



Student Application Terms, Conditions and Policies International Student Program

Accommodation and Welfare Policy

Accommodation and welfare arrangements

All students

- Must live with and be cared for by a parent/ carer or relative approved by the Department of Immigration and Border Protection (DIBP).
- Students aged 13 years and over have two options for accommodation and welfare:
 1. Parent or carer.
 2. The student can live with a relative approved by DIBP.

Confirmation of Appropriate Accommodation and Welfare (CAAW):

This is not applicable at Caroline Chisholm Catholic College.

Course Progress Policy

- It is a DIBP requirement that students demonstrate satisfactory course progress during the period of their enrolment. The College assess a student's performance each term using the requirements set by the Victorian Curriculum and Assessment Authority (VCAA).

Please note these requirements are the same for domestic students.

- All subjects/units must be completed satisfactorily within the expected duration as specified on the student's CoE for the student to:
 - progress to the next year level OR
 - complete their course of study
- An extension to complete studies may be granted if:
 - study deferment has been approved,
 - there are exceptional circumstances OR
 - intervention strategies have been implemented.

- An intervention strategy will be activated at a minimum where the student has not satisfactorily progressed or is deemed not yet competent in 50% or more of the units attempted in any particular study period (per term).

Intervention Strategy:

- Students requiring assistance with their performance will be counselled. Counselling will include suggestions for improving performance such as additional support for subject specific tutoring (e.g. English), career and guidance counselling or personal counselling. Student support services and referrals to external support services are provided at no cost. Please note that services beyond those normally provided within the College's resources may incur additional cost to the family.
- Where appropriate, a performance agreement between the student and the college may be developed to assist with improving performance. The agreement will be for a specified period and outline targets to be met by the student.
- If the performance agreement is not met, the student will be reported to DIBP for non-compliance with Visa conditions. Please refer to Breaches of visa conditions section for additional information.
- Please note that any intervention will be discussed with parents/carer.

Additional counselling or support arrangements:

- The College cannot take any responsibility where parents/carer arrange additional counselling or support for the student through private agencies or persons.
- Please note information cannot be provided from the College for any such arrangements under the Privacy Act.

Attendance Policy

- Visa conditions require students to attend at least 90 per cent of scheduled course contact hours. Please note that College prefers students to attend ALL scheduled course contact hours.
- The College record student attendance daily and process attendance rates for visa conditions fortnightly. Where non-attendance is covered by a medical certificate, the time:
 - is included in attendance figures
 - will be taken into account when determining the 80 per cent attendance rate for compliance and DIBP reporting purposes.

Intervention Strategy:

The intervention strategies for student attendance are summarised below.

If attendance falls to 90 per cent:

Action by school:

- Student notified
- Parent/carer or DIBP approved relative notified

If attendance falls to 85-90 per cent:

Action by school:

- Student notified
- Parent/carer or DIBP approved relative notified
- The student will be interviewed by the College
- A Student Attendance Agreement put in place with agreement from the school, the student, parent/carer

If attendance falls to 80-85 per cent:

Action by school:

- Student notified
- Parent/carer or DIBP approved relative notified
- An additional Student Attendance Agreement will be put in place by the school.

If attendance falls below 80 per cent (DIBP visa requirements breached):

Action by school:

- Student notified
- Parent/carer or DIBP approved relative notified
- The student will be issued with a Notice of Intention to Report for Non-Compliance to DIBP. Please refer to visa breaches – issuing a Notice of Intention to Report for Non-Compliance section for further information.

Student Behaviour Policy – Code of Belonging

- The College has a code of conduct, welfare and accommodation policy that students must abide by while enrolled at the school.
- Students must also be aware of DIBP visa conditions to ensure that they are complied with at all times.
- It is important that students avoid activities that may endanger their safety, the safety of others or that could lead to criminal charges.
- When a student does not fulfil the requirements of the college's policies and rules, DIBP visa conditions and/or the student enters into activities that are unsafe, a student's enrolment may be suspended or cancelled.
- If this Student Behaviour Policy – Code of Belonging is breached, Caroline Chisholm Catholic College may report the student to DIBP for non-compliance with visa conditions. Please refer to Breaches of Visa conditions section.

Student Deferral Policy

- A student may apply to the College to defer their course of study in exceptional circumstances. Examples of such circumstances could include: serious illness, injury or trauma, bereavement of close family members, major political upheaval or natural disaster in the home country.
- Caroline Chisholm Catholic College will consider the impact on the student's capacity and/or ability to progress through their course of study.
- The deferral application should include evidence of the circumstances and be made in writing to:
Caroline Chisholm Catholic College
204 Churchill Ave, Braybrook 3019.

Please note that deferral of studies is for a maximum of six months and cannot be approved retrospectively.

