions of their exclusion from studies and must adhere to any welfare and accommodation arrangements in place, as determined by the Principal.

e) Where the student is provided with homework or other studies for the period of the exclusion, the student must continue to meet the academic requirements of the course.

f) Exclusions from class or suspensions from school under this section of the policy:

   - Will not be included in attendance calculations for the study period,
   - Will not impact the CoE or study, and
   - Will not be recorded in PRISMS
   - Will not be visible to the Department of Home Affairs (Immigration)

6. School-initiated suspension of studies (CoE will be impacted)

a) 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 Policy/ School Community Code of Conduct and all other related policies.

b) Students may also be suspended for failure to pay fees that they are required to pay in order to undertake or continue the course, as stated in the student's written agreement.

c) Where St Margaret's Anglican Girls School intends to suspend the enrolment of a student, it will first issue a letter that notifies the student and parents of this intention. The letter will provide details of the reason/s for the intended suspension, as well as information about how to access the St Margaret's Anglican Girls School's internal appeals process as per the Complaints Management in Anglican Schools Policy and Complaints Management in Anglican Schools Procedure. Further information about the appeals process in the event of a school-initiated suspension is outlined below.

d) Suspended students must abide by the conditions of their suspension from studies and must adhere to any welfare and accommodation arrangements in place, as determined by the Principal.

e) Students who have been suspended for more than 28 days may need to contact Department of Home Affairs. (Please see contact details at: *http://www.border.gov.au/about/contact/offices-locations.)*

f) Where applied, a suspension of enrolment will impact the student's CoE and will be recorded on PRISMS. The suspension will therefore be visible to the Department of Home Affairs (Immigration).

g) The period of suspension will not be included in attendance calculations.

7. School-initiated cancellation of enrolment (CoE will be impacted)

a) St Margaret's Anglican Girls School will cancel the enrolment of a student under the following conditions:

   i. Any breach of an agreed condition of enrolment as outlined in the student's written agreement, including failure to disclose information required by the school at the point of application or a pre-existing condition requiring a high degree of specialised support or care.

   ii. Failure to pay course fees.

   iii. Failure to maintain approved welfare and accommodation arrangements (visa condition 8532) [Alternatively schools may decide that they will not cancel enrolment for this reason].

   iv. Any behaviour identified as resulting in cancellation in St Margaret's Anglican Girls School's Guidelines for Behaviour and Expectations Policy/ School Community Code of Conduct and all other related policies.

b) Where St Margaret's Anglican Girls School intends to cancel the enrolment of a student it will first issue a letter which notifies the student and parents of this intention. The letter will also provide details of the reason/s for the intended cancellation, as well as information about how to access St Margaret's Anglican Girls School's internal appeals process as per the Complaints Management in Anglican Schools Policy and Complaints Management in Anglican Schools Procedure. Further information about the appeals process in the event of a school-initiated cancellation is outlined below.

c) St Margaret's Anglican Girls School is required to report any confirmed breach of course progress and attendance requirements to the Department of Home Affairs. Where a student is reported for breach of visa condition, their enrolment at St Margaret's Anglican Girls School will be cancelled and this may impact on the student's visa. Further information can be found in St Margaret's Anglican Girls School International Student Progress, Attendance and Course Duration Policy.

d) For the duration of the internal appeals process, St Margaret's Anglican Girls 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.

e) If a student decides to access St Margaret's Anglican Girls School's Complaints Management in Anglican Schools Policy and Complaints Management in Anglican School Procedure, complaints and appeals process because they have been notified of a school-initiated suspension or cancellation of enrolment under Standard 9, the change in enrolment status will not be reported in PRISMS until the internal complaints and appeals process as per the Complaints Management in Anglican Schools Policy and Complaints Management in Anglican Schools Procedure is finalised, unless extenuating circumstances relating to the welfare of the student apply (see Definitions below).

f) Where extenuating circumstances are deemed to exist, a student may still access the complaints and appeals process, but St Margaret's Anglican Girls School need not await the outcome of this process before changing the student's enrolment status in PRISMS. If the school has issued a CAAW for such a student, welfare provisions under Standard 5.6 are applicable.

g) The use of extenuating circumstances by 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.

8. Student to seek information from Department of Home Affairs

a) Deferment, suspension and cancellation of enrolment can have an effect on a student's visa as a result of changes to enrolment status. Students can visit the Department of Home Affairs website *https://immi.homeaffairs.gov.au/visas/getting-a-visa/visa-listing/student-500* for further information about their visa conditions and obligations.

