



# International Agent H A N D B O O K | 20 26



# 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](mailto:mail@stmargarets.qld.edu.au)  
**Email (International Enrolment Enquiries):** [fsponer@stmargarets.qld.edu.au](mailto:fsponer@stmargarets.qld.edu.au)  
**Website:** [www.stmargarets.qld.edu.au](http://www.stmargarets.qld.edu.au)

## Key Staff in relation to International Students:

### Principal

Ms Ros Curtis - [rcurtis@stmargarets.qld.edu.au](mailto:rcurtis@stmargarets.qld.edu.au)

### Deputy Principal

Ms Nicole Devlin - [ndevlin@stmargarets.qld.edu.au](mailto:ndevlin@stmargarets.qld.edu.au)

### Head of Primary

Mrs Angela Drysdale - [adrysdale@stmargarets.qld.edu.au](mailto:adrysdale@stmargarets.qld.edu.au)

### Dean of Students

Ms Nikki Townsend - [ntownsend@stmargarets.qld.edu.au](mailto:ntownsend@stmargarets.qld.edu.au)

### Dean of Academics

Ms Caitlin McCluskey - [cmccluskey@stmargarets.qld.edu.au](mailto:cmccluskey@stmargarets.qld.edu.au)

### Dean of Studies

Mr Chris Dunn - [cdunn@stmargarets.qld.edu.au](mailto:cdunn@stmargarets.qld.edu.au)

### Head of Boarding

Ms Lesa Craven - [lcraven@stmargarets.qld.edu.au](mailto:lcraven@stmargarets.qld.edu.au)

### Director of Business Operations

Mrs Toni Williams - [twilliams@stmargarets.qld.edu.au](mailto:twilliams@stmargarets.qld.edu.au)

### Head of Admissions

Mrs Fiona Spooner - [fsponer@stmargarets.qld.edu.au](mailto:fsponer@stmargarets.qld.edu.au)

### International Pastoral Care Coordinator

Ms Courtney Burton - [cburton@stmargarets.qld.edu.au](mailto:cburton@stmargarets.qld.edu.au)

### Senior Psychologist

Ms Michelle Alexander - [malexander@stmargarets.qld.edu.au](mailto:malexander@stmargarets.qld.edu.au)

### Head of Faculty – Student Pathways and Futures

Ms Kelly Alford - [kalford@stmargarets.qld.edu.au](mailto:kalford@stmargarets.qld.edu.au)

### Careers Advisor

Ms Talia O'Callaghan - [tocallaghan@stmargarets.qld.edu.au](mailto:tocallaghan@stmargarets.qld.edu.au)

### School Chaplain

Rev Jazz Dow - [jdow@stmargarets.qld.edu.au](mailto: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

<b>School Contact Details and Key Staff</b>	02
<b>St Margaret's Anglican Girls School - Overview</b>	04
<b>School Quick Facts</b>	06
<b>Student Testimonials</b>	08
<b>Key Marketing Messages for Parents</b>	09
<b>Quick Find Links for School Web Pages</b>	09
<b>Enrolment Application and Arrival Processes</b>	10
General Information	10
Pre-Enrolment Information for	
Counselling Parents and Students	11
Application Processing	12
Student Arrival and Orientation	13
<b>Student Services and Support</b>	14
Emergency Contacts for Parents and Agents	14
Contact Details, Progress Reports and	
Communications with Parents	14
Student Services	15
Accommodation and Welfare	15
Support and Intervention Processes	16
<b>Compliance with Esos and 2018 National Code of Practice</b>	22
2018 National Code of Practice	22
Prisms	23
Marketing Information and Monitoring Processes	23
Compliance Resources	23
<b>St Margaret's Anglican Girls School Policies Relating</b>	
<b>to Agents and International Students</b>	25
<b>Queensland's Education System</b>	25
<b>Queensland Certificate of Education</b>	26
<b>Websites for Further Information</b>	26
<b>APPENDIX 1</b>	28
<b>APPENDIX 2</b>	30
<b>APPENDIX 3</b>	32

# 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.



# School Quick Facts

## Year Established

St Margaret's Anglican Girls School 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, inclusivity, 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 approximately 1450 students enrolled from Pre-Preparatory to Year 12.

## CRICOS Provider Code

00511K

Please note St Margaret's Anglican Girls School is CRICOS registered from Years 1 to 12. International students interested in enrolling for Prep may do so as a study experience student for Term 4.

## CRICOS registered Courses

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

## Accommodation Options approved by St Margaret's Anglican Girls School

- Boarding
- School-approved Homestay provided by International Student Care Australia (ISCA)
- Live with Parent on a Guardian Visa subclass 590
- Live with Relative approved by Department of Home Affairs

## Size of School

Approximately 1450 students.

There are approximately 500 girls in the Primary School and 950 in the Secondary School.

Boarding has been an integral part of the School's life and 190 girls from Years 5 – 12 are accommodated at St Margaret's.

## 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 6 km from Brisbane's City Centre and is close to public transport.

## Specialist offerings / Elite Programs

- Core Cluster Program in Primary with a literacy and numeracy focus.
- STEM in Primary and Secondary
- Academic Advising Program from Years 9 to 12
- St Margaret's Plus
- Flyers Program for Elite Performers
- 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.

## Approx. no. overseas students enrolled

50

## Source countries of overseas students

China; Hong Kong; Macau; South Korea; Japan; Taiwan; Thailand; Malaysia; Vietnam; Singapore; India; Europe; Papua New Guinea; Solomon Islands; Vanuatu

## Information re ELICOS (if required by student) and Partnerships with ELICOS Providers

St Margaret's Anglican Girls School has Memorandums of Understanding (MOU's) with Browns English Language School in Brisbane CBD for Primary School Prep (PSP) and High School Prep (HSP).

## Information re ESL (EALD – English as an Additional Language or Dialect) Support (if required by student)

International students are offered academic support in the form of Learning Enhancement that offer specialised ESL (EALD) 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.



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

Long Term Full Fee-Paying Students (500 Visa for school sector).

Short Term Study Experience Students (Visitor Visa – study up to 3 months); if included in the agent agreement.

Short Term Full Fee-Paying Study Experience Students (500 Visa for school sector for 3 – 12 months); if included in the agent agreement.

### **Access / distance from nearest international airport and airport transfers**

10-minute drive to Brisbane's International and Domestic airports.

### **Key dates for School year**

Please refer to school website for Term Dates:  
[www.stmargarets.qld.edu.au](http://www.stmargarets.qld.edu.au)

### **OSHC Information**

St Margaret's Anglican Girls School has an arrangement with Allianz Global Assistance as the provider of OSHC policy for International students: <https://allianzassistancehealth.com.au>

NB: Students applying for a student visa will need to arrange OSHC for the duration of their visa. Please see more information at [https://www.privatehealth.gov.au/health\\_insurance/overseas/overseas\\_student\\_health\\_cover.htm](https://www.privatehealth.gov.au/health_insurance/overseas/overseas_student_health_cover.htm)

### **Universities attended by International students following a St Margaret's Anglican Girls School education**

St Margaret's students graduate Year 12 with an internationally recognised qualification. To name a few, International students have gone on to study at:

- University of Queensland
- Queensland University of Technology
- Griffith University
- Bond University
- Sydney University
- University of New South Wales
- University of Western Sydney
- Macquarie University
- Melbourne University
- Monash University
- RMIT
- Tokyo University



## 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 as 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**

# Key Marketing Messages for Parents

St Margaret's Anglican Girls School 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 Anglican Girls School is renowned as being one of Queensland's leading educators of young women.

St Margaret's Anglican Girls School 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, inclusivity, 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 500 girls in the Primary School and 950 in the Secondary School. Boarding has been an integral part of the school's life and 190 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 longstanding Brisbane schools.

