



**AUSTRALIAN
ISLAMIC COLLEGE**

FULL FEE OVERSEAS STUDENT POLICY HANDBOOK

Australian Islamic College (Perth) Inc

CRICOS PROVIDER CODE: 00992K

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Contents

1.	Vision, Mission and Values	4
2.	Definitions.....	4
3.	Message from the Executive Principal.....	Error! Bookmark not defined. 5
4.	Islamic Values Integration	6
5.	Our Facilities	7
6.	Our Schools.....	8
6.1	AIC Thornlie (International Students from Pre-Primary to Year 6)	8
6.2	AIC Dianella (International Students from Pre-Primary to Year 10).....	8
6.3	AIC Kewdale (International Students from Pre-Primary to Year 12)	9
6.4	AIC Henley Brook (International Students from Pre-Primary to Year 12)	9
6.5	AIC Forrestdale (International Students from Pre-Primary to Year 12)	10
7.	Courses offered	11
8.	General College Information:	12
9.	Pathways to Higher Education.....	12
10.	Entry Requirements including English level.....	12
11.	Education Agents	13
12.	Age Requirements for Students.....	13
13.	Course Credits from Other Providers Policy	13
14.	Enrolment Information	14
15.	Studying and Living in Perth	16
16.	Accommodation and Welfare Arrangements.....	16
16.1	Student turning 18 during final period of their course	17
17.	Fee Schedule for Full Fee Overseas Students	18
17.1	Non-Tuition Fees.....	18
18.	Health Cover and Health Information	19
19.	Payment Method	19
20.	Information collected on Enrolment Application form	19
20.1	Contact Details.....	19
20.2	Family Details.....	20
20.3	Emergency Contact.....	20
20.4	Storage of Information (Student Management System)	20
20.5	Retention of Records	20
21.	Visa Status.....	20
22.	Orientation	20
23.	Seeking Assistance, Reporting Incidents, Reporting Allegations of Sexual, Physical or other abuse:.....	21
24.	Critical Incidents	21
25.	Student Support Services including College Counsellors	21
25.1	Additional Counselling or Support Arrangements.....	22
26.	Student Travel.....	22
27.	Deferring, Suspending or Cancelling Student Enrolments	22
27.1	Student suspension or expulsion.....	23
28.	Course Progress Policy.....	23
28.1	Intervention Strategy - Unsatisfactory Course Progress	23
29.	Course Attendance Policy	24
29.1	Intervention Strategy - Attendance.....	25
30.	Student Behaviour & Welfare Policy & Procedure	26
31.	Student Transfers	26

31.1	Situations where a letter of release will be considered where overseas student has not completed six months of their course	26
31.2	Process to assess overseas student transfer requests where the overseas student has not completed six months of their course	27
32.	Complaints Resolution (Students) Policy and Appeals of Decisions.....	28
33.	Overseas Students Ombudsman (Office of the Commonwealth Ombudsman)	29
34.	Employment.....	29
35.	Privacy and circumstances in which information may be shared	30
36.	Notice of withdrawal	30
37.	Refund Policy	30
37.1	Notification of Withdrawal and Applications for Refunds	30
37.2	Withdrawal prior to commencement.....	31
37.3	Withdrawal after commencement	31
37.4	How to claim a refund	31
37.5	Refund Conditions	32
38.	Refund Complaints Procedure.....	32
39.	Useful websites for overseas students and their parent / guardian	32
39.1	Emergencies.....	32
39.2	Living in Australia.....	32
39.3	International Education and Multicultural Services	33
39.4	Islamic Organisations and Services.....	33
39.5	Transport	33
39.6	Health Services	33
39.7	Mental Wellbeing while in Australia	33
39.8	Poisons in Australia.....	33
40.	Relevant Legislation & Regulations	34
41.	Relevant Internal References	34

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 College believes every child deserves an education that nurtures the heart, mind and soul. Each of our schools provide a caring, safe and inspiring environment where students are encouraged to strive for academic excellence while remaining grounded in the values of Islam. We aim to raise confident, resilient and compassionate young people who contribute positively to both the Muslim community and the wider Australian society.