9. Definitions

a) CoE – 'Confirmation of Enrolment' - The CoE provides evidence of a student's enrolment with a provider registered on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS). This evidence is required before Home Affairs will issue a student visa. The CoE contains information about the Provider, agent (if involved), course and duration of study in which the student has enrolled.

b) Deferment of enrolment - To defer or suspend enrolment means to temporarily put studies on hold (adjourn, delay, postpone). Providers do this by notifying the Department of Education, PRISMS of the deferment of enrolment. A student may request a temporary deferment to his or her enrolment on the grounds of compassionate or compelling circumstances. A provider may also initiate suspension of a student's enrolment due to misbehaviour of the student.

c) Exclusion from class – when a student is not allowed to attend classes for a period of time but may access learning material offline.

d) Suspension from attending school - when a student is removed from school or class for a period of time. After a suspension, they will return to school or class. When considering suspending a student, the Principal must take into account the disruption to your child's learning, their disability, home circumstances, educational needs.

e) Suspension of enrolment - To suspend enrolment means to temporarily put studies on hold (adjourn, delay, postpone). Providers do this by notifying the Department of Education, through PRISMS of the suspension of enrolment. A student may request a temporary suspension to his or her enrolment on the grounds of compassionate or compelling circumstances. A provider may also initiate suspension of a student's enrolment due to misbehaviour of the student. It is important to note the meanings of the terms for this context – suspension of enrolment is not necessarily due to misbehaviour – suspension of enrolment may also be initiated by the student.

f) Cancellation of enrolment - The provider notifies the Department of Education through PRISMS that it wishes to permanently cancel (terminate) the student's enrolment. Once this process is complete, the student's CoE status will be listed as 'cancelled'.

g) PRISMS - The Provider Registration and International Student Management System (PRISMS) is the system used to process information given to the Secretary of DEST by registered providers

h) Day – Any day including weekends and public holidays on or out of term time

i) Extenuating Circumstances – events that are sudden, significantly disruptive and beyond your control e.g. the student's health or well-being, or the well-being of others, is likely to be at risk.

St Margaret's Anglican Girls School
International Student Accommodation and Welfare Policy

Care for younger students under 18 years

St Margaret's Anglican Girls School is a CRICOS-registered provider which enrols younger students under 18 years of age. As part of is registration obligations St Margaret's Anglican Girls School must satisfy Commonwealth and state legislation, as well as any other regulatory requirements, relating to student welfare and protection for any enrolled overseas student who is under 18 years of age.

These obligations include ensuring that all overseas students under 18 years of age are given age-and culturally-appropriate information on:

- who to contact in emergency situations, including contact number/s of a nominated staff member, and
- how to seek assistance and report any incident or allegation involving actual or alleged sexual, physical or other abuse.

St Margaret's Anglican Girls School has documented procedures relating to student welfare and safety and will implement these procedures in the event that there are any concerns for the welfare of a student under 18 years of age.

Accommodation and care options for overseas students under 18 years

St Margaret's Anglican Girls School approves the following accommodation and care options for International students:

1. The student will live with a parent or relative approved by the Department of Home Affairs.

   In this case:

   i. The School does not provide a welfare letter (CAAW) via PRISMS. The student's family completes Form 157N and provides proof of relationship to Department of Home Affairs at the time of visa application for approval of these arrangements. The Department of Home Affairs must also approve any further change of welfare arrangements.

   ii. If the adult responsible for the welfare, accommodation and other support arrangements for a student under 18 years holds a Student guardian Visa (subclass 590), all obligations and conditions of this visa must be met, including:

      a) not leaving Australia without the nominating student unless there are compassionate and compelling circumstances and the School has first approved alternative welfare and accommodation arrangements for the student for the adult's period of absence, and

      b) advising the Department of Home Affairs of any change of address, passport or other changes of circumstances.

   St Margaret's Anglican Girls School requires holders of Student Guardian Visas (Subclass 590) 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, and

   iii. immediately advise the School if there are any compassionate or compelling reasons to travel overseas or not be at home for an extended period of time to care for the student.

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

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

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



Accommodation options that may be approved by St Margaret's Anglican Girls School for full fee paying 500 (formerly 571) 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 requested by the parent but approved by the School which meet all requirements under relevant State and Commonwealth legislation.

NB: Please refer to St Margaret's Process for Private Homestay Arrangements in the International Student Handbook.

St Margaret's Anglican Girls School will maintain approval of accommodation and care arrangements until:

i. the student completes the course and departs Australia.

ii. the student turns 18 years.

iii. any appeals processes in relation to St Margaret's Anglican Girls School's intentions to cancel the student's enrolment has been finalised (including suspensions, cancellations, course progress and attendance).

iv. the student has alternative welfare arrangements approved by another registered provider.

v. a parent or nominated relative approved by the Department of Home Affairs assumes care of the student.

vi. St Margaret's Anglican Girls School has notified the Department of Home Affairs that it is no longer able to approve the student's welfare arrangements and has taken the required action after not being able to contact the student.

Any accommodation, welfare and other support arrangements for the student must be approved by St Margaret's Anglican Girls School, including arrangements provided by third parties.

Accommodation and care arrangements are checked prior to approval and at least every six months thereafter to ensure they are appropriate to the student's age and needs.

Any adults and residents over 18 years involved in or providing accommodation and welfare arrangements to the student have a blue card as appropriate *(https://www.bluecard.qld.gov.au/)*.

Any changes to approved arrangements must also be approved by the School. This includes any requests by students under 18 years of age to attend "Schoolies Week" on completion of Year 12.

