

St Margaret's



2017

International Agent
HANDBOOK





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School quick facts

Year Established

St Margaret's has a proud history dating back to its establishment in 1895 by The Sisters of The Society of the Sacred Advent. The School is founded on a philosophy of six core values: courage, faith, integrity, passion, respect and spirit, with the School motto Per Volar Sunata, Born to Fly Upwards, inspiring St Margaret's students to achieve their personal best in all endeavours.

School Type

St Margaret's Anglican Girls School, owned and operated by The Society of the Sacred Advent Schools Pty Ltd, is an independent Anglican School for day students and boarders with 810 students from Pre-Preparatory to Year 12.

CRICOS registered Courses

CRICOS Course No: Primary Years
(Yr 1 – Yr 6) - 085888G

CRICOS Course No: JSecondary Junior Years 7 – 10
- 085889F

CRICOS Course No: Senior Secondary Certificate of Education (Yrs 11-12) - 004927J

Accommodation Options approved by School

Boarding

Homestay

Live with Parent

Live with Relative approved by DIBP

Size of School

Approximately 910 students

Location Description

Overlooking the Brisbane River, the city skyline and the distant ranges, St Margaret's is situated in a magnificent hilltop position in the leafy suburb of Ascot, only 10 minutes from Brisbane's City Centre and is close to public transport.

There are approximately 290 girls in the Primary School and 620 in the Secondary School. Boarding has been an integral part of the School's life and 170 girls from Years 5 – 12 are accommodated at St Margaret's.

As a member of the Queensland Girls' Secondary Schools Sports Association Inc (QGSSA), St Margaret's participates in a range of academic, sporting and cultural competitions against other long-standing Brisbane schools.

Specialist Offerings/Elite Programs

Music Extension in Year 12

English Extension in Year 12

Extension in all year levels

Flyers Program for Elite Performers

Approximate number overseas students enrolled

50

Source countries of overseas students

China	Hong Kong	South Korea
Taiwan	Thailand	Japan
Papua New Guinea	Solomon Islands	Vietnam
		Macau

Information re ELICOS if required

St Margaret's has a Memorandum of Understanding (MOU) with St Paul's International College and Browns English Language School for girls entering St Margaret's who require ELICOS.

Information re ESL Support if required

International students are offered academic support in the form of Learning Enhancement that offer specialised ESL support across the curriculum. Skill development in specific academic learning of reading, writing, speaking and listening is developed throughout the course. The program parallels courses of work in other subject areas such as English, Humanities and Mathematics and develops micro and macro skills in these contexts. The course consolidates relevant content; provides scaffolded tasks to ensure understanding and coherence; and learning structures that complement each student's learning style.

Additional ESL classes and subject specific tutorials are offered to senior students one afternoon per week during school time. All ESL classes are taught by qualified and experienced ESL teachers.

International Programs/Enrolments for which Commission is payable (details in Agency Agreement)

Long Term Full Fee Paying Students (500 Schools Visa)

Study Abroad Students (500 Schools Visa for 6 – 12 months)

Short Term Full Fee Paying Students (Tourist Visa – study up to 3 months only)

Study Tours (Commission not included, but can be added to school quote for program if agreed to in the agent agreement)

Host School for overseas school immersion / integration programs

Full Fee Paying Dependants of Temporary Visa Holders

Access / distance from nearest international airport and airport transfers

Airport transfers can be arranged on request.

The International Airport is 7 km from St Margaret's (approximately 20 minutes by car)

Key Dates for School Year - 2017

Term 1 – Tuesday 24 January – Thursday 30 March

Term 2 – Tuesday 19 April – Thursday 15 June

Term 3 – Tuesday 11 July – Thursday 14 September

Term 4 – Tuesday 3 October – Thursday 30 November

Partnerships with Other Providers

ELICOS through St Paul's International College for a full high school preparation program or Browns English Language School for an English course.

OSHC Information

Allianz Levy included in Provisional Letter of Offer and billed for the duration of the student's visa.

Universities attended by International Students following a St Margaret's education

St Margaret's students graduate Year 12 with an internationally recognised qualification. International Students have gone on to study at: University of Queensland,

Queensland University of Technology, Griffith University, Sydney University,

University of New South Wales, Macquarie University, Melbourne University,

Monash University, RMIT, Tokyo University, Bond University, Gold Coast.

Key marketing messages for parents

St Margaret's is an independent Anglican day and boarding school for students from Pre-Preparatory to Year 12. Founded in 1895 by the Sisters of the Society of the Sacred Advent, St Margaret's is renowned as being one of Queensland's leading educators of young women.

St Margaret's has a proud history dating back to its establishment in 1895 by the Sisters of the Society of the Sacred Advent.

The school is founded on a philosophy of six core values: courage, faith, integrity, passion, respect and spirit, with the School motto *Per Volar Sunata, Born to Fly Upwards*, inspiring St Margaret's students to achieve their personal best in all endeavours.

There are approximately 290 girls in the Primary School and 620 in the Secondary School. Boarding has been an integral part of the School's life and 170 girls from Years 5–12 are accommodated at St Margaret's.

As a member of the Queensland Girls' Secondary Schools Sports Association Inc (QGSSSA), St Margaret's participates in a range of academic, sporting and cultural competitions against other long-standing Brisbane schools.

St Margaret's has consistently achieved outstanding academic results, with the majority of all graduating students being accepted into tertiary education.





Enrolment Application Process:

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

Enrolment applications may be lodged at any time and for any year level but placement will be subject to availability. However, the best time for lodgment is 6 to 12 months prior to the intended commencement date.

NB: Year 11 enrolment must occur at the beginning of the calendar year and not part-way through the year.

Enquiries for Enrolment

Admissions and Community Relations – International
Ms Angelin Achari
Tel: +61 7 3862 0861
E: aachari@stmargarets.qld.edu.au

Enquiries regarding Student Welfare

International Pastoral Care Coordinator
Mrs Emily Labinsky
Tel: +61 7 3862 0796
E: elabinsky@stmargarets.qld.edu.au

Please enquire first via phone call or email to ask if an enrolment application can be considered for a potential student; including the information required during each step in the process (see below). At this point, if not already provided, further information may be sought regarding year level, entry year, accommodation arrangements, tour opportunity, etc. Each year updated School Prospectus, pre-enrolment collateral and the International Schedule of Fees is sent to all St Margaret's Anglican School International Education Agents.

Step 1:

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

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

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

Step 2:

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

NB: Agents must ensure that any preparation for the interview takes place prior to the interview date. The agent cannot coach the student during the interview as this will not give the interviewer an accurate assessment of the student's English level and general capability.

Step 3:

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

Step 4:

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

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

Step 5:

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

NB: The agent cannot sign documents nor make fee payments on behalf of the student or their parent(s)/ legal guardian(s).