Our teachers are highly qualified, passionate and committed to every child's success. They combine strong traditions of learning with the latest research-based teaching practices, ensuring each student is supported, challenged and motivated to achieve their best. In addition to core academic subjects, we enrich student learning with dedicated programmes in Arabic, Qur'an, and Islamic Studies, enabling students to strengthen their identity as Muslims while excelling in a global context. Our balanced approach fosters intellectual curiosity, growth in both spiritual and moral character, equipping our graduates to become leaders of tomorrow.

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. Message from the Executive Principal, Br Abdullah Khan

Welcome to the Australian Islamic College. At AIC, we are dedicated to excellence in both Islamic character and education. This commitment has shaped us into one of Western Australia's most unique and respected educational facilities. Our College is a vibrant, thriving community of learners. Across our schools, you will find students engaged in meaningful intellectual challenges, creative pursuits, athletic achievements, environmental initiatives, leadership opportunities, and service projects. Everywhere you look, you will see teachers and students working together in an atmosphere of mutual respect, active learning, and shared purpose.

We believe every student has the potential to achieve greatness. With the support of caring and dedicated teachers, students are encouraged to take initiative, explore their talents, and pursue their aspirations. We provide a balanced education that combines academic achievement with creativity, social development, community involvement, and above all, strong Islamic values. In doing so, we prepare our students not only for success in this world but also for eternal success in the Hereafter, Insha'Allah.



Beyond the classroom, our students benefit from a wide range of co-curricular opportunities that enrich their learning and allow them to embrace and celebrate their Islamic identity.

Together with our school community, we are committed to delivering an engaging, differentiated curriculum in Literacy and Numeracy, supported by inquiry-based learning, explicit teaching, and the purposeful use of technology. This ensures that every student has access to high-quality learning tailored to their needs and aspirations.

In nurturing lifelong learners, we emphasise deep understanding, critical and creative thinking, problem-solving, communication, reflection, resilience, and interpersonal skills – all guided by Islamic values.

We warmly invite you to be part of this journey with us, as we continue to inspire generations of confident, capable, and compassionate Muslims.

Abdullah Khan OAM FACEL
Executive Principal / CEO

4. Islamic Values Integration

Values integration is more than just teaching the students what is right. Rather, it is about promoting positive perceptions of life among our students.

These include:

- Understanding that learning and working hard are acts of worship
- To love and forgive each other for the sake of Allah
- To repel evil with good
- To love for others what you love for yourself
- Modesty in dress and actions always

Values integration extends to teaching students how to use knowledge to better themselves and society. We are not concerned with what the world can offer us, but what we can offer the world to make it a safer and better place.

At the Australian Islamic College, our values of **Faith, Knowledge, Service, Excellence, Compassion, Courage, and Resilience** shape who we are and what we do. These values inspire our students to grow as proud Muslims, achieve their best, and contribute positively to the world — with success in this Life and the Hereafter, Inshā'Allāh.



5. Our Facilities

Australian Islamic College is a God-centered, co-educational institution offering education from Kindergarten to Year 12. Through our network of five schools across Perth, Western Australia, we provide students with both academic excellence and a strong foundation in Islamic knowledge and values.

AIC is registered to deliver education to overseas students at the following locations:

Pre-Primary to Year 12

- AIC Kewdale
- AIC Henley Brook
- AIC Forrestdale

Pre-Primary to Year 10

- AIC Dianella

Pre-Primary to Year 6

- AIC Thornlie



Since its establishment in 1986 AIC has grown into the largest Islamic school in Perth, committed to supporting students to achieve high academic standards while upholding Islamic morals and conduct. We believe that combining quality education with the guidance of Islam is the greatest legacy we can offer our students.