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

If a student for whom the School has issued a CAAW refuses to maintain approved arrangements, the School will report this to the Department of Home Affairs and advise the student to contact the Department of Home Affairs (Immigration) to ensure visa implications are understood.

(See Department of Home Affairs office addresses at *https://immi.homeaffairs.gov.au/help-support/contact-us)*

In the event of a significant or critical welfare issue involving the student, and if determined necessary by the school, a parent, legal guardian or approved relative agrees to travel to a designated location within 5 days to assume care of the student until the situation has been resolved to the school's satisfaction.

If a parent / nominated guardian wishes to assume welfare responsibility, the parent / nominated guardian must notify the school as soon as practicable of their intentions and must provide the school with written evidence of a guardian visa grant.

3. For School vacation periods, students under 18 years of age for whom St Margaret's Anglican Girls School has issued a CAAW will:

i. return home to parents, or

ii. continue to live in / is placed in Homestay arranged and approved by the school, or

iii. apply for approval to spend the vacation with relatives or a friend's family, or

iv. apply to attend a supervised excursion, camp, etc., if all requirements are met in order to attain school approval.

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

Accommodation options for students 18 years and older

1. It is a condition of enrolment that students over 18 years also maintain school approved accommodation arrangements as follows:

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 requested by the parent but approved by the School which meet all requirements under relevant State and Commonwealth legislation.

NB: Please refer to St Margaret's Process for Private Homestay Arrangements in the International Student Handbook.

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

i. Student returns home to parents, or

ii. Student continues to live in / is placed in Homestay, details of which are recorded by the School, or

iii. Student may spend vacation with friend's family or relatives, provided details are given, or

iv. Student may attend a supervised excursion, camp, etc., provided details are given, or

v. Student may travel unaccompanied during vacation periods, provided details are given.

Additional Information:

Homestay Arrangements at St Margaret' Anglican Girls School

The Homestay arrangements approved by St Margaret's Anglican Girls School meet Queensland legislative requirements for student protection as well as Standard 5 of the National Code of Practice for Providers of Education and Training to Overseas Students 2018.

These include:

i. Continuous dates for approved welfare arrangements.

ii. Documented procedures for checking suitability of accommodation, support and general welfare arrangements before a student is placed in an approved arrangement, and at least every six months thereafter, covering:

- Guidelines for selecting, screening and monitoring each family and ensuring the family can provide age appropriate care and facilities 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 the operator of the homestay program

iii. Blue cards as required for adults and residents over 18 years living in the homestay/private arrangement, other than overseas students, or who otherwise have regular contact with the student.



St Margaret's Anglican Girls School
Process for Private Homestay Arrangements for International Students

Private Homestay arrangements approved by St Margaret's Anglican Girls School meet Queensland legislative requirements for student protection as well as Standard 5 of the National Code of Practice for Providers of Education and Training to Overseas Students 2018.

The following process is followed when approving a private homestay arrangement request:

1. Written request and consent from the parent(s) is required with the following details of the homestay host:
   a) Name of host(s);
   b) Home address;
   c) Home phone and mobile numbers;
   d) Email address(es); and
   e) Relationship to the parents and student.
2. The potential host family is required to write a letter/email accepting the responsibility of hosting the student as per parent request.

   NB: *Duty of Care and Welfare responsibilities still sit with St Margaret's.
3. If the student is under 18 years of age, all members of the household over the age of 18 years will be required to apply for a Blue Card through St Margaret's and complete the school's Student Protection Volunteer forms, unless they are blood relatives.

   NB: Please note that the private homestay arrangement will not be approved without receiving a positive notification of the Blue Card.
4. If the student is over 18 years of age, all members of the household over the age of 18 years will be required to complete the school's Student Protection Volunteer forms.
5. A home visit is scheduled by the International Pastoral Care Coordinator and Head of Admissions to inspect the host's home and assess the living situation. At this stage a homestay visit checklist (refer to Appendix 3) is completed and photos taken.

   NB: Please note the student must have access to own bedroom with storage and study area.
6. Written recommendation with the completed checklist, photos, and letters from the parents and potential host is submitted to the Principal for approval by the International Pastoral Care Coordinator and Head of Admissions.
7. Once approved, the International Pastoral Care Coordinator will meet with the student every 6 months to review living arrangements.





St Margaret's Anglican Girls School International Student Complaints and Appeals Policy

A copy of this policy will be provided to the student (or parent(s)/legal guardian if the student is under 18) at a reasonable time prior to a written agreement being signed, and again during orientation or within 7 days of the commencement of student attendance of the enrolled course.

1. Purpose

a) The purpose of St Margaret's Anglican Girls School International Student Complaints and Appeals Policy is to provide a student or parent(s)/legal guardian with the opportunity to access procedures to facilitate the resolution of a dispute or complaint involving St Margaret's Anglican Girls School, or an education agent or third party engaged by St Margaret's Anglican Girls School to deliver a service on behalf of St Margaret's Anglican Girls School.

b) The internal complaints and appeals processes are conciliatory and non-legal.

2. Complaints against other students

a) Grievances brought by a student against another student will be dealt with under the school's Guidelines for Behaviour and Expectations Policy/ School Community Code of Conduct.

