



St Columban's College

International Student Program Policy Documents

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Entry Requirements and Enrolment Policy

1. St Columban's College will consider enrolment applications from students wishing to apply for a Student Visa, subject to compliance with minimum requirements and conditions set by the School, and with legislative requirements of the State of Queensland and the Commonwealth of Australia, including any requirements to undertake extra tuition to learn English to meet the English language proficiency standard needed to enter mainstream classes.
2. Applications for enrolment must be made on the International Student Program (ISP) Application for Enrolment form. This must be correctly completed, and must be accompanied by the following documents to support the application:
 - i) Copies of Student Report Cards from the previous 2 years of study, including a copy of the latest Student Report;
 - ii) A completed Reference Form from the student's current or most recent school Principal is also required if student Report Cards do not record student behaviour or commitment to studies;
 - iii) A completed Subject Choices Form (if appropriate);
 - iv) Appropriate proof of identity and age (EG Copy of Birth Certificate/Registration)
 - v) Written evidence of proficiency in English as a second language
 - vi) Photocopy or scanned copy of passport page with name, photo identification, passport number and expiry date
 - vii) Enrolment Application Fee
 - viii) Application for Course Credit if School will grant Course Credit
3. Where the above documents are not in English, certified translations in English are required, with necessary costs to be met by the applicant.
4. An application for enrolment can only be processed when all of the above are in the hands of the Enrolments Officer.
5. Applications from overseas students are processed according to established policy and procedures, and are dealt with on their merits.
6. Assessment procedures include an evaluation of reports from previous schools and of English language proficiency. In cases where report cards are not available or are inconclusive for any reason, the school may require relevant testing of the applicant to assess the application.

Academic Requirements

Students must provide evidence of satisfactory academic performance appropriate to entry to the Year level requested on the Application for Enrolment or offered as an alternative point of entry by the school in a Letter of Offer.

1. Applicants are to have successfully completed a minimum of six years of primary education.



2. Applicants are to have achieved satisfactory academic performance and demonstrated behaviour appropriate to entry to the year level requested on the Application for Enrolment.
3. Applicants are to have achieved success in a year level comparable to the year level preceding that to which they are applying for entry.
4. The applicant will have completed study in Australia of the year level prior to that for which entry to St Columban's College is sought, or successful completion of equivalent study in their own country.
5. Success is indicated by at least a pass in all subjects or average results as indicated by the home country grading system.
6. Applicants are to have shown application to school work and age-appropriate achievement in literacy and numeracy areas of the curriculum.
7. To demonstrate the required academic levels for entry the applicant is to provide evidence in the form of report cards from the previous 2 years of study; if the report cards do not record student behaviour or commitment to studies a Reference from the applicant's current or most recent school Principal is also required.

English Language Proficiency Requirements

St Columban's College requires evidence of sufficient proficiency in English to successfully meet the curriculum demands of the enrolled course. This is a requirement under the 2007 National Code of Practice, Section D Standard 2.

1. If applicable, the College can assess evidence of English language proficiency presented by a student at the time of application. Alternatively, St Columban's College accepts results from the following test instruments:

Acceptable Test	Minimum Test Result	For Entry to Year
NLLIA	5	Year 10
NLLIA	5+	Year 11
NLLIA	6	Year 12

2. Students should note that if their language proficiency is below that outlined above, they may be required to undertake an intensive English language course before beginning mainstream studies.
3. Students wishing to enter the school below year 10 level are assessed individually based on the contents of their report cards and personal references, and may also be required to undertake a language proficiency test set by the school.



Course Credit Policy

St Columban's College will assess all applications for entry into the School. Course credit may only be offered as outlined below:

- For students transferring from interstate up to year 10, the school does not offer course credit and entry into any course is subject to the assessment of the school.

For students transferring from interstate in Year 11 and the beginning of year 12, the student may receive course credit for units completed based on evidence provided of studies undertaken under the relevant state or territory curriculum assessment authority or nationally accredited framework.