Today the College educates more than 5,000 students across five schools in Perth's metropolitan area. Our student body reflects a diverse variety of cultural and ethnic backgrounds, fostering an environment where young people develop respect for themselves and others, a strong sense of identity and an appreciation of Australia's multicultural society. Our students are encouraged to be proud of their Muslim and Australian identity and to contribute positively to building a prosperous, inclusive, harmonious community.

The success of AIC is built upon our team of dedicated and experienced teachers, our focus on effective and engaging learning, and our commitment to inspiring students to aim for excellence in every aspect of life.

At AIC our vision is to raise generations of confident, knowledgeable Muslims who embody both academic strength and the beauty of Islamic character.



6. Our Schools

Australian Islamic College has five schools located in the Perth suburbs of Kewdale, Thornlie, Dianella, Henley Brook, and Forrestdale. Classrooms at all our schools are equipped with air conditioning. All schools (except Forrestdale) are readily accessible by public transport. All of our schools provide one-to-one laptops for students in all classrooms and interactive whiteboards to enhance learning. Each school also has an onsite canteen providing nutritious halal lunches each day.

6.1 AIC Thornlie (International Students from Pre-Primary to Year 6)

AIC Thornlie caters for international students from Pre-Primary to Year 6. Conveniently located in Perth's southern suburbs, Thornlie provides younger learners with a safe, nurturing, and engaging environment in which to begin their educational journey.

Students at Thornlie benefit from modern classrooms designed to create a comfortable and stimulating learning environment that encourage creativity, exploration, and hands-on experiences. A welcoming library complex to support literacy and instil a love of reading is one of the many highlights. Age-appropriate outdoor play areas coupled with a state-of-the-art gymnasium for indoor physical activity and social development are an additional feature. A dedicated prayer space ensures students practice their faith daily in an Islamic environment.

AIC Thornlie offers a warm, community-focused school where young children are supported to develop academically, spiritually, and socially. With its strong Islamic ethos and caring staff, Thornlie provides the ideal foundation for lifelong learning, faith, and character development.



6.2 AIC Dianella (International Students from Pre-Primary to Year 10)

AIC Dianella caters for international students from Pre-Primary to Year 10. Every child is recognised as unique with their own talents, strengths, and potential which reflects the supportive environment Dianella provides to students.

The school has a range of modern facilities designed to foster learning, growth, and wellbeing, including a multi-purpose building used for assemblies, prayers, and community events; well-equipped computer labs and ICT rooms ensuring students develop strong digital skills. With a dedicated science laboratory supporting inquiry-based learning and exploration coupled with newly developed playgrounds and outdoor spaces, Dianella provides space to play and grow in a safe, stimulating environment.



Alongside its academic focus, Dianella runs regular spiritual and enrichment programmes to nurture students holistically — academically, socially, and spiritually. With its caring staff, welcoming environment, and strong Islamic ethos, AIC Dianella provides overseas families with the assurance of a balanced, high-quality education grounded in faith, values, and student wellbeing.

6.3 AIC Kewdale (International Students from Pre-Primary to Year 12)

Since acquiring the former Kewdale High School site in 2000, the College has been transformed into a vibrant and modern educational hub. Over the years, the school facilities have undergone extensive refurbishment. Students at AIC Kewdale enjoy access to a wide range of state-of-the-art facilities including a spacious library complex, conference and seminar room and a variety of speciality classrooms including science laboratories, art rooms and technologies classrooms including digital technologies. These spaces encourage creativity, critical thinking and hands-on exploration.



For sport and recreation the school is equally well resourced, with a large gymnasium, covered quadrangle suitable for basketball and a variety of other sports, dedicated netball courts and an enviable synthetic soccer oval. The school also invested in a brand new state-of-the-art indoor swimming pool where students from all schools can participate in lessons with their peers planned throughout the school year.

Kewdale provides an inspiring environment where students can excel academically, spiritually and socially preparing them to contribute positively to both the Muslim community and wider Australian society.

