



International Student Handbook



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REGISTRATION OF ROSEVILLE COLLEGE

Roseville College is an Anglican School for Girls established in 1908. We offer education at the Infants, Primary and Secondary levels. International Students are welcome to apply for enrolment in both primary and secondary school. Secondary school students sit for the Higher School Certificate in Year 12. Roseville College is registered to provide education with the New South Wales and the Commonwealth governments.

Today, Roseville College is a dynamic establishment with an enrolment of approximately 900 girls from Kindergarten to Year 12. We have a staff of approximately 125. Roseville College is proud of its professional, dedicated, highly qualified and experienced staff. The school is administered by the Principal, Deputy Principal and Head of Junior School. An International Student Mentor has been appointed to look after the interests of students from overseas.

Roseville College is accredited by the New South Wales Board of Studies for the delivery of the Higher School Certificate syllabuses.

COURSES

International students are offered the Higher School Certificate (Year 12 level) qualification at Roseville College.

The individual subjects offered are listed on our website www.rosevillecollege.com.

COURSE CREDIT POLICY

Roseville College does not offer course credit entry into **any** course is subject to the assessment of the school. This also applies to on-shore school transfers, either within the state or territory or from interstate.

TEACHING METHODS

Courses are approved with the New South Wales Board of Studies and follow Board of Studies syllabi and regulations. Staff use a range of face-to-face teaching methods including research (text books, CD's Internet), practical lessons, oral, listening and writing lessons, camps, tutorials, lectures, field trips etc. Students learn as individuals or through group learning exercises. The number of students in a class varies from around 6 to 30.

ASSESSMENT METHODS

Staff use a range of assessment methods which satisfy the Board of Studies outcomes, including, but not limited to, exams, assignments, oral presentations, practical assessments and computer based assessment tasks.

FACILITIES

Roseville College has a campus extending from Bancroft Avenue to Victoria Road, Roseville. In all, the site measures around 2 hectares, consisting of single and double storey buildings plus outdoor areas. The average size of a classroom is around 55 square metres.

SUPPORT SERVICES FOR INTERNATIONAL STUDENTS

Enquiries unique to overseas students and their families can be addressed by contacting our Registrar – on 02 9884 1109 or via email registrar@roseville.nsw.edu.au.

The school also provides an International Student Mentor – Mrs Grace Stone, Director of Student Development and Wellbeing.

Settling into a new home and school environment can take some time. While the Registrar has helped you complete the necessary steps to obtain your Visa, as well as getting you ready to join the School, Mrs Stone, is available to assist you from the day you join us. Mrs Stone works in conjunction with your Year Group Adviser, Pastoral Care Teacher, Chaplain, School Counsellor and Careers Adviser.

All of these very experienced staff will be able to assist you with answers to your questions as you settle in. Mrs Stone will take you through your initial orientation and will also check your academic progress and attendance throughout the time you are studying at Roseville College.

If you have any concerns Mrs Stone should be your first point of contact. She may refer you to one of the other staff above depending on your needs.

Mrs Stone will be available during school hours by contacting the office, or by making an appointment to meet with her directly. Should you need to contact her at a time other than during school hours, you may do so using the following email address: gstone@roseville.nsw.edu.au. This address will be checked regularly during holiday breaks and weekends.

EQUIPMENT AND LEARNING RESOURCES

Roseville College teachers use a wide range of equipment and resources. At all times, equipment and resources are purchased to enable the best possible learning environment for students. Resources include textbooks, video cameras, sport equipment, musical instruments, computers, electronic white boards, chalk boards, white boards, PowerPoint presentations etc. Audio-visual outlets are available in most classrooms, listening posts (tape recorders etc) posters, magazines and other printed materials.

FEES

Fees are published annually. For current fees families should refer to the Parents Agreement and Application Form at the time of application. **Fees charged to International Students cover tuition only.** There will be additional costs for technology, textbooks, stationery, resources, camps, excursions and school magazines. Fees are subject to change from time to time (usually at the beginning of each school year) and written confirmation will be provided to current students when fees are updated.

Applicants are required to pay the following fees:

Application fee – to be paid at the time of lodging application and paperwork

Following receipt of Letter of Offer and confirmation of a place, the following fees are payable:

Acceptance Fee

Refundable Deposit

As fees will be reviewed annually please see current “Schedule of Fees and Charges - Full Fee Paying Overseas Students”.