Accommodation and Welfare Policy

St Columban's College approves the following accommodation and care options for overseas students:

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

In this case:

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

In this case:

- i. Any accommodation, welfare and other support arrangements for the student must be approved by the College, including arrangements provided by third parties
- ii. Any changes to approved arrangements must also be approved by the College. This includes any requests by students under 18 years of age to attend "Schoolies Week" on completion of Year 12
- iii. If a student for whom the College has issued a CAAW refuses to maintain approved arrangements, the College will report this to the Department of Immigration and advise the student to contact the Department of Immigration to ensure visa implications are understood. (See Department of Immigration office addresses at: <http://www.immi.gov.au/Help/Locations/Pages/Australia.aspx>)

College approved accommodation options for full fee paying 571 visa subclass students under 18 years of age include:

- i. Homestay Program operated by Australian Homestay Network. Please see *Additional Information*, below.
 - ii. Private accommodation and care arrangements approved by the College which meet all requirements under relevant state and commonwealth legislation.
3. For School vacation periods, the following accommodation options are available to full fee paying 571 visa subclass students under 18 years of age for whom the School has issued a CAAW:
 - i. Student returns home to parents

- ii. Student continues to live in Homestay or other arrangement that has been approved by the school
- iii. Student may attend a College Cultural Immersion Excursion, if all requirements are met in order to attain school approval.

Additional Information:

HOMESTAY / PRIVATE ACCOMMODATION ARRANGEMENTS:

The Homestay arrangements approved by *St Columban's College* meet Queensland legislative requirements for child protection as well as Standard 5 of the National Code. These include

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

STUDENT GUARDIAN VISAS

St Columban's College requires holders of Student Guardian Visas to:

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

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

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



International Student Program – Deferral, Suspension and Cancellation Policy

1. Deferral of commencement of study requested by student

- a) St Columban's College will only grant a deferral of commencement of studies for compassionate and compelling circumstances. These include but are not limited to:
 - i. illness, where a medical certificate states that the student was unable to attend classes;
 - ii. bereavement of close family members such as parents or grandparents (where possible a death certificate should be provided);
 - iii. major political upheaval or natural disaster in the home country requiring emergency travel that has impacted on studies; or
 - iv. a traumatic experience which has impacted on the student (these cases should be where possible supported by police or psychologists' reports).
- b) The final decision for assessing and granting a deferral of commencement of studies lies with the Principal of the College; and
- c) Deferral will be recorded on PRISMS within 14 days of being granted.

2. Suspension of study requested by student

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

3. Student-initiated cancellation of enrolment

- a) Notification of withdrawal from a course, or applications for refunds, must be made in writing and submitted to the Principal of the College. Please see the College's Fees and Refund Policy for information regarding refunds.



4. Assessing requests for deferment or suspension of studies

- a) Applications will be assessed on merit by the Principal of the College.
- b) All applications for deferment or suspension will be considered within 5 working days.

5. School initiated exclusion from class (1 – 28 days)

- a) *St Columban's College* may exclude a student from class studies on the grounds of misbehaviour by the student. Exclusion will occur as the result of any behaviour identified as resulting in exclusion in *the College's* Partnership of Excellence document.
- b) Excluded students must abide by the conditions of their exclusion from studies which will depend on the welfare and accommodation arrangements in place for each student and which will be determined by the Deputy Principal.
- c) Where the student is provided with homework or other studies for the period of the exclusion, the student must continue to meet the academic requirements of the course.
- d) Exclusions from class will not be recorded on PRISMS.
- e) Periods of 'exclusion from class' for up to 5 days will/will not be included in attendance calculations as per *St Columban's College's* Course Progress and Attendance Policy.

6. School initiated suspension of studies (28 days +)

- a) *St Columban's College* may initiate a suspension of studies for a student on the grounds of misbehaviour by the student. Suspension will occur as the result of any behaviour identified as resulting in suspension in the *College's* Partnership of Excellence document.
- b) Suspended students must abide by the conditions of their suspension from studies which will depend on the welfare and accommodation arrangements in place for each student and which will be determined by the Deputy Principal.
- c) Students who have been suspended for more than 28 days may need to contact Department of Immigration. (Please see contact details at: <http://www.immi.gov.au/contacts/australia/index.htm>.)
- d) If special circumstances exist, the student must abide by the conditions of his or her suspension which will depend on the welfare and accommodation arrangements in place for each student and which will be determined by the [insert position].
- e) Suspensions will be recorded on PRISMS.
- f) The period of suspension will not be included in attendance calculations.

