



**AUSTRALIAN  
ISLAMIC COLLEGE**

# **FULL FEE OVERSEAS STUDENT POLICY HANDBOOK**

Australian Islamic College (Perth) Inc  
**CRICOS PROVIDER CODE: 00992K**

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## FULL FEE OVERSEAS STUDENT POLICY HANDBOOK

### 1. Vision, Mission and Values

#### **Vision statement:**

Islamic Values and Academic Excellence for success in this life and in the Hereafter.

#### **Mission statement:**

Our goal is for our youth to aspire towards excellence in both character and education. We want our students to encounter new educational experiences that will serve their future aspirations whilst maintaining a balance between academic pursuits and Islamic values.

#### **Values, ethos and philosophy:**

The Australian Islamic College provides a nurturing and challenging but balanced Islamic learning environment where children enjoy a diverse range of opportunities to engage in meaningful learning experiences that ultimately shape their development as well adjusted, happy and positive contributing members of the wider community.

Well-qualified, committed and encouraging teachers are dedicated to supporting student growth. Programs are founded in the strongest traditions of learning and embrace the best of contemporary practice and quality teaching. Australian Islamic College continues to thrive by providing a vibrant, supportive educational environment. In addition to studies in mandatory key learning areas, the school also provides studies in Arabic, Holy Quran and Islamic Studies.

### 2. Definitions

**ESOS:** Education Services for Overseas Students Act 2000.

**National Code:** The National Code of Practice for Providers of Education and Training to Overseas Students 2018.

**CRICOS:** Australian government's Commonwealth Register of Institutions and Courses for Overseas Student.

**ELICOS:** English Language Intensive Courses for Overseas Students designed for students who need to learn English before commencing formal studies in Australia.

**PRISMS:** Provider Registration and International Student Management System, Australian Government's Department of Education, Skills and Employment

**TPS:** Tuition Protection Service is an initiative of the Australian Government to assist international students whose education providers are unable to fully deliver a course of study after enrolment. The TPS ensures affected students are able to either complete their studies in another course, with another education provider or receive a refund of their unspent tuition fees.

**Compelling and compassionate circumstances:** Things beyond the control of the overseas student which have an impact on the student's course progress or wellbeing.

### 3. Welcome to Australian Islamic College Perth Inc

#### *Message from the Executive Principal, Br Abdullah Khan*



Welcome to the Australian Islamic College. AIC is always striving for excellence in Islamic character and education and this has made Australian Islamic College a unique institution in WA.

AIC is a vibrant thriving community of learners. We offer an outstanding educational programme to thoughtful, talented and diverse students. Upon coming to each of our three WA campuses you will be struck by the confluence of intellectual engagement, artistic endeavours, athletic achievement, outdoor environmental commitment, dynamic political activism and meaningful service projects. Throughout our campuses, you will see adults and students actively participating in the life of the College.

AIC is committed to help all students realize their full potential. From valuable and supportive relationships with teachers, to life-changing opportunities to take calculated risks and follow their dreams, AIC offers its students the chance to encounter new educational experiences that will serve their future goals, while maintaining a balance between academic, creative, athletic, community, social pursuits and Islamic values. In this way AIC honours its philosophical commitments to educating its students in all areas of human endeavour, resulting in success in this life and the hereafter, Insha'Allah.

AIC also offers a wealth of opportunities through an extensive programme of co-curricular activities. We want to ensure that our students have a balanced quality education while maintaining and feeling proud of their Islamic identity.

Working closely with our community at AIC, we have a commitment to deliver a highly engaging and differentiated Literacy and Numeracy curriculum. Learning is personalised through a guided inquiry process, acknowledging explicit teaching at points of need, and a commitment to AIC's vision and mission. Students interact with technology to engage with the curriculum and express understandings.

In developing lifelong learners, the College's emphasizes a deep understanding of the curriculum. These understandings are supported through socially conscious thinking, problem solving, communication, reflection, interpersonal skills and resilience.

**Abdullah Khan OAM FACEL**  
**Executive Principal**

#### 4. Islamic Values Integration

Australian Islamic College recognises the importance of education as a duty upon every Muslim male and female.

Our Islamic values integration shows that God-consciousness and morality are the foundations of a healthy society. AIC endeavours to ensure a future generation of students who will not only graduate with high academic achievements, but also with a strong identification towards the well-being of society underpinned by values such as power of knowledge, respect, responsibility, forgiveness, truthfulness and cooperation.

The existence of and the love and fear of God is constantly conveyed to students as it is College policy that teachers in all subject areas deliberately acknowledge God and incorporate values in all lessons. These efforts reflect the College's view of the 'holistic' development of its students, both academically and spiritually.

The College seeks to:

- Provide an environment based on the principles of Islamic society and education, namely Iman (faith) and Tawhid (oneness of God), to draw one closer to Allah (Creator of the Heavens and the Earth) and to be productive contributors towards Australian society.
- Preserve our Islamic culture and identity.
- Provide an Islamic environment where students are comfortable and free to practice Islam and enhance their faith and Islamic knowledge.
- Prepare students for active participation in the wider local and international communities.



## 5. Our Facilities

Australian Islamic College is a God-centered, co-educational institution (K to 12) which provides a high level of academic and integrated Islamic education through its network of three Colleges in Perth. The College is registered to provide education services to overseas students from Pre-Primary to Year 12.

Since 1986 the College has provided the best in academic achievement within its philosophy of high morals and conduct. The College believes that a solid academic education coupled with Islamic morals and values is the greatest legacy for its students.

The College operates in three separate locations in the Perth metropolitan area catering for over 3,000 students.

The College has a diverse mix of students from a wide variety of cultural and ethnic backgrounds allowing students to develop a deeper understanding and appreciation for Australia's multicultural society. Students are taught to be proud to be in Australia and to contribute positively to building a prosperous, inclusive, harmonious and safe country.

The College's success in achieving its educational objectives is attributed to its network of experienced teachers, its emphasis and focus on effective learning and its goal of inspiring our youth to aim for excellence in both their academic and personal lives.

Our goal at Australian Islamic College is to produce strong Muslims in both knowledge and Islamic behaviour.



## **6. Our Campuses**

Australian Islamic College has three campuses located in the Perth suburbs of Kewdale, Thornlie and Dianella. Classrooms at all our campuses are equipped with air conditioning. All campuses are readily accessible by public transport, and the College also provides a very reasonably priced door to door school bus service for students living in a wide range of suburbs. The cost of the bus service is not included in the tuition fees.

### **6.1 Thornlie Campus (International Students from Pre-Primary to Year 6)**

Our Thornlie campus caters for international students from Pre-primary to Year 6. The school features landscaped grounds and original murals and artwork contributed by our students. Our facilities are impressive, including a library/theatre complex. The campus is currently undergoing a refurbishment and new build which will provide more classrooms and an enhanced and modern learning environment.

The College aims to provide a stimulating environment for learning, leisure and prayer. Our classrooms are modern and comfortable with reverse cycle air conditioning. At lunchtime, students can relax on the large oval or lovely gardens. Our school canteen offers nutritious, reasonably priced halal lunches each day. Students perform Dhuhr in the on-campus spacious mosque, with Wudhu facilities and separate prayer wings for boys and girls.

### **6.2 Dianella Campus (International Students from Pre-Primary to Year 10)**

Our Dianella campus caters for international students from Pre-primary to Year 7 (boys) and Pre-primary to Year 10 (girls). At Dianella we recognise that every child is unique. We offer extensive education support to ensure all children can achieve their personal best. Our pastoral care is excellent. Our special motto at Dianella is: 'Everyone has the right to be safe, to be happy and to learn'.