Step 6:

Once an application has been accepted student will be issued:

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

Step 7:

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

Step 8:

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

Step 9:

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

Step 10:

Enrolment Forms:

- The following forms are then sent to the student and family for completion:
 - Enrolment Form
 - Data Collection Form
 - Medical information Form
 - Health and Well-Being Form
 - Media Release Form
 - Travel Permission Form
 - Laptop Charter
 - Boarding Forms (if applicable)
 - Year Level Booklist
 - Year Level Curriculum Handbook
 - Year Level Subject Selection Form

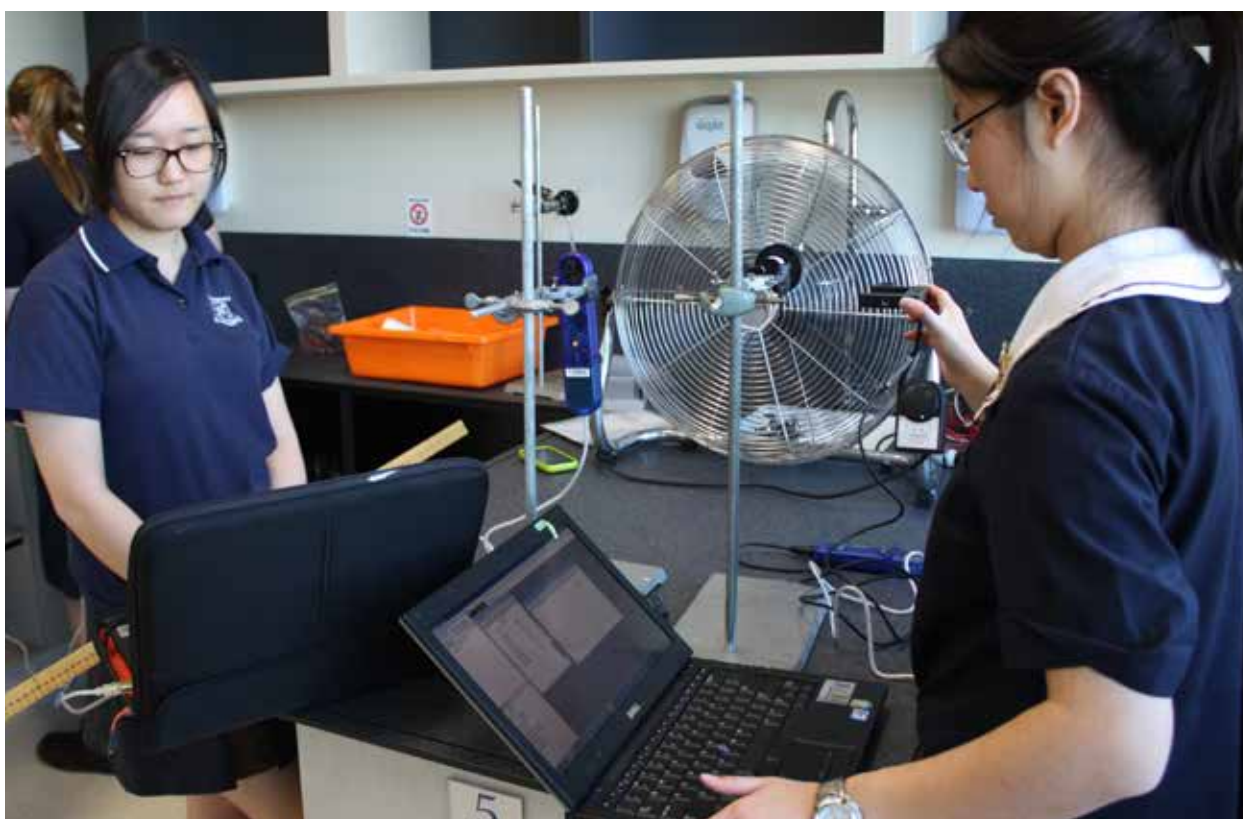
NB: Without these forms the enrolment is incomplete.

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

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

Step 11:

Student arrives to commence study at St Margaret's Anglican Girls School. Orientation and commencement of classes.



Student support processes

EMERGENCY CONTACT

If you or a parent needs to contact the school urgently with regard to a student, please contact:

IN SCHOOL HOURS

Main Reception

Ms Grace Davies

E: reception@stmargarets.qld.edu.au

Tel: +61 7 3862 0777

Fax: +61 7 3862 0701

OUTSIDE SCHOOL HOURS*

Boarding Reception

Tel: +61 7 3862 0800

Fax: +61 7 3862 0747

**Contact outside school hours should be in case of emergency only.*

HOMESTAY

ISCA

Ms Robyn Phillips

Tel: +61 7 3720 0025

Mob +61 438 424 988

STUDENT CONTACT OFFICER

The following staff member is the Contact Officer for Overseas Students:

International Pastoral Care Coordinator

Mrs Emily Labinsky

Tel: +61 7 3862 0796

E: elabinsky@stmargarets.qld.edu.au

Students are to go to this person in the first instance if they are experiencing a problem.

Admissions and Community Relations – International [For visa/passport/enrolment enquiries]

Ms Angelin Achari

Tel: +61 7 3862 0861

E: aachari@stmargarets.qld.edu.au

PROGRESS REPORTS AND COMMUNICATIONS WITH PARENTS

The School expects all students to work hard at their studies, to take part in school activities, including extra-curricular activities, and for parents to have an active interest in the progress made by their daughter.

For this reason, the School will regularly communicate with parents via School reports.

- School Progress Reports are available to parents online at the end of Semester 1 and Semester 2.
- A copy will be provided to you for discussion with parents, if requested
- Please refer any feedback from parents about the report to the school

The School will also wish to communicate with parents on other matters from time to time. In some cases, communications will be directly with parents (for example, School Newsletters); in other cases copies of school communications to parents will be copied through email to you, particularly if follow up of some kind is required. Your assistance in keeping communications flowing smoothly between the School and parents will be greatly appreciated.

In compliance with legislation, the school must confirm address details every six months. The school will confirm details directly with parents via email unless stated otherwise on the Written Agreement.

COUNSELLING SERVICES

The School provides the following assistance to students. Please encourage students to ask the Student Contact Officer if they are not sure where to go to for information about these services if there is a need at any time:

- **Academic counselling**
 - any problems with studies, including understanding subject content or assessment requirements, time management, classroom practices
 - subject selection
- **Personal counselling**
 - any personal problems, including difficulties in adjusting to a new environment,
 - physical or mental health issues
 - communications strategies
- **Careers Counselling**

All students are offered advice and information about careers planning, further studies or study pathways during their studies in Years 10-12.

Accommodation services

The School accommodation policy allows the following options:

Boarding

Homestay

Living with a parent

Living with a relative (approved by DIBP)

- The School will issue a Welfare Letter (CAAW) for students living in Boarding and Homestay arrangements.
- The School will not issue a Welfare Letter (CAAW) for students living with a parent or approved relative
- Any concerns or questions about the student's accommodation or welfare should be made in school hours and addressed to:

International Pastoral Care Coordinator

Mrs Emily Labinsky

Tel: +61 7 3862 0796

E: elabinsky@stmargarets.qld.edu.au

Pre-enrolment information and student counselling:

The following information is required under Standard 2 of the 2007 National Code of Practice prior to enrolment of the student. The School provides this information in its enrolment package and via the school website.