7. School initiated cancellation of enrolment

- a) *St Columban's College* will cancel the enrolment of a student under the following conditions:
 - i. Failure to pay course fees



- ii. Failure to maintain approved welfare and accommodation arrangements (visa condition 8532)
 - iii. Any behaviour identified as resulting in cancellation in the College's Partnership of Excellence document.
- b) St Columban's College is required to report failure to maintain satisfactory course progress and failure to maintain satisfactory attendance to Department of Immigration, which may impact on a student's visa.
 - c) St Columban's College may cancel the enrolment of a student for failure to disclose a pre-existing condition requiring a high degree of specialised support or care.

School initiated cancellation of enrolment is subject to the College's Complaints and Appeals Policy. Please see 8), below.

8. Complaints and Appeals

- a) Student requests for deferment, and suspension and cancellation of enrolment are not subject to St Columban's College's Complaints and Appeals Policy.
- b) Exclusion from class is subject to St Columban's College's Complaints and Appeals Policy.
- c) College initiated suspension, where the suspension is to be recorded in PRISMS, and cancellation are subject to St Columban's College's Complaints and Appeals Policy.
- d) For the duration of the internal appeals process, the College will maintain the student's enrolment and the student will attend classes as normal. The Deputy Principal will determine if participation in studies will be in class or under a supervised arrangement outside of classes.
- e) If students access St Columban's College's complaints and appeals process regarding a College initiated suspension or cancellation of enrolment under Standard 13, the change in enrolment status will not be reported in PRISMS until the internal complaints and appeals process is finalised, unless extenuating circumstances relating to the welfare of the student apply. NB: Students may still access the external complaints and appeals process, but the College need not await the outcome of this process before changing the student's enrolment status in PRISMS. However, if the College has issued a CAAW for a student, welfare provisions under NC St 5.3 are applicable.
- f) Extenuating circumstances include:
 - i. the student refuses to maintain approved welfare and accommodation arrangements (for students under 18 years of age);
 - ii. the student is missing;
 - iii. the student has medical concerns or severe depression or psychological issues which lead the College to fear for the student's wellbeing;



- iv. the student has engaged or threatened to engage in behaviour that is reasonably believed to endanger the student or others;
- v. is at risk of committing a criminal offence; or
- vi. the student is the subject of investigation relating to criminal matters.
- g) The use of extenuating circumstances by *St Columban's College* to suspend or cancel a student's enrolment prior to the completion of any complaints and appeals process will be supported by appropriate evidence.
- h) The final decision for evaluating extenuating circumstances lies with the *Principal of the College*.

9. Student to seek information from Department of Immigration

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

International Student Program – Course Progress and Attendance Policy

1. Course Progress

- a) The College will monitor, record and assess the course progress of each student for the course in which the student is currently enrolled;
- b) The course progress of all students will be assessed at the end of each semester of enrolment;
- c) Students who have begun part way through a semester will be assessed after one full Semester;
- d) To demonstrate satisfactory course progress, students will need to achieve a passing grade in each of their subjects in any Semester;
- e) If a student does not achieve a passing grade in each subject in a Semester, the Assistant Principal of either the Middle or Senior Phase (depending on the year level of the student) will formally contact the parent(s)/guardian to advise there will be a meeting with the student to develop an intervention strategy for academic improvement. This may include:
 - i. After-hours tutorial support;
 - ii. Subject tutorial support in class time;
 - iii. Mentoring;
 - iv. Additional ESL support;
 - v. Change of subject selection, or reducing course load (without affecting course duration);
 - vi. Counselling – time management;
 - vii. Counselling -academic skills;
 - viii. Counselling – personal; or
 - ix. Other intervention strategies as deemed necessary.
- f) A copy of the student's individual strategy and progress reports in achieving improvement will be forwarded to parents;
- g) The student's individual strategy for academic improvement will be monitored over the following Semester by the Assistant Principal of either the Middle or Senior Phase (depending on the year level of the student) and records of student response to the strategy will be kept;



