



# Macarthur Anglican School

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ABN 58 390 019 481 CRICOS 02269K

## International Student Handbook

2021



Macarthur Anglican School  
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CRICOS Number: 02269K

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## Staff Contacts

Staff Member	Telephone	Email
EMERGENCY 24 hours contact Telephone 02 4629 6229 (Diverts to on call staff)		
Mrs Trish Cartwright International Registrar	Office 02 4629 6229 (24 hour number) After Hours Emergency 0425 256 747	<a href="mailto:international@macarthur.nsw.edu.au">international@macarthur.nsw.edu.au</a>
Mrs Linda Ebeling International Homestay Assistant	02 4629 6240	<a href="mailto:international@macarthur.nsw.edu.au">international@macarthur.nsw.edu.au</a>
Mrs Kylie Elling Dean of Studies	02 4647 5333	<a href="mailto:kelling@macarthur.nsw.edu.au">kelling@macarthur.nsw.edu.au</a>
Mr Timothy Cartwright Dean of Students	02 4647 5333	<a href="mailto:tcartwright@macarthur.nsw.edu.au">tcartwright@macarthur.nsw.edu.au</a>
Mrs Rebecca Joel Head of Senior School	02 4647 5333	<a href="mailto:rjoel@macarthur.nsw.edu.au">rjoel@macarthur.nsw.edu.au</a>
Mrs Carolyn Watkins Head of Middle School	02 4647 5333	<a href="mailto:cwatkins@macarthur.nsw.edu.au">cwatkins@macarthur.nsw.edu.au</a>

Mrs Pateenah Hordern ESL Teacher	02 4647 5333	<a href="mailto:phordern@macarthur.nsw.edu.au">phordern@macarthur.nsw.edu.au</a>

## Headmaster's Introduction and Welcome

I am delighted that you have chosen to be involved with the Macarthur Anglican School International Student Programme, either because you are an international student who has chosen to study at Macarthur or you have offered your services to Macarthur as a homestay provider. If you are a member of the Macarthur community who has an interest in international students you are also most welcome to read this handbook to gain a better understanding of the International Student Programme offered at Macarthur.



Macarthur Anglican School is a registered provider of educational services to overseas students. The School is committed to providing an International Student Programme that:

- Is a high quality, academically focussed educational programme that equips international students for tertiary study in Australia or overseas.
- Protects the health, safety, welfare and well-being of the international students that choose to study at Macarthur.
- Is compliant with, and in many cases, exceeds the requirements for the provision of educational services for overseas students as mandated by the Federal Government.

Established in 1984, Macarthur has a proud history of educating girls and boys in a supportive, Christian environment. The School has welcomed international students to the School since 1991. These students are embraced and integrated into our community and share the same opportunities, expectations and support that all of our students enjoy.

I want to take this opportunity to thank you for your involvement and interest in our International Student Programme, and at the same time provide you with some information on the values that underpin Macarthur and are central to our school and its activities.

## The Macarthur Way

This term is used to describe the culture of Macarthur. It incorporates the School's standards, its emphases, the conduct of its activities and its relationships.

As students enter the School day by day, they are reminded of the motto: Enter to Learn – Go Out to Serve. For the students and staff of Macarthur, these principles are a guide to their efforts and provide a challenge that inspires their plans for the future. The School is a place of learning – a place where learning and achievement are valued.

Following Christ's example, students are encouraged to use their knowledge and skills for the betterment of, and in the service of others.

As a Christian school, Macarthur is committed to providing the opportunity for its students to learn of the love God has for them as individuals. Through regular involvement in Chapel services, tutor groups, Biblical Studies classes, volunteer Christian groups, camps and other experiences, students are encouraged to consider for themselves the truths of the Gospel.

Macarthur's strong academic focus influences the daily experience of every girl and boy and every teacher at Macarthur. Students, at all levels, are well taught by teachers who are committed to their own

professional learning and who are encouraged to assess their own classroom effectiveness. The challenge of building the thinking skills of the students, encouraging them to achieve their best and developing in them a love of learning is Macarthur's goal each day.

We recognise the importance placed by international students on the academic focus of the School and the importance of the School providing a firm foundation for future tertiary study in Australia or overseas.

The School has wonderful buildings and facilities, but most importantly it is filled with individuals who are here to learn, to be challenged and extended and to enjoy the myriad of opportunities presented to them. The students here are members of a community where they learn to value their own achievements and the achievements of others. The school community also has an international focus, both through international students studying at the School and also through the international exchange, student tours and service programmes offered by the School and the connections the School has with a number of schools throughout the world.

As a Christian school, Macarthur seeks to honour God every day. Bringing the word of God to our students, teaching them of His love for them and seeing the impact of this message on the lives of individuals is a privilege we enjoy.

International students at Macarthur will be provided with an opportunity to participate in an outstanding well-rounded education, in a caring and nurturing environment.

**Dr David Nockles**

## Key School Personnel

**The Headmaster, Dr D Nockles**, has overall responsibility for the delivery of all aspects of the International Programme.

**International Registrar, Mrs Trish Cartwright**, monitors and has overall responsibility for all international student matters as set out in this manual. The International Registrar is responsible for ongoing support, mentoring, orientation and specific pastoral assistance to all international students. The International Registrar is responsible for all child protection compliance and completion of all documentation for homestay families and regular contact with homestay families to assist with the monitoring of the health, welfare and wellbeing of international students in homestay accommodation. The International Registrar is also responsible for the recording and documentation in relation to student enrolments, homestay families and agent information. Mrs Cartwright may be contacted on 02-4629-6229 or by email [international@macarthur.nsw.edu.au](mailto:international@macarthur.nsw.edu.au)

**Dean of Studies, Mrs Kylie Elling**, provides advice and assistance in relation to all academic matters concerning international students. Mrs Elling may be contacted on 02-4647-5333 or by email [kelling@macarthur.nsw.edu.au](mailto:kelling@macarthur.nsw.edu.au)

**ESL Teacher, Mrs Pateenah Hordern**, provides academic tuition for English as a Second Language and also provides general academic support to students. Mrs Hordern can be contacted by email [phordern@macarthur.nsw.edu.au](mailto:phordern@macarthur.nsw.edu.au)

**International Student Assistant, Mrs Linda Ebeling**, provides support to the International Registrar with emphasis on providing support to homestay accommodation and student services. Mrs Ebeling can be contacted on 02 4629-6240 or [international@macarthur.nsw.edu.au](mailto:international@macarthur.nsw.edu.au)



Mrs Trish Cartwright  
International Registrar



Mrs Kylie Elling  
Dean of Studies



Mrs Linda Ebeling  
International Student  
Assistant



Mrs Pateenah Hordern  
EAL Teacher



## 24 Hour Emergency Contacts

**International Registrar – Mrs Trish Cartwright**

**All Hours: + 61 2 4629 6229**

Email: [international@macarthur.nsw.edu.au](mailto:international@macarthur.nsw.edu.au)

## Emergency Telephone Numbers

Police, Fire, Ambulance – 000

## Home Affairs

Telephone: 131 881

Ground Floor, 26 Lee Street, Sydney NSW 2000

Postal Address

GPO Box 9984 Sydney NSW 2001

Counter and courier access hours

9am to 4pm Monday to Friday

## Legislative Framework for Overseas Students

The Legislative framework for overseas students includes the following Legislation and Codes:

*ESOS Act 2000*

*ESOS Regulations 2001*

*National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2007*

The National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students (the National Code) provides standards for the conduct of the School and the registration of the courses offered by the School to overseas students. The standards set out specifications and procedures to ensure that registered providers of education and training courses can clearly understand and comply with their obligations under the National Code. Links to the ESOS website are located on the International Documents page of the international student section of the Macarthur website.

Macarthur Anglican School (CRICOS Number 02269K) is approved to provide the following courses to overseas students -

- Primary School studies
- Junior Secondary studies
- Senior Secondary Certificate of Education

The School accepts enrolments from students under the age of 18 years and provides a signed "Education Providers Confirmation of Appropriate Accommodation/Welfare Arrangements" (CAAW) document as required by Home Affairs. As such, the School assumes the responsibility for the welfare of unaccompanied international students.



## **Education Agents**

### ***Recruitment of Agents***

Macarthur Anglican School uses education agents to assist with recruitment and support of students.

### ***Agency Agreements***

The School has signed written agreements with all agents that represent the School.

### ***Promotional Material Provided to Agents***

The School regularly provides accurate and up-to-date written material to agents concerning the School, its programs for international students and information concerning processes for enrolment of international students.

Ongoing monitoring of agents occurs through face-to-face meetings with agents in Australia or overseas and regular email and telephone contact. Where issues of concern arise concerning agents, contact is made with the agent to ensure that corrective action is taken by the agent to ensure that its activities comply with the Agent's Agreement.

### ***List of Agents***

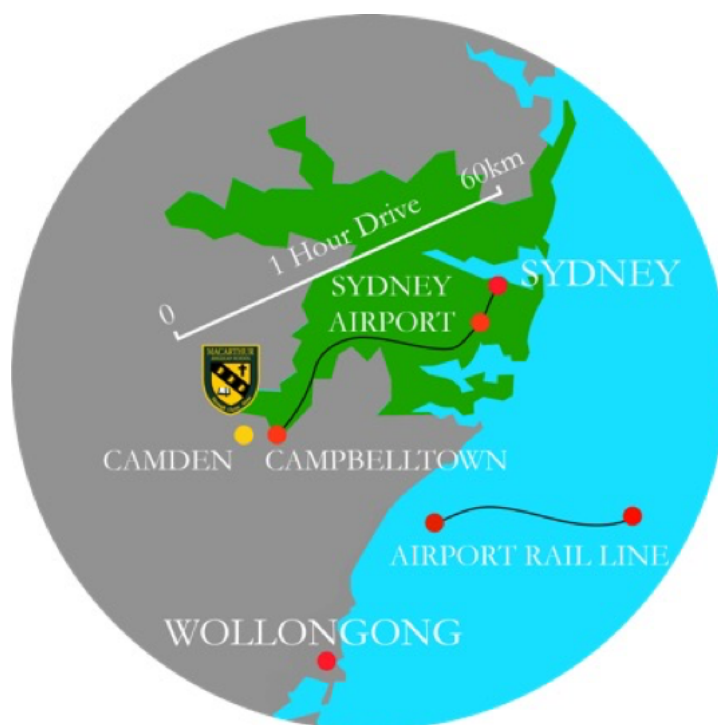
An up-to-date list of all agents who have agreements with the School is kept by the International Registrar and an up-to-date list is available on the School's website ([www.macarthur.nsw.edu.au](http://www.macarthur.nsw.edu.au)).