Please use this as a checklist when counselling students

- Requirements for acceptance into a course, including minimum level of English language proficiency
- Course details - content, duration and qualification
- Campus details – location, facilities, resources
- Details of any arrangements with other providers
- Course related fees and refund policy
- Course progress and attendance requirements
- Grounds on which enrolment may be deferred, suspended or cancelled
- A description of the ESOS Framework: <https://www.aei.gov.au/Regulatory-Information/Pages/Regulatoryinformation.aspx>
- Costs of living: <http://www.studybrisbane.com.au/Living%20in%20Brisbane/Money%20and%20Budgeting>
- Accommodation options
- Visa obligations of students holding student visa (500 subclass visa)

Student pick up and orientation on arrival

- The School will arrange airport pick up for the a student not accompanied by parents. ISCA will organise airport pickup for students in homestay.
- Information in relation to homestay is outlined in the ISCA Handbook.
- The School will provide an orientation for students on arrival. This includes information about:
 - Support services available to the student
 - Legal services if needed
 - Emergency and health services
 - School facilities and resources
 - Complaints and Appeals processes
 - Visa conditions relating to course progress and attendance
 - Overseas Student Health Cover
 - Key members of staff
 - Extra-curricular activities
 - School timetable and routines
 - Transport services
 - Local community
 - Information about accommodation and the requirement to stay in school approved accommodation arrangements
 - Policies relevant to International students
- The School or accommodation provider will arrange for or assist the student to do the following after the student's arrival, as necessary:
 - Provide students with a copy of the International Student Handbook
 - Contact parents to confirm safe arrival
 - Open a bank account
 - Connect to a mobile 'phone service
 - Understand how to use public transport (depending on age)
 - Shop for any personal items

Support and intervention processes

(The School will arrange additional assistance for students to help them successfully complete their studies if this is necessary).

This may take the form of:

- Homework classes or tutorials after school
- changing timetabling or subjects to allow for greater learning enhancement or subject related support
- creating a time management and study plan
- 1:1 teacher interviews to discuss assessment requirements, etc
- Under Standards 10 and 11 of the 2007 National Code of Practice, the School may need to counsel students and prepare individual strategies to improve attendance or course progress.
- If the School needs to implement strategies for monitoring attendance and / or improving course progress under these Standards, parents will be kept informed. If a student's attendance or course progress does not improve to the required levels after intervention, the School is required to report the student to DIBP for failure to meet visa conditions.
- Copies of the School's attendance and course progress requirements are available on the School's website.



2007 National code of practice requirements

2007 NATIONAL CODE OF PRACTICE

Registered Providers are required to use where possible Education Agents who have an understanding of the Australian international education industry. The School expects that Agents entering a written agreement with the school will have an understanding of the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2007.

A copy of the 2007 National Code of Practice is available at: <https://www.aei.gov.au/Regulatory-Information/Education-Services-for-overseas-students-esos-legislative-framework/national-code/Pages/default.aspx>

RESOURCES FOR UNDERSTANDING COMPLIANCE

Resources to assist Education Agents understand the requirements of the Australian regulatory framework for overseas students include:

Education Agents' Training Course (EATC):

<http://eatc.pieronline.org/>

ISANA National Code Online Tutorial:

<http://www.isana.org.au/NcTutorial/index.htm>

In addition, if you have any questions about compliance requirements with regard to recruitment or enrolment of students for the School, please contact

Business Manager-Operations and Compliance

Mrs Leah Saul

Tel: + 61 7 3862 0779

Fax: +61 7 3862 0701

E: lsaul@stmargarets.qld.edu.au

Part D Standard 4 of the 2007 National Code of Practice

This Standard especially relates to Education Agents:

Standard 4 – Education agents

Outcome of Standard 4

Registered providers take all reasonable measures to use education agents that have an appropriate knowledge and understanding of the Australian international education industry and do not use education agents who are dishonest or lack integrity.

4.1 The registered provider must enter into a written agreement with each education agent it engages to formally represent it. The agreement must specify the responsibilities of the education agent and the registered provider and the need to comply with the requirements in the National Code. The agreement must also include:

- a. processes for monitoring the activities of the education agent, including where corrective action may be required, and*
- b. termination conditions, including providing for termination in the circumstances outlined in Standard 4.4.*

4.2 The registered provider must ensure that its education agents have access to up-to-date and accurate marketing information as set out in Standard 1 (Marketing information and practices).

- 4.3 *The registered provider must not accept students from an education agent or enter into an agreement with an education agent if it knows or reasonably suspects the education agent to be:*
- a. engaged in, or to have previously been engaged in, dishonest practices, including the deliberate attempt to recruit a student where this clearly conflicts with the obligations of registered providers under Standard 7 (Transfer between registered providers).*
 - b. facilitating the enrolment of a student who the education agent believes will not comply with the conditions of his or her student visa*
 - c. using Provider Registration and International Students Management System (PRISMS) to create Confirmations of Enrolment for other than a bona fide student, or*
 - d. providing immigration advice where not authorised under the Migration Act 1958 to do so.*
- 4.4 *Where the registered provider has entered into an agreement with an education agent and subsequently becomes aware of, or reasonably suspects, the engagement by that education agent, or an employee or sub-contractor of that agent, of the conduct set out in Standard 4.3, the registered provider must terminate the agreement with the education agent. This paragraph does not apply where an individual employee or sub-contractor of the education agent was responsible for the conduct set out in Standard 4.3 and the education agent has terminated the relationship with that individual employee or sub-contractor.*
- 4.5 *The registered provider must take immediate corrective and preventative action upon the registered provider becoming aware of an education agent being negligent, careless or incompetent or being engaged in false, misleading or unethical advertising and recruitment practices, including practices that could harm the integrity of Australian education and training.*

Marketing information

The School provides the following information in the following ways for recruitment of overseas students

- School Prospectus
- Fees Schedule
- Enrolment Package
- Student / Parent Handbook
- International pages on website:
www.stmargarets.qld.edu.au

An updated Fees Schedule will be provided each year as the new information becomes available.

New copies of other materials will be provided when updates are made. It is important to discard any old materials when these have been replaced with new materials. Please keep the only latest versions of marketing materials on display.

To request extra copies of marketing materials please contact:

Admissions and Community Relations - International

Ms Angelin Achari

Tel: + 61 7 3862 0861

E: aachari@stmargarets.qld.edu.au

As agents of St Margaret's Anglican Girls School you are required to ensure that all marketing material on your websites regarding the school is kept correct at all times.