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

## Why choose St Margaret's Anglican Girls School?

- A leader in girls' education for 131 years
- Brisbane's only full-time, on-campus boarding school
- A local school with a global outlook offering global opportunities and programs
- State-of-the-art innovative new sports precinct opened in 2020
- Modern, high-tech science laboratories, STEM facilities, Arts precinct and library
- Prepares confident, compassionate, capable women able to contribute in a global community
- Reputation for exceptional academic achievement
- Latest technology including on campus Wi-Fi
- Situated 6km from Brisbane CBD and a 10-minute drive to Brisbane's international and domestic airports
- Designated bus routes with GPS and Wi-Fi

## About Brisbane...

- One of the fastest growing Australian cities
- Friendly, warm and welcoming city
- Home to more than 85,000 international students
- Sub-tropical climate with average of 283 days of sunshine per year
- Low cost of living
- Offers many attractions including major sporting and cultural events, parklands, shopping precincts, cafes and restaurants
- Queensland's beautiful Sunshine and Gold Coast beaches are within a short drive

## Location and Facilities

### Teaching and Learning

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

The Arts Centre perches on hillside with stunning city views – an inspiring backdrop for learning. This building contains three visual arts practical classrooms, a pottery area, drama

room, foyer and gallery space. The foyer is a multipurpose space for meetings, performances, functions, seminars, lectures and conferences.

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

Our Year 7 precinct has 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 state-of-the-art new sports precinct was opened in 2020. 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 with Health & Physical Education (HPE) classrooms.

Windsor Park is just ten minutes away and caters for athletics, hockey, touch football, soccer, AFL, 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.

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

### 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 youngest boarders are housed in their own dedicated wing.

### Health Centre

The Health Centre is located near the boarding precinct and is staffed by two Registered Nurses and/or Paramedics.

### Arts Precinct – Coming Soon

In 2026 development will commence on a new performing Arts Precinct that will become the school's heart of music, drama and performance. Stage 1 will include a state-of-the-art 160 seat Recital Hall, 80-seat Blackbox Theatre with full sound and lighting capacity along with recording opportunities, a dedicated concert band rehearsal space, a choir and strings rehearsal room and rehearsal spaces for drama and dance.

## Quick Find Links for School Web Pages

[www.stmargarets.qld.edu.au](http://www.stmargarets.qld.edu.au)

- International Student Application Form for Admission
- International Schedule of Fees
- Policies for International Students
- International Student Handbook
- Subjects Selection and Information
- School Programs
- School Calendar
- School Location
- Image Gallery / Images of School Facilities / Activities
- Virtual Tour of St Margaret's Anglican Girls School
- School News Updates

# Enrolment Application and Arrival Processes

## General Information

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.

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 2018 provides nationally consistent standards for the conduct for registered international education providers and the registration of their courses. These standards set out specifications and procedure to ensure that providers of international education and training courses can clearly understand and comply with their obligations under the National Code. St Margaret's Anglican Girls School is required to ensure that international students are provided with relevant provisions of the ESOS framework throughout the span of the student's enrolment (refer to <https://www.education.gov.au/esos-framework>.)

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 lodgement is 2 – 3 years 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.

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 2018.

Enquiries for enrolment are directed to the Head of Admissions either via phone call or email.

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



## Pre-Enrolment Information for Counselling Parents and Students

Please ensure the following information is covered when counselling parent / students. This is required under Standard 2 of the National Code of Practice for Providers of Education and Training to Overseas Students 2018 prior to enrolment of the student.

- Talk through the International Prospectus
- Requirements for acceptance into a course, including minimum level of English language proficiency
- Course details - content, duration, assessment methods, mode of study, qualification/award, holiday breaks
- Campus details – location, facilities, learning and library resources
- Details of any arrangements with other providers
- Course related tuition and non-tuition fees, refund policy, deferment/cancellation policy (if applicable) plus transfer request policy and timelines for giving notice, and potential for fees to change
- Grounds on which enrolment may be deferred, suspended or cancelled
- The ESOS framework (i.e., provide student with ESOS Student Fact Sheet)
- St Margaret's Anglican Girls School's accommodation options and policy and process for approving accommodation, support and general welfare arrangements in accordance with Standard 5 (if relevant)
- Visa obligations of students holding student visa (subclass 500)
- Indicative costs of living in Australia – your own information.

St Margaret's Anglican Girls School provides this information in its enrolment package or via the school website.

When counselling parents / students, it is also important that they understand the following:

- Terms and Conditions of Enrolment as outlined in the Written Agreement
- Requirements for acceptance into a course, including minimum level of English language proficiency
- Course information, qualifications, content, duration and assessment practices

- Campus details – location, facilities and resources
- International Schedule of Fees for tuition and non-tuition fees and the fact that fees may change
- St Margaret's Anglican Girls School International Student Refund Policy
- St Margaret's Anglican Girls School Deferment, Suspension and Cancellation Policy
- St Margaret's Anglican Girls School International Student Complaints and Appeals Policy
- St Margaret's Anglican Girls School International Student Progress, Attendance and Course Duration Policy
- St Margaret's Anglican Girls School International Student Accommodation and Welfare Policy
- Grounds for deferring, suspending or cancelling enrolment
- St Margaret's Anglican Girls School International Student Transfer Request Policy
- School Community Code of Conduct
- Guidelines for Behaviour and Expectations of Students
- Anti-Bullying Policy
- Guidelines for Use of Mobile Phones and Acceptable Use of Technology Policy

Please make sure parents understand that they will be contacted and asked to sign permissions for a student if the student is under 18 years of age:

- Attendance at school arranged excursions, activities, etc
- School use of images for publicity purposes
- Authorisation of staff to arrange emergency medical assistance
- Authorisation of staff to access student's visa status and study rights through VEVO
- Accommodation permissions and leave / travel arrangements
- Change of school approved accommodation arrangements
- Student to lodge a transfer request form under St Margaret's Anglican Girls School's International Student Transfer Request Policy

Please make sure parents understand that they will still be contacted and asked to sign permissions for a student even if the student is over 18 years of age as the School still has the overall duty of care and any welfare arrangements needs to be agreed to by the family and approved by the Principal.



## Application Processing

### 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, Application for Admission Form for international enrolments and International Schedule of Fees.

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

- 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 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 logically possible, the student is interviewed face-to-face by a member of the Educational Leadership Team; otherwise this could be done online 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 of AUD\$1250], entry requirements and course details.
- Written Agreement outlining total estimated fees for the duration of the enrolment (tuition and nontuition 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 International Student 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 are sent out to the family for completion [refer to Enrolment Package section] for Enrolment Forms. NB: Without these forms the enrolment is incomplete.

### Step 10:

Student arrives to commence study at St Margaret's Anglican Girls School. Orientation and commencement of classes. (Please see International Student Orientation Checklist from Appendix 1 and Leave Process in Appendix 2)

## Enrolment Package

St Margaret's Anglican Girls School's Enrolment Package consists of:

- Enrolment Forms - the following forms are then sent to the student and family for completion or are completed online:
  - 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.

- 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.

- International Student Handbook - information and policies for International Students, including
  - Important information for International Students
  - St Margaret's Anglican Girls School Policy on Entry Requirements for International Students
  - St Margaret's Anglican Girls School International Student Accommodation and Welfare Policy
  - St Margaret's Anglican Girls School International Student Complaints and Appeals Policy
  - St Margaret's Anglican Girls School International Student Progress, Attendance and Course Duration Policy
  - St Margaret's Anglican Girls School International Student Transfer Request Policy
  - St Margaret's Anglican Girls School International Student Deferment, Suspension and Cancellation Policy
  - St Margaret's Anglican Girls School International Student Refund Policy
  - School Community Code of Conduct
  - Orientation Checklist
  - Relevant Year Level Curriculum Handbook
  - Information about OSHC

## Student Arrival and Orientation

St Margaret's Anglican Girls School will liaise with you with regard to preparation for the student's arrival:

- Flight / other arrival details
- Arrival transfers from the airport or transfer from previous homestay
- Accommodation details if not in the boarding house or school-approved homestay

## Arrival

If travelling unaccompanied, or arriving in Australia for the first time, students should be aware of Australian immigration processes as outlined at:

- <https://www.abf.gov.au/entering-and-leaving-australia/crossing-the-border>
- <https://www.abf.gov.au/entering-and-leaving-australia/can-you-bring-it-in>
- <https://www.abf.gov.au/entering-and-leaving-australia/smartgates/overview>

St Margaret's Anglican Girls School can arrange airport pick up for the student.