## Pre-enrolment information

### ***Where is Macarthur?***

Macarthur Anglican School is one hour by train from the CBD of Sydney. The School is set on a large property of 85 acres and is surrounded by new housing estates. In the areas surrounding the School there are several shopping centres, movie cinemas and train stations with direct access to Sydney International Airport. Like many areas of Sydney the suburbs are of single houses, not high rise buildings. As a result the suburbs are very spread out and population in the area is low.



### ***Homestay Accommodation at Macarthur***

Macarthur is a homestay school. Students are accommodated in homestay families within 30 minutes of the School. School bus transportation is provided for students to get to school. Macarthur provides accommodation for students under the age of 18 Years of age and for these students provide the Department of Immigration with the appropriate documentation to allow for visa processing.

Homestay at Macarthur is managed by the International Registrar. Guardianship at Macarthur is also provided by the School. No agencies are used to provide guardianship or monitor student welfare arrangements.

<http://www.macarthur.nsw.edu.au/accommodation-and>

### ***English Proficiency***

Students are required to sit an English test on enrolment. This test may be an AEAS or iDat test. It is important for the School to ensure that the student has an English level that is appropriate for the classes they will be attending. Most students will attend an ELICOS or English course prior to commencement at Macarthur. The School uses PLC Pathways for their English courses.

## School Hours

A school diary will be issued when classes commence. This will provide information about the School. It should be used for recording homework and be carried with you at all times while at school. The diary will also be required at Headmaster's Assembly's and Chapel services.

The roll is marked promptly at 8.10am. Students who arrive after this time will need to sign in at the Heads of School Office. Late arrivals count toward absences.

Period	Start	Finish	Monday	Tuesday	Wednesday	Thursday	Friday
P1a	8.10am	8.40am					
P1b	8.40am	9.10am					
P2a	9.10am	9.40am					
P2b	9.40am	10.10am					
House	10.10am	10.40am		10.10am 10.30 am			
Recess	10.40am	11.00am		3a 11.00am			
P3a	11.00am	11.30am		3b 11.30am			
P3b	11.30am	12.00pm		4a 12.00pm			
P4a	12.00pm	12.30pm		4b 12.30pm			
P4b	12.30pm	1.00pm					
Lunch	1.00pm	1.40pm					
P5a	1.40pm	2.10pm					
P5b	2.10pm	2.40pm					

## Arrival in Australia and Orientation

The School will arrange airport pick-up for all international students on their first arrival in Australia unless their family makes alternative arrangements.

On arrival at the School, the following orientation is arranged for students:

- A tour of the School
- Introduce the student to the Dean of Studies, who will provide the student timetable and arrange a suitable time to discuss subject selections where appropriate
- Arrange for the student to collect the necessary textbooks
- Organise a school uniform
- Introduce the student to key personnel
- Ensure that the student knows who to talk to regarding questions or concerns
- Familiarising the student with the School layout, timetable, sport and co-curricular activities
- Meeting key school personnel and how to contact them
- Providing information on welfare and support services available to students and their location and how to access these services
- Assist in organising a bank account for the student (if required)
- Local tour activities to help new students appreciate the features of Australian life and the Sydney region
- Standards of behaviour for students at Macarthur and other matters contained in the school diary including how to use the school diary
- Assisting the student to understand the academic information contained in the International Student Information and Orientation Handbook
- Providing information on the location and availability of school resources such as library and information services

The student will be given a 'buddy'. This is a friend to help the student settle into classes. The 'buddy' will be another student, in the same year, with a good academic and behavioural record. The 'buddy' will help the student to build a group of friends and understand how to manage adapting to new situations.

In the first days and weeks after commencement of studies at Macarthur the student will meet frequently with the International Registrar and other staff who will use the handbook and other resources to familiarise the student with all aspects of school life and living in Australia. The International Registrar will liaise with the homestay family to assist with answering any questions that arise and so that the student and the family can settle in together.

The student and the homestay family will be provided with a copy of this handbook.



## **Maintaining Contact with Families Overseas**

The School maintains contact with the parents and guardians of students and provides information to them on a regular basis in the following manner:

- Providing academic reports concerning the student
- Visiting the parents overseas
- Parents coming to Australia to visit their child and the School
- Emails and Letters
- Contact via one of the School's agents in cases where the parents are unable to speak English
- Where a parent is living with their child in Australia, through regular parent activities including parent-teacher nights and formal and informal parent events and school activities etc

Students are encouraged to maintain regular contact with their families so that they are kept informed of student progress, activities and the welfare and wellbeing of the student. It is essential that students have access to adequate internet facilities at their homestay to enable regular contact with family and friends.

Parents who have questions relating to their children's enrolment are encouraged to contact the School by email on [international@macarthur.nsw.edu.au](mailto:international@macarthur.nsw.edu.au) or via their education agent.



## Studying at Macarthur

All students in NSW study under the supervision and rules for education as determined by NESA (New South Wales Education Standards Authority).

### Years 9 and 10

Students in Years 9 and 10 complete the NESA course work as part of their Record of School Achievement (RoSA). Students receive their Higher School Certificate (HSC) when they complete a minimum of two years, Year 11 and Year 12. Students are also granted a RoA (Record of Achievement)

The NESA has rules about patterns of study, which are necessary for satisfactory completion of the course. In addition, the School has certain requirements.

The basic rules, which apply are as follows:

- English, Mathematics and Science are compulsory
- Mandatory History and Mandatory Geography are compulsory
- *One* elective subject of Geography and History is compulsory
- Two additional elective subjects must be studied from those offered at the School
- Students will also study Personal Development Health and Physical Education throughout Years 9 and 10 and Biblical Studies in Year 9.

### Choosing Subjects for Years 9 and 10

Students must choose *two* (2) subjects as electives for Years 9 and 10 in addition to elective History or Geography. Normally each of these subjects will be studied throughout the two years.

Some HSC subjects have pre-requisite studies in Years 9 and 10. If students have a particular career path in mind requiring certain HSC subjects, it would be advisable to check with the Head of Senior School about any required prior studies. The Head of Senior School will also be pleased to answer questions concerning appropriate patterns of study.

At the end of Year 10, students can download a copy of their academic transcript for the Year 10 Record of Achievement (RoSA).

The Record of Achievement (RoA) which is available to students from Year 11 onwards will report the student's achievement in all subjects. Students are awarded A-E grades based on their school assessment.

## School Assessment Programmes

Throughout the course in each subject, students will be required to complete a series of Assessment Tasks. Assessment Tasks, properly prepared for, ensure that students are rewarded for consistency of work throughout the course.

There are strict rules which apply regarding Assessment Tasks. These are published in the School's publication *Assessment Manual*. This publication will be issued to all relevant students - students who, for one reason or another, do not receive a copy should seek one from the Dean of Studies. These are also available on the School's intranet, along with a 'live' assessment calendar for year year group (7-12).



Macarthur Anglican School does not allow students to apply using Recognition of Prior learning.

### **Years 11 and 12**

Students in Years 11 and 12 study for the NSW Higher School Certificate which is an internationally recognised award for entry into university. The Higher School Certificate (HSC) is a two-year course. Students must complete all of Year 11 and Year 12 to graduate.

Subjects offered in Years 11 and 12 are set out below.

### **Subjects Available for Study in Years 11 and 12**

<b>English</b>	Advanced English Standard English English Extension 1 English Extension 2 (Year 12 only) English as a Second Language
<b>Mathematics</b>	Mathematics Mathematics Standard Mathematics Extension 1 Mathematics Extension 2 (Year 12 only)
<b>Science</b>	Biology Chemistry Physics Agriculture Earth and Environmental Science
<b>Personal Development, Health and Physical Education</b>	Personal Development, Health and Physical Education
<b>History and International Studies</b>	Ancient History Modern History History Extension 1 (Year 12 only) Studies of Religion 1 Studies of Religion 2
<b>Social Sciences</b>	Geography Business Studies Legal Studies Economics
<b>Music</b>	Music 1 Music 2 Music Extension (Year 12 only) Drama
<b>Technology and Creative Design</b>	Visual Arts Design and Technology Textiles and Design Information Processes and Technology Software Design and Development
<b>Languages and International Studies</b>	Indonesian Continuers Indonesian Extension (Year 12 only) Society and Culture

Additional Languages may be studied through the NSW School of Languages after approval from the Dean of Studies.

## **Examinations – attendance at school during exam free days and travel prior to exams**

Students in Years 11 and 12 who live in homestay accommodation or with a CAAW (welfare certificate) may stay home on a day when they do not have exams. Students in all other year groups must attend school on all days, even if they do not have an exam.

## **Travel During Examination Periods**

No student will be approved to travel outside the local Macarthur areas for the weekend prior to examinations commencing and for the weekends during examination periods. This time should be used for constructive revision and study for examinations. Local visits to shopping centres and movies in the Macarthur area are still allowed during this period.

## **Course Progress**

Unless specifically authorised by the PEO and in accordance with the requirements of the NESA, students will not be accepted as an international student to commence the Senior Secondary Certificate of Education (Years 11 and 12) unless they are able to commence their studies in February of Year 11. This is to ensure students have a full two years to complete their Senior Secondary Studies Course. Macarthur Anglican School does not offer online learning. All course hours are delivered by face to face learning. There are no practical placement components required to complete courses.