The campus is contemporary and attractive. We cater to students' spiritual as well as academic needs, and have a spacious multi-purpose building for assemblies and prayers. Smaller children will love our new playgrounds. Parents and students will be impressed by our up to date Information, Computer and Technology rooms and Science laboratory.

### **6.3 Kewdale Campus (International Students from Pre-Primary to Year 12)**

Our Kewdale campus caters for international students from Pre-primary to Year 12. Since purchasing the buildings and grounds of the former Kewdale High School in 2000 the College has expanded into an impressive centre for learning with refurbished and new buildings to cater for the ever-increasing number of students. Students will feel at home in the lovely new primary and high school buildings. The College is committed to giving our students the very best education in up to date facilities. The College has a new library complex, media room, conference room, Information, Communication and Technology rooms, interactive whiteboards and provides access to laptops and tablets. Creative students will enjoy our art room facilities. For physical education and leisure needs, the school features a large oval, impressive gym, basketball and netball courts. By 2021, the College will have new classroom blocks in both primary and high school, a state of the art Science laboratory and a new swimming pool complex with boys and girls changing facilities.

Student assemblies and prayer times are accommodated in the quadrangle in High School and undercover area in Primary. Our school canteen offers home cooked nutritious halal lunches each day.



## 7. Courses offered

Australian Islamic College is a CRICOS registered school (CRICOS Number 00992K) which provides the following courses for full fee overseas students:

- Primary Education – Pre-Primary to Year 6 (CRICOS Course Code 018816A)
- Secondary Education – Year 7 to Year 10 (CRICOS Course Code 0100247)
- Senior Secondary Certificate of Education – Year 11 to Year 12 (CRICOS Course Code 0100248)

Our students participate in eight learning areas which are:

- English
- Mathematics
- Science
- Studies of Society & Environment / History (HASS)
- The Arts
- Health and Physical Education
- Technology

All programs are aligned to the Western Australian Curriculum, Early Years Learning (EYL) Framework, and the National Quality Standards (NQS). To ensure we meet high standards, all teachers have the flexibility within their class to differentiate to meet the needs of each student. The College does not deliver any of its courses exclusively by online or distance learning.

The College also provides opportunities for all students to learn:

- Arabic
- Islamic Studies
- Quran

For Years 10, 11 and 12 the College provides students with a tailored individualised pathway, allowing for informed student choice. The College offers a broad range of opportunities to senior students with an extensive selection of courses available allowing students the opportunity to achieve the West Australian Certificate of Education (WACE).

More comprehensive information on the College's methods of teaching and learning are available in the College's Pedagogical Framework of Teaching and Learning available on the Policies page of our website.



## 8. General College Information:

**Lessons:** There are six lessons per day of approximately 45 minutes each, with two breaks.

### **School Hours:**

- Primary school starts at 8.25am and finishes at 3.20pm.
- Secondary school starts at 8.25am and finishes at 3.30pm.
- These hours change during the Holy month of Ramadan. The Ramadan timetable is provided to students and their parent/guardian via email before Ramadan starts.

**Prayers:** Students are taken to the prayer hall for congregational Dhuhr prayers each day.

**School Buses:** The College has a Bus service from most suburbs. Bus fees are an additional cost and are not part of the annual tuition fees. Bus prices are available upon request. If the bus service is required, the student and/or their parent/guardian must tell the College in advance so that the routes can be checked for available spaces and necessary application forms can be completed by the family.

**Public Transport:** Public transport can be used to reach each campus using Perth's Transperth network of trains and buses, where age appropriate.

**School Uniforms** are compulsory for all students. The full school uniform must be worn during school hours and to and from school. The Uniform price list is available on the College website.

**Term Dates:** The school year is divided into two semesters, and each semester is divided into two terms. The Term Dates are available on the College website.

**Events:** Each campus has a school calendar available on the College website.

**Newsletters:** The College publishes an electronic newsletter at the end of each term. The newsletters are also available on the College website. You can also access the College newsletter by downloading the APP from the College website.

**Punctuality and attendance:** Punctuality and attendance are very important to the College. For further details see Attendance section below.

**Assessment methods:** For details of the College's system of student assessment, please see the Assessment and Reporting Policies on the College website. The College will provide all possible support to overseas students but cannot guarantee a successful education outcome for students. Assessments will be undertaken throughout the course and parents/guardians will have the opportunity to communicate with teachers through email, by booking face to face meetings and through attending parent/teacher meetings (where appropriate given the geographical location of the parent).

## **9. Pathways to Higher Education**

For pathways to further study, it is recommended students and parents/guardians speak to relevant higher education providers in Australia, such as Universities and TAFE, etc.

## **10. Entry Requirements including English level**

To be considered for enrolment with the College international students from non-English speaking countries must show they have the appropriate level of English for the year level / course of study applied for. Although the College has an internal test for Full Fee Overseas Students on arrival to determine appropriate class allocation, the College may request a student to sit an IELTS General Test or similar test from another organisation before issuing a letter of offer, especially where the student is enrolling in our Upper Primary or High School courses.

Where the College believes students are not at the required English language standard for the year level / course of study, the College will discuss options with the student or their parent/guardian. Options may include completion of an English language bridging programme (ELICOS) before acceptance with the College.

To be considered for entry to the College, at the time of applying for enrolment, the College must be given school reports for each student from their current school that show:

- The student has a good study ethic and positive attitude to their studies.
- The student has a minimum score of 50% in all subjects.
- The student has satisfactory test results in all subjects.

All applicants upon arrival may be required to complete entry tests in English and Mathematics to assist the College with class placements.

## **11. Education Agents**

The College does not engage the services of education agents to formally represent the College or to seek enrolments for the College. If a student and/or their parent/guardian engages the services of an education agent this arrangement will remain between those parties.

The College will not accept students from an education agent that a student and/or their parent/guardian has engaged, where the College knows or reasonably suspects that:

- The education agent is providing migration advice (unless they are authorized to do so under the Migration Act)
- The education agent is or has been engaged in dishonest recruitment practices, including deliberately attempting to recruit a student where it conflicts with Standard 7 of the National Code relating to overseas student transfers.
- The education agent is attempting to enrol a student who the education agent believes will not comply with the conditions of their visa.

The College will only accept enrolments and use PRISMS to create CoE's for students they believe are genuine.

## 12. Age Requirements for Students

To comply with Migration Regulations the following age requirements apply to international students:

- At least 6 years old at time of application
- Less than 17 when commencing Year 9
- Less than 18 when commencing Year 10
- Less than 19 when commencing Year 11
- Less than 20 when commencing Year 12

## 13. Course Credit Policy

The College does not accept subject or course credits from other education providers. Every effort will be made to place students in the most appropriate year level suitable to the student's age group, academic abilities and age requirements for students as explained above.

## 14. Enrolment Information

To apply for a place at Australian Islamic College, you can contact the College in the following ways:

- By sending an email to [info@aic.wa.edu.au](mailto:info@aic.wa.edu.au)
- By phoning the relevant campus and speaking to the Enrolment Officer
- In person at the front office of the relevant campus

### Step 1

Make your initial inquiry.

### Step 2

The College will then email you the Full Fee Overseas Student Policy Handbook and a link to the College's Overseas Enrolments page on our website.

### Step 3

After reading through the handbook and looking through the information on the College website specific to overseas students including information about the Education Services for Overseas Students (ESOS) framework.