3. Informal Complaints Resolution

a) In the first instance, St Margaret's Anglican Girls School requests there is an attempt to informally resolve the issue through mediation/informal resolution of the complaint.

b) Students should contact the 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 internal formal complaints and appeals procedures will be followed.

4. Formal Internal Complaints Handling and Appeals Process for International Students

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 them 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 their case to the Principal.

g) Students and / or the School may be accompanied and assisted by a support person at all relevant meetings.

h) The formal internal complaints and appeals process will commence within 10 working days of lodgement of the complaint or appeal with the Principal and will be finalised as soon as practicable.

i) For the duration of the internal complaints and appeals process, the student's enrolment will be maintained, as required under the National Code of Practice for Providers of Education and Training to Overseas Students 2018 and the student must continue to attend classes.

However, if the Principal deems that the student's health or well-being, or the well-being of others is at risk she may decide to suspend or cancel the student's enrolment before the complaints and appeals process has been accessed or fully completed. In such cases, the student may still lodge a complaint or appeal, even if the student is offshore.

j) Once the Principal has come to a decision regarding the complaint or appeal, the student will be informed in writing of the outcome and the reasons for the outcome, and a copy will be retained on the student's file.

k) If the complaints and appeals procedure finds in favour of the student, 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 and action taken.

l) Where the outcome of a complaint or appeal is not in the student's favour, the school will advise the student within *10 working days* of concluding the internal review of the student's right to access the external appeals process.

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



5. External Appeals Processes

a) If the student is dissatisfied with the conduct or result of the internal complaints and appeals procedure, they may contact and / or seek redress through the Overseas Students Ombudsman at no cost. Please see: *https://www.ombudsman.gov.au/complaints* or phone 1300 362 072 for more information.

b) If the student wishes to appeal a decision made by St Margaret's Anglican Girls School that relates to being reported for a breach of course progress or attendance requirement (under Standard 8), the student must lodge this appeal with the Overseas Student Ombudsman's office within *10 working days* of being notified of the outcome of their internal appeal.

c) If the student wishes to appeal a decision made by St Margaret's Anglican Girls School that relates to:

   i) refusal to approve a transfer application (under Standard 7), or

   ii) suspension or cancellation of the student's enrolment (under Standard 9); any choice to lodge an external appeal with the Overseas Student Ombudsman is at the student's discretion. The school need not await the outcome of any external appeal lodged, before implementing the outcome of the internal appeal.

6. Other legal redress

a) Nothing in the School International Student Complaints and Appeals Policy negates the right of an international 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.





St Margaret's Anglican Girls School
International Student Transfer Request Policy

St Margaret's Anglican Girls School International Student Transfer Policy and processes apply to:

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

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

1. International students are restricted from transferring from their first registered school sector course of study for a period of six months. This restriction also applies to any course(s) packaged with their first registered school sector course of study. Exceptions to this restriction are:
   a) If the student's course or school becomes unregistered.
   b) The school has a government sanction imposed on its registration.
   c) A government sponsor (if applicable) considers a transfer to be in the student's best interests
   d) If the student is granted a release in PRISMS.
2. Students can apply to be released by submitting an Application for International Student Transfer Request Form at no charge to enable them to transfer to another education provider. However, if a student has not completed the first six months of the first registered school sector course of study or is under 18 years of age, conditions apply.
3. St Margaret's Anglican Girls School will only release a student before completing the first six months of their first registered school sector course in the following circumstances:
   a) The student has changed welfare and accommodation arrangements and is no longer within a reasonable travelling time of the school.
   b) The student will be reported because they are unable to achieve satisfactory course progress at the level they are studying, even after engaging with St Margaret's Anglican Girls School's intervention strategies to assist them in accordance with Standard 8 (Overseas student visa requirements).
   c) The student provides evidence of compassionate or compelling circumstances.
   d) St Margaret's Anglican Girls School fails to deliver the course as outlined in their written agreement.
   e) The student provides evidence that their reasonable expectations about their current course are not being met.
   f) The student provides evidence that they were misled by St Margaret's Anglican Girls School or an education or migration agent regarding St Margaret's Anglican Girls School or its course and the course is therefore unsuitable to their needs and/or study objectives.
   g) An appeal (internal or external) on another matter results in a decision or recommendation to release the student.
   h) Any other reason stated in the policies of 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 request application.
   b) Written confirmation that the receiving provider will accept responsibility for and communicate with the student about approving the student's accommodation, support, and general welfare arrangements from the proposed date of release where the student is not living with a parent / legal guardian or a suitable nominated relative.
5. St Margaret's Anglican Girls School will NOT agree to the transfer before the student completes the first six months of their first registered school sector course in the following circumstances:
   a) The student's progress is likely to be academically disadvantaged.
   b) 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 semester.
6. To apply for transfer to another provider, students need to:
   a) Complete an Application for International Student Transfer Request Form available from *https://www.stmargarets.qld.edu.au/admissions/international-students/international-policies* and submit it to the Principal via the International Pastoral Care Coordinator and/or the Head of Admissions.*
   b) Give this completed transfer request application form and a valid offer of enrolment from another provider to the Head of Admissions for assessment.
   c) Attach written confirmation of the parent/s or legal guardian/s support for the transfer to the nominated provider.