Students may be enrolled at any time prior to the commencement of Year 11. In these circumstances a student will be enrolled for a period of study in Junior Secondary Studies (Years 7 to 10) and also may be enrolled for Primary School Studies.

Where students enrolled in Junior Secondary studies do not complete sufficient course hours to be eligible for a Record of Student Achievement (ROSA) the Dean of Studies (as delegated by the PEO) may permit the student to continue study and commence their Senior Secondary Certificate of Education where they have satisfactorily completed all or part of the Stage 5 requirements and/or gained other qualifications that the Dean of Studies considers satisfactory (in accordance with NESA requirements).

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. Students course progress is specifically reviewed at the end of each semester (July and December) for the course in which the student is enrolled.

In a circumstance where a student may not complete the course in time, the Dean of Studies may recommend to the International Registrar an extension. An extension can only be granted in the following circumstances:

1. Compassionate or compelling circumstances
2. An implemented intervention strategy for an at risk student that will mean the student is unable to complete the course in time
3. An approved deferment or suspension of the student has been granted

Where the School decides to extend the duration of the student's study, the School will report via PRISMS and/or issue a new Confirmation of Enrolment if required.

Student progress is monitored continually in order to ensure that the student achieves minimum outcomes within the course in which they are enrolled, so that the course duration is completed within the timeframe set by the student's Confirmation of Enrolment. The student is provided with this documentation in the International Student Handbook. Students are provided with a copy each year and an electronic copy is available on the International pages of the School website.



All students at Macarthur are expected to make satisfactory course progress academically and any policies in relation to academic progress for international students should be read in conjunction with the policies and procedures at Macarthur for all students regarding academic progress and academic review. (See Assessment (K-12) Policy, Assessment (K-12) Guidelines and Procedures, Year 10 RoSA Assessment Manual, Year 11 RoA Assessment Manual, Year 12 HSC Assessment Manual)

In addition to the policies Macarthur Anglican School holds for the monitoring of all students enrolled, the following procedures apply to international students in order to ensure that they progress satisfactorily through their course of enrolment.

1. The School will monitor, assess and record progress of international students in accordance with the K to 12 Assessment and Reporting Manual in order to ensure that the student completes their course of enrolment in the time specified on their Confirmation of Enrolment.
2. Academic records for the student will be kept on both the School database and the student file.
3. The Dean of Studies is responsible for the assessment and monitoring of course progress and that the student is in a position to complete the course within the expected duration for international students.

Course progress will be assessed at the completion of each study period by the Dean of Studies. A signed form confirming the assessment and result will be kept in the student file.

### **Primary – Kindergarten to Year 6**

For students in Kindergarten to Year 6, the student is required in all study periods to complete all classwork and have satisfactory participation in all classes.

A student in this course fails to make academic progress when they achieve E grades in five or more subjects.

### **First Study Period – Years 7 to 12**

The course progress requirements detailed below are in addition to those outlined in the Assessment Manuals provided to students in Years 7 to 12.

- a. It is acknowledged that the first study period involves significant transition and change for students. For some students the first study period may also be a part study period. All students at Macarthur Anglican School are expected to complete all course work and assessments requested of them by their teachers. A student will be assessed as not maintaining satisfactory course progress in the first study period if they:
  - i. Do not submit or make a serious attempt at formal assessment tasks in three or more assessments where the student has been required to complete those tasks by the Dean of Studies, notwithstanding their recent enrolment in the School and developing understanding of the subjects they are studying and their developing English language skills.

### **Subsequent Study Periods – All Students Years 7 to 9**

- b. For students to maintain satisfactory course progress for their second and subsequent study periods, students must complete all assessments and course work requested of them by their teachers in conjunction with the Dean of Studies. A student will be assessed as not maintaining satisfactory course progress if they:
  - i. Do not submit or make a serious attempt in formal assessment tasks in three or more

- assessments in any study period; or
- ii. Receive an 'E' grade – Limited Achievement' in all of the following subjects:
  - a. English
  - b. Mathematics
  - c. Science

### **Subsequent Study Periods – All Students Years 10, 11 and 12**

- c. For students to maintain their course progress for their second and subsequent study periods, students must complete all assessments and course work requested of them by their teachers in consultation with the Dean of Studies. A student will be assessed as not maintaining satisfactory course progress if they:
  - i. do not submit or make a serious attempt in formal assessment tasks in three or more assessments in any study period; or
  - ii. receive an 'E' grade in English and one other subject.

### **Definition of 'at risk' of failure to make satisfactory course progress Years K to 6**

A student in K-6 is considered at risk of failure to make satisfactory course progress if in any one study period they receive an E grade in three or more subjects. An academic report is the indicator of grade.

### **Definition of 'at risk' of failure to make satisfactory course progress Years 7 to 9**

A student will be at risk of failure to make satisfactory course progress if in any study period they:

- fail to hand in or make a serious attempt at one assessment task in one subject during a study period: or
- receive a 'E' achievement grade in two or more of the subjects of English, Mathematics and Science. The academic report is the indicator of grade.

### **Definition of 'at risk' of failure to make satisfactory course progress Years 10 to 12**

A student will be at risk of failure to make satisfactory course progress if in any study period they:

- Achieve an 'E' grade in any one subject (The academic report would be the indicator of grade)
- Fail to complete or make a serious attempt at one or more assessments

### **Intervention Strategies for 'at risk' students**

Students are at risk of failure to make satisfactory course progress where it is likely a student will not complete minimum requirements for a course within in the normal duration.

- The Dean of Studies, and/or Heads of School and/ or the International Registrar will meet with the student to counsel them
- Formal letters to students and parents warning of 'at risk' status
- Meeting with the parents either on-line or in person
- Development of study programmes in consultation with academic staff. These programmes may include but not be limited to:
  - Mentoring meetings with a senior member of staff. This may involve setting specific academic learning goals.
  - Specific diagnostic testing, observation and other learning support strategies. If necessary, the student would be placed on an 'academic review' register.
  - Regular meetings with the Faculty Head or teacher of the subject which is of concern. If necessary the students would be placed on the Academic Review Register
  - Meeting with the International Registrar to establish if there is any matter of a pastoral nature which is affecting the student's ability to complete work in a satisfactory manner
  - Discuss with the student the resources available to them and ensure they are using the full range of support provided by the School
  - Weekly meeting with the Dean of Studies to check progress and ensure deadlines are met. This will also involve setting academic learning goals that are to be achieved.
- Any meetings held will be recorded in 'Academic Notes' in the 'Academic Review' register.

An After School English programme is run once a week to support students in their learning. There is no additional charge for this programme.

Student academic records are maintained in accordance with the Assessment and Reporting Manual, Assessment and Reporting Guidelines and Assessment and Reporting Policy and the Student Achievement Policy and Guidelines.

Should a student fail to meet minimum course requirements and therefore fail to make Academic Progress

- the student will be advised in writing by the Dean of Studies that the School intends to report them for failure to make course progress
- The student will be provided with 20 days to make an appeal
- If the student withdraws from the Appeals Process the student will be reported to the DHA by the International Registrar and advised in writing when that is completed
- The student will be supported in homestay accommodation until they can either return to their home country or commenced at another provider
- The International Registrar is responsible for ensuring that all documentation is kept in the student file and School database. They are also responsible for keeping the parents informed of the communication and implications

## **Deferring, Suspending or Cancelling a Student Enrolment**

In all circumstances where the student enrolment is deferred, suspended or cancelled:

- Student must apply in writing to the International Registrar for a period of leave for a compassionate or compelling circumstances. Consideration would be given to any effect on the long term completion of the course within the visa timeframe
- Deferrals of enrolment are unlikely to be more than 6 months.
- The International Registrar is responsible to notify the Secretary of DESE via PRISMS of the circumstances of the deferment, suspension or cancellation of the student enrolment within 14 days.
- The student will be advised to contact the Department of Home Affairs so that that the student understands the implications (if any) of the decision to defer, suspend or cancel a student visa on the student's visa and whether the deferment suspension or cancellation breaches any visa conditions or obligations.

### ***School Initiated Deferral or Suspension of the Enrolment***

The School can only defer or temporarily suspend a student enrolment on two grounds:

1. Compassionate or compelling circumstances (for example, a significant illness where a medical certificate states that the student is unable to attend classes, visiting a gravely ill relative, a border closure preventing the student accessing travel etc); or
2. Misbehaviour by the student.

The period of deferral of a student enrolment, whether initiated by the student or the School, will not be counted for the purposes enrolment attendance calculations.

The parents or guardians of a student seeking to defer an enrolment must write to the International Registrar seeking permission for such a deferment or suspension of the enrolment and providing the reasons for the request. Where the request is granted the International Registrar will note the reasons for granting the deferral on the student's file.

The ultimate decision as to whether a student enrolment is deferred, suspended or cancelled lies with

the Headmaster.

### ***Student Initiated Deferral or Suspension of Enrolment***

Deferral or suspension of enrolment will only be permitted for compassionate or compelling circumstances including difficulties with student visa processing. In such circumstances the School may defer the enrolment date for the student.

Compassionate or compelling circumstances are generally those beyond the control of the student and which have an impact upon the student's course progress or wellbeing. Each case will be considered on its individual merits. These could include, but are not limited to:

- serious illness or injury, where a medical certificate states that the student was unable to attend classes
- bereavement of close family members such as parents or grandparents (Where possible a death certificate should be provided)
- major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the student's studies; or
- a traumatic experience which could include:
  - involvement in, or witnessing of a serious accident; or
  - witnessing or being the victim of a serious crime, and this has impacted on the student (these cases should be supported by police or psychologists' reports)
- inability to begin studying on the course commencement date due to delay in receiving a student visa; or
- border closures preventing the student returning to Australia

### ***Student Initiated Cancellation of Enrolment***

Students may have their enrolment cancelled in the following circumstances:

Students may have their enrolment cancelled in the following circumstances

- The student applies to cancel their enrolment (eg transfer to another institution, due to serious illness)
- Where a student cancels their enrolment, the refunds policy applies to any refund.