Monitoring processes

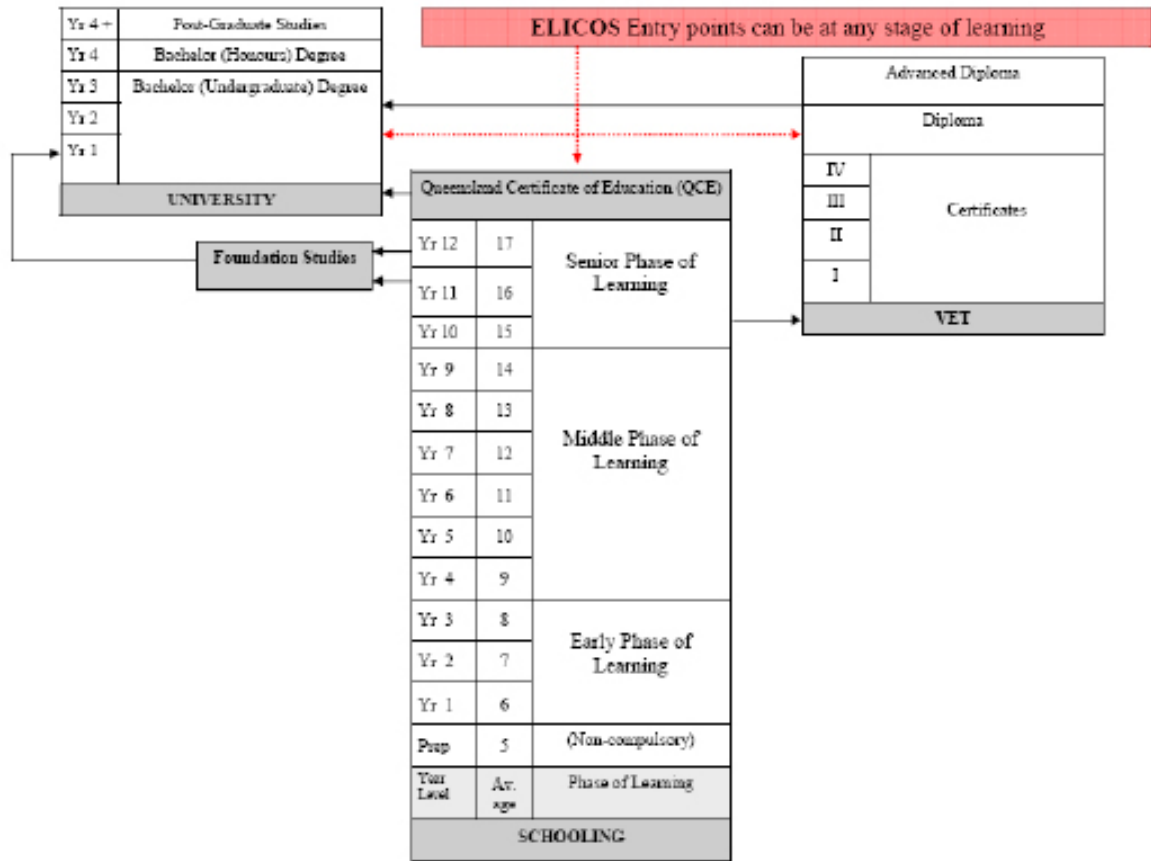
Under Standard 4.1.a the School is required to have in place processes for monitoring the activities of agents engaged.

As well as having regular communications with the School about recruitment of students and on-going support of students enrolled, you are asked to provide a half yearly record of applications lodged and enquiries followed up.

Please note under Standard 4 the School is required to take certain actions if improper conduct on behalf of the Agent or an Agency staff member is suspected. Details of such actions are outlined in the agency agreement.

Information about education system in Queensland

Overview of study pathways in Queensland



The QCE

- A new Senior Secondary Certificate of Education is offered from 2008 in Queensland. This is the Queensland Certificate of Education (QCE). The QCE creates a wider range of learning options in Years 10 – 12.
- The QCE is Queensland's senior school qualification, which is awarded to eligible students usually at the end of Year 12. The QCE offers flexibility in what is learnt, as well as where and when learning occurs. Students have a wide range of learning options; these can include senior school subjects, vocational education and training, workplace and community learning, as well as university subjects undertaken while at school.
- To be awarded a QCE, students must have at least **20 credits in the required pattern**, and fulfil **literacy and numeracy requirements**. All students who finish Year 12 receive a transcript of their learning account in the form of a Senior Statement, which is issued in December. After finishing Year 12 students who become eligible for the award of a QCE will receive a Statement of Results. A Statement of Results is a cumulative transcript of their learning account.
- To be eligible for university entry, a student completing Year 12 does not need to be eligible for a QCE. However, a student must have a Tertiary Entrance Statement (TES) to be eligible to apply to study at any university or tertiary provider in Australia or overseas.
 - Please see the following links for further details:
 - <http://www.qsa.qld.edu.au/13636.html>
 - <http://www.qsa.qld.edu.au/570.html>

Assessment in Queensland Schools:

- Please see <http://www.qsa.qld.edu.au/18874.html> for an overview of assessment procedures by Year level in Queensland Schools.
- Senior Assessment

Queensland's system of externally moderated school-based assessment for senior subjects is unique. In Queensland, senior students are taught and assessed by their schools. They do not undertake any subject-specific public exams - unlike students in other states and territories. A rigorous quality-assurance framework ensures reliable and comparable assessment of student achievement.
- Please see <http://www.qsa.qld.edu.au/18874.html> for a full description of Senior Assessment.

Tertiary Entry

Australian students studying in Queensland schools must be eligible to receive a ranking for tertiary entry. In Queensland eligible students are ranked by Overall Position (OP) and Field Position (FP). Eligible overseas students are given an “equivalent OPs and FPs” for the purposes of tertiary ranking. To be eligible, students must:

- complete study in 20 semester units of Authority subjects
- complete three of those subjects for four semesters each
- attend all four sessions of the QCS Test.
- The equivalent OP and FPs are recorded on the visa student’s Tertiary Entrance Statement with the note that “Overall Position and Field Positions obtained are equivalent to those of Australian students”.
- For full details of procedures, please see: <http://www.qsa.qld.edu.au/570.html>
- In some cases, overseas students can apply for direct entry to the university of their choice. The School Careers Counsellor can give advice in this case.
- Information about tertiary entry is also available at: <http://www.qtac.edu.au/index.html>
- Links to Queensland Universities are available at: <http://www.studyqueensland.qld.edu.au/study/study-options/universities/>

Queensland School Calendar

- A detailed School calendar is available on the School Website at: www.stmargarets.qld.edu.au
- The following is a general guide to the Queensland School Year:
- School Year Begins end January (usually after Australia Day public holiday on or near 26th Jan)
- SEMESTER 1, Term 1 approx. 10 weeks; (Easter Vacation approx. 10 days over Easter)
- SEMESTER 1, Term 2 approx 10 weeks; (Winter Vacation 2 – 3 weeks end of June to mid-July)
- SEMESTER 2, Term 3 approx. 10 weeks; (Spring Vacation - 2 weeks Sept-Oct)
- SEMESTER 2, Term 4 approx. 10 weeks; (Summer Vacation - December and January)