Transfer Policy

- Students may apply to transfer to another school (government or non-government):
 - after six months (two terms) of enrolment
 - less than six months (two terms) after commencement (in exceptional circumstances only).
- Transfer applications will be processed within ten working days from the receipt of a complete application. The transfer application should be made in writing and emailed to:
www.cccc.vic.edu.au

Transfer to a different school

- Transfer applications need to:
 - be sent to the Caroline Chisholm Catholic College two weeks before the end of the six month study period (two terms)
 - outline reasons for the transfer, for example: unexpected changes in accommodation/welfare arrangements; issues between the student and the college that cannot be resolved; a traumatic incident.
- Caroline Chisholm Catholic College will assess transfer applications on a case by case basis and consider the availability of places at the requested school.
- Requests to transfer incur an upfront non-refundable School Transfer Fee of \$1000, that is payable regardless of whether the transfer is successful or not.
- Please note that transfers to a different school will be processed once the School Transfer Fee is received.
- It is not possible for the College to consider transfers in the middle of a school term.
- The **Application for transfer to another Victorian School Form** can be found at www.cccc.vic.edu.au
- If a transfer is requested to another school, the College will issue a letter of release to the student:
 - if the transfer application fulfils policy requirements
 - where tuition and other fees are fully paid
 - where there is no risk that visa conditions will be breached.
- Transfer applications needs to:
 - include written support for the transfer from the parent/carer of the student is under 18 years of age
 - include a letter from the new school confirming that a valid enrolment offer has been made
- Please note if the student is under 18 years of age and is not cared for in Australia by a parent/legal custodian or DIBP approved relative, the valid enrolment offer must confirm that the new school accepts responsibility for approving the student's accommodation, support and general welfare arrangements.
- The **Notification of Withdrawal for students who have commenced study Form** can be found at www.cccc.vic.edu.au

Transfer Appeals

- A transfer application decision can be appealed in writing within 20 working days of the decision. Appeals can be sent to:
Caroline Chisholm Catholic College
204 Churchill Ave, Braybrook 3019

The following circumstances constitute breach of visa conditions and/or cancellation of enrolment:

- If tuition fees are not paid by the specified date on the invoice.
- Student attendance is less than 90 per cent of scheduled hours.
- The student fails to meet course progress as required by DIBP.
- If a student fails to adhere to student disciplinary regulations, enrolment may be cancelled without refund.

Visa breaches – issuing a Notice of Intention to Report for Non-Compliance

- Students who are found to be in breach of visa condition 8202# will be issued with Notice of Intention to Report for Non-Compliance.
- The notice explains the visa breach and actions undertaken by the College to assist the student to comply with the visa. The notice also explains the College's intention to report the visa breach to DIBP.
- Students can appeal the Notice of Intention to Report for Non-Compliance within 20 working days from the date of issue.

Appealing a Notice of Intention to Report for Non-Compliance

- Students have the right of appeal and will be advised in writing of avenues of review.
- Appeals in relation to a Notice of Intention to Report for Non-Compliance must be submitted within 20 working days from the date of issue in writing to:
Caroline Chisholm Catholic College
- The College will commence review of the appeal within 10 working days of receipt or **Notice of intention to report for non-compliance**.
- Appellants will be provided with a written statement of the outcome of their internal appeal, including details and reasons for the decision.
- Students who are unsuccessful with their internal appeal will be reported to DIBP for a breach of visa condition 8202.
- The issuance of the Section 20 Notice and reporting of the student to DIBP for a breach of visa condition 8202 will occur only after the process above has been completed.
- The College will maintain the student's enrolment while the complaints process is ongoing, unless extenuating circumstances exist relating to the welfare of the student.

Privacy Policy

- The **International Student Application for Enrolment Form** requests personal information about the applicant as well as the applicant's family members and other carers. The purpose of collecting this information is to allow the College, to register the applicant and allocate staff and resources to ensure his/her educational and welfare needs are met.
- Also, the information may be shared with other government departments and contracted organisations concerned with the administration of the International Student Program offered in Victorian schools.
- Information about the privacy policy can be obtained from www.cccc.vic.edu.au

Complaints Policy

- The College is committed to managing complaints and appeals impartially, promptly and confidentially.
- The formal investigation of a complaint will require that details of the complaint be lodged in writing via the **Complaints Form**.
- The handling of the complaint will commence within 10 working days of receipt of the complaint.
- There is no cost associated with lodging a complaint with the College.
- The identity of the complainant will be protected.

Submission of complaints

- Formal complaints should be submitted in writing to:

Caroline Chisholm Catholic College

Consideration of complaints

- The Director of International Programs will consider the formal complaint (internal review). Please note: This agreement, and the availability of complaints and appeals processes, does not remove the right to take further action under Australia's consumer protection laws.