The ultimate decision as to whether a student enrolment is deferred, suspended or cancelled is made by the Headmaster.

### ***School Initiated Cancellation of the Enrolment***

The enrolment of the student will be cancelled by the School in circumstances where:

1. A deferral of the student enrolment has been granted and the deferral continues beyond the agreed time frame.
2. The student breaches the student visa conditions.
3. The School refuses to continue to provide the course to the student because the student has failed to pay the fees payable to the School for the course.
4. The student has breached the behaviour standards of the School and the student has been afforded natural justice (procedural fairness) in accordance with School policies.
5. The student breaches the behaviour expectations of the School (either at Macarthur,

- homestay or at a language course provider).
6. Other reasons as listed in the written agreements (eg a breakdown between the school and parents).

### ***School Initiated Cancellation of the Enrolment – Complaints and Appeals***

Where the School initiates the cancellation of the student enrolment, the School will notify the student that they have twenty working days to access the School's complaints and appeals process. If the student accesses the School's complaints and appeals process in relation to a decision by the School to cancel a student enrolment, the School will maintain the enrolment of the student whilst the complaints and appeals process is completed, unless extenuating circumstances exist relating to the welfare of the student.

'Extenuating circumstances' relating to the welfare of the student may include but are not limited to the following. The student:

- refuses to maintain approved care arrangements;
- is not attending classes and their whereabouts cannot be established;
- has medical concerns, severe depression or psychological issues which lead the provider to fear for the student's wellbeing;
- has engaged or threatens to engage in behaviour that is reasonably believed to endanger the student or others; or
- is at risk of committing a criminal offence.

### **Transfer of International Students**

If a student seeks to move to another institution, a student must complete the Application to Transfer form which can be downloaded from the School website or obtained from the International Registrar.

Students who have not completed 6 months enrolment are required to make an application to the International Registrar for consideration. A transfer request will be granted where:

- the student has completed an application to transfer form
- the circumstance leading to the request to transfer is found to be genuine
- the transfer of the student is with the full knowledge and approval of the student's parents (in writing)
- the other provider is duly registered on CRICOS
- the other provider has given the student a Letter of Offer of a place and in the case of students who are under eighteen, details of their intention to accept welfare responsibility for the student
- the transfer is deemed to be in the best interests of the student with regard to their future welfare and satisfactory progress in studies

Transfer requests will be completed within 10 working days.

All students are advised that as stated in their letter of offer, that one term is required prior to withdrawing from Macarthur. If this notice is not possible students are required to pay one term's tuition fee instead of giving notice.

## Legal Advice

In the event that students require legal advice, the following organisation provides free legal advice in the local area.

Macarthur Legal Centre  
Telephone: 02 4628-2042  
317 Queen Street  
Campbelltown

Postal Address:  
P O Box 798  
Campbelltown NSW 2560

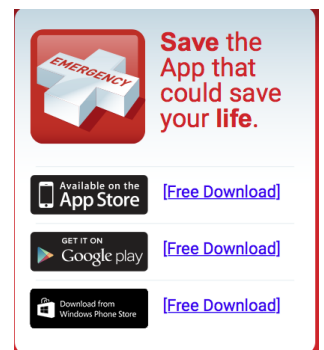
## Living in Australia

Students are encouraged to view the following website which details information on living in Australia.

<http://www.studyinaustralia.gov.au>

### **Students are advised to download the free app called Emergency+.**

The app looks like the picture opposite. If you get lost or injured and have any concern for your safety or health, you can call for help with this app.

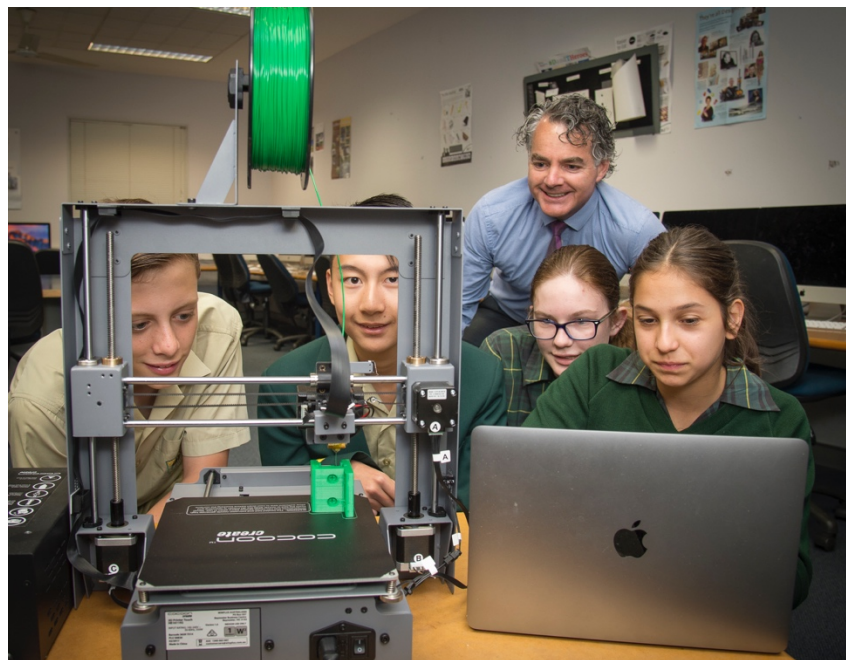


## Integration

During the student's first months of study in Australia, the School will provide a range of integration activities to assist students in their cultural understanding, some practical aspects of living in Australia and also being a student at Macarthur Anglican School. These activities are likely to include:

- Integration meetings in the first 3-4 weeks of commencement
- A school tour to provide orientation of the campus explanation of key buildings
- Introductions to key staff (Headmaster, International Registrar, Dean of Studies, Head of School)
- Introductions to the homestay family
- Explanations on school uniform and conduct at school
- Information regarding available public transport services and if applicable distribution of concession cards
- Assistance to set up bank accounts (if required)
- Provision of the International Student Handbook containing the information on all student services and related matters for homestay and enrolment at Macarthur
- International student lunches to support students and provide a venue for communicating important school information
- Liaison between the School, homestay family, student and parents via the education agent
- Information regarding the School nurse and the use of Overseas Student Health Cover (OSHC)
- Access to legal services in Australia
- Explain provision of the International Student Ombudsman in the event of an unresolved complaint or issue
- Explanation of attendance and course progress requirements at Macarthur in relation to the visa requirements of student visas
- Regular homestay visits with the student and homestay family to discuss both pastoral and academic matters
- Where applicable, students who attend English language tuition in prior to arrival at Macarthur are offered integration days before commencement
- International ebulletins





## **Introduction to Homestay Accommodation**

As soon as possible after arrival the International Registrar or International Student Assistant will take the student to their new homestay accommodation and arrange for the student to meet the homestay family and settle in. Where the student arrives with family members or friends, these will also be invited to visit the homestay and meet the homestay family.

Arrangements will be made with the homestay family to explain to the students how they will get to school each day, the location of shops and amenities, any particular requirements of the family, how internet access will occur, and what to do in the event of sickness or other potential problems.

The homestay family will be encouraged to discuss meals, including meal times, favourite food, and other household routines such as washing and cleaning and general details such as when members of the family arrive home, security, use of household items, TV watching etc.

It is important that students acknowledge that behaviour in homestay accommodation is expected to be of high standard. Students who break homestay rules are subject to discipline by the School. This manual contains details that students need to ensure they are able to live in Australian society in an Australian family with as few problems as possible.

**If students are unsure about anything they should ask.** Speak to the homestay family or International Registrar or International Student Assistant.



## Homestay Accommodation

Homestay accommodation is arranged and supervised by the School and is provided to international students. Homestay families provide safe, secure and appropriate accommodation and support for the student throughout the academic year, including holiday periods (**except for December and January vacation when all students are required to return to their home country**). Students should plan to depart Australia within a week of Speech Night.

Homestay families are encouraged to provide age appropriate guidance to the student and them to be fully involved in the academic, co-curricular and sporting life of the School.

The School will periodically visit the homestay family and will also keep in contact with the family to monitor the homestay arrangements.

Homestay families must contact the School immediately when any members of the homestay have serious concerns for the health, safety, welfare or wellbeing of students.

Students are encouraged to participate fully in the homestay family activities as appropriate and are encouraged to undertake regular household tasks in a co-operative and positive manner. Students are encouraged to speak with homestay families about any issues and concerns that they may have and where further assistance is required, speak with the International Registrar.

There may be circumstances when the School will take action to remove students from homestay accommodation. The main circumstances when this will occur are:

- Where the School has concerns about the health, safety, welfare and wellbeing of the student and the homestay provider is unable or unwilling or it is unreasonable to expect the homestay providers to address these issues
- Where there are child protection issues that arise at the homestay accommodation
- Where there is a request from the family of the student to move the child
- Where there is a request from the student to move to a new homestay, and there are real issues and concerns being expressed by the student, and where following this request the International Registrar determines that it would be appropriate to move the student
- Where the homestay family requests that a student be moved

Monitoring of homestay accommodation and the welfare of students in homestay accommodation occurs through:

- Regular contact by phone, or other electronic means, or in person, with homestay families to discuss any issues and monitor the welfare of the international student
- Regular discussion with international students to discuss their welfare and any issues that they have with their homestay arrangements or other welfare issues
- Regular meetings with the International Registrar or other staff (eg parent teacher evenings)
- Ensuring that the homestay provider has access to twenty-four-hour emergency contact phone numbers for the International Registrar and other appropriate school staff (outlined in Key Personnel)
- Periodic homestay inspections

A record of ongoing contact with homestay families is kept with the homestay family file located in the School Office.

In the event that the School suspends or cancels the enrolment of a student, the School will continue to monitor the accommodation and welfare arrangements of the student until:

- Another provider accepts responsibility for accommodation and welfare arrangements
- The student leaves Australia
- Other suitable arrangements are made that satisfy migration regulations

## Homestay Fees

### For Students

The cost of homestay is made up of three components:

- Provision of a room for their exclusive use
- Meals – 7 days a week
- Services – laundry, electricity, unlimited internet

The 2020 homestay fee is

- \$329.00 per week (\$47.00 per night) and is reviewed annually. Any changes to the set homestay fee will be advised in writing to both the homestay and the student.