Additional costs will also be incurred for :

- **Year 12 Students only** – The Board of Studies of New South Wales has placed a levy for all students who sit for the Higher School Certificate examination. This is to cover the costs of preparing, marking and administering the Higher School Certificate. This is a statewide fee for all International Students sitting for the HSC and must be paid to the School with the school fees for Year 12.
- **Uniforms** – The School has a Uniform Shop (for new items) on campus.

Please note that the fees for each year are subject to confirmation by the Commonwealth Department of Employment, Education and Training.

REFUND POLICY

Students are required to give one term's notice IN WRITING should they wish to withdraw from Roseville College prior to the end of their agreed course. Should appropriate notice not be provided, a penalty is payable of one full terms fees. This will be billed immediately and release will not be provided for any student until this penalty has been paid in full.

See Refund Policy for a more detailed explanation of refunds and students rights and obligations.

MEDICAL COVER

All Overseas Students are required to provide proof International Student Health Cover (OSHC) has been purchased. The parent must ensure that International Student Health Cover payments are maintained for the period the student is enrolled at Roseville College.

OUTSIDE PROVIDERS

Roseville College uses outside providers to supply some education components, notably Languages. All outside providers are registered with NSW Department of Education and Training. They include:

Sydney Secondary Distance Education Centre. Students undertaking a course with this provider wish to study a course not offered at Roseville College.

Open High School. Students may study other languages not offered at Roseville College.

Students may only do one external course that is no more than 20% of the total program of study.

USE OF EDUCATION AGENTS

Roseville College does not enter into separate agreements with Education agents. Should you wish to use an agent to assist you in your application process, we will be happy to work with them to complete the enrolment process. However, we will not pay any fees to agents. Any agents' fees are the responsibility of the student.

Many students have successfully applied to our school without the use of an agent, and we will provide you with the paperwork (Letter of Offer, Confirmation of Enrolment and Confirmation of Welfare Arrangements) to support your Visa application should you wish to apply to the Department of Immigration and Citizenship direct.

STANDARD OF ACADEMIC ABILITY AND COMPETENCE IN ENGLISH

International Students must demonstrate that they have studied their preferred subject choices in their school of origin and have achieved at a high level in their home countries prior to entry into Roseville College.

Generally, International Students will have continuity of study for the years at home as well as in Australia. For example, students who have completed 3 years of secondary school at home must join Roseville College during the 3rd year of secondary school (Year 9) or at the very beginning of the 4th year of secondary school (Year 10). Roseville College will not accept students where continuity of study cannot be demonstrated.

International Students must also be able to demonstrate competence in English. Most International Students are required to complete a course of study at an Australian Language College prior to entry into Roseville College.

To enable appropriate assessment of student's language skills, students are requested to sit for language testing through Australian Educational Assessment Services (AEAS). Information about testing can be found at

www.aeas.com.au. Testing can be undertaken in most Asian countries as well as agencies within Europe and the Middle East. Results will be provided to Roseville College for review. It is Roseville College's expectation that students will enter the school with at least Intermediate level English in Year 9 and 10, and with Upper Intermediate level English necessary for Year 11. In order to meet these standards, students may need to spend up to 12 months in Language study at an Australian Language College.

In assessing applications, a rigorous review of student information is undertaken. Any files that are incomplete will not be assessed. *Please refer to the attached assessment process for further information.*

STUDYING FOR THE HIGHER SCHOOL CERTIFICATE

Roseville College highly recommends that, where possible International Students enrol for entry into Year 10. Entry at this level enables students to take the necessary time to settle into their new school before attempting the more difficult senior secondary workload.

SUBJECT SELECTION

We are able to offer subjects that are outlined in the subject selection information provided to students prior to assessing applications. Please note the following:

- Students at Roseville College, as well as the minimum prescribed units, are also required to take Christian Studies up to the completion of Year 12.
- For International Students, subject selection will be based on availability of courses at the time of Interview.

- Students may be given entry tests in some subjects to determine which level is appropriate.
- Every student will have the opportunity to discuss their choices with the Director of Learning and/or Careers Adviser, before making final subject choices.

STEPS TO ENROLMENT

It is most important that every student can satisfactorily cope with the academic programme as well as participate fully in the life of the School. There are four pre-requisites which must be fulfilled:

a. Appointment of a Guardian in Australia

Irrespective of her age, every student must have a responsible adult appointed by her parents as her guardian.