6.4 AIC Henley Brook (International Students from Pre-Primary to Year 12)

AIC Henley Brook opened in 2024 in purpose-built facilities. It initially catered for students to Year 8 but this will increase by one year level each academic year until we reach Year 12 at the start of 2028. Located on a spacious 6.5-hectare site in Perth's north-east the school serves the growing Muslim community in this area and provides a very modern, welcoming and engaging learning environment.



Students at Henley Brook benefit from contemporary classrooms designed for comfort and learning, specialist learning areas, well-resourced library, an array of digital platforms to enhance learning, age-appropriate modern outdoor play areas and much more.

AIC Henley Brook offers a vibrant and nurturing environment where students can thrive academically, spiritually and socially. With its modern facilities, strong Islamic ethos and supportive staff it provides families with the assurance of a high-quality education ground in Islamic faith and values.

6.5 AIC Forrestdale (International Students from Pre-Primary to Year 12)

AIC Forrestdale opened in 2024 in purpose-built facilities to serve the growing Muslim community in the south of Perth and provides a modern, welcoming and engaging environment for learning and personal growth. While initially catering for students to Year 8, this increases by one year level each academic year until reaching Year 12 at the start of 2028.

Students at Forrestdale benefit from contemporary classrooms designed for comfort and learning, specialised learning areas fostering creativity, innovation, and academic excellence. The school also offers a well-resourced library and access to a range of digital platforms to enhance student learning and research. The school offers spacious, modern age-appropriate outdoor play areas that encourage physical activity and social development.

AIC Forrestdale provides a vibrant and nurturing environment where students are supported to thrive academically, spiritually, and socially. With its modern facilities, strong Islamic ethos, and dedicated staff, families are assured of their children receiving a high-quality education firmly grounded in Islamic faith and values.



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 the below learning areas:

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

All programmes 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 provides opportunities for all students to learn and excel in Islamic Studies and 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.

Public Transport: Where age appropriate, Perth's Transperth network of trains and buses can be used to reach our schools, except for AIC Forrestdale.

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 including the location and opening hours of the uniform shop.

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: Throughout the year each school holds a variety of events which parents are informed about through letters, emails, AIC parent portal and AIC social media platforms.

Newsletters: The College publishes an electronic newsletter at the end of each term. The newsletters are also available on the College website.

Punctuality and attendance: Punctuality and attendance are very important to the College and are integral to a student's success. For detailed information on attendance expectations and procedures see the Attendance section below and refer to the College's Attendance Policy available on the website.

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 provides comprehensive academic and student wellbeing and Tarbiyah support to assist overseas students in achieving success. However, as required by the National Code of Practice, the College does not guarantee a successful education assessment outcome or migration 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). For students whose parents are overseas, the student's guardian is encouraged to attend. Alternatively arrangements can be made to hold online meetings or parent/teacher interviews through Microsoft Teams or Zoom.

9. Pathways to Higher Education

For pathways to further study in Australia, 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 Secondary or Senior Secondary 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 our 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 shows:

- 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 tests in English and Mathematics to assist the College with appropriate class placement.

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 authorised 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

In accordance with Australian Government Migration Regulations the following age requirements apply to international students applying for a Subclass 500 Student Visa:

Primary School:

- At least 6 years old at time of application

Secondary School:

- 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 Credits from Other Providers 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
- By phoning the relevant school and speaking to the Enrolment Officer
- In person at the front office of the relevant school

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

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 specific to overseas students including information about the Education Services for Overseas Students (ESOS) Framework and any further information provided in the International Student area of the College's website and provided via email.

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 Application for Enrolment
- Full Fee Overseas Student Agreement for signing

Step 5

Once the student and parent/guardian have read and understood all the information and wants to proceed with the enrolment, they must complete the Full Fee Overseas Student Application for Enrolment, attach all required documentation requested within the form which will include current passport, visa (if already issued), most recent school reports and academic transcripts, immunisation records translated into English, information regarding English proficiency, proof of Health Insurance cover (if available), details of the legal guardian the student will be living with in Australia). Once completed all documentation must be emailed to the Enrolment Officer.