The 2020 vacation fee is

- \$91.00 per week (\$13 per night). This is to pay for insurance of items in the homestay and to hold the room. If the student lives at the homestay during April, July or October vacations, the full homestay rate is payable.

A student is not allowed to stop paying during the holidays and then expect to return to the same homestay after the holidays. When the student remains with the family during a vacation period and is invited to take part in a family holiday, any additional cost for accommodation or travel must be met by the student.

The student or their parents pay the homestay fee directly to the School and the School will make monthly payments to the homestay family. Any student moving from a homestay will be required to give 2 weeks notice or otherwise 2 weeks homestay at \$329 per week will be paid to the homestay.

The School is to receive homestay payments twice a year no later than the following dates:

Payment 1: Due no later than 21 January 2019

Payment 2: Due no later than 26 July 2019

### For Homestay Parents

When a homestay family accepts a student, the room the student lives in becomes theirs in the same way that a tenant rents a house. The room cannot be used by the homestay in the student's absence whilst their possessions are in the room and the student is paying homestay fees.

There are a some of occasions when the School will pay the nightly vacation rate:

- During School vacations when the student returns to their parents

- During the annual School Camp (for camp nights)
- During any overnight school excursion/ tours (including Duke of Ed, Thailand etc)

If the homestay family go away and emergency/ temporary accommodation is requested, as the student will need to pay the temporary homestay family, there will be no payment made to the regular homestay family.

Adjustments are generally only made for school-based activities like camp.

A student's property would normally be covered by household contents insurance. It is advisable to list any valuable items on the homestay insurance policy. The student should also be asked to make an inventory of their belongings. Homestay families may need to help with this task.

Homestay providers are not permitted to charge extra to students

All homestay families are required to provide the School with their bank account details so that monthly homestay payments may be made. Adjustments to homestay payments (requested by the student or homestay family) will all be approved by the International Registrar.

## **What is Included in Homestay For Students**

Accommodation - students can expect to have their own room, with a bed, a desk and a desk lamp so that they can study, as well as drawers and a wardrobe to hang their clothes.

Students will also be provided with all meals – breakfast before school, morning tea and lunch to take to school, afternoon tea and an evening meal. If the student wants to buy more food at the School Cafeteria, they would use their own money. It is important to try different foods on arrival in Australia and speak to the homestay about the food and differences experienced compared to home. Cold lunches are common in Australia. If students are provided with a hot lunch by their homestay they should consider themselves fortunate, but this is not a requirement of the homestay.

The homestay fee also includes laundry. It is the student's responsibility to take dirty clothes to the laundry for washing. The homestay will advise where the laundry is.

Students are encouraged to participate in the daily life of the homestay family and this may include some light tasks that Australian children in the house participate in. This may include helping clear dishes from the table, or washing up after dinner.

## **For Homestay Parents**

We recommend setting clear guidelines at the very beginning of a student's stay. The house rules should also apply to international students and setting clear boundaries early will avoid conflict later. This may relate to general interactions in the home, meal times, when and how the student can access food, laundry matters, internet and telephone use, etc.





It is important for family members to respect the privacy of a student. It may be necessary for younger family members to be told that they cannot enter a student's room at any time, without being invited to do so.

Homestay parents should provide fresh, wholesome food for their student, as they would for their own family. If for any reason it is not possible to provide a lunch to take to school, then a reasonable sum of money (eg \$5-\$10) should be given to the student to buy lunch from the Cafeteria.

Students may be asked to help with the tasks around the house. This may include helping with hanging out, collecting or folding the washing, washing up after dinner or food preparation. They should only be allowed to use an electrical appliance such as an iron, when they are competent to use it without any risk of injury. Please consider student ages when making these decisions.

## **What is Not Included in Homestay**

### **For Students**

Travel to and from school is not included in the homestay fee. Some homestay parents drive the student to School but this is not a requirement. Bus travel to and from school is at the student's expense.

The homestay fee does not include an allowance for an excessive amount of travel. Homestay parents will help when they can if the student requires transport to a station or to see a friend. If students wish to go somewhere special, they may need to make their own arrangements for travel to and from an event. However there are occasions where a student may need collecting from school at unusual times before and after an excursion and also school camps. It is appreciated if homestay families would accommodate these requests wherever possible providing advanced notice is provided by the student.

Telephone calls are not included in the homestay fee.

Personal hygiene products and toiletries are not included in the homestay fee – for example, items like shampoo, deodorants etc as students will have individual requirements.

### **For Homestay Parents**

Homestay parents generally do a certain amount of driving to get their children to and from activities in which they are involved. Any assistance homestay parents give in allowing a student to live the life of a typical Australian student will assist them in their transition to Australian education. Discussion between the homestay family and the student is encouraged to set some ground rules on expectations. Some students access the School's after hours lessons and study sessions. The School encourages students to discuss these before making a commitment to attend. Any assistance that homestay parents can provide for students to attend after hours study sessions is greatly appreciated.

It is worth setting clear guidelines at the very beginning of a student's stay in homestay. The house rules should apply to international students and setting clear boundaries early will avoid conflict later. This may relate to general interactions in the home, meal times, when and how the student can access food, laundry matters, internet and telephone use, etc.

Within the homestay fee, homestay families are expected to provide internet connection for student use. Overseas students often want to video call home to keep contact with their parents. It is a requirement that unlimited internet is provided by homestay families. Families are recommended to have a plan with unlimited wi-fi.

Students would not be expected to pay for items that are for general use in a household such as soap, toilet paper, cleaning materials, etc.

## Relationships

### For Students

Students should think of the homestay parents as friends who are willing to help during their stay in Australia. Students may find that a friendly relationship will build up and continue even after schooling is completed. Students can help to build a positive relationship with the homestay family by spending time with them and doing their best to talk with them. Enjoy meal times with the homestay family and seek their advice and assistance where there is something unclear. Students are encouraged not to spend all their time in their room.

It is considered very rude in Australian culture to text another person from your bedroom if the person is in the house. If students need to discuss something with their homestay this must be done in person. Face to face communication is an important skill to learn but it is also a very important part of Australian culture.

### For Homestay Parents

Whilst it is good to build up a friendly relationship with the student, homestay parents need to be aware of cultural differences in the area of relationships. In some cultures, a very formal relationship is maintained between fathers and their children. So it may appear that the student is shy or reluctant to be friendly, when really, their behaviour is a reflection of a relationship within their own family.

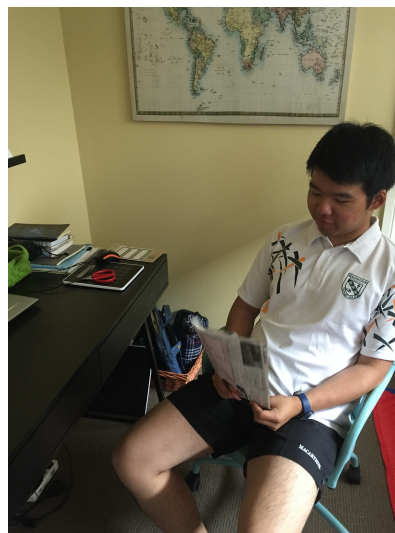
## Telephone Calls and Internet

### For Students

While understanding the needs of all students to remain in touch with their families and to contact their class friends from time to time, the following is provided as a guide for the use of telephones in homestay accommodation.

- Students are expected to pay for their own mobile phone accounts. Students should purchase a pre-paid plan. Under no circumstances should a homestay add a student to their home phone plans.
- **Telephone calls should not be made after 9pm on school nights.** This includes on their own personal device. The reason for this is that it is disruptive to the household and students will also become very tired if they make late night calls. A senior student in Year 11 or 12 would have considerable study and late-night calls are not allowing for sufficient rest to maintain their study schedule
- Friends or relatives who ring students from overseas should be told not to ring after a local time of 9pm in Australia
- If students need to make an urgent call after 9pm they should seek permission from the homestay family
- On Friday and Saturday nights a later telephone time is permitted however students should again ask for permission from the homestay family so they expect to hear a conversation late at night

The homestay family will provide internet access for students in their home. This internet facility is provided to allow students to do their study and contact their parents. Whilst students may want to skype home and undertake research for their school work, they should be careful not to download excessive amounts (eg movies and music). This can be very expensive in Australia. Students should talk to homestay parents about this. It is also important to know that the internet in Australia can be slower than in other countries. This is not something the homestay family can fix.





### **For Homestay Parents**

It is recommended that parents set clear guidelines for telephone and skype calls in homestay. Due to the time difference it can be difficult for the students to speak to their parents at a reasonable hour however 9pm should be the latest that a non-urgent call is made on a school night.

Overseas internet can be significantly faster and more reliable than Australia and, as a result, students may be in the habit of using this more regularly and for larger files than for Australian families. Please ensure unlimited internet is connected to the home to accommodate the increase in use from homestay students.

If there are any problems with telephone or internet use, please speak to the International Homestay Assistant.

## **Looking After Your Room**

### **For Students**

In Australian families, children and teenagers expected to be responsible for their own room. Very few houses have paid staff who will clean things up. Make the bed by pulling the sheets and blankets up and tucking them in each morning. Students should not leave any clothes on the floor. Students who do not have clean floors cannot expect the homestay family to clean the room. In this circumstance, students will need to clean the room themselves.

If students like to play their own music, they should be considerate of the volume if it is loud for other family members. The homestay parents may go to bed early if they have to get up early to go to work. If you are learning a musical instrument, please ask your homestay what time you should do your music practice.

**Students are not permitted to store any food in their bedrooms or eat in their bedrooms.** If you need to store some food, please ask your homestay for some space in the kitchen.