In meeting the stringent requirements of the ESOS framework, Department of Immigration and Citizenship will only accept the following as suitable relatives for supervision of students under 18 years of age:

- a grandparent, brother, sister, aunt, uncle, niece or nephew, or a stepgrandparent, step-brother, step-sister, step-aunt, step-uncle, step-niece or stepnephew, and is
- nominated by a parent of the applicant or a person who has custody of the applicant, and is
- aged at least 21, and is
- of good character.

Should there be no relative able to provide care for a student under the age of 18 years, the School will also consider a person, who meets the above criteria but is NOT a relative. This person must be nominated by the parents and be a registered Homestay parent with a reputable Homestay organisation.

This person will be the nominated guardian and is authorised by the parents to act as parents in all matters relating to the school policy, order and discipline. Please note that even when a student is 18 years of age or older the school still requires the same parental/guardian supervision and approvals as for all other students.

Guardian's and Students are both asked to sign separate agreements confirming that they understand their responsibilities in accepting the place offered by the School. *Copies of these agreements are annexed for your information, as is the Accommodation and Guardianship Policy of the School.*

Please note entry into the Junior School will only be allowed if the student is going to be living with one or both of her parents.

b. Definite Accommodation

The student is expected to live in the same house as, and under the direct supervision of, her guardian/parent. The accommodation should be within a reasonable distance from the school and provide adequate facilities and room for a student to be able to study without distraction.

c. Competence in English

Applicants must submit verified copies of their last two school reports plus gain a satisfactory level in the AEAS test before they will be permitted to start at the school. It is also expected that all applicants will commence at the school at the beginning of the academic year which is usually near the end of January.

In special cases approval may be given for a student to enrol during the academic year. However, due to the importance of the foundation work and the volume of the work to be completed in Years 11 and 12 for the Higher School Certificate, applicants for entry into Year 11 will not be permitted to enrol after the beginning of Term 1. Students will not generally be granted enrolment directly into Year 12 due to HSC Requirements

d. Satisfactory Academic Achievement

It is essential that the student has successfully achieved the necessary academic background to enable her to commence the course for which she wishes to enrol.

THE ENROLMENT PROCESS

STEP 1 – APPLICATION FOR ADMISSION

Your **APPLICATION FOR ADMISSION** must include the following documents:

1. Completed International Student Application
2. Non refundable application fee of \$220
3. Copy of Subject choices for year of entry (Years 9 to 11)
4. Certified transcripts of academic records from last two years of schooling
5. Certified evidence of date of birth
6. Two letters of recommendation (including one from previous school principal) confirming suitability of student to attend Roseville College (if not included with academic records)
7. Copy of passport details
8. Copy of English language test/evidence English language proficiency (if not held already)
9. Recent passport sized photograph

STEP 2 – OFFER OF ENROLMENT

Your Application for Admission will be assessed. If all reports and documents are in order and satisfactory, and there is an appropriate vacancy, you will receive an Offer of Enrolment letter and a Confirmation of Enrolment to support your Visa Application.

You will also receive a written agreement for completion by your parent to return to the school with your payment of the acceptance fees below.

STEP 3 – YOUR ACCEPTANCE OF OFFER OF ENROLMENT

To accept your offer of a place in the School you must send to the School the following payments after notification that your Visa has been issued :

Acceptance Fee

Refundable Deposit*

As fees will be reviewed annually please see current “Schedule of Fees and Charges - Full Fee Paying Overseas Students”.

*** The Deposit is refunded only when the student has completed Year 12 at Roseville College.**

A copy of your Visa is also required at this time.

This should be accompanied by the Parents/Guardian’s agreement sent to you with your letter of Offer.

A copy of a blank agreement is attached for your information. A completed form will be sent to you with your letter of Offer.

STEP 4 – ISSUE OF INTERNATIONAL STUDENT ACCEPTANCE ADVICE AND HEALTH COVER

On receipt of your fees, the School will send you a letter confirming your start date and place in the School.

All Overseas Students are required to provide proof International Student Health Cover (OSHC) has been purchased. The parent must ensure that International Student Health Cover payments are maintained for the period the student is enrolled at Roseville College.

STEP 5 – INFORMATION ABOUT PREPARING FOR SCHOOL

You will be sent a letter giving detailed information about :

1. School dates and vacations.
2. Orientation Procedures

3. Purchase of school uniform.
4. Uniform regulations.
5. Stationery requirements.

STEP 6 – COMMENCING SCHOOL

Most students attend a suitable Language College Course prior to entry to Roseville College. The necessary time spent in Language College is detailed in your offer letter. During Language College, copies of all College reports should be sent to the School for our review. SHOULD STUDENTS NOT MEET THE NECESSARY ENGLISH PROFICIENCY, THEIR START DATE MAY NEED TO BE VARIED.