Before proceeding with an enrolment application, students and their parent/guardian must read and understand all the information provided to them, including the information available on the College's website under Enrolment / Apply / International student.

If you wish to proceed with enrolment, tell the person at the College who you have been dealing with that you wish to proceed with an enrolment.

### Step 4

The Enrolment Officer will then provide you with all the necessary documentation, including:

- Full Fee Overseas Student Policy Handbook
- Full Fee Overseas Student Enrolment Application Form
- Full Fee Overseas Student Agreement

### Step 5

Once the student and parent/guardian has read and understood all the information and wants to proceed with the enrolment, they must return to the College the following completed documentation:

- Signed Application for Enrolment Form (one completed form per child, along with all documents requested within that form)
- Signed Student Agreement (one completed form per child)
- Results of an applicable English language test if requested to do so by the Enrolment Officer
- A copy of each student's most recent school report (translated into English) and all other documents requested in the enrolment form including passport, visa (where already issued), immunisation records translated into English, information regarding English proficiency, proof of Health Insurance cover, etc.

### Step 6

After assessing the enrolment application, the Enrolment Officer will contact you if they require any further information. Once the Enrolment Officer has received all the necessary documentation from you, the College Principal will assess the enrolment application, and may request further documentation to assist in assessing placement. If the Principal has any concerns regarding the student's level of English, they may request an IELTS test, or equivalent, if this has not already been requested and/or provided in order to assess the enrolment application.

### Step 7

The Enrolment Officer will advise you of the outcome of the Principal's assessment including whether an English test result is required before a letter of offer can be issued. If an English test is requested prior to offer, the student and their parent/guardian must arrange for the student to sit the required English language test and provide the College with the results.

### Step 8

Once the College is happy to accept the enrolment, and are sure space is available, the International Student Contact Officer at the College's Head Office will issue a letter of offer with instructions regarding payment required which will consist of the following per student (more detailed information is available at section 16 of this handbook:

- \$1,000 bond
- \$250 application fee (non-refundable)
- 50% of the annual tuition fee (student and/or their parent/guardian may pay more than 50% of the annual tuition fee if they wish to do so)
- School Curriculum and Standards Authority fee if applicable to the course

### Step 9

The student or their parent/guardian will make payment, as per the instructions in the letter of offer and will email the International Student Contact Officer proof of payment.

### Step 10

Once the International Student Contact Officer receives confirmation of payment from the College's Accounts Department, they will issue a Confirmation of Enrolment (CoE) within 7 working days of the payment being received. The CoE issued by the College will not exceed the CRICOS registered duration for the course, consistent with the year level of entry for that course.

### Step 11

When the CoE (Confirmation of Enrolment) is received by the student and parent/guardian they can then start the process of applying for the necessary student visa, carer visa (if required) and/or guardian who will take responsibility for the welfare of the student while in Australia (where a relative is not accompanying the student on a carer visa).

**Please note:** The College

- Does **not** assist students or their families with visa applications. It is the sole responsibility of the student and their parent/guardian to apply for the student visa and any other visa the family requires.
- Does **not** give any guarantee of visa approval following the issuing of a Confirmation of Enrolment.
- Does **not** guarantee any migration outcome from a student completing any course offered by the College.

### 15. Studying and Living in Perth

Perth is located on the west coast of Australia and is one of the most attractive and scenic capitals in the world. With a population of over two million, Perth is one of the safest, cleanest and friendliest cities in the southern hemisphere making it an excellent place to study, visit and live.

Its Mediterranean climate is a major attraction with its warm, dry summers and mild winters. The superb weather means greater outdoor leisure activities can be enjoyed all year round, building a healthy and positive atmosphere. Summer is from December to February and winter is from June to August. Perth's lifestyle includes beaches, outdoor activities, movies, the arts, culture, an array of sporting opportunities and cuisine from around the world.

Closer to Asia than any other Australian state, Western Australia is a multicultural state where people of different nationalities, cultures and religions are respected and welcomed.

Perth has excellent public transport facilities and offers an inexpensive lifestyle compared to other state capitals in Australia.

The Department of Home Affairs has financial requirements you must meet to receive a student visa for Australia. For links to helpful websites, including cost of living, please see Section 39 'Useful websites for overseas students and their parent/guardian'.



## 16. Accommodation and Welfare Arrangements

The College does not provide Homestay services. The College does not provide a homestay service and does not accept responsibility for the welfare and accommodation arrangements of any overseas students and therefore does not issue Confirmation of Appropriate Accommodation and Welfare letters (CAAW) to parents. The parents are responsible for arranging suitable accommodation and guardianship arrangements and seeking approval for those arrangements through the visa application process.

For a student under the age of 18 to be granted a student visa a parent, legal custodian or an eligible relative must be nominated to take responsibility for the overseas student's accommodation, welfare and support while in Australia. The parent, legal custodian or eligible relative must have an appropriate visa or have applied for a Student Guardian Visa (subclass 590) through the Department of Home Affairs.

An **eligible relative** is:

- A parent, brother, sister, step-parent, step-brother, step-sister, grandparent, aunt, uncle, niece, nephew, step-grandparent, step-aunt, step-uncle, step-niece, step-nephew; and
- Nominated by a parent of the student or a person who has custody of the student; and
- Aged at least 21; and
- Of good character (this is shown by providing a police clearance from the countries in which they have lived for more than 12 months in the past 10 years, since the age of 16; and
- An Australian citizen, permanent resident or be eligible to remain in Australia until the overseas student's visa expires or the overseas student turns 18 years of age (whichever happens first).

The Department of Home Affairs will assess the nominated arrangements explained above according to the Migration Regulations 1994 and, if approved, the parent, legal custodian or eligible relative will be the overseas students "**nominated guardian**". The College is not involved in this process and will not issue a Confirmation of Appropriate Accommodation and Welfare (CAAW) letter.

All students must live with the nominated guardian authorised by the Department of Home Affairs throughout the duration of their study at the College. Failure to follow visa conditions will result in cancellation of the student's enrolment.

Although the College is not obliged to follow up where a nominated guardian has been approved by the Department of Home Affairs, the College is obliged to contact the Department of Home Affairs and other local agencies if the College becomes aware the overseas student is not being well looked after, if the College has concerns for their welfare and if the College is unable to contact the student. This may also involve the College contacting the Police and any other agencies the College is obliged to notify under Australian law.

Where the nominated guardian is not the student's parent, the Nominated Guardian section of the Student Enrolment Form must be completed. By completing this section, the student's parents are advising the College that full carer's rights and guardianship has been provided by the student's parents to the nominated guardian.

### 16.1 Student turning 18 during final period of their course

The College has imposed the following enrolment condition where the College has enrolled an overseas student who will turn 18 years of age during the final period of their course:

- That the student lives in accommodation approved in writing by their parent/guardian until their course is completed. Parents/guardians are requested not to approve independent living in a house-

sharing or flatting type arrangement as this is not the safest form of accommodation nor most likely to lead to successful course achievement.

## 17. Fee Schedule for Full Fee Overseas Students

The below table explains the tuition fees and associated costs:

TUITION FEES & ASSOCIATED COSTS	PRIMARY YEAR PP-6	SECONDARY YEAR 7-10	SENIOR SECONDARY YEAR 11-12	COMMENTS
Application Fee	\$200	\$200	\$200	Non-refundable
Tuition Fees	\$15,500	\$18,000	\$19,500	Per Annum
Bond	\$1,000	\$1,000	\$1,000	Refundable
School Curriculum and Standards Authority fee	Not applicable	Not applicable	\$220 for Year 11 \$495 for Year 12	Secondary Education Authority
Private Health Insurance	-	-	-	Students must arrange their own Health Insurance
<b>TOTAL COST</b>	<b>*\$16,700</b>	<b>*\$19,200</b>	<b>*\$20,920 / \$21,195</b>	

*\*all costs quoted in Australian dollars and may be subject to change within the period of enrolment.*

Fees are payable one semester (6 months) in advance, and no less than two weeks prior to the end of the prior semester. All fees must be paid in Australian dollars.