**Students should make a real effort to mix with the family. Join them in the living room to talk about what has happened through the day, or to watch TV. Always have meals with the family - do not ask if the meal can be taken away to eat separately or eat at a different time to your homestay family. Remember, students are part of the family.**

### **For Homestay Parents**

Given that the main purpose of a student is to study, homestay parents should not make household tasks too onerous. It is appropriate however that students maintain their room and respect household routines. Senior students will tend to spend more time studying than a younger student and this may include weekends. Overseas students take longer to read the homework and assessment tasks and families will need to consider this when planning weekend activities.

## **Bathing, Dressing and Laundry**

### **For Students**

Australians are very particular about personal hygiene. They consider that it is important to have a shower, or a bath every day. Students should also do this. However, be mindful that other family members also need to use the bathroom so which time would be best for you to use it.

In Australia, water is precious. Australia is a dry place and water has to be used wisely. Do not shower for longer than 10 minutes. Your homestay may ask for a shorter period than 10 minutes.

Australians believe it is important to wear a clean shirt, clean underwear and clean socks every day. Students need enough of these items to last a week at school. Blazers and winter tunics that require dry cleaning must be done at the student's expense.

In Australia all washing of clothes is done in the laundry. This is a separate room of the house. Washing can be done in the laundry sink by hand or in the washing machine, which is automatic. If students want to wash their own clothes, they should speak to the homestay to find out when this can be done and what equipment should be used.

### **For Homestay Parents**

The normal rules that apply to other children in the family should apply for the student where appropriate for their age.

Provision of laundry is included in the homestay fee paid by students, however, some students like to wash their own clothes. This is particularly true of underwear with girls. Please show them when and where to do this to avoid issues with washing in the bathrooms. Laundry bags can also be helpful for students to use for underwear.

At a minimum a student's sheets, pillowcases and towels should be washed weekly in summer and no less regularly than fortnightly in winter. It is reasonable to ask students to remove the sheets and pillowcases from the bed and bring them to the laundry.

## **Bathrooms in Australia**

### **For Students**

Some students find the bathrooms in Australia different from their home country. In Australia, toilets are not designed to be stood on. Students should always sit on the toilet seat. Toilet paper provided in the bathroom must be flushed down the toilet. Do not put the used toilet paper in the rubbish bin. It is important however to ensure that students do not flush anything else down the toilet. Australia has a range of sewerage systems and students should not use the toilet to flush rubbish away.

Always wash and dry hands after using any bathroom whilst in Australia.

**Female students should speak to their host mother regarding the disposal of feminine hygiene products. These should NOT be flushed into the toilet. Students should not be embarrassed but ask what to do before it is a problem.**

### **For Homestay Parents**

Some cultures use the bathrooms very differently to Australian customs. It is wise to explain to students what is to be flushed and what it is not. Whilst it may be an awkward conversation to have, it is wise to avoid any embarrassment later.

If homestay families are hosting a female student, it may be wise to open this conversation early in their arrival and explain the house rules on this matter.

## **Meals**

### **For Students**

Many international students have experienced a variety of food before coming to Australia and have little problem in adjusting to the meals they will be served. People from all over the world live here, and as a result we have a wide variety of foods available. Many Australians like to try foods from other countries. If the student is missing a favourite dish or an item, such as rice, ask if it can be included occasionally.

In Australia, there are customs and manners that you should know about:

- Never begin eating as soon as a meal is served. Wait until everyone is served, then begin to eat with everyone else.
- Don't rush through the meal.
- In western cultures, such as in Australia, food is eaten with the mouth closed. It is considered bad manners to eat with the mouth open and to make a lot of noise whilst eating.
- Students should try to keep the area clean when eating. Avoid spilling food onto the table or tablecloth.
- Sit up in the chair, but close to the table. Avoid bending over close to the plate. Never spit food out onto the plate. If the food cannot be chewed, remove it with fingers if necessary.
- Students should indicate that they have finished or have had enough by putting their knife and fork together on the plate.
- Students must eat their meals at the same time as other family members. It is not acceptable to eat meals at a separate time or in their bedroom.

When eating at the homestay, try to help with the meal. Students will soon learn how to set the table. Help clear up afterwards and to wash up, dry the dishes or load the dishwasher.

### **For Homestay Parents**

The School appreciates the efforts of homestay parents to take into account the tastes of students who come from a different cultural background. For instance many students of Asian origin appreciate the inclusion of rice and noodles in meals from time to time.

Students may feel comfortable teaching something of their culture. Food is an ideal way to allow this interaction in the family. Homestays may consider allowing the student to cook a meal for the family or visit a restaurant that provides food with which they are familiar. Encourage the student to teach the family about the food as they order.

Providing an empty basket in the pantry is a helpful way for students to store food.

Students have access to microwave ovens at school. They appreciate taking leftovers to school, so cooking a little extra dinner that they can have for lunch can be very helpful.

Do not permit students to eat meals separately to your family. It is an expectation of homestay that student eat at the same time as everybody else. If any issues arise regarding this please contact the International Student Assistant.

## Travelling

The School recognises that students will want to go out and visit local areas and for older students Sydney CBD. In most cases these requests will be approved as long as they follow the following guidelines set out below.

Students should be aware that all travel requests are 'requests'. This means that they may be refused if the request is considered unreasonable, inappropriate due to the study schedule for the student, inappropriate times and location for the student.

A student who wants to travel on the weekend without their homestay parent (eg to visit Sydney city) must apply to the International Registrar no later than lunchtime on the Thursday before they travel. The form must be delivered to the Receptionist at the Administration Centre at the School. **Travel forms received after lunchtime Thursday will NOT be approved.** If permission is granted the student and the homestay parent will receive a written confirmation of the approval which will include departure and return times. Students are provided with a copy of the travel request form on their arrival at Macarthur. This rule applies to all students in homestay accommodation irrespective of age.

### For Students - Years 7 to 9

Students in Years 7 to 9 will not be permitted to travel outside of the Macarthur area without being accompanied by their homestay. For social activities around the Macarthur area (eg shopping or movies, sporting activities etc), students must obtain permission from their homestay parents and obey the house rules of the homestay in relation to departure and return times. Students are expected to keep their homestay informed about where they are going and whom they will be with. Some flexibility may be afforded to students at the end of Year 9 depending on age.

### For Students – Years 10 to 12

Students may want to visit friends, go to the shops or even go to the city. Students should plan where they want to go beforehand. No student is permitted to travel outside the local Macarthur area separate to their homestay, without written permission from the School. (See the Travel Request Form at the back of this handbook). Students are only permitted to travel within the hours of 7am to 8pm. Exceptions to this must be made in person to the International Registrar.

Any student who has had a breach of their travel rules should expect to receive discipline from the School and their homestay. This will be likely to include a travel ban for the student however serious breaches may have more serious consequences including cancellation of enrolment.

### ALL STUDENTS

**Overnight accommodation** away from the homestay must be approved by the School. If a student has a family member or friend they want to stay with they must have a letter from their parents sent to the School to approve this. The family the student wishes to visit also needs to complete a form and submit Working with Children Checks. Students who want to stay with a family not known to the school need to visit the staff in the International Office several weeks prior to the visit.

## Airport Travel

Students travelling from the airport to return to school, or departing to go to their home country for a vacation must submit travel forms with a copy of the ticket on each occasion.

Travel by public transport is safe under most circumstances if students follow some basic rules. Remember to allow plenty of time for travel on public transport, which does not run as frequently on weekends as it does through the week (sometimes only buses are available on weekends). No student will be permitted to arrive later than 7pm at the homestay address when returning from the city. This is the general rule for senior students. Younger students will have earlier arrival times. The trains are not busy like overseas countries and for this reason we have strict rules regarding return times. These times are not negotiable and if broken students will be disciplined.

**If students are going to be late arriving home, they should ALWAYS contact the homestay parents by phone so they know where they are. If the student runs out of battery, politely ask in a shop if a phone call can be made and pay for using the phone.**

If students require an airport pick up or drop off when they return from vacation during School holidays the School can provide an airport transfer service. A fee of \$150 is applicable. Alternatively students can arrange an airport shuttle with ACE Airport Shuttle 02 4653-1150. Please note the company will also charge a fee for this service.

Students are advised that if they break any of the travel rules they will receive strict disciplinary action. This disciplinary action will range from being grounded from future travel for a period of time, detentions, suspensions and in worst case scenarios a cancellation of enrolment. These include at least the following:

- Travelling without a travel form – this is considered most serious
- Not travelling to the locations/ activities specified on the travel form
- Arriving back at the homestay later than the travel form approval with no good explanation
- If questioned about their travel and the student provides incorrect answers

Students with questions about their travel plans should contact the International Registrar well in advance.

## Travel during Exam Periods

Students will not be allowed to travel for the weekend prior to examination periods. No travel will be approved during the examination period either. This is to ensure that students can adequately prepare for their exams. During this time homestay house rules will apply for local journeys to local shopping centres or movies. The dates for examination periods can be located on the School calendar at the following weblink <http://www.macarthur.nsw.edu.au/calendar>

## For Homestay Parents

Homestay parents should not be placed in a position where they are worrying about the whereabouts of a student. To assist homestay families the School has a policy in place where students must apply to the School for permission to travel outside the local area if they are unaccompanied by their homestay family.

When a student applies, a written response will be sent to them via email and this will be copied to the homestay parent on every occasion. If the student travels when a request has been denied, the homestay parent should contact the School immediately on the after-hours contact number. Students are expected to observe the curfew times set out in the travel approval.

Students who shop or see a movie in Macarthur Square or local shopping centres are not required to seek travel permission. Only travel beyond Macarthur area shopping centres require a formal travel request form.

Students should be encouraged to always keep to schedule and advise the homestay if they miss a bus or train, etc. Encourage them to do this by phoning/ messaging which will relieve unnecessary stress. Should a student not arrive home or at the set meeting point and contacting them is unsuccessful, please contact the School immediately on the after-hours contact numbers.

In general students follow these rules very well however boundaries are set to ensure all students are aware of the consequences if they decide their way is better. It is expected that the homestay family advise the School of any breach of homestay travel rules.