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 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, a nominated Head Office staff member 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 17 of this handbook:

- \$500 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)

Step 9

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

Step 10

Once the nominated Head Office staff member 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

Where the College has enrolled an overseas student who will turn 18 years of age during the final period of their course the College strongly encourages them to remain in accommodation approved by their parent/guardian until the completion of their studies 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 & ASSOCIATED COSTS	PRIMARY YEAR PP-6	SECONDARY YEAR 7-10	SENIOR SECONDARY YEAR 11-12	COMMENTS
Application Fee	\$500	\$500	\$500	One-off, non-refundable payment
Tuition Fees				
Study Period 1	\$10,000	\$12,000	\$14,000	Semester 1
Study Period 2	\$10,000	\$12,000	\$14,000	Semester 2
	\$20,000	\$24,000	\$28,000	Per Annum
Private Health Insurance	-	-	-	Student must arrange their own Health Insurance, not available through AIC
TOTAL COST	\$20,500 *	\$24,500 *	*\$28,500	

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

Important: The above fees do **not** include non-tuition fees.

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.

The **Western Australia School Curriculum and Standards Authority** (WA SCSA) charges a fee in Years 10, 11, and 12, which is payable directly to SCSA. The school will provide the applicable form at the appropriate time. The SCSA fee structure for Western Australia Certificate of Education (WACE) is as follows but are subject to change at the discretion of WA SCSA: Year 10 - **\$59**; Year 11 - **\$231**; Year 12 - **\$521**

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 school. 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.

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 cannot 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 school 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.

Where a student turns 18 during their enrolment, the College strongly encourages such students to remain in accommodation approved by their parent/guardian until the completion of their studies. For students under 18 years of age, all accommodation and welfare arrangements must comply with the Department of Home Affairs visa conditions. The College does not provide Homestay services and does not accept responsibility for the welfare and accommodation arrangements of any overseas. Please see Section 16, 'Accommodation and Welfare Arrangements' for more detailed information.

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 Management 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 school 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 school Principal and their nominated delegate.

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

The Principal's nominated delegate will orient the student to the school, including any arrangements relevant to their year level. Once studies have commenced, the Year Level Coordinator/ HOLA / Behaviour Coordinator (depending on the respective school 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 school facilities.
- That the student is reminded of attendance and academic progress requirements and implications non-compliance may have on their visa. The College monitors both course progress and attendance. While it is expected that students will attend all classes, the College defines regular attendance as being 90% and more (refer Attendance Policy).
- That Front Office staff maintain all student records and liaise with parents / guardians where necessary.
- That the parent / guardians are provided with a Parent Portal log in. Parents / guardians can email teachers directly from the parent portal, 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 school
- Name and contact of the school Principal, including after hours contact details
- Copy of this Full Fee Overseas Student Policy Handbook
- Access to College policies, including Complaints Resolution (Student) Policy & Procedure, Complaints Resolution (Parents) Policy & Procedure, Lockdown Policy, Emergency Management Policy, Critical Incident Policy, Attendance Policy, Computer and Internet Acceptable Use Policy, Student Social Media Policy and Risk Management and Safety in Schools Policy.
- Where any of the above policies are not publicly available on the College website, they will be shared with the parent/guardian.
- A web browser link to the ESOS (Education Services for Overseas Students) Legislative Framework is available 24/7 on the International Applicants section of the College's website. The College ensures that all relevant 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 Education Services for Overseas Students (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 Behaviour & Welfare Policy
- 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 Records Management Policy, which will be for more than two years after the overseas student ceases to study at the College.

25. Student Support Services including School Counsellors

The College wants all our international students to feel welcome. The College ensures students are well supported both academically, emotionally and spiritually 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. The College also employs school nurses at no extra cost to students. These services are accessible through discussions class teachers and/or Coordinators.