If a student changes visa status (eg, becomes a temporary or permanent resident) they continue to pay the full overseas student fees for the duration of that current semester.

### 17.1 Non-Tuition Fees

The costs of purchasing school uniform, textbooks and stationery are not included in the tuition fees. These costs are the responsibility of the student and/or their parent/guardian.

The uniform price list is available on the College website.

Booklists for the current year are available on the College website. These are subject to change for future years. Books should only be purchased once a booklist for the year of commencement has been given to you. You can request these from the front office of the relevant campus. They are usually available towards the end of Term 4 for the following year. Books can be purchased online and delivered to a Perth metropolitan address (details will be provided on the booklist).

All other incidental or ad-hoc educational expenses including the costs of attending incursions and excursions, must be paid for by students and/or their parent/guardian. These costs will be advised to parents as applicable.

Bus fees are not included in tuition fees. Bus prices are available upon request. If the bus service is required, the student and/or their parent/guardian must tell the College in advance so that the routes can be checked for available spaces and necessary application forms can be completed by the family.



## 18. Health Cover and Health Information

Full Fee Overseas Students **must** have overseas student health cover (OSHC). Students and/or their parents/guardians must obtain OSHC for the proposed duration of study prior to their visa being granted by the Department of Home Affairs. Proof of health insurance for the duration of the student's stay at the College must be provided before the student starts to study at the College.

Providing accurate student health information helps College staff to properly care for students. Please include information about any medical conditions or disabilities on the enrolment application form.

## 19. Payment Method

Payment of the application fee, bond, tuition fee and School Curriculum and Standards Authority fee (where applicable) is to be made by bank transfer directly into the below College bank account:

Bank:	Commonwealth Bank
Branch:	Perth, WA 6000
BSB:	066-000
Account No:	13340097
Account Name:	Australian Islamic College Overseas
Bank Address:	Shop 1, 95 Williams Street, Perth, WA 6000

Even if paying from within Perth, a bank transfer is the preferred payment method as cash payments of large sums are not able to be processed by the College.

Once the student is studying with the College, future tuition fees and other associated costs can be made by bank card at the applicable campus front office, or by bank transfer.

For all bank transfers, a copy of the bank transaction receipt must be emailed to the College to show proof of payment.

## 20. Information collected on Enrolment Application form

### 20.1 Contact Details

The student and/or their parent / guardian must ensure the College has the correct contact details for the **nominated guardian** approved by the Department of Home Affairs including their full name, address and phone numbers. Any changes to these details must be advised to the College within 7 days of any change.

Students or their parents/guardians must notify the College immediately if the **student** changes their address or phone numbers. The College must be advised within 7 days of any change of address, contact details or living circumstances of the student, family and/or guardian. Failure to do so may affect the student's visa.

The College requires students who turn 18 year of age to remain in accommodation approved by their parent/guardian for the duration of their study as a condition of their enrolment at the school. Please see Section 15, 'Accommodation and Welfare Arrangements'. All visa conditions issued by the Department of Home Affairs must be followed.

## **20.2 Family Details**

This information is collected to enable information about student enrolment and progress to be supplied to the applicant's parents. The school must be informed as soon as possible about any changes to family arrangements and within 7 days of any change.

## **20.3 Emergency Contact**

These are people whom the school may need to contact in an emergency. Please ensure the people named are aware that they have been nominated and agree to their details being provided to the school. The school must be informed as soon as possible of any changes to the emergency contact, and within 7 days of any change.

## **20.4 Storage of Information (Student Management System)**

In addition to the College's student management system (TASS) for all students, the College also uses PRISMS to enter an enrolling international student's details. The Department of Home Affairs uses this data to assist in deciding whether to issue a student visa. The College keeps PRISMS data up to date, which includes changes to living arrangements and any breach of conditions while the student is studying at the College. The Department of Home Affairs may cancel a student's visa due to information entered by the College in PRISMS.

## **20.5 Retention of Records**

The College will store both hardcopy and electronic information in relation to a student's enrolment. The College will keep copies of all records including receipts for more than two years after a student ceases their enrolment with the College. More detailed information is contained in the College's Records Retention Policy.

## **21. Visa Status**

You must provide the College with a copy of the student visa as soon as it is issued, including any conditions on the student visa. You must also tell the College of any changes to a student visa.

## **22. Orientation**

The campus Principal along with their nominated delegate will ensure the student is provided with all information and support before the commencement of classes. Students may discuss accommodation, transport, and health and service provision with the campus Principal and their nominated delegate.

The enrolment officer will discuss any issues relating to visas, enrolment, fee payment, uniform, stationery and text books, lockers, etc.

The Principal's nominated delegate will orient the student to the College, including any arrangements relevant to their year level. Once studies have commenced, the Year Level Coordinator/ HOLA / Behaviour Coordinator (depending on the respective campus structure) will be responsible for all matters concerning the student.

The College will ensure the following occur:

- That the student is introduced to the services available including Library, Careers (depending on year level enrolled in), Counselling, religious support, canteen, and campus facilities.
- That the student is reminded of attendance and academic progress requirements and implications non-compliance may have on their visa.

- That Front Office administrators maintain all student records and liaise with parents / guardians where necessary.
- That the parent / guardians are provided with a Parent Lounge log in. Parents / guardians can email the teachers directly from the parent lounge, access reports and book parent/teacher interviews.
- That the student and/or their parent/guardian are provided with the following information by the Principal or their delegate on their first day at school:
  - Name and contact of their Year Coordinator and other relevant staff
  - Name and contact (including after hours contact details) of the student’s official point of contact at the campus
  - Name and contact of the campus Principal, including after hours contact details
  - Copy of this Full Fee Overseas Student Policy Handbook
  - Access to College policies, including Complaints and Disputes Policy, Lockdown Policy, Emergency Management Policy, Critical Incident Policy, Attendance Policy, Computer and Internet Acceptable Use Policy and Risk Management and Safety in Schools Policy.
  - Where any of the above policies are not publicly available on the College website, a link to a folder containing those policies will be shared with the parent/guardian.
  - A web browser link to the ESOS (Education Services for Overseas Students) Legislative Framework.
- That all concerned staff members have access to all College policies, including Full Fee Overseas Students policies so they are aware of their obligations and responsibilities under the ESOS framework.



### **23. Seeking Assistance, Reporting Incidents, Reporting Allegations of Sexual, Physical or other abuse:**

The safety and wellbeing of our students is extremely important to the College.

You are encouraged to read the following policies, available on the College website, so you can understand what systems the College has in place regarding student wellbeing, seeking assistance, reporting incidents and allegations:

- Child Protection Policy
- Student Wellbeing Behaviour Management Policies
- Duty of Care Policy and Procedure

The College will notify the Director General of the Department of Education in relation to all reportable incidents. In addition, the College will ensure when dealing with a critical or emergency incident involving an overseas full fee student that the Department of Home Affairs is notified where necessary and that communication occurs with the student's nominated guardian in Australia and parent / legal guardian living outside of Australia.