- h) If the student does not improve sufficiently academically and achieve satisfactory course progress by the end of the next Semester, St Columban's College will advise the student in writing of its intention to report the student for breach of visa condition 8202, and that he/she has 20 working days in which to access the College's internal complaints and appeals process. Following the outcome of the internal process, if the student wishes to complain or lodge an external appeal about a decision made or action taken by St Columban's College he/she may contact the Overseas Student Ombudsman at no cost. This must be done within 10 working days. Please see St Columban's College's Complaints and Appeals Policy for further details.
- i) The College will notify the National ESOS Authority via PRISMS of the student not achieving satisfactory course progress as soon as practicable where:
 - i. The student does not access the complaints and appeals process within 20 days;
 - ii. Withdraws from the complaints and appeals process; or
 - iii. The complaints and appeals process results in favour of the College.

2. Completion within expected duration of study

- a) As noted in 1.a., the College will monitor, record and assess the course progress of each student for the course in which the student is currently enrolled.
- b) Part of the assessment of course progress at the end of each semester will include an assessment of whether the student's progress is such that they are expected to complete their course within the expected duration of the course.
- c) The College will only extend the duration of the student's study where it is clear the student will not be able to complete their course by the expected date because of:
 - i. Compassionate or compelling circumstances (see Definitions below);
 - ii. Student participation in an intervention strategy as outlined in 1.e; or
 - iii. An approved deferment or suspension of study has been granted in accordance with St Columban's College's Deferment, Suspension and Cancellation Policy.
- d) Where the College decides to extend the duration of the student's study, the College will report this change via PRISMS within 14 days and/or issue a new COE if required.

3. Monitoring Course attendance

- a) Satisfactory course attendance is attendance of 80% of scheduled course contact hours.
- b) Student attendance is:



- i. Checked and recorded daily;
 - ii. Assessed regularly; and
 - iii. Recorded and calculated over each Term.
- c) All absences from the College will be included in absentee calculations and should be accompanied by a medical certificate, an explanatory communication from the student's caregiver, or evidence that leave has been approved by the Principal/Head of the College.
- d) Any absences longer than 5 consecutive days without approval will be investigated.
- e) Student attendance will be monitored by Staff Secretary every 2 weeks over a Term to assess student attendance using the following method:
 - i. Calculating the number of hours the student would have to be absent to fall below the attendance threshold for a Term e.g. number of study days x contact hours x 20%. [For example, a 10-week study period with 5 contact hours a day would equal 250 contact hours. 20% of this is 50 hours.]
 - ii. Any period of exclusion from class *will not be* included in student attendance calculations. [See [College Deferment, Suspension and Cancellation Policy](#) points 5 and 6.]
- f) Parents of students at risk of breaching St Columban's College's attendance requirements will be contacted by E-mail and students will be counselled and offered any necessary support when they have absences totalling 10% any Term.
- g) If the calculation at 3.f. indicates that the student has passed the attendance threshold for the Term, St Columban's College will advise the student of its intention to report the student for breach of visa condition 8202, and that he/she has 20 working days in which to access the College's internal complaints and appeals process except in the circumstances outlined in 3.j.
- h) The College will notify the National ESOS Authority via PRISMS of the student not achieving satisfactory course attendance as soon as practicable where:
 - i. The student does not access the complaints and appeals process within 20 days;
 - ii. Withdraws from the complaints and appeals process; or
 - iii. The complaints and appeals process results in a decision for the College.
- i) Students will not be reported for failing to meet the 80% attendance threshold for a Term where:

- i. The student produces documentary evidence clearly demonstrating compassionate or compelling circumstances e.g., medical illness supported by a medical certificate or as per Definition below; and
 - ii. The student's attendance has not fallen below 70% for the Term.
- j) The method for calculating 70% attendance is the same as that outlined in 3.f. with the following change:
- i) Number of study days x contact hours x 30%.
- k) If a student is assessed as having nearly reached the threshold of 70% attendance for a Term, The College Principal will assess whether a suspension of studies is in the interests of the student as per St Columban's College's Deferment, Suspension and Cancellation Policy.
- l) If the student does not obtain a suspension of studies under the St Columban's College's Deferment, Suspension and Cancellation Policy, and falls below the 70% threshold for attendance for the Term, the process for reporting the student for unsatisfactory attendance (breach of visa condition 8202) will occur as outlined in 3.h – 3.i.