   In this case, the valid offer of enrolment must also confirm the new provider's acceptance of responsibility for approving the student's accommodation, support and general welfare arrangements from the proposed date of the student's release from St Margaret's Anglican Girls School, in accordance with Standard 5 (Younger overseas students) of the National Code of Practice for Providers of Education and Training for Overseas Students 2018.

   *NB: A term's notice is required when students are considering an application to transfer or intending to cancel an enrolment. Otherwise, a term's tuition fees (if applicable, boarding fees) will charged in lieu of notice.
7. St Margaret's Anglican Girls School will assess the student's transfer request application and notify the student of a decision within 10 working days.
8. If St Margaret's Anglican Girls School grants the student's transfer request, the student will be notified and the decision will be reported to the Department of Immigration via PRISMS.

9. If St Margaret's Anglican Girls School intends to refuse the student's transfer request application, St Margaret's Anglican Girls School will provide the student with reasons for refusal in writing and include a copy of St Margaret's Anglican Girls School International Student Complaints and Appeals Policy (available at *https://www.stmargarets.qld.edu.au/admissions/international-students/international-policies*). The student has the right to access St Margaret's Anglican Girls School's complaints and appeals process and has 20 working days to do this. The student's transfer request application will only be finalised in PRISMS after one of the following occurs:
    a) the student confirms in writing they choose not to access St Margaret's Anglican Girls School's complaints and appeals process, or
    b) the student confirms in writing they withdraw from any appeals process they have commenced, or
    c) the appeals process is completed, and a decision has been made in favour of the student or St Margaret's Anglican Girls School.
10. Applications to transfer to another registered provider may have visa implications. The student is advised to contact the Department of Home Affairs (Immigration) office as soon as possible to discuss any implications: *https://immi.homeaffairs.gov.au/help-support/contact-us*.

Students who are no longer subject to the transfer restriction, but St Margaret's Anglican Girls School holds welfare responsibility via a CAAW.

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

    In this case, the valid offer of enrolment must confirm acceptance of responsibility for approving the student's accommodation, support and general welfare arrangements from the proposed date of the student's release from St Margaret's Anglican Girls School in accordance with Standard 5 (Younger overseas students) of the 2018 National Code of Practice for Providers of Education and Training for Overseas Students.
13. St Margaret's Anglican Girls School will negotiate the welfare transfer date with the receiving provider and will advise the student of the welfare transfer date within *10 working days.*
14. Transfers to another registered provider may have visa implications. The student is advised to contact the Department of Home Affairs (Immigration) office as soon as possible to discuss any implications: *https://www.stmargarets.qld.edu.au/admissions/international-students/international-policies*.



St Margaret's Anglican Girls School International Student Refund Policy

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

1. This policy outlines refunds applicable to course fees paid to the school including any course fees paid to an education agent to be remitted to the school. e.g., in the case of course fees collected by International Development Program (IDP).
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 an agent or ELICOS provider or EALD tutor engaged by the parent, are not within the scope of this refund policy. This exclusion does not include payments to a third-party provider. Third party payments or fees may include homestay fees paid to ISCA, OSHC fees paid to an Australian health insurer or QCAA international student fees. Refunds for payments made to third-party providers will be processed in accordance with the St Margaret's Anglican Girls School International Student Complaints and Appeals Policy and any relevant legislation.
3. The enrolment application fee is non-refundable and the enrolment confirmation fee of $1250 is non-refundable, except in the event of visa refusal. For further information see Section 6.
4. Payment of Course Fees and Refunds
   a) Fees are payable according to the International Schedule of Fees.
   b) All itemised list of school fees is provided in the school's written agreement.
   c) All fees must be paid in Australian dollars unless requested otherwise. Refunds will be reimbursed in the same currency as fees were received.
   d) Refunds will be paid to the person who enters into the written agreement unless the school receives written advice from the person who enters the written agreement to pay the refund to someone else.
5. All notification of withdrawal from a course, or applications for refunds, must be made in writing and submitted to the 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 Home Affairs) 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) Instrument 2024.
7. Student default

   Any amount owing under this section will be paid within 4 weeks of receiving a written claim from the student (or parent(s)/legal guardian if the student is under18).

   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: When 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 (or 1 term's) written notice of withdrawal has been received.
      iii. If the student wishes to change from a Boarder to Day Student, one full term's notice of withdrawal is required, or one term's boarding fees will be charged in lieu of notice. The school must also be satisfied with new welfare and accommodation arrangements before the change can occur.

      NB: Where less than 10 weeks' notice of withdrawal is received, the school will refund the amount of unused tuition fees less 1 term's fees (and 1 term's boarding fees if applicable).