Websites for further information

DEEWR ESOS Framework – Information for Overseas Students:

<https://www.aei.gov.au/Regulatory-Information/Education-Services-for-Overseas-Students-ESOS-Legislative-Framework/ESOSQuickInformation/ESOSEasyGuide/Pages/ESOSEasyGuide.aspx>

A copy of this brochure is available in other languages under “Policy” at: <http://aei.gov.au/AEI/ESOS/QuickInfo/default.htm>

Information for students living in Queensland: <http://www.studyqueensland.qld.edu.au/live/>

AEI Living in Australia Guide: <https://aei.gov.au/Pages/default.aspx>

Queensland Studies Authority (QSA) www.qsa.qld.edu.au

Queensland Weather Forecasts: <http://www.bom.gov.au/weather/qld/forecasts.shtml>

Public Transport in South East Queensland: <http://translink.com.au/>

List of Embassies and Diplomatic Missions in Australia: <http://protocol.dfat.gov.au/Mission/list.rails>

Currency Converter: <http://www.xe.com/ucc/full/>

Overseas Student Health Cover (OSHC):

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

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

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

International Students

St Margaret's offers a supportive, balanced and flexible mainstream curriculum to enable all International students to reach their academic potential and to ensure they become productive, valued members of the School community.

All International students are required to complete an approved high school preparation English course before enrolling at St Margaret's. On completion of their ELICOS course and enrolment at St Margaret's, all International students are given support to assist them in obtaining their academic and personal goals.

International students are offered academic support in the form of learning enhancement that offers specialised support across the curriculum. Skill development in specific academic learning of reading, writing, speaking and listening is developed throughout the course. The program parallels courses of work in other subject areas such as English, Humanities and Mathematics and develops micro and macro skills in these contexts. Learning enhancement consolidates relevant content; provides scaffolded tasks to ensure understanding and coherence; and learning structures that complement each student's learning style.

Additional support classes and subject specific options classes are offered to senior students one afternoon per week during school time. Pastoral support is given by a full time International Education Coordinator, Head of Year and Form Class teachers. Upon enrolment, International students undergo an extensive orientation process.

International students are encouraged to participate in a wide range of extra-curricular activities including musical ensembles, sporting teams, community groups and school committees.

Living in Brisbane

Brisbane is the State capital and the largest city in Queensland. It boasts a rich and diverse cultural life, including art, theatre and cultural festivals.

Brisbane residents enjoy a wide range of landscapes and lifestyles including ultra-modern shopping centres, pedestrian malls, alternative culture clusters, up-market commercial precincts and the South Bank Parklands. With over 1000 parks and gardens and the riverside Botanic Gardens at its centre, Brisbane is a green city.

The greater Brisbane area includes the Gold and Sunshine Coasts and is one of Australia's most beautiful regions. Brisbane offers an interesting blend of cosmopolitan lifestyles, a rich culture of the arts, a pleasant, subtropical climate and easy access to some of Australia's most beautiful natural features. These include unspoiled rainforests, world-famous beaches, and breathtaking rural and bush landscapes.

Because of its subtropical climate - the temperatures ranges from 18-29C in summer and 9-22C in winter - it allows people to take advantage of an outdoor, leisurely lifestyle.

Brisbane is one of the most affordable capital cities in Australia to live in. The cost of transport, food and entertainment is average for Australian cities. Brisbane caters for a diverse range of lifestyles and can easily be enjoyed on any budget.

Related Information

Study in Australia <http://www.studyqueensland.qld.edu.au/explore-queensland/living-in-brisbane/>

For Visa information <http://www.inmimi.gov.au/>



Accommodation

Homestay

St Margaret's highly recommends Homestay to International students in order to improve English language skills, to experience living in a family situation and take part in the Australian culture and lifestyle. To ensure the smooth running of the Homestay program, St Margaret's uses International Student Care Australia (ISCA).

Homestay families are carefully interviewed and selected by a School representative. Student safety and wellbeing is a priority to St Margaret's, not only during their time at School, but also within their Homestay environment. Regular monitoring, including meetings with Homestay families by the School and its representatives, ensures that the level of care expected by St Margaret's is met.

Information regarding homestay will be sent to all successful applications.

Related Information

Homestay <http://www.isca.net.au/>



Boarding

We believe boarding at St Margaret's is a rewarding, fulfilling and happy experience for all. Boarding students have a significant impact on the life of the School, contributing to its spirit, curricular and co-curricular programs. A boarder at St Margaret's will mix with people from urban and coastal areas of SE Qld, rural communities in Qld and NSW, other states and overseas.

With approximately 170 girls and 10 staff living on campus, St Margaret's Anglican Girls School is an exciting and enthusiastic community with a distinct tone and spirit emanating from the Boarding Community. St Margaret's main focus is the level of care and commitment to each individual. Communication between the boarding school and the family is paramount. Each week, the "All Aboard" Boarding Newsletter is emailed to boarding families, giving them up-to-date information on all activities, news and events relating to the Boarding House.

Students are divided among eight dormitories, with each dormitory being named after a significant woman from Australia's short but colourful history.

- Chisholm
- Durack 1
- Durack 2
- Kenny
- Macarthur
- McKillop
- O'Neill
- Sutherland
- Years 6 and 7 area

Girls in Years 5 and 7 are located in the newly refurbished Longman building. Girls in Years 8 to 10 are accommodated in Macarthur, McKillop and Sutherland. The girls mostly sleep in cubicles of four. Years 11 and 12 are accommodated in O'Neill, Durack 1 and 2, Chisholm and Kenny. They sleep in single or double cubicles. Year 12 students also have the opportunity to live in the supervised Independent Living house.)

We recognise parents are the primary caregivers and at all times parents and families are welcome to spend time with their daughters. Boarders can enjoy weekend leave with families approved by their parents. Weekend leave allows girls to spend quality time with family and friends who might be located in the Brisbane area. Boarders' leave is closely monitored by the Head of the Boarding and we endeavour always to carry out the wishes of parents in regard to their daughter's leave arrangements.

The 'Big Sister Program' is overseen by the Boarder Captains. This program couples new boarders with older girls. The program ensures new girls settle in well, make friends and learn the routines. For more information, please contact the Boarding House on +61 7 3862 0800.

Policy on Entry Requirements

1. St Margaret's Anglican Girls School will consider enrolment applications from students wishing to apply for a Student Visa, subject to compliance with minimum requirements and conditions set by the school, and with legislative requirements of the State of Queensland and the Commonwealth of Australia, including any requirements to undertake extra tuition to learn English to meet the English language proficiency standard needed to enter mainstream classes.
2. Applications for enrolment must be made on The Application for Admission Form – International Students. This must be correctly completed, and must be accompanied by the following documents to support the application:
 - a) Copies of Student Report Cards from the previous 2 years of study, including a copy of the latest Student Report
 - b) A completed Reference Form from the student's current or most recent school principal is also required if student Report Cards do not record student behaviour or commitment to studies
 - c) Appropriate proof of identity and age
 - d) Written evidence of proficiency in English as a second language if applying for direct admission (refer English Language Proficiency Requirements)
 - e) Photocopy or scanned copy of passport page with name, photo identification, passport number and expiry date
 - f) Application for Admission form must indicate whether the student requires:
 - boarding, or
 - school-approved homestay or
 - will be living with a parent.