25.1 Additional Counselling or Support Arrangements

The College takes no responsibility for any costs associated with additional counselling or support arrangements parents arrange privately. 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 (or parent/guardian where the student is not over the age of 18).

26. Student Travel

Students should not travel overseas during the school year, except during designed school breaks. Where compassionate or compelling circumstances exist, the student and/or their guardian must apply in writing to the Principal for approval of travel outside these times and discuss with the Principal any effect the travel may have on planned assessments and student grades.

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 including 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 Behaviour & Welfare Policy & Procedure, Student Lateness & Truancy Policy and Student Suspension & Termination Policy & Procedure 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 including the reasons. The College will also advise the student of their right to appeal the decision of the College as explained in the College's Complaints Resolution (Student) 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.

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.

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.

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 deferment 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 Resolution (Student) 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. Overseas students must achieve a minimum of 80% attendance in scheduled course contact hours as a visa condition. In limited cases, the College may exercise discretion consistent with the National Code if attendance falls between 70-80% where genuine compassionate or compelling circumstances are demonstrated.
- 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.
- The parent/guardian who receives the SMS must respond using one of the options provided in the SMS.

- 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 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 by the Department of Home Affairs.
- 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 school 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 is 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.**
- 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.
- Before reporting a student to PRISMS, the College will advise the student in writing of their right to access the College's Complaints Resolution process for students. 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 Resolution (Student) 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 & Welfare Policy & Procedure

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 Behaviour & Welfare Policy & Procedure 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 Confirmation of Appropriate Accommodation and Welfare (CAAW) letters as it does not take responsibility for accommodation arrangements including accommodation arrangements of a transferring student who has a CAAW 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. Once an alternate welfare arrangement has been approved and a relevant visa issued the College will be able to approve a transfer. However, consistent with the National Code, the College will monitor student welfare and will notify parents, guardians and Department of Home Affairs if there are concerns for a student's safety or wellbeing.

31.1 Situations where a letter of release will be considered where overseas student has not completed six months of their principal 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 Resolution (Students) Policy and Appeals of Decisions

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 Resolution (Student) Policy and Complaints Resolution (Parent) 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 (see College's Complaints Resolution (Student) 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.

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.

As provided in 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 recognised 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 previous 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 as soon as practicable, and preferably prior to the commencement of the next semester to allow timely processing of refunds in line with policy. 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 for that Semester
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 for that Semester

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/guardian.

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 33 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 relation 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

WA Police phone number: 131 444

39.2 Living in Australia

Department of Home Affairs: <https://immi.homeaffairs.gov.au/>

Living in Australia: <https://www.livingin-australia.com/living-in-perth/>

Western Australia – Walking on a Dream: <https://www.westernaustralia.com/au/home>

Australian Government - Study Australia: <https://www.studyaustralia.gov.au/>

39.3 International Education and Multicultural Services

Department of Education – International Education: <https://internationaleducation.gov.au/Pages/default.aspx>

Office of Multicultural Interests: <http://www.omi.wa.gov.au/>

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

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

39.4 Islamic Organisations and Services

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

Ummah Directory Australia: <https://ummahdirectory.com.au/>

Islamic Schools Association of Australia: <https://isaahome.org.au/>

39.5 Transport

Transperth – Public Transport Network: www.transperth.wa.gov.au/

13Cabs: <https://www.13cabs.com.au/swan-taxis/>

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 – Study Australia: <https://www.studyaustralia.gov.au/en/why-australia>

Overseas Student Health Cover (OSHC): <https://www.studyaustralia.gov.au/en/plan-your-move/overseas-student-health-cover-oshc>

Government of Western Australia Department of Health: <https://www.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 Australia – 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 55 1800

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 13 11 26 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
- National Strategy for International Education 2025
- Australian Strategy for International Education 2021-2030 (2021)
- Privacy Act 1988 (Cth) & Australian Privacy Principles (APPs)

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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