Refund Policy

Refund Policy

This refund policy will apply unless evidence of unforeseen and exceptional circumstances can be demonstrated. Please e-mail www.cccc.vic.edu.au

- A refund request **MUST** be received within six months of the student:
 - cancelling enrolment OR
 - being granted a new visa that does not attract tuition fees e.g., permanent residency.

- Refunds will not be granted after the six month period. An exception applies for cases where a visa has been refused (in these instances, applicants can apply at any stage following the visa refusal).
- In the case of visa refusals, the College will deduct 5 per cent of the total course fees received or \$500, whichever is the lesser amount. Course fees include tuition and non-tuition fees received by the College from the student.
- Failure to provide appropriate details or evidence in a **Refund Request Form** may result in the refund being delayed.
- Where the refund calculation results in a negative balance (and the student is owing money) no further action will be pursued.
- No refund will be paid until the student has withdrawn from the program and ceased study at the College.
- Refunds are paid to the parent/s or to their authorised agents/sponsor.
- Refunds are paid by either bank draft or electronic bank transfer.
- All refunds are to be paid in Australian dollars and the College is not responsible for any foreign exchange losses.
- The College will advise in writing the outcome of the refund request within 4 weeks of receiving the completed Refund Request Form and supporting evidentiary documents except for the category marked** which will be paid within 10 working days from receipt of the completed form.
- The College may, in its discretion, amend this refund policy at any time and without notice. If the college amends this refund policy, all refund applications made on or after the date of the amendment will be assessed under the amended policy. Parents and students should familiarise themselves with this refund policy at the time of making an application for a refund.

Refund of Overseas Student Health Cover (OSHC)

- The College cannot give authoritative advice on behalf of Medibank Private Australia. Please contact Medibank directly for all OSHC enquiries including membership and changes to membership.
- Once a student has commenced, any OSHC refund enquiry should be made to Medibank.

What if I disagree with my refund?

Refund complaints procedure

- Enquiries regarding refund calculations can be made to the Business Manager by email to www.cccc.vic.edu.au or by calling +61 3 9296 5311.
- Students or parents have thirty days to lodge a formal complaint from the date they receive remittance advice of their refund. This complaint must be in writing addressed to the College. The education agent who enrolled the student may do this on the student's behalf.
- The College will consider the formal complaint.
- After consideration of all available evidence, the Principal may decide to:
 - uphold the complaint and issue a refund of the appropriate amount and/or restore the student's enrolment; or
 - dismiss the complaint.

This agreement does not remove the right to take further action under Australia's consumer protection laws.

Fee Information

Application Fee

- Applications will be processed on receipt of the application fee. Payment can be made to Caroline Chisholm Catholic College.

Tuition Fees

- All fees are to be paid in Australian Dollars (\$AUD) for the total amount of the invoice.
- The payer is to meet all of their bank's transaction fees. The College is not liable for any foreign exchange variation incurred when making a payment.
- An invoice for payment of tuition fees will be sent to the student together with the Confirmation Letter of Offer:
- Tuition fees are to be paid to Caroline Chisholm Catholic College by BPAY, Electronic Funds Transfer or credit card within Australia, and credit card or telegraphic transfer from overseas.
- Where a required payment is not made by the due date and the outstanding amount is referred to an external agency for collection, a collection fee not exceeding 15% of the outstanding amount will be payable in addition to the outstanding amount.
- The College is not responsible for any monies paid to an agent or other third party by the student or parent.
- English language tuition, if applicable, is incorporated into the yearly tuition fee.
- Students who study intensive English in Terms 3 and 4 are charged at the same rate for the year level they will enter the following year.

- Tuition fees and other charges are subject to change and may vary from year to year. Any increase in fees during the period of study will apply to new and continuing students and will be included in subsequent invoices.

Tuition fees do not include

- Books, uniforms, stationery items, camps, visa application or travel costs or personal items such as phones/entertainment.
- Vocational Education and Training (VET) subjects provided by a third party, which may require additional fees for materials and equipment.

Terms and Conditions

Applying

- The application form will not be processed unless all relevant sections have been completed and all requested documentation is attached.
- The student's parent or Carer* must sign the application form where stated in the Parent's Declaration section.

* A Carer in relation to a child refers to having the right to the daily care and control of the child and the right to make decisions for that child.

DIBP Age Requirements

From 1 July 2016, all school students must be of an appropriate age for the entry level for their school course, regardless of their country of citizenship.

To be granted a visa for school studies, the student must meet the following age requirements:

At least six years old at time of visa application.

Commencing Year 9	The student must be less than 17 years of age.
Commencing Year 10	The student must be less than 18 years of age.
Commencing Year 11	The student must be less than 19 years of age.
Commencing Year 12	The student must be less than 20 years of age.

For further information, please visit the DIBP Online Client Service Tool at www.border.gov.au

Academic Requirements

Students must have gained a grade of 70% or higher across all subjects completed in the previous two years and 75% in English.