NB: boarding is subject to availability
 - g) Enrolment Application Fee
3. Where the above documents are not in English, certified translations in English are required, with necessary costs to be met by the applicant.
4. An application for admission can only be processed when all of the above are in the hands of the International Admissions staff member.
5. Applications from overseas students are processed according to established policy and procedures, and are dealt with on their merits.
6. Assessment procedures include an evaluation of reports from previous schools and of English language proficiency. In cases where report cards are not available or are inconclusive for any reason, the school may require relevant testing of the applicant to assess the application.

Minimum academic and English language requirements are as follows:

Academic Requirements

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

For Primary School:

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

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

For Year 7 – 12 students:

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



English Language Proficiency Requirements

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

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

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

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

3. Students should note that if their language proficiency is below that outlined above, they may be required to undertake an intensive English language course before beginning mainstream studies.
4. Students wishing to enter the school below Year 9 level will be assessed individually based on the contents of their report cards and personal references, and may also be required to undertake a language proficiency test set by the school.



Accommodation and Welfare Policy

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

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

In this case:

- i. The School does not provide a welfare letter (CAAW) via PRISMS. The student's family completes Form 157N and provides proof of relationship to Department of Immigration at the time of visa application for approval of these arrangements. The Department of Immigration must also approve any further change of welfare arrangements.
 - ii. If the adult responsible for the welfare, accommodation and other support arrangements for a student under 18 years holds a Guardian visa (subclass 580), all obligations and conditions of this visa must be met, including:
 - o not leaving Australia without the nominating student unless the School has first approved alternative welfare and accommodation arrangements for the student for the adult's period of absence, and
 - o advising the Department of Immigration of any change of address, passport or other changes of circumstances.
2. The student will live in school-approved accommodation and care arrangements and the School will generate the welfare letter (CAAW) via PRISMS to accompany the student's Confirmation of Enrolment (CoE).

In this case:

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

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

- i. Homestay Program operated by International Student Care Australia (ISCA). Please see Additional Information, below.
 - ii. School Boarding House
 - iii. Private accommodation and care arrangements approved by the School which meet all requirements under relevant state and commonwealth legislation.
3. For School vacation periods, the following accommodation options are available to full fee paying 500 visa subclass students under 18 years of age for whom the School has issued a CAAW:
 - i. Student returns home to parents
 - ii. Student continues to live in / is placed in Homestay arranged and approved by the school
 - iii. Student may spend vacation with relatives or a friend's family if all requirements are met in order to attain school approval.
 - iv. Student may attend a supervised excursion, camp, etc., if all requirements are met in order to attain school approval.

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

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

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

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

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4. For School vacation periods, the following accommodation options are available to full fee paying 500 visa subclass students 18 years or older:
- i. Student returns home to parents
 - ii. Student continues to live in / is placed in Homestay, details of which are recorded by the School
 - iii. Student may spend vacation with friend's family or relatives, provided details are given
 - iv. Student may attend a supervised excursion, camp, etc., provided details are given
 - v. Student may travel unaccompanied during vacation periods, provided details are given.
- Please refer to the leave application process in the International Student Handbook.

Additional Information:

HOMESTAY :

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

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

STUDENT GUARDIAN VISAS

St Margaret's Anglican Girls School requires holders of Student Guardian Visas (580 visa subclass) to:

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

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

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

Course Progress and Attendance Policy

This policy is available to staff and to students.

1. Course Progress

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



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- g) A copy of the student's individual strategy and progress reports in achieving improvement will be forwarded to parents.
- h) The student's individual strategy for academic improvement will be monitored over the following study period by the International Pastoral Care Coordinator and Dean of Studies/Dean of Pedagogy and records of student response to the strategy will be kept.
- i) If the student does not improve sufficiently academically and achieve satisfactory course progress by the end of the next study period, St Margaret's Anglican Girls School will advise the student in writing of its intention to report the student for breach of visa condition 8202, and that she has 20 working days in which to access the school's internal complaints and appeals process. Following the outcome of the internal process, if the student wishes to complain or lodge an external appeal about a decision made or action taken by St Margaret's Anglican Girls School, she may contact the Overseas Student Ombudsman at no cost. This must be done within 10 days. Please see St Margaret's Anglican Girls School's Complaints and Appeals Policy for further details.
- j) The school will notify the National ESOS Authority via PRISMS of the student not achieving satisfactory course progress as soon as practicable where:
- the student does not access the complaints and appeals process within 20 days, or
 - withdraws from the complaints and appeals process, or
 - the complaints and appeals process results in favour of the school.
- k) St Margaret's Anglican Girls School does acknowledge that in some circumstances a student's application to study can be assessed for course progress, when the criteria mentioned at 1. e) above is not met. This will be assessed on a case by case basis.
2. Completion within expected duration of study
- 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.
 - Part of the assessment of course progress at the end of each semester will include an assessment of whether the student's progress is such that they are expected to complete their course within the expected duration of the course.
 - The school will only extend the duration of the student's study where it is clear the student will not be able to complete their course by the expected date because of:
 - compassionate or compelling circumstances (see Definitions below)
 - student participation in an intervention strategy as outlined in 1.e)
 - an approved deferment or suspension of study has been granted in accordance with St Margaret's Anglican Girls School's Deferment, Suspension and Cancellation Policy.
 - Where the school decides to extend the duration of the student's study, the school will report this change via PRISMS within 14 days and/or issue a new COE if required.
3. Monitoring Course attendance
- Satisfactory course attendance is attendance of 80% of scheduled course contact hours.
 - Student attendance is:
 - checked and recorded daily
 - assessed regularly
 - recorded and calculated over each study period.
 - Late arrival at school and early departures from school will be recorded and will be included in attendance calculations.
 - All absences from school will be included in absentee calculations and should be accompanied by a medical certificate, an explanatory communication from the student's carer or evidence that leave has been approved by the Principal/Dean of Students/International Pastoral Care Coordinator.
 - Any absences longer than 2 consecutive days without approval will be investigated.
 - 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:
 - Calculating the number of hours the student would have to be absent to fall below the attendance threshold for a study period e.g. number of study days x contact hours x 20%. [For example, a 20 week study period with 5 contact hours a day would equal 500 contact hours. 20% of this is 100 hours.]
 - Any period of 'exclusion from class' (as per the Deferment, Suspension and Cancellation Policy) **will not** be included in student attendance calculations.