### **24. Critical Incidents**

Please refer to the College's Emergency Management Policy, Critical Incident Policy, Risk Management and Safety in Schools Policy and Lockdown Policy for detailed information regarding incidents and critical incidents. Any of these policies that are not publicly available on the College website will be provided to the student and/or their parent/guardian on their first day at school.

All critical incidents will be documented and will be notified to the Executive Principal, Board Chair, Director General of the Department of Education Services and any other body the College is legally bound to notify. The National Code defines a critical incident as a traumatic event, or the threat of such (within or outside Australia) which causes extreme stress, fear or injury.

The College will maintain and retain all student records including records relating to incidents and remedial actions taken in accordance with its Retention of Records Policy, which will be for more than two years after the overseas student ceases to study at the College.

### **25. Student Support Services including College Counsellors**

The College wants all our international students to feel welcome. The College ensures students are well supported both academically and pastorally during their transition to life in Perth and while studying with the College. Welfare-related support services are provided by the College at no additional cost to students. Year level coordinators, religious education staff and school counsellors assist teaching and administration staff in providing guidance and counselling to assist students' personal growth and academic progress.

#### **25.1 Additional Counselling or Support Arrangements**

The College takes no responsibility for any costs associated with additional counselling or support arrangements parents arrange with private agencies or persons. Persons appointed for additional counselling or support arrangements will not be able to access information directly from the College, without the written approval for the release of information from the student and or parent/guardian where the student is not over the age of 18.

## **26. Student Travel**

Students are not permitted to travel overseas or visit their home country during the school year, except during term breaks and summer breaks. If compelling or compassionate circumstances exist, the student and/or their guardian must seek approval from the College in writing and arrangements must be made to ensure the student's grades will not be affected.

## **27. Deferring, Suspending or Cancelling Student Enrolments**

An international student's enrolment can be deferred, suspended or cancelled.

The College may suspend or cancel an enrolment for different reasons, including:

- Student misbehaviour
- Failure to pay fees
- Breach of course progress or attendance requirements. Any decision to defer, suspend or cancel an international student enrolment will be made in accordance with the requirements of the National Code.

An overseas student and/or their parent/guardian may initiate a deferment or suspension on the grounds of compassionate or compelling circumstances. The overseas student and/or their parent/guardian must do so by writing to the Principal. Where an overseas student has requested to defer or suspend their enrolment, the College will assess the application based on its merits and by assessing any documentation the family provide to support their request. The College's assessment will include an assessment of any compassionate and compelling circumstances. Compassionate and Compelling circumstances are generally things beyond the control of the overseas student and which have an impact on the student's course progress or wellbeing.

Examples include, but are not limited to:

- Serious illness or injury, where a medical certificate states that the overseas student was unable to attend classes
- Bereavement of close family members such as parents or grandparents (where possible a death certificate should be provided to the College once available)
- Major political upheaval or natural disaster in the home country requiring emergency travel which impacts the overseas student's studies
- A traumatic experience, which could include:
  - Involvement in, or witnessing a serious accident
  - Witnessing or being the victim of a serious crime which has impacted the overseas student (supporting evidence from a police or psychologist should be provided to the College)

Deferral of studies is for a maximum of 6 months and cannot be issued retrospectively. Deferring, suspending or cancelling of a student's enrolment may affect their student visa as the College is required to notify the Department of Education via PRISMS. If this should occur, as per the National Code, the College will also tell the student and/or their parent/guardian to contact the Department of Home Affairs to discuss their situation.

### **27.1 Student suspension or expulsion**

If the Principal suspends or cancels a student's enrolment due to serious breach of the College's rules, the student will be reported to the Department of Home Affairs. For more information on suspensions and expulsions, please refer to the College's Student Wellbeing and Behaviour Management Policy on the College website.

Where the College intends to suspend or cancel a student's enrolment, before imposing the suspension or cancellation of enrolment the College will advise the student in writing of the intention and reasons to suspend or cancel the enrolment. The College will also advise the student of their right to appeal the decision of the College as explained in the College's Complaints and Disputes Policy. The student will be given 20 working days to access the College's internal complaints and appeals process.

The College may proceed with a deferral, suspension or cancellation after the internal complaints and appeal has been completed, eg, in cases of misbehaviour or non-payment. The College will need to wait for both the external complaints handling and appeals process to be completed where it relates to course progress or attendance breaches.

The suspension or cancellation of the enrolment will not take effect until the internal appeal process is completed. However, the College does not have to give the student an opportunity to appeal a College initiated deferral, suspension or cancellation of enrolment when the overseas student's health or wellbeing or the wellbeing of others is likely to be at risk by not doing so.

If after the internal appeal process, the College still intends to suspend or cancel a student's enrolment, the College will advise the student and/or their parent/guardian of their right to appeal to the Ombudsman. Please see more detailed information under Section 34 of this Policy Handbook.

## **28. Course Progress Policy**

Students must demonstrate satisfactory course progress during the period of their enrolment. Satisfactory performance is assessed by the school on a term by term basis. For more detailed information please refer to the College's Assessment Policy available on the website.

Students must satisfactorily complete all subjects/units necessary to progress to the next year level or to satisfactorily complete their course of study within their agreed study period as per their Confirmation of Enrolment (CoE).

Students must complete the course within the expected duration as specified on the student's CoE. Where compassionate or compelling circumstances exist, or the College has implemented its intervention strategies, or study deferral has been approved, an extension may be possible.

### **28.1 Intervention Strategy – Unsatisfactory Course Progress**

The College will take the following steps in relation to unsatisfactory course progress:

- If a student has failed or been deemed not yet competent in 50% or more of the units attempted in any term, the College will follow the mandatory intervention strategy. The College may also intervene where students are at risk of failing to achieve competence in 50% of the units studied.
- Students failing to perform satisfactorily will be counselled to try to resolve issues affecting their performance. Students may be provided with English language or subject specific tutoring or counselling to address identified issues. Services beyond those normally provided within the College's resources may incur additional cost as they are not included in the annual tuition fee. Students will

be given career and guidance counselling where appropriate. Students studying in Years 10, 11 and 12 may be advised to change subjects within their course of study.

- Continued poor performance will result in the student's placement on a performance contract with the College for a specified length of time. Parents will be informed of this and any further action required to assist the student to resolve their performance issues.
- If performance requirements are not met during the specified length of time, students may be referred to a new course of study with a new performance agreement and review period agreed to.
- If the performance requirements continue to not be met, the student's name will be reported via PRISMS (Provider Registration and International Student Management System). However, before reporting to PRISMS, the College will advise the student in writing of their right to access the College's Complaints and Disputes process. The student will be given 20 days to appeal the College's decision before reporting to PRISMS.
- Where the overseas student chooses to appeal the decision, the College will wait for both the internal complaint (and external complaints handling and appeals process where applicable) to be completed where it relates to course progress breaches.
- For further information please see the Complaints and Appeals section below and the Complaints and Disputes Policy on the College website.
- Students reported on PRISMS are at risk of visa cancellation by Department of Home Affairs.
- Compelling and compassionate circumstances may be considered before reporting a student through PRISMS.
- The College does not have to give the student an opportunity to appeal a College initiated deferral, suspension or cancellation of enrolment when the overseas student's health or wellbeing or the wellbeing of others is likely to be at risk by not doing so.

## **29. Course Attendance Policy**

The College encourages all students to achieve to the best of their abilities. It is expected that all students take full advantage of their educational opportunities, including regular attendance, completion of all set work and consistently working to their full potential.