## Orientation

St Margaret's Anglican Girls School will provide an orientation for students on arrival. This includes information about:

- Emergency contact numbers
- Information about how to report / seek assistance for actual or alleged sexual, physical or other abuse, or an incident that significantly impacts on the student's wellbeing
- Information on personal safety and security
- 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, attendance and duration
- (The above are requirements under the National Code)
- 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

St Margaret's Anglican Girls School / Boarding House / Homestay Host will assist the student to do the following after the student's arrival, as necessary:

- 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



# Student Services and Support

## Emergency Contacts for Parents and Agents

If you, or a parent, needs to contact St Margaret's Anglican Girls School urgently with regard to a student, please contact:

### In School Hours

#### Main Reception

E: [reception@stmargarets.qld.edu.au](mailto:reception@stmargarets.qld.edu.au)

Tel: +61 7 3862 0777

#### School Support

E: [schoolsupport@stmargarets.qld.edu.au](mailto:schoolsupport@stmargarets.qld.edu.au)

Tel: +61 7 3862 0777/9

### Outside School Hours\*

#### Boarding Reception

Tel: +61 7 3862 0800

#### Homestay - ISCA

Mr John Coade

Mob: +61 427 269 360

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

## Student Contact Officers(s)

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

#### International Pastoral Care Coordinator

Ms Courtney Burton

Tel: +617 3862 0744

E: [cburton@stmargarets.qld.edu.au](mailto:cburton@stmargarets.qld.edu.au)

In the case if students do not know who to go to in St Margaret's Anglican Girls School if they have a problem or if they need information about anything, they can go to the above person in the first instance.

In an emergency, students can also contact:

#### Head of Admissions

Mrs Fiona Spooner

Tel: +61 7 3862 0861

Mob: +61 423 451 876

E: [fsponer@stmargarets.qld.edu.au](mailto:fsponer@stmargarets.qld.edu.au)

To seek assistance for or to report any incident or allegation regarding sexual, physical or other abuse, students can also contact on +61 7 3862 0777:

#### Deputy Principal

Ms Nicole Devlin

#### Head of Primary

Mrs Angela Drysdale

#### Dean of Students

Ms Nikki Townsend

#### Head of Boarding

Ms Lesa Craven

#### School Psychologist

Ms Michelle Alexander

## Contact Details, Progress Report and Communication with Parents

### Contact details

St Margaret's Anglican Girls School is required to maintain current contact details of all students and parents. This includes current residential address, mobile number (if any) and email address (if any).

This includes details of who to contact in emergency situations.

Students must advise St Margaret's Anglican Girls School of any changes to these details within seven days while in Australia and enrolled at St Margaret's Anglican Girls School.

Every six months, St Margaret's Anglican Girls School is required to confirm with students and parents that their contact details are up to date.

### Progress Reports

St Margaret's Anglican Girls 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, St Margaret's Anglican Girls 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.

After receiving copies of student reports, please confirm by email that parents have been contacted with regard to reports, and that the school has been informed of any feedback or concerns.

### Communications with parents

St Margaret's Anglican Girls 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, Schools newsletters or Communication via our POD); in other cases, copies of school communications to parents will be cc'd to you, particularly if follow up of some kind is required.

Examples of communications with parents might include:

- Emergency situations
- School newsletters and updates
- Student progress and welfare reports
- Contact if St Margaret's Anglican Girls School has concerns about the student's health, welfare, attendance, academic progress or conduct
- Contact to confirm permission for the student engage in school or outside school activities
- Contact to confirm travel arrangements

Your assistance in keeping communications flowing smoothly between St Margaret's Anglican Girls School and parents will be greatly appreciated.

NB: If family no longer engages your service during the student's enrolment, you must inform the School of this.

## Student Services

St Margaret's Anglican Girls School 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.

Some International students are required to complete an approved high school preparation English course before enrolling at St Margaret's Anglican Girls School. On completion of their ELICOS course and enrolment at St Margaret's Anglican Girls School, 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 and subject specific tutorials are offered to senior students during school time. Pastoral support is provided by the International Pastoral Care Coordinator, Academic Advisors, Head of Year, Student Counsellor, Boarding Wellbeing Coordinator (if a boarder), and Form 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.

St Margaret's Anglican Girls School provides the following assistance to students. Please encourage students to ask the Student Contact Officer(s) if they are not sure where to go to for information about these services if there is a need at any time:

### Counselling services

- *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 and Welfare

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

[www.stmargarets.qld.edu.au](http://www.stmargarets.qld.edu.au) allows the following options:

- Boarding
- School-approved Homestay provided by International Student Care Australia (ISCA)
- Living with a parent who is here on a Guardian Visa Subclass 590
- Living with a relative (approved by Department of Home Affairs)

St Margaret's Anglican Girls School will issue a CAAW or Welfare Letter for students living in Boarding or School-approved Homestay arrangements through ISCA

St Margaret's Anglican Girls School will not issue a CAAW or Welfare Letter for students living with a parent or relative.

Any concerns or questions about the student's accommodation or welfare should be made in school hours; including arrangements to visit a student living in accommodation approved by St Margaret's Anglican Girls School should always be made in advance by contacting:

### International Pastoral Care Coordinator

Ms Courtney Burton

Tel: +617 3862 0744

E: [cburton@stmargarets.qld.edu.au](mailto:cburton@stmargarets.qld.edu.au)

### 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 range 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.

# Student Wellbeing

## Anti-Bullying Policy

### 1. Ethical Statement

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

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

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

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

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

### 2. Definition

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

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

Common forms of bullying have been categorised as:

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

**Conflict or fights between equals and single incidents are not defined a bullying.**

*(Australian Research Alliance for Children and Youth, 2014)*

### Procedures

#### *Action for Staff to take*

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

#### *Action for Parents/Guardians to take*

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



#### Action for Students to take

1. Students are encouraged to report all incidents of bullying to a trusted teacher or their Head of Year, Form Teacher, Academic Advisor or classroom teacher, even if the student is not directly involved.
2. Students sometimes need support to deal with certain incidents that involve aggression and conflict resolution; therefore, they should speak with a member of the School's staff, in confidence.
3. Offer support to students who are being bullied and show the student/s doing the bullying that it is wrong and unacceptable.
4. Talk with your friends and foster healthy, positive relationships.

*Action for the School to take if the investigation shows that the matter involved criminal liability, the school will:*

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

If the investigation shows that the matter involves civil liability the School will:

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

Upon resolution of the complaint the School will:

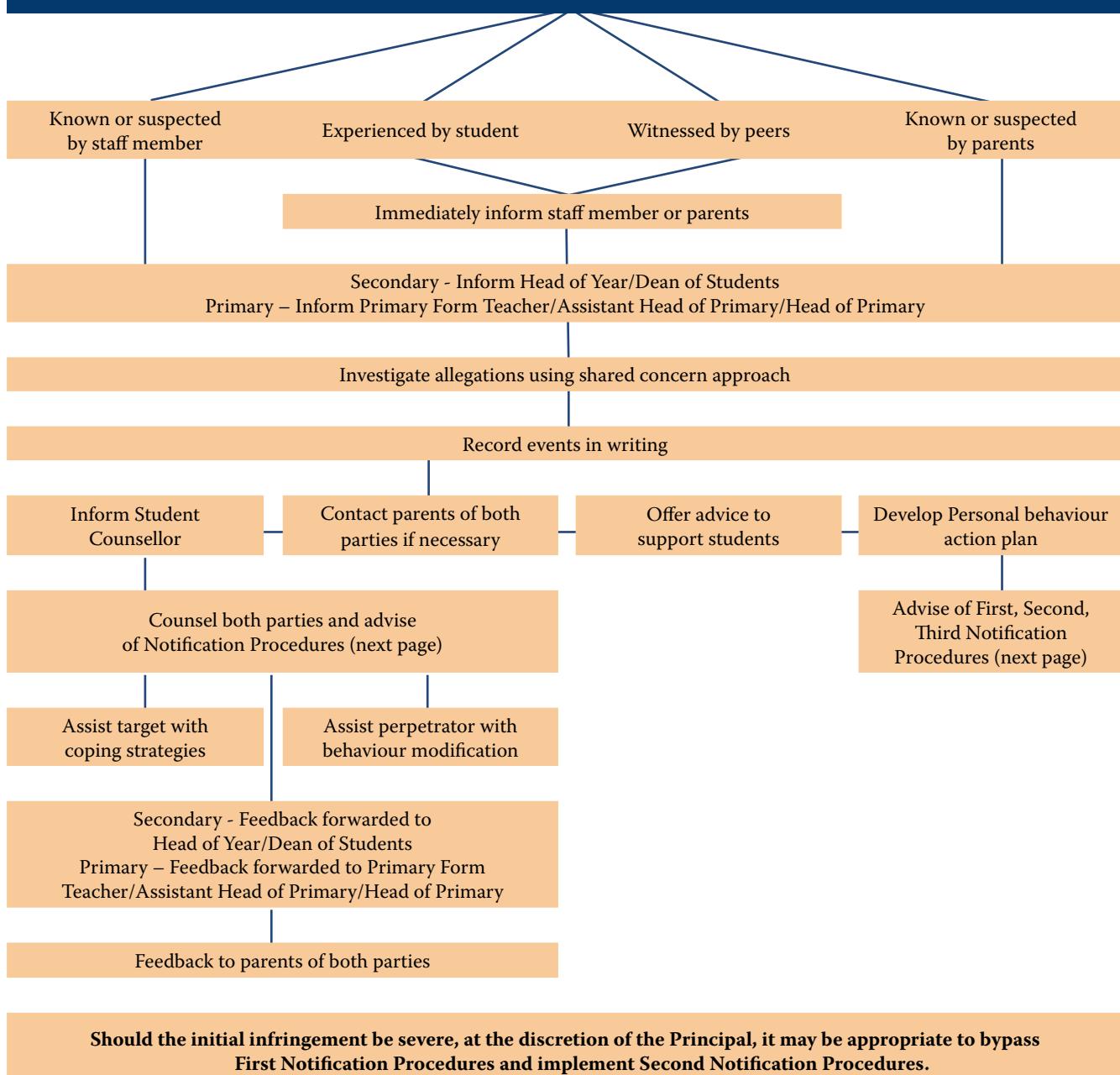
- a) Counsel all students in the School's bullying policy, respecting the confidentiality of the victim and their complaint; and
- b) Reassess the School's Supportive School Environment Policy and the Laptop Handbook.

#### Related Documents

St Margaret's Child and Youth Risk Management Strategy  
Student Protection in Anglican Schools Policy and Procedures  
Community Code of Conduct  
Acceptable Use of Technology Policy  
Mobile Phone Policy