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

4. Definitions

- a) Compassionate or compelling circumstances - circumstances beyond the control of the student that are having an impact on the student's progress through a course. These could include:
 - i. serious illness, where a medical certificate states that the student was unable to attend classes
 - ii. bereavement of close family members such as parents or grandparents (with evidence of death a certificate if possible)
 - iii. major political upheaval or natural disaster in the home country requiring their emergency travel that has impacted on their studies
 - iv. a traumatic experience which has impacted on the student (these cases should be where possible supported by police or psychologists' reports)
 - v. where the school was unable to offer a pre-requisite unit
 - vi. inability to begin studying on the course commencement date due to delay in receiving a student visa.

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

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

- b) Expected duration – the length of time it takes to complete the course studying full-time. This is the same as the registered course duration on CRICOS.
- c) School day – any day for which the school has scheduled course contact hours.
- d) Study period – a discrete period of study within a course which cannot exceed 24 weeks. St Margaret's Anglican Girls School defines a "study period" for the purposes of monitoring course attendance and progress as a semester.

Refer to Appendix 2 for the Leave Application Process in the International Student Handbook
www.stmargarets.qld.edu.au

Refund Policy

1. This policy outlines refunds applicable to course fees paid to the school.
2. Any service fees a student (or parent(s)/legal guardian if the student is under 18) pays directly to a third party such as the homestay provider, are not within the scope of this refund policy.
3. The enrolment application fee is non-refundable.
4. Payment of Course Fees and Refunds
 - a) Pre-enrolment, tuition and non-tuition fees are payable according to the Schedule of Fees.
 - b) An itemised list of school fees is provided in the school's written agreement (as per NC Standard 3.1.b).
 - c) All fees must be paid in Australian dollars unless requested otherwise. Refunds will be reimbursed in the same currency as fees were received.
 - d) Refunds will be paid to the person who enters into the written agreement unless the school receives written advice from the person who enters the written agreement to pay the refund to someone else.
5. All notification of withdrawal from a course, or applications for refunds, must be made in writing and submitted to the Principal.
6. Student default because of visa refusal
 - a) If a student produces evidence of visa refusal (or provides permission for the school to verify visa refusal with the Department of Immigration) and fails to start a course on, or withdraws from the course on or before the agreed starting day, the school will refund within four weeks of receiving a written claim from the student the total amount of course fees received by the school before the student's default day, minus the lesser of
 - 5% of the amount of course fees received, or
 - AUD 500.
 - b) If a student whose visa has been refused withdraws from the course after it has commenced, the school will retain the amount of tuition fees proportionate to the amount of the course the student has undertaken and will refund of any unused tuition fees* received by the school with respect to the student within the period of four weeks after the day of student default.

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



Student default

Any amount owing under this section will be paid within 4 weeks of receiving a written claim from the student (or parent(s)/legal guardian if the student is under 18).

(a) Non-tuition fees:

Non-tuition fees will be refunded on a pro rata basis proportional to the amount of time the student was studying in the course, except where a non-refundable payment on behalf of the student has been made.

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

If the student does not provide written notice of withdrawal, and does not start the course on the agreed starting date, up to one study period's tuition fees will be retained from tuition fees received by the school.

(c) Non-Commencement with notification of withdrawal:

- i. If the school receives written notification of withdrawal by the student (or parent(s)/legal guardian if the student is under 18) 4 or more weeks prior to commencement, the school will refund the amount of tuition fees received less an administration fee of \$500.
- ii. If the school receives written notification of withdrawal by the student (or parent(s)/legal guardian if the student is under 18) less than 4 weeks prior to commencement of the course, the school will refund 50 % of the tuition fee.

(d) Refunds after commencement of a course:

- i. If tuition fees for up to 1 study period have been received in advance: Where the student (or parent(s)/legal guardian if the student is under 18) notifies the school in writing of withdrawal before completing the relevant study period, no tuition fees will be refunded.
- ii. If tuition fees for more than 1 study period have been received in advance: If fees for more than one study period have been received in advance, and the school receives written notification of withdrawal by the student (or parent(s)/legal guardian if the student is under 18), the school will refund the amount of unused tuition fees less, any non-refundable payment on behalf of the student has been made, provided that at least 10 weeks written notice of withdrawal has been received.

NB: Where less than 10 weeks' notice of withdrawal is received, the school will refund the amount of unused tuition fees less one study period's fees.

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

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

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

Provider default

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

- a) If for any reason the school is unable to offer a course on an agreed starting day for the course, and the student for some reason cannot be placed or refuses placement in an alternative course arranged by the school, a full refund of any unused tuition fees received by the school will be made within 14 days of the agreed course starting day.
 - b) If for any reason the school is unable to continue offering a course after the student commences a course, and the student for some reason cannot be placed or refuses placement in an alternative course arranged by the school, a full refund of any unused tuition fees received by the school with respect to the student will be made within 14 days of the school's default day.
 - c) In the event that the school is unable to fulfil its obligations of providing an agreeable alternative course for the student, or a refund, the student will receive assistance from the Australian government's Tuition Protection Service. For information on the TPS, please see: <https://tps.gov.au/StaticContent/Get/StudentInformation>.
- *Calculation of the refund due in this case is prescribed by a legislative instrument (s.7 of Education Services for Overseas Students (Calculation of Refund) Specification 2014). <http://www.comlaw.gov.au/Details/F2014L00907>.*
7. This agreement, and the availability of complaints and appeals processes, does not remove the right of the student to take action under Australia's consumer protection laws.

Definitions

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

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



Transfer Policy

1. Overseas students are restricted from transferring from their principal course of study for a period of six months. This restriction also applies to any course(s) packaged with their principal course of study. Exceptions to this restriction are:
 - a) If the student's course or school becomes unregistered
 - b) The school has a government sanction imposed on its registration
 - c) A government sponsor (if applicable) considers a transfer to be in the student's best interests
 - d) If the student is granted a Letter of Release.
2. Students can apply to the Principal via the International Pastoral Care Coordinator by downloading the link from the school website for a Letter of Release at no charge to enable them to transfer to another education provider. However, if a student has not completed the first six months of the principal course of study or is under 18 years of age, conditions apply.
3. St Margaret's Anglican Girls School will only provide a letter of release to students before completing the first six months of their principal course in the following circumstances:
 - a) The student has changed welfare and accommodation arrangements and is no longer within a reasonable travelling time of the school
 - b) It has been agreed by the school the student would be better placed in a course that is not available at St Margaret's Anglican Girls School.
 - c) Any other reason stated in the policies of St Margaret's Anglican Girls School.
4. Students under 18 years of age MUST also have:
 - a) Written evidence that the student's parent(s)/legal guardian supports the transfer
 - b) Written confirmation that the new provider will accept responsibility for approving the student's accommodation, support, and general welfare arrangements where the student is not living with a parent / legal guardian or a suitable nominated relative
 - c) Evidence that the student is always in Department of Immigration approved welfare and accommodation arrangements.
5. St Margaret's Anglican Girls School will NOT provide a letter of release to students before completing the first six months of their principal course in the following circumstances:
 - a) The student's progress is likely to be academically disadvantaged
 - b) St Margaret's Anglican Girls School is concerned that the student's application to transfer is a consequence of the adverse influence of another party
 - c) The student has not had sufficient time to settle into a new environment in order to make an informed decision about transfer
 - d) The student has not accessed school support services which may assist with making adjustments to a new environment, including academic and personal counselling services
 - e) School fees have not been paid for the current study period.
6. In order to apply for a letter of release, all students must first have a letter of offer from the receiving provider.
7. Applications to transfer to another registered provider may have visa implications. The student is advised to contact the Department of Immigration office as soon as possible to discuss any implications. The address of the nearest Office is:
 Brisbane Department of Immigration Office: 299 Adelaide Street, Brisbane QLD 4000
 Other contact details for Department of Immigration are: Tel: 131 881 and E: student.centre@immi.gov.au
 Students can also contact the Department of Immigration through their web enquiry form:
<https://www.border.gov.au/student-visa-enquiry-form>
8. If a letter of release is provided by this school it will give information about whether the student has demonstrated a commitment to studies during the course, had a good attendance record for the course, and paid all fees for the course.
9. All applications for transfer will be considered within 10 working days and the applicant notified of the decision.
10. Students whose request for transfer has been refused will be notified in writing of the reasons for refusal and may appeal the decision in accordance with St Margaret's Anglican Girls School's complaints and appeals policy. The complaints and appeals policy is available on the website.