Students must achieve satisfactory attendance for each course which is a minimum of 80% of the scheduled contact hours. All absences will be documented as per the College's Attendance Policy.

One of the visa conditions that forms part of a student visa issued by the Department of Home Affairs is Visa Condition 8202 – Meet course requirements. Under Section 19 of the ESOS Act 2000, the College must advise the Department of Home Affairs of any changes in a student's enrolment and breaches by a student of their visa conditions relating to academic performance, satisfactory progress and attendance. Unsatisfactory academic progress may result in the student's enrolment being cancelled, which would be in breach of this visa condition. Breaching this condition has serious implications for your student visa and will affect the possibilities of future study in Australia.

Where a student is absent without giving prior notice, due to illness or any other reason, the College must be advised immediately by telephone or email. Parents/guardians are expected to ensure student's attendance meets the minimum requirements throughout each school year.

Below is some specific information regarding attendance:

- It is expected that students attend all scheduled course contact hours. It is compulsory for overseas students to attend a minimum 80% of scheduled course contact hours as a condition of their student visa.

- The official attendance roll is marked Period 1 of each day by class teachers.
- Students absent from Period 1 will be recorded by the School Attendance Officer who will contact the guardian via an SMS to let them know of their student's absence.
- If a student is absent for five consecutive days without a prior valid reason acceptable to the College, the year level coordinator will require the parent/guardian to come to the school immediately to explain the absence.
- Students who are persistently absent from school without a valid reason acceptable to the school will be counselled and if the absenteeism continues, the student will be issued with a written warning (contract) and then reported for non-compliance if there is no change (see Intervention Strategy below).
- Absences covered by medical certificate do not contribute to the overall attendance percentage but may be considered when determining whether to report a student for non-compliance.
- Ongoing truancy may result in the student's visa being cancelled.
- For more detailed information please refer to the College's Attendance Policy on the website.

### 29.1 Intervention Strategy – Attendance

The College will take the following steps in relation to unsatisfactory attendance:

- Students and parents will be advised if attendance falls to 90%.
- If attendance falls below 90%, the student will be interviewed by the campus Principal (or their nominee). Parents / guardians will be advised and the student will be required to enter into a contract with the College aimed at improving their attendance including satisfactory level of grades if also affected.
- If attendance falls to 85%, the student will be referred to the Year Level Coordinator, counselled, and placed on a contract aimed at improving attendance. Students may also be counselled to try to resolve issues affecting their attendance. Students may be provided with English language or subject specific tutoring or counselling to address academic issues identified to be affecting attendance. Services beyond those normally provided within the College's resources may incur additional costs as they are not included in the annual tuition fee. Students will be given career and guidance counselling where appropriate. Students studying in Years 10, 11 and 12 may be advised to change subjects within their course of study, where it is agreed between the College and the student and/or their parent/guardian that their subject choice is affecting their attendance.
- **If attendance falls below 80%, the College will be required to report the student to the Department of Home Affairs via PRISMS for non-compliance with course attendance.**
- **Students reported on PRISMS are at risk of visa cancellation by the Department of Home Affairs.**
- However, before reporting to PRISMS, the College will advise the student in writing of their right to access the College's Complaints and Disputes process. The student will be given 20 days to appeal the College's decision before reporting to PRISMS. The College may decide not to report a student for breaching attendance requirements if the overseas student is still attending at least 70% of the scheduled course contact hours, and has provided genuine evidence demonstrating that compassionate or compelling circumstances apply.
- Where the overseas student chooses to appeal the decision, the College will wait for both the internal complaint (and external complaints handling and appeals process where applicable) to be completed where it relates to course progress breaches.
- For further information please see the Complaints and Appeals section below and the Complaints and Disputes Policy on the College website.
- Students reported on PRISMS are at risk of visa cancellation by Department of Home Affairs.



- The College does not have to give the student an opportunity to appeal a College initiated deferral, suspension or cancellation of enrolment when the overseas student's health or wellbeing or the wellbeing of others is likely to be at risk by not doing so.

### **30. Student Behaviour Management Policy**

Students must comply with all visa conditions and must not engage in any activity that may endanger the safety of themselves or any other person or that could lead to Police charges. These are also grounds for suspension or cancellation.

The school may suspend or cancel a student's enrolment for misbehaviour. Misbehaviour includes repeated breaches of the school's Student Code of Conduct and/or repeated disregard of school rules or expected standards of behaviour. For more detailed information please see the College's Student Wellbeing Behaviour Management Policy on the website.

Before reporting a student's misbehaviour to the Department of Home Affairs via PRISMS students and their parent/guardian will be given 20 days' notice to enable them to commence the appeal process if they wish to appeal the decision. Compelling and compassionate circumstances will be considered before reporting a student.

The College does not have to give the student an opportunity to appeal a College initiated deferral, suspension or cancellation of enrolment when the overseas student's health or wellbeing or the wellbeing of others is likely to be at risk by not doing so.

### **31. Student Transfers**

The National Code 2018 restricts students from transferring to other providers before completing six months of their main course of study. The College will comply with Standard 7 of the National Code 2018 and in the best interest of a student when considering transfer requests.

Students may apply to transfer to another registered provider after 6 months (2 terms / 1 Semester) of enrolment. A letter of release will only be granted where the student has provided a letter from the other registered provider confirming that a valid enrolment offer has been made.

If the student is less than 18 years of age, the parent or legal guardian must provide written support for the transfer. The College does not issue CAAW letters and therefore will not take responsibility for the accommodation and welfare of a transferring student who has a welfare arrangement in place with that registered provider. Before accepting a student, the College will inform the student and/or their parent/guardian that they must have alternate welfare arrangements approved by the Department of Home Affairs or return to their home country until the new approved welfare arrangements take effect. Only once an alternate welfare arrangement has been approved with a relevant visa will the College be able to approve a transfer.

#### **31.1 Situations where a letter of release will be considered where overseas student has not completed six months of their course**

A letter of release will only be provided for a student who has been enrolled for less than 6 months in the following situations where the College believes the transfer would be in the best interests of the overseas student, including but not limited to:

- The overseas student will be reported because they are unable to achieve satisfactory course progress at the level they are studying, even after participating in the College's intervention strategy.

- There is evidence that exceptional, compassionate and compelling circumstances exist: for example, serious illness, death of a relative or a crisis in the student's home country.
- The College has failed to deliver the course as outlined in the Student Agreement and Enrolment Application.
- There is evidence that the overseas student's reasonable expectations about their current course are not being met.
- There is evidence that the overseas student was misled by the College or an education or migration agent regarding the College's course and the course is therefore unsuitable to their needs and/or study objectives.
- An internal or external appeal on a matter results in a decision or recommendation to release the overseas student from the College.

Applications for a letter of release under such circumstances will be assessed by the College on a case by case basis. Transfer applications will be processed within ten working days from the receipt of a fully completed written application to transfer to another provider, that includes all the relevant information the College requires to complete the transfer in PRISMS.

Where a letter of release is issued by the College, it will be at no cost to the student. The College will advise the student that they must seek advice on whether a new student visa is required.

Where the College intends to refuse a transfer request, the College will give the reasons for refusal in writing to the student and the student will be given 20 days to appeal the decision. Please refer to the Complaints and Appeals of Decisions Policy below. The College will not finalise the student's refusal status in PRISMS until the appeal finds in favour of the College, or the student chooses not to access the complaints and appeals process within the 20 day period or withdraws from the process.

A letter of release will not be granted where tuition or other fees are in arrears or the student has been or is likely to be reported for breach of visa conditions.