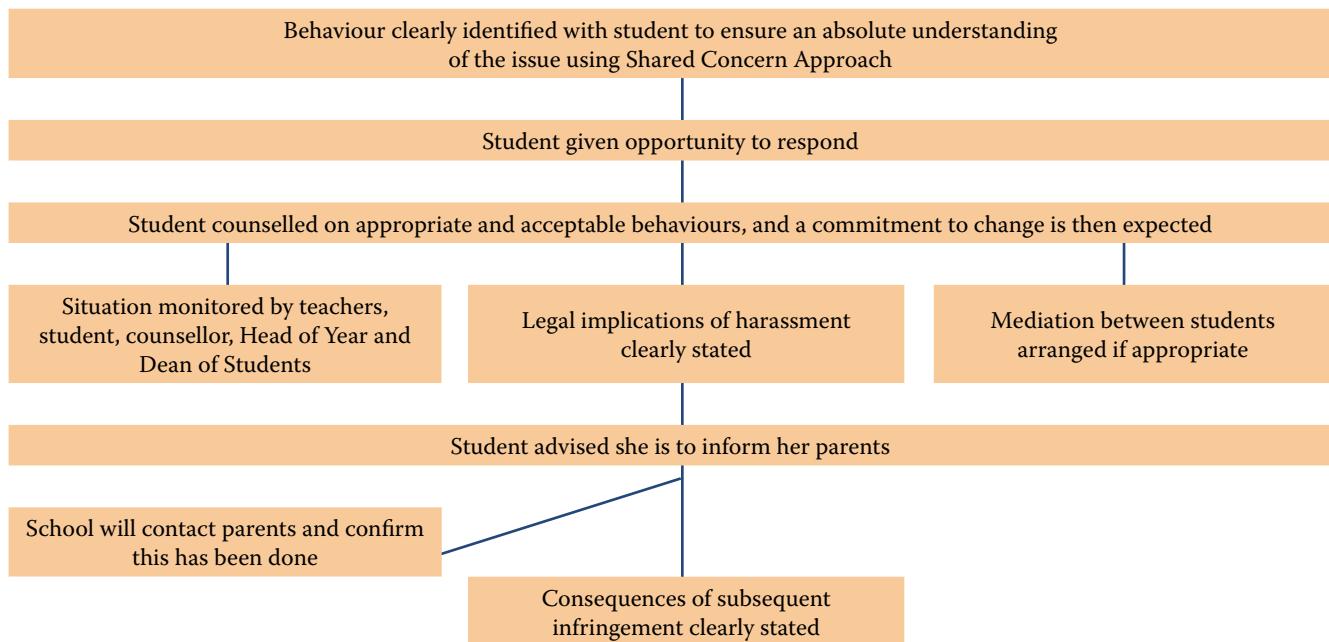


## ACTION TO BE TAKEN IN RESPONSE TO BULLYING BEHAVIOUR

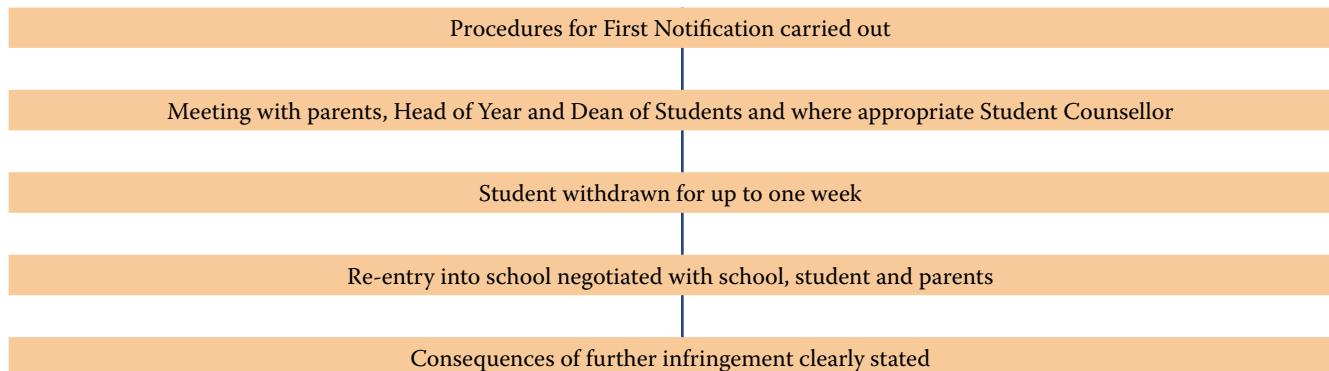


## CONSEQUENCES OF BULLYING BEHAVIOUR IN SECONDARY SCHOOL

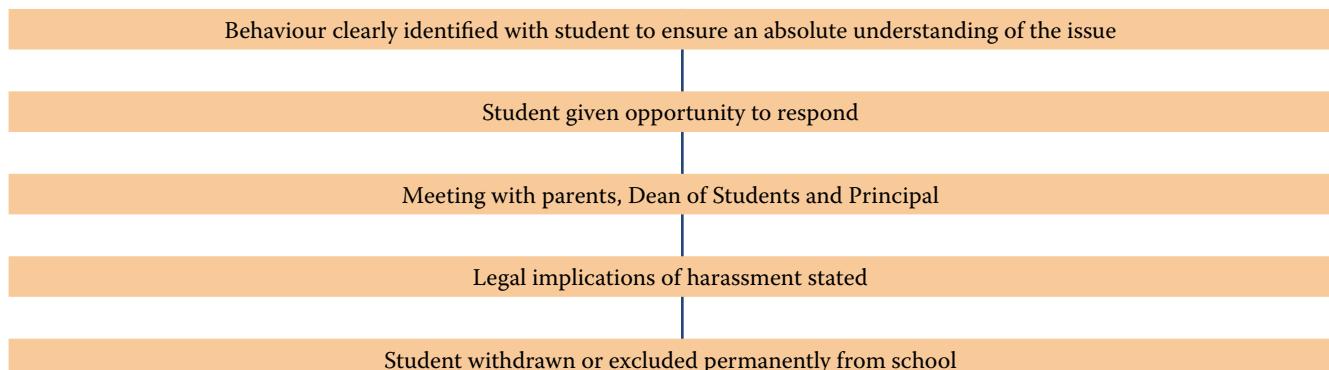
### FIRST NOTIFICATION



### SECOND NOTIFICATION



### THIRD NOTIFICATION



## CONSEQUENCES OF BULLYING BEHAVIOUR IN PRIMARY SCHOOL

### FIRST NOTIFICATION

Behaviour clearly identified with student to ensure an absolute understanding of the issue using Shared Concern Approach

Student given opportunity to respond

Student counselled on appropriate and acceptable behaviours, and a commitment to change is then expected

Situation monitored by teachers, student, counsellor, Head of Year and Dean of Students

Mediation between students arranged if appropriate

Parents advised

Behaviour modification plan established and monitored

### SECOND NOTIFICATION

Procedures for First Notification carried out

Meeting with parents, Head of Primary and where appropriate Student Counsellor, Chaplain

In school or out of school withdrawal

Re-entry into school negotiated with school, student and parents

Consequences of further infringement clearly stated

### THIRD NOTIFICATION

Behaviour clearly identified with student to ensure an absolute understanding of the issue

Student given opportunity to respond

Meeting with parents, Head of Primary, Principal and where appropriate Counsellor, Chaplain

Legal implications of harassment stated

Out of school suspension, withdrawal or exclusion

## Boarding

We believe boarding at St Margaret's Anglican Girls School 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 South East Qld, rural communities in Qld and NSW, other states and overseas.

With approximately 190 girls and 15 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 Anglican Girls School'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.

Girls in Years 5 to 7 are located in the Sutherland wing and girls in Years 8 to 9 are accommodated in Macarthur and McKillop and Sutherland wings. The girls mostly sleep in cubicles of four. Year 10 is accommodated in the Longman wing.

Years 11 and 12 are accommodated in O'Neill, Durack 1 and 2, Chisholm and Kenny. They sleep in single or double cubicles.

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 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 buddy's 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.

## Homestay

St Margaret's Anglican Girls School 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.

## Support and Intervention Process

Under Standard 8 of the National Code 2018, St Margaret's Anglican Girls School may need to counsel students and prepare individual strategies to improve attendance or course progress.

If St Margaret's Anglican Girls School needs to implement strategies for monitoring attendance and / or improving course progress under this Standard, parents will be contacted and kept informed.

St Margaret's Anglican Girls School will arrange additional assistance for students to help them successfully complete their studies if this is necessary. This may take the form of:

- After hours / lunchtime tutorial support;
- Differentiated teaching instruction;
- Academic Advising Program (e.g. time management and academic skills);
- Additional ESL/EALD support;
- Change of subject selection, or reducing course load;
- Counselling – personal; and
- Other intervention strategies as deemed necessary.

If a student's attendance or course progress does not improve to the required levels after intervention, St Margaret's Anglican Girls School is required to report the student to Immigration (Department of Home Affairs) for failure to meet visa conditions.

Copies of St Margaret's Anglican Girls School's International student attendance and course progress requirements are available at: [www.stmargarets.qld.edu.au](http://www.stmargarets.qld.edu.au)



# Compliance with ESOS and 2018 National Code of Practice

## 2018 National Code of Practice

The National Code of Practice for Providers of Education and Training to Overseas Students 2018 came into effect on 1 January 2018.

As an agent engaged by St Margaret's Anglican Girls School, you (and your staff or any sub-agents connected to your agency) are expected to be familiar with all requirements of the National Code of Practice for Providers of Education and Training to Overseas Students 2018 and to understand the implications of these requirements in your interactions with intending and current students and their parents.

Standard 4 of the 2018 National Code specifically relates to Education Agents.

The requirements of Standard 4 are:

- 4.1 The registered provider must enter into a written agreement with each education agent it engages to formally represent it, and enter and maintain the education agent's details in PRISMS.
- 4.2 The written agreement must outline:
  - 4.2.1 the responsibilities of the registered provider, including that the registered provider is responsible at all times for compliance with the ESOS Act and National Code 2018
  - 4.2.2 the registered provider's requirements of the agent in representing the registered provider as outlined in Standard 4.3
  - 4.2.3 the registered provider's processes for monitoring the activities of the education agent in representing the provider, and ensuring the education agent is giving students accurate and up-to-date information on the registered provider's services
  - 4.2.4 the corrective action that may be taken by the registered provider if the education agent does not comply with its obligations under the written agreement including providing for corrective action outlined in Standard 4.4
  - 4.2.5 the registered provider's grounds for termination of the registered provider's written agreement with the education agent, including providing for termination in the circumstances outlined in Standard 4.5
  - 4.2.6 the circumstances under which information about the education agent may be disclosed by the registered provider and the Commonwealth or state or territory agencies.
- 4.3 A registered provider must require its education agent to:
  - 4.3.1 declare in writing and take reasonable steps to avoid conflicts of interests with its duties as an education agent of the registered provider
  - 4.3.2 observe appropriate levels of confidentiality and transparency in their dealings with overseas students or intending overseas students
  - 4.3.3 act honestly and in good faith, and in the best interests of the student
  - 4.3.4 have appropriate knowledge and understanding of the international education system in Australia, including the Australian International Education and Training Agent Code of Ethics.

- 4.4 Where the registered provider becomes aware that, or has reason to believe, the education agent or an employee or subcontractor of that education agent has not complied with the education agent's responsibilities under standards 4.2 and 4.3, the registered provider must take immediate corrective action.
- 4.5 Where the registered provider becomes aware, or has reason to believe, that the education agent or an employee or subcontractor of the education agent is engaging in false or misleading recruitment practices, the registered provider must immediately terminate its relationship with the education agent, or require the education agent to terminate its relationship with the employee or subcontractor who engaged in those practices.
- 4.6 The registered provider must not accept students from an education agent if it knows or reasonably suspects the education agent to be:
  - 4.6.1 providing migration advice, unless that education agent is authorised to do so under the Migration Act
  - 4.6.2 engaged in, or to have previously engaged in, dishonest recruitment practices, including the deliberate attempt to recruit a student where this clearly conflicts with the obligations of registered providers under Standard 7 (Overseas student transfers)
  - 4.6.3 facilitating the enrolment of a student who the education agent believes will not comply with the conditions of his or her visa
  - 4.6.4 using PRISMS to create CoEs for other than bona fide students.

St Margaret's Anglican Girls School's agency agreement has been updated to reflect the new requirements of the 2018 National Code.