In the early days of a student's arrival they can get lost as everything is very unfamiliar. If your student calls you with this problem, ask them to open a map app on their phone, pin drop where they are and take a screen shot to send to you. You will then be able to assist them. We also recommend the Emergency + app – see Page 18 for details.

## **Interaction with the School – EdSmart**

### **For Students**

As homestay parents are caring for the students living with them, they will have contact with the School. Permission notes for excursions are sent via email using an online programme called EdSmart. If your homestay cannot accommodate unusual travel times for excursions, please see the International Registrar or International Student Assistant who will be able to help you make alternative travel arrangements.

### **For Homestay Parents**

As homestay parents, we ask that you oversee the academic and social development of the student. In particular, we ask that that homestay parents:

- Read notes from the School
- Accept permission notes received via EdSmart on email
- Check and sign the student diary weekly
- Come to parent-teacher interviews if you are able to
- Contact teachers, Heads of House, the Dean of Students or the Dean of Studies if homestay parents want to discuss an academic or welfare issue
- Call the School immediately if a student is sick, especially if they will not be at School



### **Permission notes (EdSmart)**

When you receive advice of an excursion please respond in the positive that the student will attend. This applies for all class or subject excursions and camps. The students do not get to choose if they want to go. It is simply a way of us communicating with you what is happening, where and when they need to be somewhere and any special clothing or equipment they need to take with them.

There are a few occasions that excursions have different departure and arrival times and this may mean that a student is unable to use the bus services. There are no bus services for international students during camp week. Please advise the School if you are unable to assist to pick up or drop off your student. We appreciate that you can provide on these few occasions throughout the year.

If you have any questions about an excursion note, please contact the author of the permission note by calling 02 4647 5333 or the International Student Assistant on 02 4629 6240.

Students need to be aware they must attend school each day. School excursions, the annual School Camp and Speech Night are considered normal school days and attendance is compulsory. If students do not attend these days, their report will show an absence. Students should only be absent in relation to illness. In the event of illness please contact the School by telephone on the day of illness.

## **Smoking, Alcohol and Drugs**

### **For Students**

Smoking is not permitted for students of Macarthur Anglican School. Students should not smoke or consume alcohol in the homestay, either in their room, in the living areas or in the outdoor areas.

Students should not go into a hotel (licensed premises) if not accompanied by an adult. Even then, they should not be in any room that has poker machines. Students are not to visit a Casino if they make a trip to the city.

The School has a 'zero tolerance' policy on drugs. This means that no excuse is acceptable for any student consuming or having in his or her possession a prohibited substance.

### **For Homestay Parents**

Homestay parents should actively discourage smoking and encourage students to obey Australian law. If you have any concerns about any of these issues please contact the International Registrar immediately.

## **Banking**

### **For Students**

Students will need a bank account in Australia. To open an account student's will have to show their passport and student visa within 6 weeks of arrival in Australia.

A student should not discuss how much money they have in their account with other students. Often international students will have more money than other students because they will have money transferred from home to pay homestay and possibly school fees.

If students have any concerns about how best to manage their money, please speak to the International Student Assistant for assistance.

### **For Homestay Parents**

The advice of homestay parents in this area is valued. If homestay parents have any questions or concerns about how a student is handling their money, please contact the International Registrar. The School can assist new students to open a bank account in the first few weeks in Australia.



## Student Concession Cards

Students 16 years and over can obtain a student concession card from the Administration Office at the School. The concession card allows students to obtain concession public transport and movies tickets. Students who purchase student tickets on public transport and do not have a concession card in their possession when they travel may be fined.

## Travel During School Vacations

### For Students

Students must return to their parents during the Christmas vacation. This means that all students living in homestay need to return to their parents by the end of Friday after Speech Night. It is compulsory for all students to attend Speech Night and students may book flights to their parents from the Wednesday after Speech Night.

During the April, July and October vacation periods, students are welcome to remain in Australia in their homestay. Students should communicate well in advance if they intend to remain in Australia during this time.

The annual School Camp held in January/ February is a compulsory event and considered to be part of course hours. The School will not approve leave for this period unless a student has a significant medical condition, death of a family member or similar. Students who celebrate the Lunar New Year should be aware that the commencement of school will often mean that the student will need to return prior or during the Lunar New Year period but this will **not** be considered as a reason for a student to miss this week of school.

Any student who misses camp or other times of the year will have their absence recorded on their attendance record. The student diary contains the recommended travel dates for students.

### For Homestay Parents

In the event that a student needs temporary accommodation if you are taking leave, please advise the International Student Assistant with as much notice as possible and temporary accommodation will be arranged for the student. (Please complete the Homestay Fee Adjustment Request form at the back of this manual) All students are required to leave homestay in December within a week of Speech Night and may return up to one week prior to the return to school in January. This is partly to allow for the homestay to have a vacation period in December and also due to all school staff being on leave during this period.

The School arranges transport for international students to and from Speech Night if required.

## Guardianship and Homestay Arrangements

### For Students

Students living in homestay accommodation have the International Registrar acting as the guardian on behalf of the Headmaster. This means that if a student changes homestay there is no change to guardianship arrangements.



It is also the student's duty to keep the International Registrar informed of any matters relating to:

- homestay
- any visits by relatives, or plans to move, change schools or be absent for any reason
- any change to contact details
- any difficulties with studies

### **For Homestay Parents**

It is important for homestay parents to keep the School informed of any changes in the student that concerns them. In particular any difficulties they have at School, with friends or their studies or any concerns in relation to the welfare of the student.

## **Medical Matters**

### **For Students**

International students must have Overseas Student Health Cover (OSHC). In most cases the School arranges health cover with NIB Insurance for each student. (Some students choose to purchase their own insurance) The cost is included in the enrolment portion of fees. Student cover will commence on the day of arrival in Australia. Students will have a plastic card to use whenever they make a claim for a doctor's visit. Students will need to pay for the visits to the doctor at the time of the appointment and claim the fees back afterwards via the health fund website. The International Student Assistant can assist students to do this. Students will need an Australian bank account prior to making claims.

OSHC does not include dental or optical costs, but students can pay an additional amount for these. More information about NIB Overseas Student Health Cover is available on the NIB website: <http://www.nib.com.au/home/newtonib/overseasstudents/pages/overseasstudents.aspx>

If a student feels sick at any time, let someone know:

- At home, tell a homestay parent;
- At school, tell a teacher, or tell the School Nurse, who is a fully trained, registered nurse or the International Registrar.

If a student is not well enough to come to school, the homestay should ring or email the International Registrar who may suggest they attend School to see the nurse. They can also arrange for a Doctor's appointment if necessary.

A student may not write an absence letter themselves regardless of their age.

### **For Homestay Parents**

Homestay parents should monitor the health of the student in their care, as they would one of their own children. If they are ill and need to stay home for a day please contact the International Registrar by email or telephone to advise them. This is especially important for students in Years 11 and 12 as they may have an assessment task. In this case a doctor's certificate is mandatory.

In the event of a more serious illness or an accident, it may be necessary to take a student to a Doctor or hospital. In such cases, please let the School know what has happened. If it is a very serious illness or injury, please contact the International Registrar as soon as possible to approve treatment and inform the student's family.

## Medical Emergencies

### For Students

If at any time a student becomes unwell they should immediately tell the homestay family or the School Nurse, if they are at School at the time of illness.

If a student has a **medical emergency** after hours please contact Mrs Trish Cartwright 0425 256 747 or the school after hours number 02 4629 6229.

The NIB Overseas Student Health Card should also be with the student at all times to assist with the payment of any medical expenses. If the student does not have the card with them, the medical treatment can be very expensive.

### For Homestay Parents

As the guardian for the student the School must be advised in the event of any serious emergency involving the student. Please do not hesitate to contact us in the event of an emergency so that we can provide support, advice and if necessary attend your home or hospital.

## Satisfactory Attendance and Academic Progress

### For Students

It is a condition of the International Student Visa that students maintain a satisfactory level of attendance and make satisfactory progress in all school courses. If students are ill and have to see a doctor, always ask for a doctor's certificate. If a student is ill and stays at home, they should ask the homestay parent to contact the school to advise of the illness. If student attendance falls below 80%, the student may be reported to the Department of Immigration.

In the same way, students have to achieve a satisfactory result in every course that they study. If a student does not achieve a satisfactory result, particularly because they have missed lessons or failed to hand in assessments, they may have to be reported to Home Affairs.

When a student is reported to The Department of Home Affairs, this may lead to the cancellation of a student visa.

### For Homestay Parents

Homestay parents have no responsibility in this area as they are dealt with by the School. However, homestay parents can help the School to make sure that a student doesn't reach the point of having to report a student for one of these matters through strong communication. The encouragement and interest of homestay families in the welfare and progress of the student can be very important in helping them to fulfil the requirements of their student visa. The School will need to liaise closely with homestay families where attendance is an issue.

## Learning to Drive

### For Students

If a student over 16 years wants to learn to drive, it is recommended that they use a fully licensed driving school.

### Driving to School

Senior students who have gained a driving license may drive a car to school, however they must first seek permission from the Head of Senior School and give the School details of the car they will be driving, and agree to the School's rule of not carrying any passenger except for a brother or sister enrolled in the School.

A permission form must be signed by the International Registrar prior to any international student driving to School.

### **For Homestay Parents**

Students sometimes ask homestay parents if they will teach them to drive. The School believes it is better for a student to receive lessons from a driving school rather than expect lessons from their homestay parent, however if a homestay chooses to teach the student to drive they may do so however the School will not be responsible for any injury or loss in the event of an motor vehicle accident.

## **Australian Law**

### **For Students**

International students living in Australia must observe Australian law.

In Australia, it is illegal for a person under 18 to drink or purchase alcohol or purchase cigarettes. It is also illegal for a person under 18 to be involved in gambling or even to be present in a room where gambling takes place – this includes a casino or a room with poker machines.