4. Definitions

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



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

- b) **Expected duration** – the length of time it takes to complete the course studying full-time. This is the same as the registered course duration on CRICOS.
- c) **School day** – any day for which the College has scheduled course contact hours.
- d) **Term** – is a period of 9-11 weeks as prescribed by Brisbane Catholic Education at: <http://www.bne.catholic.edu.au/students-parents/Pages/TermDates.aspx>.



International Student Program – Transfer Request Policy

1. Overseas students are restricted from transferring from their principal course of study for a period of six months. This restriction also applies to any course(s) packaged with their principal course of study. Exceptions to this restriction are:
 - a) If the student's course or institute becomes unregistered;
 - b) The institution has a government sanction imposed on its registration;
 - c) A government sponsor (if applicable) considers a transfer to be in the student's best interests; or
 - d) If the student is granted a Letter of Release.
2. Students can apply to the Principal of St Columban's College for a Letter of Release at no charge to enable them to transfer to another education provider. However, if a student has not completed the first six months of the principal course of study or is under 18 years of age, conditions apply.
3. St Columban's College will only provide a letter of release to students before completing the first six months of their principal course in the following circumstances:
 - a) The student has changed welfare and accommodation arrangements and is no longer within a reasonable travelling time of the College;
 - b) It has been agreed by the College the student would be better placed in a course that is not available at St Columban's College; or
 - c) Any other reason stated in the policies of St Columban's College.
4. Students under 18 years of age **MUST** also have:
 - a) Written evidence that the student's parent(s)/legal guardian supports the transfer; and
 - b) Evidence that the student is always accommodated according to the Department of Immigration approved welfare and accommodation arrangements.
5. *St Columban's College* will **NOT** provide a letter of release to students before completing the first six months of their principal course in the following circumstances:
 - a) The student's progress is likely to be academically disadvantaged;
 - b) *St Columban's College* is concerned that the student's application to transfer is a consequence of the adverse influence of another party;
 - c) The student has not had sufficient time to settle into a new environment in order to make an informed decision about transfer;
 - d) The student has not accessed school support services which may assist with making adjustments to a new environment, including academic and personal counselling services; or



- e) College fees have not been paid for the current Term.
6. In order to apply for a letter of release, all students must first have a letter of offer from the receiving provider.
7. Applications to transfer to another registered provider may have visa implications. The student is advised to contact the Department of Immigration office as soon as possible to discuss any implications. The address of the nearest Office is 299 Adelaide Street, Brisbane QLD 4000. Other contact details for Department of Immigration are:
 - a. Telephone: 131 881; and
 - b. Email: student.centre@immi.gov.au.
8. If a letter of release is provided by the College it will give information about whether the student has demonstrated a commitment to studies during the course, had a good attendance record for the course, and paid all fees for the course.
9. All applications for transfer will be considered within 10 working days and the applicant notified of the decision.
10. Students whose request for transfer has been refused will be notified in writing of the reasons for refusal and may appeal the decision in accordance with St Columban's College's complaints and appeals policy. The complaints and appeals policy is available via the College Website.