English Language Proficiency Requirements

It is a requirement that students have a certain level of English language skill prior to commencing their principle course of study.

Minimum English language requirements for the International Student Program are:

- successful completion of an English language course in Victoria for up to 21 weeks (two terms) before commencing the principle course of study (subject to assessment after the student's arrival), or
- documented evidence – to demonstrate competence in English – that the student has:
- received English instruction for 2 years or more, or
- been taught in English at an international school for at least 2 years, or achieved:
- a general IELTS test score of at least 5.5-6.0, or
- an AEAS score of 80 or higher.

Overseas Student Health Cover

- As a requirement of the student's visa, students must have health insurance in the form of Overseas Student Health Cover (OSHC) in place for the duration of their visa (DIBP) requirement, or for their total study period, whichever is longer, before arriving in Australia.
- Please see the DIBP website for further information about visa conditions: www.immi.gov.au and contact your OSHC provider.
- The College prefers arrangements be made with Medibank Private
- Students retain the right to choose their own insurer and purchase their own OSHC online. For information on how to do this visit www.health.gov.au

Privately arranged OSHC

Students who choose to arrange OSHC privately / directly through a health cover provider MUST ensure that:

- OSHC is arranged prior to arrival in Australia.
- The College has details of:
 - name of the OSHC provider
 - membership number
 - start date of the cover
 - end date of the cover
 - documentation supporting OSHC coverage.

Please note: A visa may be cancelled if OSHC is not maintained for the duration of the stay / visa length as this constitutes a Breach of Visa conditions.

Responsibilities

Education Services for Overseas Students (ESOS)

All institutions teaching international students are regulated under the Education Services for Overseas Students (ESOS) Act. This protects Australia's reputation for delivering quality education services and the interests of overseas students, by setting minimum standards and providing tuition and financial assurance.

You can find further information about the ESOS Act and your rights as an international student at <https://internationaleducation.gov.au>

The responsibilities of the College under the ESOS Act are outlined below:

As part of a student's enrolment, the College provide students with:

- an International Student Coordinator who is responsible for the management accommodation and welfare services
- a staff member to act as their International Student Coordinator to oversee student services and pastoral care
- pre-arrival information is provided to the student prior to arrival
- an orientation program on arrival
- intensive English language tuition before commencement and, if required, ongoing English as a Second Language support (secondary standard students only)
- counselling and ongoing support
- a minimum of two written and translated school reports per year

Caroline Chisholm Catholic College:

- will keep all information in relation to applications strictly confidential and will not disclose information without consent, unless required by law
- has the right to reject an application at any stage of the enrolment process if there is reasonable belief that the student cannot meet the requirements of the student visa
- can suspend or cancel the enrolment of a student for misbehaviour or non-payment of fees
- will advise the student and parents of non-compliance, or suspension or cancellation of a student's enrolment prior to reporting a student to DIBP. Students and parents have 20 working days to appeal the decision.

The College only accepts responsibility for information provided to international students:

- in the College's own publications
- by College employees
- by College's registered international representatives
- e.g. Caroline Chisholm Catholic College - accredited education agents.
- The College will work with students to ensure success but cannot guarantee that students will:
- be accepted into the College
- successfully complete their studies
- successfully complete their VCE/VET
- gain entry into a tertiary institution.

For further details in relation to the College's terms and conditions, policies and procedures refer to: www.cccc.vic.edu.au

Parents must ensure that:

- their child has a valid passport and visa
- all living expenses and return airfares are met
- all applicable fees are fully paid for the duration of the student's enrolment
- The College is notified immediately upon cancellation or change to their child's visa status
- their child resides with their approved accommodation provider
- the student's school is notified in writing within seven days if a parent/carer or DIBP approved relative changes address in Australia
- the student has a valid health insurance through an Australian Overseas Student Health Cover (OSHC) provider for the duration of their visa.
- The College is kept informed of any change of address in the student's home country.

Students must ensure that they:

- abide by their the College's code of conduct/ Code of Belonging and their welfare and accommodation policy.
- comply with all visa conditions
- do not engage in any activity that may endanger their own safety or the safety of any other person.

Documentation Acronyms

- CoE – Certificate of Enrolment
- COP – Confirmation of Placement
- DHA – Department of Home Affairs
- ISP – International Student Program
- OSHC – Overseas Student Health Cover
- TPS – Tuition Protection Service
- AEAS test results - Australian Education Assessment Service
- IELTS - International English Language Testing System
- ELICOS - English Language Intensive Courses for Overseas Students
- CAAW - Confirmation of Appropriation Accommodation and Welfare
- DIBP - Department of Immigration and Border Protection
- TIS - Translating and Interpreting Service
- DET - Department of Education and Training
- ESOS - Education Services for Overseas Students