All International Students should have been interviewed by the Principal before the beginning of term and should be settled into their accommodation in Australia and have purchased all uniforms and stationery required.

Following are details of policies for the care and management of International Student issues which you should read carefully, as they will assist you with:

- accommodation,
- attendance,
- academic performance and intervention strategies,
- legal services,
- complaints and appeals processes,
- transferring from one Provider to another
- deferment, suspension or cancellation of enrolment

We look forward to you joining us at Roseville College for an exciting and successful conclusion of your school years, in preparation for a successful and challenging future.

Registrar

INFORMATION ON LIVING IN AUSTRALIA AND ACCOMMODATION OPTIONS FOR INTERNATIONAL STUDENTS

All students who are enrolled at Roseville College must have a Parent or Guardian appointed as the main contact for the school.

Students under the age of 18 must also have appropriate accommodation and welfare arrangements approved by the School. Roseville College is not a boarding school, so most international students who come to our school live with a relative or friend of the family (who has been approved by the School), or they arrange to live with a registered homestay provider.

This is to ensure that students are cared for and supported during their time studying at the school.

Please note for entry into the Junior School students must be living with one or both parents.

The Department of Immigration and Border Protection has defined a 'suitable relative' as a person who is:

- a grandparent, brother, sister, aunt, uncle, niece or nephew, or a stepgrandparent, step-brother, step-sister, step-aunt, step-uncle, step-niece or stepnephew
- nominated by a parent of the applicant or a person who has custody of the applicant
- aged at least 21
- of good character.

If you do not have a suitable relative, but perhaps have a family friend who will allow you to live with them, Roseville College requires that person to become a registered homestay parent through a reputable homestay organisation.

Currently Roseville College refers such families to The Australian Homestay Network. AHN will contact the family and arrange for the necessary child safety checks to be completed prior to confirming that carer as accepted as a registered homestay parent.

Once this has been completed, the homestay parent may choose to remain one of AHN's homestay placements after the original student has completed their time at Roseville College should they wish to take on another student.

Should you not have any contacts in Sydney who may be interested in allowing you to live with them for the duration of your study time, Homestay Providers can find a suitable place for you.

Generally you should expect to pay about \$250 a week for homestay services, but it may be a little more if you also wish for your homestay parent to act as your guardian as well.

Below is a list of Homestay Providers you can contact regarding accommodation services. Remember to make sure that any accommodation offered to you is easily accessible by public transport!

<http://www.homestay.com.au/> This website has a great deal of useful information about living in Australia including the Australian lifestyle, history, sports, and public transport timetables.

<http://www.ozhomestay.com.au/>

<http://www.auzziefamilies.com/>

<http://www.homestaynetwork.org/> This company is used by Roseville College to register family friends as homestay providers for student placements.

There are many more providers available if you search on the internet. Remember to check the arrangements as some vary in the services they provide for example, meals, laundry etc.

Most homestay providers operate on the basis of providing two meals a day (breakfast and dinner). You should factor into your expectations the cost of lunches. Roseville College has an excellent canteen which opens at recess and lunch. If you allow \$10 per day, you should have a very wide choice of food for recess and lunch. You can, of course, spend less than this if you choose.

HEALTHCARE

All Overseas Students are required to provide proof International Student Health Cover (OSHC) has been purchased. The parent and/or guardian must ensure that International Student Health Cover payments are maintained for the period the student is enrolled at Roseville College.

Australia has a comprehensive healthcare system and access to doctors and medical centres is easy to arrange.

Further information about health care services can be found at :

<http://www.health.gov.au/internet/wcms/publishing.nsf/Content/health-privatehealth-consumers-oshc.htm>

Other helpful websites regarding living and studying in Australia are:

<http://studyinaustralia.gov.au/> This is an Australian Government website that have options for language translation. There is a great deal of information here about course types, study options, living in Australia and applying for Visas

<http://www.australia.com/> This is the Tourism Australia website and give you more information about the country as a whole, as well as Sydney and its surrounding areas.