International Student Program – Fees and Refund Policy

1. This policy outlines refunds applicable to course fees paid to the College.
2. Any service fees a student (or parent(s)/legal guardian if the student is under 18) pays directly to a third party are not within the scope of this refund policy.
3. The enrolment application fee is non-refundable.
4. Payment of Course Fees and Refunds
 - a) Fees are payable according to the College's Fees and Refund Policy, and are due to be paid within 30 days of an invoice being issued to the Account Holder;
 - b) An itemised list of College fees is provided in the College's written agreement.
 - c) All fees must be paid in Australian dollars unless requested otherwise. Refunds will be reimbursed in the same currency as fees were received.
 - d) Refunds will be paid to the person who enters into the written agreement unless the College receives written advice from the person who enters the written agreement to pay the refund to someone else.
5. All notification of withdrawal from a course, or applications for refunds, must be made in writing and submitted to the Principal of the College. One term's notice is required for withdrawal from a course.
6. Student default because of visa refusal
 - a) If a student produces evidence of visa refusal (or provides permission for the school to verify visa refusal with the Department of Immigration) and fails to start a course on, or withdraws from the course on or before the agreed starting day, the College will refund within four weeks of receiving a written claim from the student the total amount of course fees received by the College before the student's default day, minus the lesser of
 - 5% of the amount of course fees received; or
 - AUD 500.

If a student whose visa has been refused withdraws from the course after it has commenced, the College will retain the amount of tuition fees proportionate to the amount of the course the student has undertaken and will refund of any unused tuition fees* received by the College with respect to the student within the period of four weeks after the day of student default.

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

7. Student default

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



- b) Non-tuition fees will be refunded on a pro rata basis proportional to the amount of time the student was studying in the course, except where a non-refundable payment on behalf of the student has been made.
 - c) If the student, does not provide written notice of withdrawal, and does not start the course on the agreed starting date, up to 15% of tuition fees will be retained from tuition fees received by the College.
 - d) If tuition fees for up to two terms have been received in advance by the College, and the College receives written notification of withdrawal by the student (or parent(s)/legal guardian if the student is under 18), the College will:
 - i. Retain an administration fee of \$500 and refund the balance of the tuition fees if written notice is received up to four weeks prior to commencement of the course.
 - ii. Refund 90% of the tuition fees received if written notice is received less than four weeks prior to commencement of the course.
 - iii. Refund 50% of any tuition fees received, if written notice is received **before** one (1) terms of the payment period has passed.
 - iv. Refund 25% if written notice is received **after** 1 term of the payment period has passed.
 - e) If tuition fees have been received for more than two terms, refund provisions under (d) will apply for the first two terms and any balance of unused tuition fees after this will be refunded.
 - f) No refund of tuition fees will be made where a student's enrolment is cancelled for any of the following reasons:
 - i. Failure to maintain satisfactory course progress (visa condition 8202) - Please see Course Progress and Attendance Policy;
 - ii. Failure to maintain satisfactory attendance (visa condition 8202) - Please see Course Progress and Attendance Policy;
 - iii. Failure to pay course fees; and
 - iv. Any behaviour identified as resulting in enrolment cancellation in *St Columban's College's* Partnership of Excellence document.
- 8. Provider default**
- a) If for any reason the College is unable to offer a course on an agreed starting day for the course, and the student for some reason cannot be placed or refuses placement in an alternative course arranged by the College, a full refund of any unused tuition fees* received by the College with respect to the student will be made within 14 days of the agreed course starting day.
 - b) If for any reason the school is unable to continue offering a course after the student commences a course, and the student for some reason cannot be placed or refuses placement in an

alternative course arranged by the College, a full refund of any unused tuition fees* received by the College with respect to the student will be made within 14 days of the College's default day.

In the event that the College is unable to fulfil its obligations of providing an agreeable alternative course for the student, or a refund, the student will receive assistance from the Australian Government's Tuition Protection Service. For information on the TPS, please see: <https://tps.gov.au/StaticContent/Get/StudentInformation>.

*Calculation of the refund due in this case is prescribed by a legislative instrument (s.7 of Education Services for Overseas Students (Calculation of Refund) Specification 2014). <http://www.comlaw.gov.au/Details/F2014L00907>.

9. This agreement, and the availability of complaints and appeals processes, does not remove the right of the student to take action under Australia's consumer protection laws.