For further information go to <https://www.education.gov.au/esos-framework/resources/standard-4-education-agents>



## PRISMS

Under Standard 4.1, St Margaret's Anglican Girls School is required to enter and maintain your details in the Australian Government's Provider Registration and International Student Management System (PRISMS).

Please see the following for more details:

### International Education Agents Data Project

Fields for agent details in PRISMS are:

- MARA/Overseas Education Agent ID
- Business Name (mandatory)
- Given Name 1
- Given Name 2
- Family Name (mandatory)
- Date of Birth
- Email Address
- Business Phone/Residential Phone/Mobile (At least one is mandatory)
- Address (mandatory when agent record is first created)

Please ensure you advise St Margaret's Anglican Girls School if any of these contact details change.

## Marketing Information and Monitoring Processors

Under Standard 4.2.3 St Margaret's Anglican Girls School is required to have in place processes for monitoring the activities of agents engaged and ensuring the agent is giving students up-to-date information on St Margaret's Anglican Girls School's services.

### Marketing information

St Margaret's Anglican Girls School provides the following information for recruitment of International Students:

- International Prospectus
- International Schedule of Fees
- Enrolment Package
- International Student Handbook
- Parent Handbook
- International pages on website: [www.stmargarets.qld.edu.au](http://www.stmargarets.qld.edu.au)

An updated Schedule of Fees will be provided each year as the new information becomes available: [www.stmargarets.qld.edu.au](http://www.stmargarets.qld.edu.au)

New copies of other materials will be provided when updates are made. It is important to only use the latest versions of school marketing materials, either in hard copy or electronically.

To request extra copies or updated versions of marketing materials please contact:

### Head of Admissions

Mrs Fiona Spooner

E: [fsponer@stmargarets.qld.edu.au](mailto:fsponer@stmargarets.qld.edu.au)

Tel: +61 7 3862 0861

Mob: +61 4 23 451 876

Promotional images, testimonials

These are made available to agent on request.

### Monitoring processes

As well as having regular communications with St Margaret's Anglican Girls School about recruitment of students and ongoing 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, St Margaret's Anglican Girls 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.

### Compliance Resources

Resources to assist you understand the requirements of the Australian Education Services for Overseas Students (ESOS) regulatory framework include:

- Australian Government Department of Education and Training ESOS framework web page. This page includes links to:
  - The ESOS legislative framework
  - National Code 2018 Implementation
  - National Code 2018 Fact Sheets
  - International Education Agents Data Project
  - International Student Fact Sheet
- Australian International Education and Training Agent Code of Ethics
- Department of Home Affairs (including the former Department of Immigration and Border Protection) Studying in Australia web page: <https://immi.homeaffairs.gov.au/visas/getting-a-visa/visa-listing/student-500>
- Education Agents' Training Course (EATC): <https://www.icef.com/academy/courses/australia-education-agent-training-course-aeatc/>

In addition, if you have any questions about compliance requirements with regard to recruitment or enrolment of students for St Margaret's Anglican Girls School, please contact

### Head of Admissions

Mrs Fiona Spooner

Tel: +61 7 3862 0861



# Agent Eligibility

## Agent Details

Prior to engagement and as evidence of meeting professional conduct standards and understanding of obligations under the 2018 National Code, the potential Agent is required to provide the following information to St Margaret's Anglican Girls School to satisfy their due diligence requirements.

1. Company profile
  - Details of principal's background and qualifications
  - Number of staff
  - Details of key staff members and/or school consultants
  - Number of years in existence
  - Services provided by the company
  - Location and details of offshore offices
  - Location and details of sub-contractors
  - Location and details of any off-shore partners
2. Company registration details
3. Details of past and present experience recruiting students
  - For Australian or New Zealand schools
  - For other education sectors
  - Number of students
4. Familiarity with Australian education industry [provide details]
  - Knowledge of ESOS Act
  - Knowledge of National Code –
  - Completion of the Education Agent Training Course (EATC)
  - Knowledge and understanding of Simplified Student Visa Framework (SSVF)
  - Knowledge and understanding of Australian international education system and AQF
  - Knowledge and understanding of the Australian International Education Agent Code of Ethics (ACE)
5. Experience in
  - Education industry generally
  - Any other major business areas
6. Details of markets from which recruit
  - Geographical area
  - Characteristics of potential market
7. Names of any professional organisations of which the agent is a member
8. Outline of services to be provided
9. Written references, dated and with contact details from three sources
  - An Australian Government Officer or Agency
  - An Australian or New Zealand school
  - A referee of the agent's choice
10. Evidence of how students are recruited/monitored

NB: Application for Agent to Represent St Margaret's Anglican Girls School is found on the School website: [www.stmargarets.qld.edu.au](http://www.stmargarets.qld.edu.au)

## Commission Schedule

Full-time International Student Enrolment:

- First year of enrolment: 10% of FFPOS tuition fee\* ONLY
- Second year of enrolment: 4% of FFPOS tuition fee\* ONLY

Short-Term Study Experience Enrolment; if included in the agent agreement (More than 1 Term – 1 Year):

- 10% of FFPOS tuition fee\* ONLY

\* Tuition fee does not include any additional fees or levies charged to the student. In addition, commission will be paid on issue of agent invoice and only after the Accepted Student has been receiving tuition at the School for a period of at least five weeks.

# St Margaret's Anglican Girls School Policies Relating to Agents and International Students

St Margaret's Anglican Girls School International Education Agent Policy (Please see full Policy in Appendix 3)

St Margaret's Anglican Girls School Policy on Entry Requirements for International Students

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

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

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

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

St Margaret's Anglican Girls School International Student Refund Policy

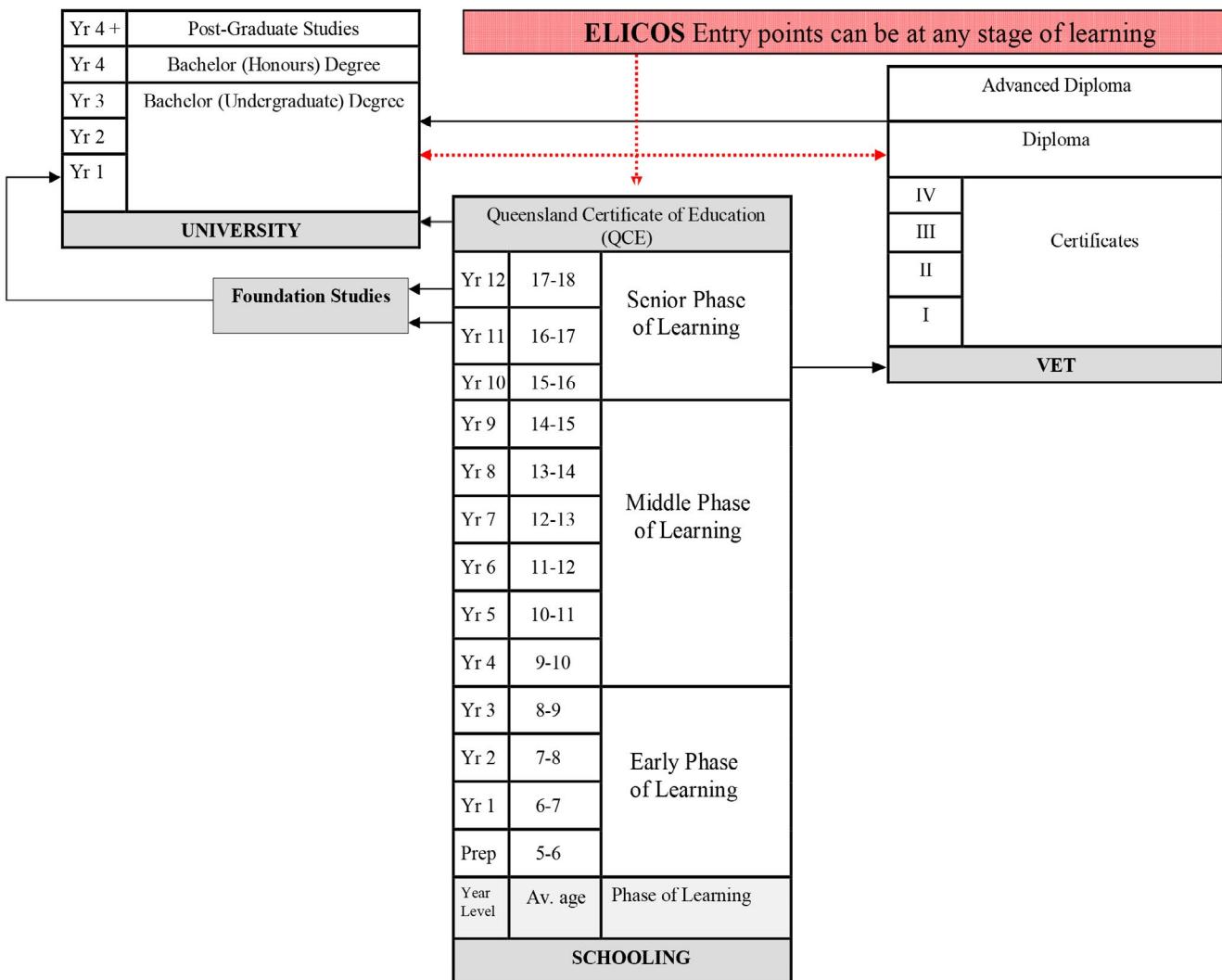
St Margaret's Anglican Girls School International Student Complaints and Appeals Policy