WRITTEN AGREEMENT WITH STUDENTS/PARENTS/LEGAL GUARDIANS

AGREEMENT FOR INTERNATIONAL STUDENTS STUDYING AT ROSEVILLE COLLEGE

Student Details

Surname	_____	First name/s	_____
Preferred name	_____		
Student home address	_____		
Telephone number	_____	Fax number	_____
Date of birth	_____		

Parent(S) Details

Parent 1

Surname	_____	First name/s	_____
Address	_____		
Phone number	_____	Fax number	_____
Email	_____		
Mobile Number	_____		

Parent 2

Surname	_____	First name/s	_____
Address	_____		
Phone number	_____	Fax number	_____
Email	_____		
Mobile number	_____		

Course Enrolment

Primary	Years	Start Date	End Date
Junior Secondary	Years	Start Date	End Date
Senior Secondary	Years	Start Date	End Date

AGREEMENT FOR INTERNATIONAL STUDENTS STUDYING AT ROSEVILLE COLLEGE

I, the undersigned agree to abide by the following:

1. Change of address/phone/guardian details

I agree to make an interview with the school Registrar to discuss any of the above changes prior to that change.

2. Attendance

I agree to abide by the immigration rules regarding attendance at school:

I will supply a doctor's certificate when I am absent due to illness.

I will ask permission from the Principal for any other absences based on compassionate reasons.

I agree that lateness without permission is not acceptable.

3. Subject Choices

I agree that the school will determine with me the appropriate level of subjects studied.

I realise that there may be entrance testing in some subjects.

4. Behaviour

I agree to abide by the school's code of Conduct and Uniform as outlined in the school diary.

5. Immigration

I am aware that information I supply to Roseville College can be made available to Commonwealth and State government agencies.

6. Payment of Fees

I agree to pay fees promptly upon receiving fee statements each term.

7. Medical Insurance

All Overseas Students are required to provide proof International Student Health Cover (OSHC) has been purchased. The parent must ensure that International Student Health Cover payments are maintained for the period the student is enrolled at Roseville College.

8. Refunds

Students are eligible to receive their Deposit at the end of their schooling. If at student leaves before the end of their course, the parents must inform the Principal, **in writing, one full term before the student leaves. If sufficient notice is not provided, a term's fees in lieu of notice will be changed.**

Name

Signature

Date

Conditions of enrolment/preliminary requirements: eg ELICOS language study.			
Course fees (includes tuition only)			
First year		Per term	

Subsequent years fees will vary based on school fee charges and will be advised to all students at the end of each year. An additional fee will be charged in Year 12 for students sitting the NSW Higher School Certificate.

Refund Policy – attached

Welfare and Accommodation Arrangements

Students under the age of 18 are required to maintain adequate welfare and accommodation requirements as a condition of their student visa.		
Where a student under the age of 18 is not in the care of a parent or suitable relative, as defined by the Department of Immigration and Citizenship, their accommodation arrangements must be approved by the school.		
Is the student in the care of a parent or suitable relative?	YES / NO	
If no, Homestay accommodation approved for student		
Name of provider		
Details of approved accommodation arrangements		
Dates nominated by Roseville College for accommodation approval	Start	End

Change of Address

<p>The student is obliged to notify the school of a change of address while enrolled at the school. This is to ensure that any notifications sent to the student advising of visa breaches are sent to the student's current address.</p> <p>Where Roseville College has approved the student's welfare and accommodation arrangements, the student requires school approval for any changes to welfare and accommodation arrangements.</p>

Privacy

<p>Information is collected on this form and during your enrolment in order to meet our obligations under the ESOS Act and the National Code 2007; to ensure student compliance with the conditions of their visas and their obligations under Australian immigration laws generally. The authority to collect this information is contained in the Education Services for International Students Act 2000, the Education Services for International Students Regulations 2001 and the National Code of Practice for Registration Authorities and Providers of Education and Training to International Students 2007. Information collected about you on this form and during your enrolment can be provided, in certain circumstances, to the Australian Government and designated authorities and, if relevant, the Tuition Assurance Scheme and the ESOS Assurance Fund Manager. In other instances information collected on this form or during your enrolment can be disclosed without your consent where authorised or required by law. For more information on privacy, please refer to Roseville College's Privacy Policy.</p>
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School Policies

As a condition of enrolment, the student agrees to abide by all school policies for the duration of their enrolment [include all relevant school policies]. These are:

- Accommodation Policy
- Complaints and Appeals Policy
- Course Progress and Attendance Policy
- Behaviour Policy/Code of Conduct
- Student Transfer Request Assessment Policy
- Deferment, Suspension and Cancellation Policy.

These policies have all been provided to me in the International Student Handbook and School Diary.

Declaration

All students and parent(s) must read and sign this written agreement.