All records relating to a student's application for a letter of release, the assessment of the application and any decisions made in respect of it, will be retained by the College in the student's file for a minimum of two years after the student cease to be enrolled with the College.

### **31.2 Process to assess overseas student transfer requests where the overseas student has not completed six months of their course**

Note: The below process, from receipt of a fully completed application to the decision being made, will take no more than 10 working days.

#### **Step 1**

Student and/or their parent/guardian submits a written request to the Principal to transfer to another registered provider. The written request must include:

- Written proof of an offer from another registered provider
- The reason for the transfer request being submitted before six months of their course has been completed.

## Step 2

The Principal will assess the contents of the application and where further information is required will request such information from the student and/or their parent/guardian within 2 working days of the transfer request being received.

## Step 3

The Principal, in liaison with the Executive Principal (or their delegate), will assess the application for transfer against the criteria set out in Section 31.1 above. The process of assessment may include a request to meet with the student and their parent/guardian.

## Step 4

The Principal and Executive Principal will make a decision on the application and advise the student and/or parent guardian of their decision and where applicable the reasons.

### Step 4a

Where the decision is to refuse a transfer request, the Principal will provide the reasons for refusal in writing to the student and/or their guardian. The student and/or their guardian will be given 20 days to appeal the decision and the College will not finalise the student's refusal status in PRISMS until the appeal finds favour of the College, or the student chooses not to access the complaints and appeal process within the 20 day period, or withdraws from the process.

### Step 4b

Where the decision is made to release the student, the College will liaise with the family regarding the date from which they want the transfer to take effect. The responsible staff member will then complete the transfer within PRISMS.

## 32. Complaints and Appeals of Decisions Policy

The school is committed to having mechanisms to deal with complaints impartially, promptly, and confidentially including mechanisms to ensure complaints are dealt with in the best interests of the safety and wellbeing of the student.

Should a complaint be received by the College, staff will make every effort to resolve the issue quickly and fairly.

When making a complaint, please provide:

- Your name and contact details
- Copies of relevant correspondence or documents relating to the complaint
- An explanation of what you are complaining about

Students and/or their parent/guardian wishing to lodge a complaint are requested to refer to the Colleges **Complaints and Disputes Policy** (available on the College website) and can obtain assistance in navigating this process from their official point of contact or another support person if that is preferred by the student and/or their parent/guardian.

- The formal investigation of a complaint requires the complaint to be made in writing.
- Complaints will be responded to within 10 working days.
- There is no cost associated in lodging a complaint.

- The school will maintain a student’s enrolment while the internal complaints process is ongoing unless extenuating circumstances relating to the welfare of the student apply. This does not necessarily mean that a student must remain in class.
- Complainants will be provided with a written statement of the outcome, including details and reasons for the decision and will be advised of their right to appeal the decision within 10 working days.
- If a student and/or their parent/guardian is not satisfied with the College’s response/resolution of the complaint, they may appeal the decision (please refer to Section 3.4 in the College’s Complaints & Disputes Policy).
- In the event of an internal appeal, the student’s enrolment will be fully maintained, pending the outcome. The appeal will be at no cost to the student. The outcome of the appeal will be provided to you in writing.
- If an international student is excluded from the College for any reason pertaining to a complaint or visa issue, it will be with no disadvantage to the student while the appeal process is on-going.
- The College will not report a student to PRISMS for unsatisfactory progress or attendance until the complaints process is complete, nor if an external appeal has been lodged with the Overseas Students Ombudsman (please refer below).

### **33. Overseas Students Ombudsman (Office of the Commonwealth Ombudsman)**

If an international student studying, or planning to study, in Australia has a problem with the College, they can contact the Office of the Commonwealth Ombudsman. Family or friends of an international student who are concerned about a problem a student is having can also contact the Ombudsman.

The Overseas Student Ombudsman (OSO) provides support to future, current or former students. Their service is free to students and they do not charge for making a complaint, they are independent and impartial.

The OSO can investigate complaints about private education providers in Australia, provide information about best practice complaint-handling and publish reports on issues in international education.

Students, their families or a close friend can complain about a student’s private education provider if they believe they may not have followed the rules or treated them fairly. Complaints might include:

- Refusing admission to a course
- Fees and refunds
- Course or provider transfers
- Course progress or attendance
- Cancellation of enrolment
- Accommodation or work arranged by your education provider
- Incorrect advice given by an education agent

You can find out more information about the OSO service on their website – [www.ombudsman.gov.au](http://www.ombudsman.gov.au). OSO publications, including newsletters, can also be found on that website.

If your complaint is in relation to something the Overseas Student Ombudsman is unable to help with, they will try to help where possible to provide details of the organisation which may be able to assist you.

In most cases, the purpose of the external appeals process is to consider whether the College followed its policies and procedures, rather than to make a decision in place of the College.

Under Standard 10.4 of the National Code 2018, if an external complaint-handling or appeal process results in a decision or recommendation that supports the student, AIC will immediately implement the decision or recommendation and/or take corrective and preventative action as required. This Policy, and the availability of internal complaints and appeals processes, does not remove the right of the student to complain to the OSO or take action under Australia's consumer protection laws.

### **34. Employment**

Where your student visa allows, working while studying in Australia can help to complement your lifestyle. You may want to work to assist with living expenses or to gain work experience.

International students may hold a student visa that allows them to work for up to 20 hours per week during the academic year, and may have no limit on the number of hours they can work during recognized school holidays. Before undertaking any paid work, students and their families must make sure their visa allows them to work. More information is available on the Department of Home Affairs website.

#### **Useful links include:**

<https://www.fairwork.gov.au>

<https://immi.homeaffairs.gov.au/visas/already-have-a-visa/check-visa-details-and-conditions/see-your-visa-conditions>

### **35. Privacy and circumstances in which information may be shared**

Information is collected during enrolment with the College to meet our obligations under the ESOS Act and National Code 2018 including the College's obligation to ensure student compliance with visa conditions and obligations under Australian immigration laws generally. 2018. Information collected about you can be provided, in certain circumstances, to the Australian Government and designated authorities and, if relevant, the Tuition Protection Service and the Overseas Students Commonwealth Ombudsman. In other instances information collected at and during enrolment can be disclosed without your consent where the College is authorised or required by law. For more detailed information please refer to the College's Privacy Policy on our website.

### **36. Notice of withdrawal**

Notice of withdrawal must be provided in writing to the Principal by the student's parents or legal guardians. Verbal notification is not considered notice.

Refunds will be paid in accordance with the Refund Policy below. Students and/or their parent/guardian cannot claim a refund of the application fee once paid, even if the service was not used.

### **37. Refund Policy**

The Refund Policy for international students enrolled at the College complies with the minimum specifications covered by the ESOS Act and National Code 2018.

Fees are payable one semester (6 months) in advance, and no less than two weeks prior to the end of the prior semester. All fees must be paid in Australian dollars.

If a student changes visa status (eg, becomes a temporary or permanent resident) they continue to pay the full overseas student fees for the duration of that current semester.

Refunds will be reimbursed in Australian dollars and the payment will be sent to the applicant's home country, unless otherwise requested by the student and/or their parent/guardian in writing.

Refunds will be paid to the International Student or their parent/legal guardian or other person specified in the written agreement.