Please refer to our website for full policies related to International Students -

<https://www.stmargarets.qld.edu.au/admissions/international-students/international-policies>

## Queensland's Education System

### Overview of study pathways in Queensland



### Queensland Curriculum & Assessment Authority (QCAA)

The QCAA is a statutory body of the Queensland Government providing Kindergarten to Year 12 syllabuses, guidelines, assessment, reporting, testing and certification services for Queensland schools. The QCAA website has information about the curriculum and assessment delivered by Queensland schools to students enrolled in Prep – Year 10 and Senior Secondary.

# The QCE

The Queensland Certificate of Education (QCE) is Queensland's senior secondary schooling qualification. It is internationally recognised and provides evidence of senior schooling achievements.

The QCE 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.

To receive a QCE, students must achieve the set amount of learning, in the set standard, in a set pattern, while meeting literacy and numeracy requirements.

Senior pathway planning starts in Year 10, when the school works with students and their parents/carers to develop a Senior Education and Training (SET) plan or equivalent. This plan helps students structure their learning around their abilities, interests and ambitions. It details what, where and how students will study in Years 11 and 12. For this reason, it is very important that overseas students wishing to successfully complete studies in Years 11 and 12 in Queensland be enrolled in Year 10 by the beginning of Semester 2 at the latest.

## **Senior Education Profile for Year 12 students**

All students who finish Year 12 receive a transcript of their learning account in the form of a Senior Statement. If a student has a Senior Statement, they have satisfied the completion requirements for Year 12 in Queensland.

After finishing Year 12, students who are eligible will receive a QCE. For more information, see Senior Education Profile (SEP).

## **Tertiary Entrance**

From 2020, an Australian Tertiary Admission Rank (ATAR) is provided to eligible Year 12 students for tertiary selection and enrolment. The ATAR for students in Queensland is administered by the Queensland Tertiary Admissions Centre (QTAC). For more information, see ATARs and tertiary entrance.

An ATAR will be issued to all eligible students. Students will be able to use the ATAR to apply for tertiary entry any university. However, some universities may also consider applications for direct entry. St Margaret's Anglican Girls School's Careers Counsellor can give advice in this case.

## **Queensland School Calendar**

A detailed School calendar is available on St Margaret's Anglican Girls School's Website at: [www.stmargarets.qld.edu.au](http://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; St Margaret's Anglican Girls School has 3 weeks break)
- **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)

For public holidays in Queensland, please see:  
[https://www.qld.gov.au/recreation/travel/holidays/public](http://www.qld.gov.au/recreation/travel/holidays/public).

## **Websites for Further Information**

Australian Government Department of Education Information for Overseas Students:

- ESOS Student Fact Sheet
- Tuition Protection Service - Overview for International Students

Department of Home Affairs – Studying in Australia:  
<https://immi.homeaffairs.gov.au/visas/getting-a-visa/visa-finder/study>

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

Queensland Curriculum and Assessment Authority (QCAA)  
[www.qcaa.qld.edu.au](http://www.qcaa.qld.edu.au)

Queensland Events & Cultural Activities:  
<http://www.queensland.com/en-AU/Events>

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

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

List of Embassies and Diplomatic Missions in Australia:  
<https://protocol.dfat.gov.au/Public/MissionsInAustralia>

Currency Converter:  
<https://www.xe.com/>

Overseas Student Health Cover:  
<https://allianzassistancehealth.com.au>





# 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

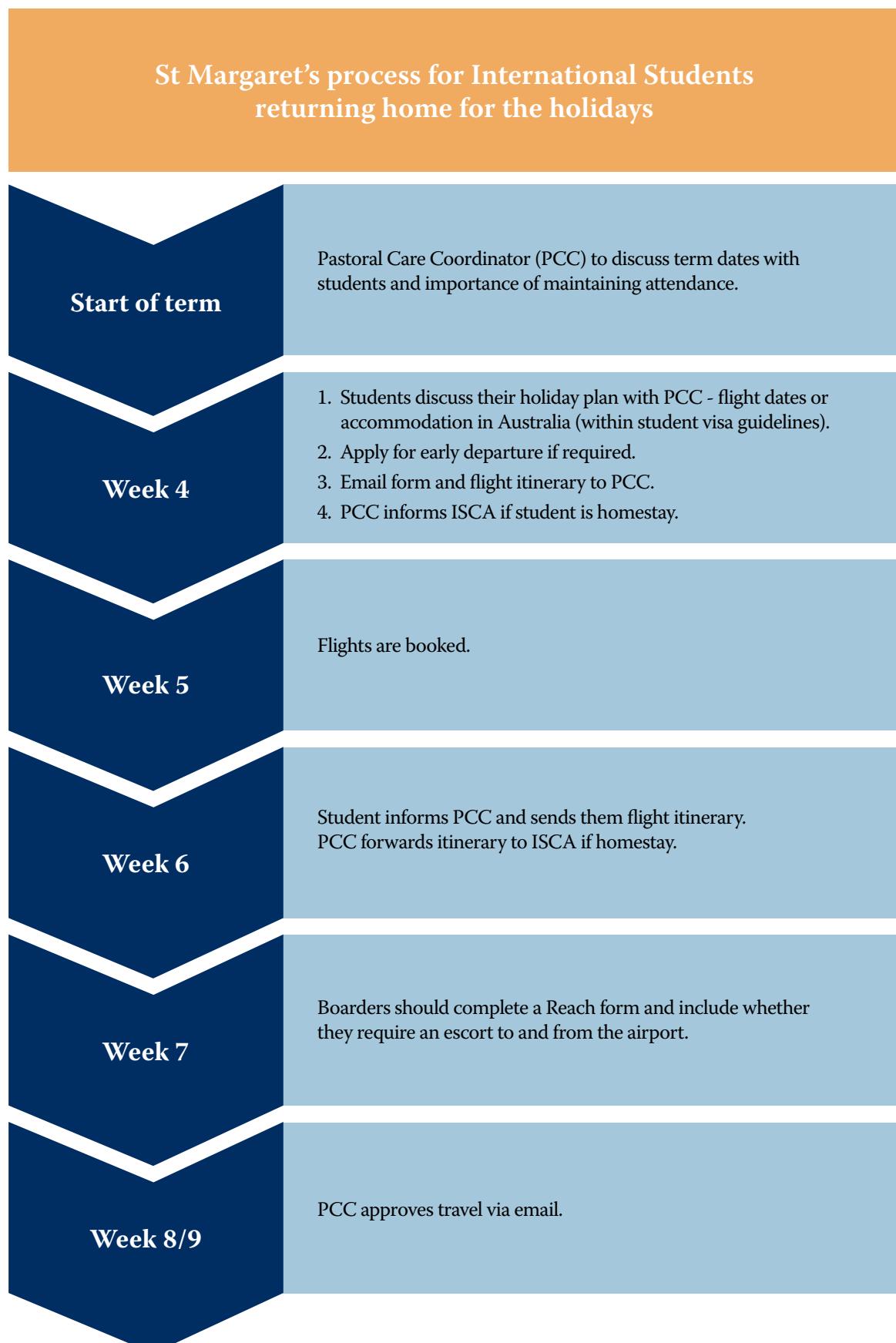
St Margaret's Anglican Girls School International Student Refund Policy	Yes / No
St Margaret's Anglican Girls School International Student Transfer Request Policy	Yes / No
St Margaret's Anglican Girls School International Student Complaints and Appeals Policy	Yes / No
St Margaret's Anglican Girls School 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:

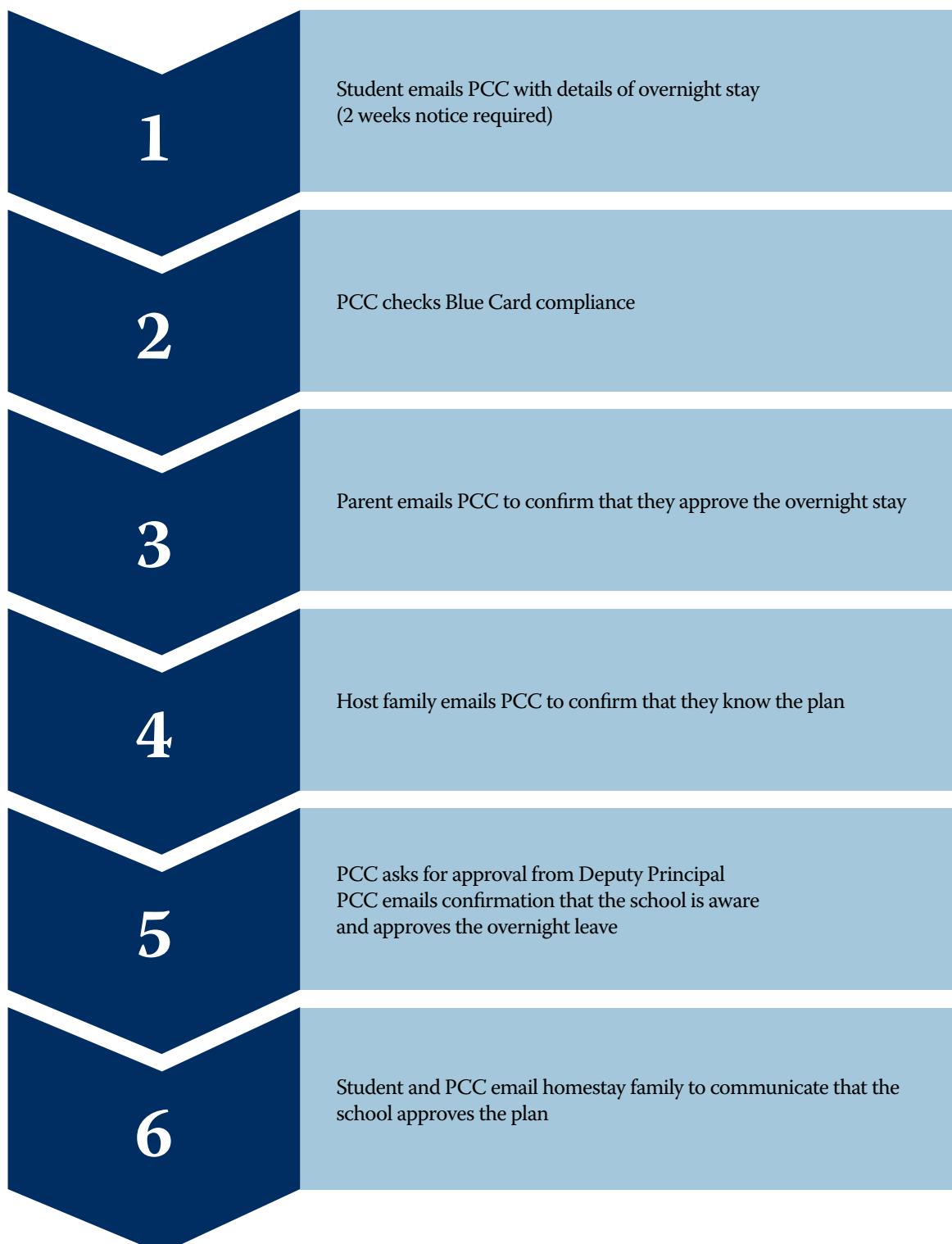
Mobile phone or how to use pay phone	Yes / No
Accommodation contact numbers – ISCA/Boarding House	Yes / No
Emergency numbers for fire, police, etc. is 000 in Australia	Yes / No
How to travel to and from school – bus information given if relevant	Yes / No
School IT Policy and Laptop Contract (online)	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



## Appendix 2



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



# Appendix 3

## St Margaret's Anglican Girls School International Education Agent Policy

Education agents are engaged to formally represent St Margaret's Anglican Girls School under the following conditions:

- The education agent agrees to comply with the requirements of Standard 4 in the 2018 National Code, including
  - declaring in writing and taking reasonable steps to avoid conflicts of interests with any duties as an education agent representing St Margaret's Anglican Girls School (St 4.3.1)
  - observing appropriate levels of confidentiality and transparency in dealings with overseas students or intending overseas students (St 4.3.2)
  - acting honestly and in good faith, and in the best interests of the student (St 4.3.3)
  - having appropriate knowledge and understanding of the international education system in Australia, including the Australian International Education and Training Agent Code of Ethics (St 4.3.4)
- The education agent signs and abides by the conditions of the School's written agency agreement
- The education agent responds appropriately to School monitoring activities and corrective and preventative action, and understands the grounds for termination of agreement as outlined in Standard 4.4 of the 2018 National Code
- The education agent accurately promotes the services and facilities provided by the school and uses up to date marketing materials as supplied by the School.

St Margaret's Anglican Girls School will not accept a student from an education agent if it is known or suspected at any time that the agent

- engages in or has previously engaged in dishonest practices;
- deliberately attempts to recruit a student within the first six months of that student's study in their first registered school sector course with another provider;
- facilitates the enrolment of a student he/she believes will not comply with visa conditions, or is not a bona fide student, or
- provides immigration advice where he/she is not authorised to do so under the Migration Act 1958

St Margaret's Anglican Girls School may receive a student enrolment application from an education agent on behalf of the parent. As the education agent has not been engaged by the school to formally recruit students on the school's behalf, such an agent would fall outside the scope of NC St 4.

A list of education agents with whom the school has a formal written agreement are listed on the home page of St Margaret's Anglican Girls School's website and is readily available to students and regulators.

St Margaret's Anglican Girls School enters and keeps up to date details and records about education agents with whom the school has a formal written agreement and who facilitate enrolment of students.

Information recorded about education agents includes:

- the agent's name
- the address of the agent's principal place of business
- if the agent is a body corporate—the address of the body corporate's registered office
- the agent's postal address (if different from address for principal place the agent's phone number, email address and website address (if any)
- the agent's ABN or ACN (if any)
- the agent's trading name or names (if any)
- if the agent is a body corporate—the names of the body corporate's directors
- if the agent is a registered migration agent—the agent's Migration Agents Registration Number
- the following information about each of the agent's employees (if any) who are involved in the agent facilitating the enrolment:
  - i. the employee's name;
  - ii. the employee's email address;
  - iii. if the employee is a registered migration agent — the employee's Migration Agents Registration Number.







**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](mailto:reception@stmargarets.qld.edu.au)

[www.stmargarets.qld.edu.au](http://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*