- I confirm I have received information from the school about:
 - conditions on enrolment in the course(s)
 - all course and course-related fees
 - Roseville College's Refund Policy
 - the sharing of personal information
 - change of address obligations
- I hereby declare that the information supplied by me is true and correct
- I agree to pay all fees owing and by the due date
- I have read, understood and agree to be bound by the above conditions of enrolment

Signed by student		Date:
Signed by parent/s		Date:

PLEASE SIGN AND RETURN WITH YOUR ACCEPTANCE PAYMENT TO:

**The Registrar
Roseville College
27 Bancroft Avenue
Roseville NSW 2069
Australia**

GUARDIAN'S AGREEMENT

I, _____

of _____

acknowledge the following in accepting the position of Guardian for (Student's full name) _____

1. As Guardian I am to take the place of the student's parents while she remains in Australia.
2. In order to fulfil this role I agree to the following:
 - I will ensure that the student has appropriate accommodation and will certify such to Department of Immigration, if required.
 - I will have contact with the student at least once a week and preferably in person to ensure her well being.
 - I will advise the school IMMEDIATELY of any change of address or circumstances that relate to my role as guardian for this student. This includes advice of an alternate contact should I be out of Sydney for any period of time, or unavailable for contact. This advice will be in writing and will include: duration of travel, name of alternate contact, address of alternate contact, all relevant telephone and mobile phone numbers.
 - I will advise the school IMMEDIATELY of any change of telephone number or contact details.
 - I will sign all absence notes for the student and ensure that each absence is legitimate.
 - I will ensure that each absence is confirmed with a Doctor's Certificate from a registered General Practitioner.
 - I will attend parent/ teacher interviews as required to ensure the student's progress.
 - I will communicate with the student's parents honestly and accurately, especially in relation to school requests.
 - I will ensure that the student attends the school for the full academic year which includes the first day of each school Term and Prizegiving. I will attend all functions of this nature during my period as guardian.
 - I will at all times encourage the student to participate fully in school activities and to satisfy all school requirements, both academic and behavioural.
 - I will communicate in English at all times when in contact with the School (both in verbal and written form). If necessary I will arrange translations to ensure that communication between the school and myself is clear and understood.
3. I understand that in accordance with Department of Immigration provisions the student must be in attendance at the school for no less than 80% of the year, and that any absences must be for legitimate illness as referred to above. Any other period of absence must be approved by the Principal PRIOR to the period of absence to avoid the matter being referred to Department of Immigration.
4. I certify that I am not related in any way to any agent who has referred this student to Roseville College and that I act in my capacity as guardian with the best interests of the student as my first intention.
5. I understand that if at any time Roseville College believes that I am not fulfilling these obligations, or if this statement is incorrect in any way, Roseville College will contact the student's parents and advise them that I am unsuitable for the role of guardian. As a result of such contact, I understand that I must be replaced by another guardian within 30 days of this advice to the student's parents. If no suitable guardian can be found then the student may then be referred to the Department of Immigration for appropriate action.

This I solemnly, sincerely and truly declare and affirm in accordance with the Oaths Act NSW (1900)

Signed: _____ Date: _____

Witness _____ Date: _____



INTERNATIONAL STUDENT ORIENTATION CHECKLIST

Student Name _____

Grade _____

Arrival Date _____

WEEK 1 CHECKLIST

Orientation and School Tour Week 1, Day 1

Student has been introduced to:

- ☐ International Student Mentor
- ☐ Director of Learning
- ☐ School Counsellor
- ☐ EAL Teacher
- ☐ Year Adviser

☐ Student Buddy for Week 1 _____

Staff Member _____

Date _____

Student has / understands:

- ☐ Mobile phone or how to use pay phone
- ☐ Emergency contact number of staff member
- ☐ Accommodation contact number
- ☐ Emergency number for fire, police etc is 000 in Australia
- ☐ How to travel to and from school
- ☐ All school uniform requirements
- ☐ How to seek assistance on and off campus
- ☐ Bank account (if appropriate)

Staff Member _____

Date _____

Student has received information about:

- ☐ Complaints and appeals processes
- ☐ Student visa conditions relating to course progress and attendance
- ☐ Grounds for suspension or cancellation of enrolment
- ☐ School calendar
- ☐ School Rules and Code of Conduct
- ☐ Subject selection, textbooks, BYOD etc
- ☐ Assessment policies and requirements
- ☐ Extra-curricular activities, clubs, etc