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

i. No refund of tuition fees will be made where a student's enrolment is cancelled for any of the following reasons:

- Failure to maintain satisfactory course progress (visa condition 8202). Please see St Margaret's Anglican Girls School International Student Progress, Attendance and Course Duration Policy on *https://www.stmargarets.qld.edu.au/admissions/international-students/international-policies*.
- Failure to maintain satisfactory attendance (visa condition 8202). Please see St Margaret's Anglican Girls School International Student Progress, Attendance and Course Duration Policy on *https://www.stmargarets.qld.edu.au/admissions/international-students/international-policies*.
- Failure to maintain approved welfare and accommodation arrangements (visa condition 8532). Please see St Margaret's Anglican Girls School International Student Accommodation and Welfare Policy on *https://www.stmargarets.qld.edu.au/admissions/international-students/international-policies*.
- Failure to pay course fees.
- Any behaviour identified as resulting in enrolment cancellation in St Margaret's Anglican Girls School's Guidelines for Behaviour and Expectations of Students/School Community Code of Conduct and any other related school policies. Refer to *https://www.stmargarets.qld.edu.au/admissions/international-students/international-policies*. On enrolment, the student will also be provided with the International Student Handbook which includes this information.

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

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

a) If for any reason the school is unable to offer a course on an agreed starting day for the course, and the student for some reason cannot be placed or refuses placement in an alternative course arranged by the school, a full refund of any unused tuition fees received by the school 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.8 of Education Services for Overseas Students (Calculation of Refund) Instrument 2024. *http://www.comlaw.gov.au/Details/F2014L00907*.

d) In the event that the third party VET provider goes into default:

i) From a financial perspective, because the VET component falls under the school's CRICOS registration, the student's tuition fees for the course (including VET components) are protected by virtue of the school's CRICOS registration

ii) From an RTO perspective, if the RTO the school has partnered with closes or is otherwise unable to deliver the VET component, the school must ensure that the student is still able to complete the secondary school course for which their visa has been issued. This could mean engaging an alternative VET provider to deliver the VET components or if this is not possible, offering alternative secondary school subjects which meet the requirements for completing the school qualification.

9. This written agreement, and the right to make complaints and seek appeals of decisions and action under various processes, does not affect the rights of the student to take action under the Australian Consumer Law if the Australian Consumer Law applies.

Definitions

a. Non-tuition fees – fees not directly related to provision of the student's course, including Student Health Cover, Homestay/Boarding Fees, and Optional Activity Fees.

b. Tuition fees – fees directly related to the provision of the student's course, i.e. all compulsory activities including tuition, QGSSSA sport, technology, year level camps, class excursions, and a range of facilities used in the course of a normal school day.

c. Course fees – the sum of tuition fees and non-tuition fees received by the school in respect of the student in order for the student to undertake the course.

d. One Study period equals one semester but no more than 24 weeks

e. Extenuating Circumstances – events that are sudden, significantly disruptive and beyond your control

f. If the student changes visa status (e.g. becomes a temporary or permanent resident) during a study period, she will continue to pay full overseas student's fees for the duration of that study period. Evidence of the new visa status will be required before any change 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.

Child Safe Advocates 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 Child Safe Advocates are:

- Deputy Principal – Nicole Devlin
- Dean of Students – Nikki Townsend
- Head of Primary School – Angela Drysdale
- Head of Boarding – Lesa Craven
- Dean of Academics – Caitlin McCluskey
- Assistant Head of Primary – Curriculum Kate Frewin
- Assistant Head of Primary School – Wellbeing and Operations – Annette Box
- Head of Student Pathways and Futures – Kelly Alford
- Head of Year – Nicole Walker
- Psychologist – Emma Greensill
- Senior Psychologist – Michelle Alexander
- Pre-Prep – Belinda Knowles
- Deputy Head of Boarding – Gracemere Mataia

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 of Practice for Providers of Education and Training to Overseas Students (the National Code) 2018 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 2018. 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 2018.

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 Academics or the Deputy Principal to organise this. During the first couple of weeks the International Pastoral Care Coordinator and Head of Admissions will work through the book list and stationery list to ensure the student has the correct text books and equipment for classes.
- 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. **International Student Handbook:** The St Margaret's Student Handbook is a very important book. The International Pastoral Care Coordinator will go through the international student handbook with the student at the weekly international student meetings, however, it is important for the student to re-read this information.
3. **Emergency Procedures:** All international students will be required to learn and understand the various emergency procedures at the School and comply with all safety directions issued by staff. International Students will also be required to participate in any emergency evacuation and lockdown drills organised by the School.
4. **Electrical Safety:** All personal electronic equipment belonging to international students will be subject to testing to ensure that they meet Australian Safety Standards. International Students will be required to make their personal electronic items available for testing upon request. Any electronic items that are deemed not to meet the Australian Safety Standards will be returned to the International Student but must not be used under any circumstances when the student is on school grounds.
5. **Risk Assessments:** The School has a policy that requires a detailed assessment of all potential risks and hazards for any activities conducted outside school premises. Formal risk assessment forms are submitted for a risk score and the activity is only approved if deemed safe for students and staff. High risk or abnormal internal activities are also required to be risk assessed.

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 2018.