10. Definitions

- a. **Account Holder** means the person who is responsible for payment of the fees to the College (usually the person with whom the College entered into the Written Agreement)
 - b. **Course fees** – the sum of tuition fees and non-tuition fees received by the College in respect of the student in order for the student to undertake the course.
 - c. **Non-tuition fees** – fees not directly related to provision of the student's course, including but not limited to Uniform Costs, Queensland Curriculum Assessment Authority Fees, and Payments for non-curriculum based activities such as Formal and Graduation Ceremonies.
 - d. **Term** is a period of 9-11 weeks as prescribed by Brisbane Catholic Education at: <http://www.bne.catholic.edu.au/students-parents/Pages/TermDates.aspx>.
 - e. **Tuition fees** – fees directly related to the provision of the student's course, including Student Fees, Technology resource levies, Confirmation of Enrolment fees, Parent & Friends Association Levies, Building Fund Levies, Technology Infrastructure Levies, Vocational Education & Training Levies and Curriculum-based excursions.
11. If the student changes visa status (e.g. becomes a temporary or permanent resident) he/she will continue to pay full overseas student's fees for the duration of that year.



International Student Program – Complaints and Appeals Policy

1. Purpose

- a) The purpose of St Columban's College's Complaints and Appeals Policy is to provide a student or parent(s)/legal guardian with the opportunity to access procedures to facilitate the resolution of a dispute or complaint.

2. Complaints against other students

- a) Grievances brought by a student against another student will be dealt with under the College's Partnership of Excellence agreement.

3. Informal Complaints Resolution

- a) In the first instance, St Columban's College requests there is an attempt to informally resolve the issue through mediation/informal resolution of the complaint.
- b) Students should contact their Pastoral Care Teacher in the first instance to attempt mediation/informal resolution of the complaint.
- c) If the matter cannot be resolved through mediation, the matter will be referred to the Deputy Principal and St Columban's College's internal formal complaints and appeals handling procedure will be followed.

4. Formal Complaints Handling Procedure

- a) The process of this grievance procedure is confidential and any complaints or appeals are a matter between the parties concerned and those directly involved in the complaints handling process.
- b) The student must notify the school in writing of the nature and details of the complaint or appeal.
- c) Written complaints or appeals are to be lodged with the Principal of the College.
- d) Where the internal complaints and appeals process is being accessed because the student has received notice by the College that the College intends to report him/her for unsatisfactory course attendance, unsatisfactory course progress or suspension or cancellation of enrolment, the student has 20 working days from the date of receipt of notification in which to lodge a written appeal.
- e) Complaints and appeals processes are available to students at no cost.
- f) Each complainant has the opportunity to present his/her case to the Principal.
- g) Students and / or the College may be accompanied and assisted by a support person at all relevant meetings.
- h) The formal grievance process will commence within 10 working days of the lodgement of the complaint or appeal with the Principal.



- i) Once the Principal/other has come to a decision regarding the complaint or appeal, the student will be informed in writing of the outcome and the reasons for the outcome, and a copy will be retained on the student's file.
- j) If the grievance procedure finds in favour of the student, St Columban's College will immediately implement the decision and any corrective and preventative action required, and advise the student of the outcome.
- k) St Columban's College undertakes to finalise all grievance procedures within 20 working days of lodgment of the complaints or appeal.
- l) For the duration of the appeals process, the student's enrolment and attendance must be maintained.

5. External Appeals Processes

- a) If the student is dissatisfied with the conduct or result of the complaints procedure, he/she may seek redress through an external body at minimal or no cost. This appeal should be lodged with the external body within 20 working days of the College's formal decision.
- b) If the student wishes to complain or to lodge an external appeal about a decision made or action taken by St Columban's College, he/she may contact the Overseas Students Ombudsman at no cost. The Overseas Students Ombudsman offers a free and independent service for overseas students. Please see: www.oso.gov.au or phone 1300 362 072 for more information.

6. Other legal redress

- a) Nothing in the College's Complaints and Appeals Policy negates the right of an overseas student to pursue other legal remedies.

7. Definitions

- a) **Working Day** – any day other than a Saturday, Sunday or public holiday during term time
- b) **Student** – a student enrolled at St Columban's College or the parent(s)/legal guardian of a student where that student is under 18 years of age
- c) **Support person** – for example, a friend/teacher/relative not involved in the grievance.