Staff Member

Date

OTHER INFORMATION/ACTIVITIES

- ☐ Information about cultural awareness/culture shock/adjusting to life in a new environment
- ☐ Orientation to local area – shops, recreational areas, etc

Staff Member

Date

STUDENT INTERVIEWS TO CHECK ADJUSTMENT

- ☐ End of Week 2
- ☐ End of Week 4
- ☐ End of Week 6
- ☐ End of Week 8
- ☐ End of Week 12

Staff Member

Date

[illegible]

POLICIES AND PROCEDURES

THE ESOS FRAMEWORK

INFORMATION FOR INTERNATIONAL STUDENTS

THE ESOS FRAMEWORK—PROVIDING QUALITY EDUCATION AND PROTECTING YOUR RIGHTS

The Australian Government wants International Students in Australia to have a safe, enjoyable and rewarding place to study. Australia's laws promote quality education and consumer protection for International Students. These laws are known as the ESOS framework and include the *Education Services for Overseas Students (ESOS) Act 2000* and the National Code.

PROTECTION FOR INTERNATIONAL STUDENTS

As an International Student on a student visa, you must study with an education provider and in a course that can be found on the Commonwealth Register of Institutions and Courses for International Students (CRICOS) at <http://cricos.education.gov.au>. CRICOS registration guarantees that the course and the education provider at which you study meet the high standards necessary for International Students. Please check carefully that the details of your course – including its location – match the information on CRICOS.

YOUR RIGHTS

The ESOS framework protects your rights, including:

- your right to receive, before enrolling, current and accurate information about the courses, fees, modes of study and other information from your provider and your provider's agent. If you are under 18, to ensure your safety, you will be granted a visa only if there are arrangements in place for your accommodation, support and welfare.
- your right to sign a written agreement with your provider before or as you pay fees, setting out the services to be provided, fees payable and information about refunds of course money. You should keep a copy of your written agreement.
- your right to get the education you paid for. The ESOS framework includes consumer protection that will allow you to receive a refund or to be placed in another course if your provider is unable to teach your course.
- your right to know:
 - how to use your provider's student support services;
 - who the contact officer or officers are for International Students;
 - if you can apply for course credit; when your enrolment can be deferred, suspended or cancelled;
 - what your provider's requirements are for satisfactory progress in the courses you study;
 - if attendance will be monitored for those courses;
 - what will happen if you want to change providers; and
 - how to use your provider's complaints and appeals process

YOUR RESPONSIBILITIES

As an International Student on a student visa, you have responsibilities to:

- satisfy your student visa conditions;
- maintain your International Student Health Cover (OSHC) for the period of your stay;
- meet the terms of the written agreement with your provider;
- inform your provider if you change your address;
- maintain satisfactory course progress;
- if attendance is recorded for your course, follow your provider's attendance policy; and
- if you are under 18, maintain your approved accommodation, support and general welfare arrangements.

CONTACT DETAILS

Who?	Why?	How?
Your provider	For policies and procedures that affect you	Speak with your provider. Go to your provider's website
Department of Education and Training	For your ESOS rights and responsibilities	https://internationaleducation.gov.au ESOS Helpline 1300 615 262 ESOS Enquiry Form
Department of Immigration and Border Protection	For visa matters	www.border.gov.au Phone 131 881 in Australia Contact the Department of Immigration and Border Protection.

REFUND POLICY FOR INTERNATIONAL STUDENTS

This refund policy applies to tuition fees only.

1. The application and acceptance fee is non-refundable.
2. Fees are payable for each term in advance. Accounts will be forwarded to the person who enters into the written agreement as well as the student's guardian 4 times a year in January, April, July and October.
3. The Bond is fully refundable when the student completes her period of study or leaves prior to the end of her period of study after giving 1 terms notice to the Principal in writing (refer Point 7 below).
4. All notifications of withdrawal from a course must be made in writing to The Principal.
5. Notification of withdrawal after commencement of the course requires 1 full school term's notice. Where insufficient notice is provided, there will be a penalty payable equal to one terms fees in lieu of notice.
6. All fees must be paid in Australian dollars. Refunds will be reimbursed in Australian dollars and the payment sent to the applicant's home country unless otherwise requested. Refunds will be paid to the person who enters into the written agreement.
7. The school will refund within 28 days all tuition fees paid where the student produces evidence that the application made by the student for a student visa has been rejected by the Australian immigration authorities.
8. If the student changes visa status (e.g. becomes a temporary or permanent resident) she will continue to pay full International Student's fees for the duration of that year.
9. Where a student's enrolment is cancelled for any of the following reasons, a cancellation fee of 100% of the current semester fee is applicable.
 - a) Failure to maintain satisfactory course progress (visa condition 8202)
 - b) Failure to maintain satisfactory attendance (visa condition 8202)
 - c) Failure to maintain approved welfare and accommodation arrangements (visa condition 8532)
 - d) Failure to pay course fees
 - e) Any behaviour identified as resulting in enrolment cancellation in Roseville College's School Rules, or as may be determined by the Principal from time to time.
10. Any default by the school will be covered by the provisions of the ESOS Act 2000 and the ESOS regulations 2001 (as amended). These include:
 - a) If for any reason the school is unable to offer a course, a full refund of fees paid will be made within 14 days of notification of course cancellation.
 - b) If for any reason the school is unable to continue offering a course after commencement, a full refund of fees paid will be made within 14 days of notification of course cancellation.
11. This agreement, and the availability of complaints and appeals processes, does not remove the right of the student to take action under Australia's consumer protection laws.