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.
- All homestay fees are payable directly to ISCA one study period in advance. ISCA will be invoicing their fees separately and St Margaret's will require confirmation from ISCA of the Homestay payment to continue the enrolment process.

Student Guardian Visas:

St Margaret's Anglican Girls School requires holders of Student Guardian Visas (visa subclass 590) 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.

Additional Information

Your visa requirements as an International student are:

- maintain satisfactory course attendance and course progress (see St Margaret's Anglican Girls School International Student Progress, Attendance and Course Duration Policy section)
- maintain approved welfare for duration of the course (see St Margaret's Anglican Girls School International Student Accommodation and Welfare Policy section)
- maintain Overseas Student Health Cover for duration of the course (see OSHC section)
- comply with all transfer regulations (see St Margaret's Anglican Girls School International Student Transfer Policy section)
- pay all school fees as per the International Schedule of Fees and the invoices issued.

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 also St Margaret's Anglican Girls School International Student Complaints and Appeals Policy section).

The above policies will be discussed during your orientation process.

Change in Visa Type or Passport

The student must inform the Head of Admissions 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 semester and domestic fees would be applied from the following semester. 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 and once they have been granted a student visa.

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

Change in Passport Number

- The student must inform the Head of Admissions 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.

SmartClinics Clayfield
695 Sandgate Rd
Clayfield QLD 4011
(07) 3268 1937



Additional Information



Overseas Student Health Cover (OSHC)

As an international student it is a 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 CARE** 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 $90. (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.allianzcare.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.allianzcare.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 and accept an online *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 the POD. 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 Director 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.

Additional Information

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 peoples 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 - *https://www.education.gov.au/esos-framework*

DIBP - *https://www.homeaffairs.gov.au/*

Study Queensland - *https://www.studyqueensland.qld.gov.au/*

Brisbane - *https://visit.brisbane.qld.au/*

Public Transport - *https://translink.com.au/*

APPENDIX 1 – International Student Orientation Checklist

APPENDIX 2 – Holiday and Leave Processes

APPENDIX 3 – Homestay Visit Form 2024

Student Testimonials



I consider myself fortunate to have been a member of the St Margaret's community. As a boarding student both studying and living on campus, the school was my home away from home.

St Margaret's students are inspired to grow and achieve their best in all endeavours. I was encouraged to step outside of my comfort zone and learn new skills that I know will be useful in life outside of school. I was able to broaden my interests beyond my academic studies, as a member of the school choir and the badminton team.

I valued the unique opportunities to develop and exercise my potential in many aspects. This included opportunities to develop strong communication and public speaking skills as well a collaborative skills.

Overall, I am proud to say, St Margaret's shaped who I am today – a responsible young woman, and I will always treasure the connection I share with this community!

Sharon Lei



Throughout my journey at St Margaret's, I was grateful to be able to take part in so many activities provided by the school, which allowed me to develop well-rounded interests. Being an active member of Exultate and Encorah, two of the school's choirs, provided me with many chances to showcase my vocal abilities and grow as a performer. I also loved the spirit and passion demonstrated by St Margaret's students in my participation in badminton, where we always strived for the best results by giving our best efforts.

As an International Captain in my senior year at St Margaret's, I was fortunate to be given the opportunity to develop my leadership skills, leading a group of girls from diverse cultural backgrounds. In promoting 'inclusivity and togetherness', we welcomed new international students into our community and assisted them in adapting to the school's culture and establishing their sense of belonging. We not only provided academic support to international girls but also emotional support and empathy during challenging times.

The school's diverse and spiritual culture nurtures the growth of students, allowing every girl to shine in various aspects. I thank St Margaret's for helping shape me into the responsible, independent and mature young lady I am today.

Christy Mou



Studying abroad was never an easy task and I could not have endured the hard times without the tremendous support from St Margaret's. The staff and girls in the school were exceptionally welcoming as they warmly embrace the diversity we bring to the community. St Margaret's inspired us to seize every opportunity that was provided. Our involvement in the variety of activities was always encouraged, and I was grateful to have discovered my passion in dance, gymnastics and badminton. In my final year at St Margaret's, I took on the role as international captain where my co-captains and I actively promoted inclusivity and togetherness. To conclude my years at St Margaret's, it was a remarkable journey and I am proud to always be a part of the Maggies' community.

Lani Law

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	
St Margaret's Anglican Girls School International Student Refund Policy	Yes / No
St Margaret's Anglican Girls School International Student Transfer Request Policy	Yes / No
St Margaret's Anglican Girls School International Student Complaints and Appeals Policy	Yes / No
St Margaret's Anglican Girls School International Student Progress, Attendance and Course Duration Policy	Yes / No
St Margaret's Anglican Girls School International Student Accommodation and Welfare Policy	Yes / No
St Margaret's Anglican Girls School International Student Deferment, Suspension and Cancellation Policy	Yes / No
Community Code of Conduct	Yes / No
Child and Youth Protection Policy	Yes / No
Guidelines for Use of Technology (Students)	Yes / No
Responsible Use of Information Technology Student Policy	Yes / No
Sun Smart Policy	Yes / No
Safe School Policy	Yes / No
Health Centre Policy	Yes / No
Assignment Policy	Yes / No
Uniform and hair 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 (online)	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, Student Counsellor, Dean of Students, Chaplain, Dean of Studies, Dean of Academics)	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
Community Code of Conduct (POD)	Yes / No
Assignment Assessment Policy	Yes / No
Information about Boarding and/or Homestay	Yes / No
Information about EAL (ESL)	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