### **For Homestay Parents**

All assistance given by homestay parents to help a student understand Australian law is appreciated.





# Enter to Learn, Go out to Serve

## International Student Refund Policy

**Enrolment Fee:** The enrolment fee is non-refundable to any student for any reason. (The only exception is for a student who is not granted a visa by the Department of Home Affairs - DHA).

**Withdrawing prior to Commencement:** In the event of a fully paid student who has not yet commenced and withdrawing their enrolment prior to the specified enrolment date a withdrawal fee of up to one semester's Tuition Fee and Student Levy, and the Enrolment fee will be deducted from any refund. This applies when the student changes their mind and chooses not to proceed with commencing their course. The homestay placement fee may not be refunded in this case if the student advises of their intention to withdraw their enrolment within 60 days of commencement. If Overseas Student Health Cover is already purchased at the time of withdrawal no refund will be made. The student will need to apply directly to the health fund for a refund.

**Not meeting Conditional Offer:** In the event that a student does not meet the requirements of a conditional offer, a refund will be payable to the student less the non-refundable enrolment fee. This amount will be deducted from any refund due to the student.

**Withdrawing After Commencement:** In the event that a student withdraws from a course after commencing, one term's notice (3 months) is required. If less than one term's notice is provided, a full term's tuition fee and study levy will be deducted from any refund. In the event that there is not sufficient credit in the student's account, an invoice for the difference will be provided to the parents for payment before any attendance, release or academic transcripts are provided. The refund will not include the Overseas Student Health Cover purchased on behalf of the student. The family will need to apply for a refund directly to the health provider.

**Unsuccessful Visa Applications:** In the event that a student does not commence the course due to the Department of Home Affairs (DHA) rejecting an application by the student for the international student visa, a fee of \$500 or 5% of the enrolment fees (whichever the lesser) will apply. This fee is to cover the administrative costs associated with the preparation of the Letter of Offer and Confirmation of Enrolment documentation. All other fees paid will be refunded to the parent or their legal guardian who signed the letter of offer. If applicable any refund from the Overseas Student Health provider will be made directly to the student.

**Visa Changes After Commencement:** If a student's visa status changes during the term of the enrolment (eg from a student visa 500 to a visa type that allows for domestic fee status) the international fees will continue to be paid until the end of the semester in which the change of visa status is advised to the School. (for example if the student commences in January as an international student and changes to a domestic visa class in April, the international fees will continue to be charged until the end of the semester in July and then change to domestic fees from July to December). Therefore no refund or pro-rata credit will be applied to a student fee account.

**COVID-19 Clause:** Due to the uncertainty surrounding travel and border closures, the School will offer a refund (less \$500 administration fee) to any student who is unable to commence due to travel restrictions which are a result of COVID-19. This includes if the Australian border remains closed and prevents the student commencing on the enrolment date. If a student is unable to commence on time due to COVID-19 a student may be offered an extension to commence at a later date. This will be at no financial penalty to the student and is at the discretion of the School.



If a student was in Australia and returned to their home country during their enrolment, no refund is payable. The refund only applies to students who are offshore and yet to commence their studies in Australia. (eg if a student is in Australia and studying their language course and they choose to return to their home country before commencing at Macarthur and are then unable to return due to the pandemic, they are not entitled to a refund).

If a student is required to undergo quarantine on arrival into Australia, the student is advised that any costs relating to quarantine are the responsibility of the student. The School will not be responsible in any way for the costs relating to quarantine.

Any refund will have the bank transfer fees deducted from the refund.

The School does not refund any associated fees. These include but are not limited to airfares, visa costs, education agency fees.

**Applying for a Refund:** The School will make the final decision on the amount of any refund. In responding to the request for a refund, the School will provide information on how it has been calculated. Decisions about refunds and payments will be completed within 14 days of receiving a **written request** for a refund. The refund will be paid to the parents of the student who signed the Acceptance of Offer. Any request for a refund of fees already paid should be made in writing and addressed to:

International Registrar  
Macarthur Anglican School  
605 Cobbitty Road  
Cobbitty NSW 2570  
Australia

Or alternatively by emailing: [international@macarthur.nsw.edu.au](mailto:international@macarthur.nsw.edu.au)

The request should indicate any circumstances or reasons that have led to the student not enrolling on the starting date for the course or withdrawing from the course if already enrolled.

**Compassionate and Compelling Circumstances:** The circumstances and reasons for the student's withdrawal will be considered and in exceptional circumstances beyond the control of the student, that do not permit a student to commence or give a full term's notice of withdrawal, a full refund may be provided or the term's notice may be waived. This decision will be made at the discretion of the Headmaster.

**Who Receives the Refund:** No refund money will be paid to agents or third parties. All refunds will be made to the parent's or student's bank account, regardless of how it was received at enrolment. The parent who signed the letter of offer must authorise the bank account to which the refund is made.

**Refund Disputes:** In the event of a disagreement over the amount of a refund, the School's dispute resolution process under the Complaints and Grievances Policy will apply.

### **School Default Refunds**

Where the School defaults, refunds must be paid in accordance with the provisions of the Education Services for Overseas Students (ESOS) Act 2000 and the Education Services for Overseas Students Regulations 2018. The ESOS Act and Regulations provide that where the School defaults because:

- a. The course does not start on the agreed starting day; or
- b. The course is no longer provided by the School; or
- c. The course is not provided in full to the student

The School shall refund the total of the course money that it has received less the total of any expenses the School has incurred. The School will provide a refund statement that explains how the refund amount has been calculated

The Australian Government created the Tuition Protection Service, (TPS) to support students in the unlikely event that the School is unable to continue to provide the course your child is enrolled into. In the event this occurs you would be advised immediately.

Students are entitled to a refund of unused tuition in the event that a course cannot continue to be provided. Refunds in this case would be paid according to the rules set by the TPS and ESOS Act. In this circumstance the School would advise the TPS as required and also continue to support the student in homestay accommodation whilst they secure enrolment with another provider.

Update and reviewed: March 2021



# Enter to Learn, Go out to Serve

## International Student Complaints and Appeals Policy

### Rationale

Macarthur is committed to creating an environment that values strong relationships and open communication. The School acknowledges that international students and their parents should have access to a complaints and appeals procedure that allows them to make complaints when dissatisfied with an aspect of the School.

In order to maintain strong relationships with international parents and students, the School aims to resolve conflicts so that all parties achieve satisfactory outcomes.

The Complaints and Appeals process is designed around the National Code Standard 10 to offer students and their parents a fair and transparent process to have their concern addressed.

### Background

Any complaint made by a student or their parent will be considered confidential between the parties concerned and the School staff tasked to manage the complaint. All complaints will be dealt with in an objective and unbiased manner. Complaints may be lodged informally in first instance and formally if the matter remains unresolved.

The School does not charge students a fee to lodge a complaint.

Students may make complaints/ appeals regarding dealings with

- The registered provider – The Council of Macarthur Anglican School 02269K
- The registered provider's listed Education Agents (refer to the School Website for the full listing)
- Parties that the provider has arrangements with to deliver the course or related services (e.g homestay providers)

Complaints between two students are not addressed within this policy. These complaints are addressed within the Student Behaviour and Discipline Policy or the Student Bullying and Harassment Policy.

### Informal Complaints (Internal)

Students and families are encouraged to seek an informal resolution to their concern in the first instance via mediation or informal resolution. Students are able to bring a support person to any informal complaint discussion.

- **STEP 1** – Discuss the problem with the appropriate staff member. The International Registrar can assist to direct students to the most appropriate person to speak to.
- **STEP 2** - If the complaint is still unresolved, it can then be discussed with the Deputy Headmaster.
- **STEP 3** – If the complaint remains unresolved, a formal complaint may be lodged. See procedure for Formal Complaints below.



## Formal Complaints/ Appeals (Internal)

### Complaints/ Appeals Panel

A complaints panel will be established in the first instance to assist with addressing any complaint. This panel may consist of any three of the following:

- The Headmaster
- Deputy Headmaster
- Dean of Studies
- Dean of Students
- Head of School (that relates to the student making the complaint/ appeal)
- Chaplain
- International Registrar

The student may also bring with them a support person to the meeting. The support person may or may not be a member of the School staff.

- **STEP 1** - Written complaints should be lodged with the Headmaster in writing.
- **STEP 2** - Formal complaints will receive a written response within 5 working days from being received. In this letter the process that will occur to hear the complaint will be explained.
- **STEP 3** - A panel will be formed. The panel will consist of three members listed on the complaints panel. A fair and transparent process will occur to hear the complaint where all parties can explain their side of the complaint.
- **STEP 4** - A written decision from the Headmaster will be provided to the student within 28 working days from Step 3 and no longer than 42 working days from Step 1. This decision will also be explained by a member of the panel who has heard the complaint. In the event that the student is not successful in the internal complaint process, the student will within 10 days be provided with the details of the Ombudsman.
- **STEP 5** - If the student is satisfied with the result, the matter is considered resolved. A copy of the decision and all related documents will be kept in the student file.

### External Complaints/Appeals

If the student remains unsatisfied, they will be provided with the details of the International Student Ombudsman to make a complaint/ appeal. This will be provided with 10 working days of a decision.

Overseas Students Ombudsman

[www.oso.gov.au](http://www.oso.gov.au)

phone 1300 362 072

In the event that a student is issued with a notice to terminate their enrolment or report a failure to make Academic Progress or comply with Attendance requirements, and within the 20 days appeals period, the student makes an appeal to the Ombudsman, the School will commit to maintaining the welfare arrangements for the student until the resolution is determined.

If the student advises the School in writing that they withdraw from the appeals process, the School will proceed to report the student via PRISMS.

If an external appeal finds in favour of the student, the School will appropriately act upon the decision/ recommendation of the Ombudsman and undertake preventative or corrective action as outlined in the Ombudsman's determination. The student will duly be advised of the action the School is taking.

The International Registrar will be responsible to ensuring all documentation in relation to Complaints and Appeals for international students are maintained in the student files.

Updated: March 2021