Deferment, Suspension and Cancellation Policy

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

1. Deferment of commencement of study requested by student
 - a) St Margaret's Anglican Girls School will only grant a deferment of commencement of studies for compassionate and compelling circumstances. These include but are not limited to:
 - i. illness, where a medical certificate states that the student was unable to attend classes
 - ii. bereavement of close family members such as parents or grandparents (where possible a death certificate should be provided)
 - iii. major political upheaval or natural disaster in the home country requiring emergency travel that has impacted on studies
 - iv. a traumatic experience which has impacted on the student (these cases should be where possible supported by police or psychologists' reports).
 - b) The final decision for assessing and granting a deferment of commencement of studies lies with the Principal.
 - c) Deferment will be recorded on PRISMS within 14 days of being granted.
2. Suspension of study requested by student
 - a) Once the student has commenced the course, St Margaret's Anglican Girls School will only grant a suspension of study for compassionate and compelling circumstances. These include but are not limited to:
 - i. illness, where a medical certificate states that the student was unable to attend classes
 - ii. bereavement of close family members such as parents or grandparents (where possible a death certificate should be provided)
 - iii. major political upheaval or natural disaster in the home country requiring emergency travel that has impacted on studies
 - iv. a traumatic experience which has impacted on the student (these cases should be where possible supported by police or psychologists' reports).
 - b) Suspensions will be recorded on PRISMS within 14 days of being granted.
 - c) The period of suspension will not be included in attendance calculations.
 - d) The final decision for assessing and granting a suspension of studies lies with the Principal.



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3. Student initiated cancellation of enrolment
 - a) All notification of withdrawal from a course, or applications for refunds, must be made in writing and submitted to the Principal. Please see St Margaret's Anglican Girls School's Refund Policy for information regarding refunds.
 4. Assessing requests for deferment or suspension of studies
 - a) Applications will be assessed on merit by the Dean of Studies or Dean of Pedagogy depending on the student's year level.
 - b) All applications for deferment or suspension will be considered within 10 working days.
 5. School initiated exclusion from class (1 – 28 days)
 - a) St Margaret's Anglican Girls School may exclude a student from class studies on the grounds of misbehaviour by the student. Exclusion will occur as the result of any behaviour identified as resulting in exclusion in St Margaret's Anglican Girls School's Guidelines for Behaviour and Expectations of Students/Community Code of Conduct.
 - b) Excluded students must abide by the conditions of their exclusion from studies which will depend on the welfare and accommodation arrangements in place for each student and which will be determined by the Principal.
 - c) Where the student is provided with homework or other studies for the period of the exclusion, the student must continue to meet the academic requirements of the course.
 - d) Exclusions from class will not be recorded on PRISMS.
 - e) Periods of 'exclusion from class' for up to 5 days will/will not be included in attendance calculations as per St Margaret's Anglican Girls School's Course Progress and Attendance Policy
 6. School initiated suspension of studies (28 days +)
 - 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 of Students/Community Code of Conduct.
 - b) Suspended students must abide by the conditions of their suspension from studies which will depend on the welfare and accommodation arrangements in place for each student and which will be determined by the Principal.
 - c) Students who have been suspended for more than 28 days may need to contact Department of Immigration. (Please see contact details at: <http://www.immi.gov.au/contacts/australia/index.htm>)
 - d) If special circumstances exist, the student must abide by the conditions of her suspension which will depend on the welfare and accommodation arrangements in place for each student and which will be determined by The Principal.
 - e) Suspensions will be recorded on PRISMS.
 - f) The period of suspension will not be included in attendance calculations.
 7. School initiated cancellation of enrolment
 - a) St Margaret's Anglican Girls School will cancel the enrolment of a student under the following conditions:
 - i. Failure to pay course fees
 - ii. Failure to maintain approved welfare and accommodation arrangements (visa condition 8532) (Alternatively schools may decide that they will not cancel enrolment for this reason)
 - iii. Any behaviour identified as resulting in cancellation in St Margaret's Anglican Girls School's Guidelines for Behaviour and Expectations of Students/Community Code of Conduct.
 - b) St Margaret's Anglican Girls School is required to report failure to maintain satisfactory course progress and failure to maintain satisfactory attendance to Department of Immigration, which may impact on a student's visa.
 - c) St Margaret's Anglican Girls School may cancel the enrolment of a student for failure to disclose a pre-existing condition requiring a high degree of specialised support or care.
 - d) Students who have had their enrolment cancelled are advised to contact Department of Immigrations. (Please see contact details at: <https://www.border.gov.au/about/contact/offices-locations>)

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

8. Complaints and Appeals

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

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

- f) Extenuating circumstances include:
 - i. the student refuses to maintain approved welfare and accommodation arrangements (for students under 18 years of age)
 - ii. the student is missing
 - iii. the student has medical concerns or severe depression or psychological issues which lead the school to fear for the student's wellbeing
 - iv. the student has engaged or threatened to engage in behaviour that is reasonably believed to endanger the student or others
 - v. is at risk of committing a criminal offence, or
 - vi. the student is the subject of investigation relating to criminal matters.
- g) The use of extenuating circumstances by St Margaret's Anglican Girls School to suspend or cancel a student's enrolment prior to the completion of any complaints and appeals process will be supported by appropriate evidence.
- h) The final decision for evaluating extenuating circumstances lies with the Principal.

9. Student to seek information from Department of Immigration

- a) Deferment, suspension and cancellation of enrolment can have an effect on a student's visa as a result of changes to enrolment status. Students can visit the Department of Immigration Website www.immi.gov.au/students for further information about their visa conditions and obligations.

10. Definitions

- a) Day – any day including weekends and public holidays in or out of term time



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