RED

Appendix 1

Semester 1 Review

Course Progress

Subject	Result

Course Attendance: _____*%*

Key Contacts	Name
Principal	
Deputy Principal	
Head of Admissions	
International Pastoral Care Coordinator	
Head of Year	
Director of Sport	
Head of Boarding (if applicable)	
Form Teacher/ Academic Advisor	
School Psychologist	
International Captains	
Student buddy	
Emergency contact (if boarding/ homestay)	

Key Places	Tick if known
Map of school	
School Support	
Finance department	
School Supply Shop	
Library	
Lockers	
Tuckshop	
Toliets	
Philip Harris Gym	
Chapel	
Sports Centre	
Swimming Pool	
Emergency evacuation	
Bus stops	
IT department	

	NAME	SIGNATURE
Student	_____	_____
International Pastoral Care Coordinator	_____	_____



Appendix 2

St Margaret's process for International Students' holidays

Start of term	Pastoral Care Coordinator (PCC) to discuss term dates with students and importance of maintaining attendance.
Week 4 or 5	1. Students discuss their holiday plan with PCC - flights home or accommodation in Australia (within student visa guidelines). 2. Apply for early departure if required. 3. Email form and flight itinerary to PCC. 4. PCC informs ISCA if student is homestay.
Week 5	Flights are booked.
Week 6	If applicable, PCC forwards homestay request to ISCA with student details and dates/times of stay.
Week 7	Boarders complete a Reach form and include whether they require a chaperone and transport to and from the airport.
Week 8/9	PCC approves travel via email.

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

1. Student emails PCC with details of overnight stay (2 weeks notice required)
2. PCC checks Blue Card compliance
3. Parent emails PCC to confirm that they approve the overnight stay
4. Host family emails PCC to confirm that they know the plan
5. PCC asks for approval from Deputy Principal
   PCC emails confirmation that the school is aware and approves the overnight leave
6. Student and PCC email homestay family to communicate that the school approves the plan

Appendix 3

Homestay Visit Form 2025

Host Family Details

Family Name/s: _____

Student(s) in homestay: _____

Address: _____

Visit Date: _____ Time: _____

Staff Visiting: _____

Family members present during visit: _____

_____

HOUSE DETAILS	Evident	Not sighted	Not Evident	N/A
Family were accommodating in arranging visit time				
Family were welcoming and appeared open to discussion				
The general safety of the residence is to standard (eg stairs)				
If there is a swimming pool, it is gated				
Size of bedroom is adequate				
Room includes all basic necessaries (bedroom door, bed, desk, window, clothes storage)				
Please note any additional bedroom facilities eg fan, walk in wardrobe, ensuite				
Bedding etc is provided by homestay family				
Bathroom facilities are adequate and allow privacy				
Student has access to: 1. Kitchen				
2. Common area				
3. Outdoor area				

List of chores International Student is involved in:

_____

_____

_____

General comments about the student's behaviour in the house and efforts to participate as a family member, including how much time they spend in their bedroom:

Any concerns raised by homestay family:

_____

_____

_____

Any actions following homestay visit:

_____

_____

_____

PHOTOGRAPHS OF STUDENT ROOM (taken on the day of the visit)

Staff Signature: _____ Date: _____

FOLLOW UP MEETING WITH STUDENT – TO BE CONDUCTED BY INTERNATIONAL PASTORAL CARE COORDINATOR / HEAD OF ADMISSIONS

General notes from meeting with student:

_____

_____

_____

_____

_____

Any concerns raised by students:

_____

_____

_____

_____

_____

Any actions to take place following the visit and meeting:

_____

_____

_____

_____

_____

Staff Signature: _____ Date: _____

(DUPLICATE THIS SECTION AS REQUIRED)

SUBSEQUENT FOLLOW UP MEETING WITH STUDENT TWICE A TERM AFTER PLACEMENT (BEGINNING AND END OF TERM) – TO BE CONDUCTED BY INTERNATIONAL PASTORAL CARE COORDINATOR / HEAD OF ADMISSIONS

General notes from meeting with student:

_____

_____

_____

_____

_____

Any concerns raised by students:

_____

_____

_____

_____

_____

Any actions to take place following the visit and meeting:

_____

_____

_____

_____

_____

Staff Signature: _____ Date: _____



St Margaret's Anglican Girls School ABN: 93492310839
11 Petrie Street Ascot QLD 4007 Australia
Telephone: +61 7 3862 0777
reception@stmargarets.qld.edu.au
www.stmargarets.qld.edu.au

St Margaret's School Council Ltd
ABN: 69069684019 CRICOS Code: 00511K
A School of the Society of the Sacred Advent

Revised 11/2026