### 37.1 Notification of Withdrawal and Applications for Refunds

- All notifications of withdrawal from a course must be made in writing to the Principal one semester in advance. Written notice must be received before the start of the student's last full semester of enrolment.
- All applications for refunds must be made in writing, and submitted to the Principal, who will confer with the Business Manager.
- The College will refund, within 28 days, all course monies paid where the student's application for enrolment is refused by the College or the student produces evidence that the application made for a student visa has been rejected by the Australian immigration authorities.
- Fees are not refundable where a student is requested to leave the College due to breach of visa conditions or a serious breach of College rules and Student Code of Conduct.
- If for any reason the College is unable to offer a course or continue to offer a course after commencement, a full refund of tuition fees paid will be made within 14 days of notification of course cancellation. In the unlikely event that the College is unable to pay a refund, the Tuition Protection Services (TPS) can assist: <https://tps.gov.au>  
The College reserves the right to alter the terms of the Refund Policy on compassionate grounds.

### 37.2 Withdrawal prior to commencement

REASON	REFUND
Student's application for a visa unsuccessful before course commences (student must provide written evidence visa has been refused by Department of Home Affairs)	Full refund of tuition fees within 28 days less AUD\$350 for administrative expenses
Student with a visa withdraws between acceptance of offer and up to 14 days before course commences	Full refund of tuition fee less AUD\$350 for administrative expenses
Student with a visa withdraws 14 days before course commencement	40% of a semester's tuition fees less AUD\$350 administrative expenses
School withdraws offer before the course commences	Full refund of tuition fees

### 37.3 Withdrawal after commencement

REASON	REFUND
Student with a visa withdraws after course commences and during the first four weeks	30% of semester's tuition fees less administrative cost of AUD\$350
Student with a visa withdraws after the fourth week	No refund is given
Student's enrolment is cancelled due to a serious breach of international student visa conditions or College rules / Student Code of Conduct	No refund is given

### 37.4 How to claim a refund

To claim a refund for a student's tuition fees the school must receive a written request for a fee refund clearly stating the reasons for the claim.

The refund if approved, will be paid to the person nominated on the Student Agreement.

The refund request must be made by the:

- Student, or
- Student's parent/guardian

Requests must be accompanied by:

- Appropriate evidence (e.g.: visa refusal letter from Department of Home Affairs)
- Confirmation of bank account name, bank account number and bank address for the refund to be deposited into
- Current home address and phone number of the student and the student's parent/guradian.

If a refund is requested to a business account in Australia the written request must include:

- Australian Business Number (ABN)
- Business trading name
- Address and phone number of the business

**Please note:** Only parents can request a refund to be paid to another party on their behalf.

### 37.5 Refund Conditions

Refunds will be made within 28 days of the date of receipt of the application for refund.

Requests must be made in writing, accompanied by appropriate evidence. Failure to provide appropriate details or evidence may result in the refund being delayed.

Refunds will not be approved unless a request is received within six months of the date the student cancelled their enrolment or was granted a new visa.

### 38. Refund Complaints Procedure

Enquiries regarding refund calculations can be made to the Administration office. Students or parents have up to 20 days to lodge a formal complaint from the date they receive remittance advice of their refund. This must be done in writing addressed to the Principal. After consideration of all the available evidence, the school may decide to:

- Uphold the complaint and issue a refund of the appropriate amount and/or restore the student's enrolment
- Dismiss the complaint.

If after the internal appeal process, the College still intends to uphold its decision regarding the refund, the College will advise the student and/or their parent/guardian of their right to appeal to the Ombudsman. For more detailed information see Section 34 of this Policy Handbook.

The terms and conditions of this Refund Policy override any previous terms and conditions of refund. Changes to the Refund Policy are ongoing. The complaints policy contained in these terms and conditions of enrolment is available to a student in the event of a complaint in relations to a claim for a refund.

The above information and the Student Agreement does not remove the right for the student and/or their parent/guardian to take further action under Australia's Consumer Protection Laws.

### 39. Useful websites for overseas students and their parent / guardian

The College support staff can assist overseas students by referring them to agencies for support and guidance during their transition to life in Australia. Listed below are just some of the organisations who students and/or their families can contact for information.

#### 39.1 Emergencies

**Emergency Call 000** - for life-threatening emergencies, such as a car crash, fire (Police/Fire/Ambulance)

#### **Non-Urgent Matters**

Local Western Australia Police: [www.police.wa.gov.au](http://www.police.wa.gov.au)

WA Police phone number: 131 444

#### 39.2 Living in Australia

Immigration Department: <http://www.immi.gov.au/>

Living in Australia: [www.livingin-australia.com/living-in-perth/](http://www.livingin-australia.com/living-in-perth/)

Western Australia: [www.westernaustralia.com/au](http://www.westernaustralia.com/au)

Study in Australia: <https://www.studyinaustralia.gov.au/English/Live-in-Australia>

#### 39.3 International Education and Multicultural Services

**Department of Education, Skills and Employment:**

<https://internationaleducation.gov.au/Pages/default.aspx>

**Department of Local Government, Sport & Cultural industries (Office of Multicultural Interests):**

<http://www.omi.wa.gov.au/>

and

**Federation of Ethnic Communities' Councils of Australia:** <http://www.fecca.org.au>

**Newcomers Network:** <http://www.newcomersnetwork.com/>



### 39.4 Islamic Organisations and Services

**Aussie Muslims:** <http://www.aussiemuslims.net/>

**Muslim Directory Australia:** <http://www.muslimdirectory.com.au>

**Islamic Schools Association of Australia:** <http://www.isaahome.org.au/about-isa/>

### 39.5 Transport

**Transperth – Public Transport Network:** [www.transperth.wa.gov.au/](http://www.transperth.wa.gov.au/)

**Swan Taxis:** <http://swantaxis.com.au/>

### 39.6 Health Services

**Subclass 500 Student Visa, Department of Home Affairs:**

<https://immi.homeaffairs.gov.au/visas/getting-a-visa/visa-listing/student-500>

**Australian Government – Why Study in Australia:**

<https://www.studyinaustralia.gov.au/English/Why-Australia>

**Australian Government – Insurance:** <https://www.studyinaustralia.gov.au/English/Live-in-Australia/Insurance>

**Medibank Health Insurance:** [www.medibank.com.au](http://www.medibank.com.au)

**Government of Western Australia Department of Health:** <https://ww2.health.wa.gov.au/>

### 39.7 Mental Wellbeing while in Australia

In addition to the College's Pastoral care support, listed below are some telephone services available in Australia.

#### **Lifeline – Ph 13 11 14**

Lifeline provides crisis support, suicide prevention and mental health support services in Australia. Lifeline provides support services by telephone and through their online chat available on their website for things such as stress from work, family or society; physical wellbeing; mental wellbeing.

#### **Kids Helpline – Ph 1800 551 800**

If you are aged between 5 and 25 and feeling depressed, worried, sad, angry or confused about things like your studies, friendships, etc Kids Helpline offers free 24 hour, 7 days a week phone counselling support.

### 39.8 Poisons in Australia

**Poison Information Centre – Ph 131 126** provides advice on managing, assessing and treating poisonous products including non-prescription pharmaceuticals, household and industrial chemicals and plant and animal venom.

#### 40. Relevant Legislation & Regulations

- Education Service Providers (Full Fee Overseas Students) Registration Act 1991
- Education Services for Overseas Students Act 2000
- Education Services for Overseas Students Act 2000 - National Code of Practice for Providers of Education and Training to Overseas Students 2018

#### 41. Relevant Internal References

- Full Fee Overseas Application for Enrolment
- Full Fee Overseas Student Policy Handbook
- Full Fee Overseas Student Agreement
- Full Fee Overseas Marketing Policy



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