PROCEDURES FOR ASSESSING STUDENT'S QUALIFICATIONS, EXPERIENCE AND ENGLISH LANGUAGE PROFICIENCY

NEW STUDENT ENQUIRY OR APPLICATION RECEIVED.

Admissions Office:

- Check if placement is available, advise family if no suitable placement available
- Check documentation is complete - request any documentation outstanding
- Confirm that AEAS testing is being arranged, or if student is already undertaking language study.

On receipt of AEAS results, consider how much time in Language College is required to meet school standards. Is there still a suitable placement to meet the timeframe of Language Study?

Consider non-verbal results of AEAS testing in reference to student's academic reports – do the reports and testing indicate sufficient academic ability to transition successfully to the year requested? Would starting in a more junior year be of benefit? Discuss with Deputy Principal - Administration.

If student is already in Australia and undertaking English study, the general rule of thumb for acceptance into Senior school is:

Year 10 entry – Intermediate English

Year 11 entry – Upper Intermediate English

Language College reports are required to make this assessment.

Advise family of most suitable placement.

Admissions Office:

- Confirm recommended placement is available
- Confirm documentation and consultation process is complete
- Follow up any academic or management requests
- Finalise documentation

Completed enrolment application documents are received. These include:

- Completed enrolment application form
- Copy of Subject choices for year of entry
- Completed school entry survey
- Signed agreement all policies and conditions have been understood and accepted [see Standard 3]
- Certified transcripts of academic records from last two years of schooling
- Certified evidence of date of birth
- Copy of passport details
- Copy of English language test/evidence English language proficiency (if not held already).

Principal:

- Application approved/Application not approved
- Confirmation of Enrolment, Letter of offer and Contract provided to student to support Visa application.
- Interview arranged.

Admissions Office:

Advise outcome of application and complete enrolment process if application is accepted.

ACCOMMODATION AND GUARDIANSHIP POLICY

Roseville College is registered as a provider of education services for International Student through CRICOS (Commonwealth Register of Immigration and Multicultural Affairs).

A part of this registration requires the school to confirm that accommodation arrangements for students under 18 are appropriate. Roseville College confirms that it accepts enrolments from students under the age of 18 where it deems accommodation and welfare arrangements are appropriate. Roseville College notes that it is now rare for students to live in Homestay arrangements. It is most common for students to reside with a parent/close relative (as defined by the DIBP).

Roseville College policy for approval of accommodation for students is as follows:

1. All students must have a guardian regardless of their age.
2. Some students will reside with their guardian. Sometimes they live with a homestay parent separate to their guardian.
3. Unless the student lives with an immediate family member or approved guardian, Roseville College requires that any person that students live with be registered as a Homestay parent with Australian Homestay Network.
4. Roseville College advises Australian Homestay Network (AHN) of the nominated parties details to enable them to carry out the necessary police checks and inspections which can allow AHN to provide registration for that party.
5. AHN provides support and training for all members of its network, as well as inspection of all properties and checking of WWC information for all those who reside in the homestay property.
6. Once the necessary investigations are complete and the outcome acceptable, AHN will then include this homestay as a registered homestay with their organisation. Any update to the information provided to AHN must be the responsibility of the homestay parent.
7. On receipt of written confirmation from AHN that the property is satisfactory, that all living at the address have full Child Protection clearances and that the registration has been accepted, the Principal will sign the Confirmation of Appropriate Accommodation to accompany the student's Visa application.
8. Should the student wish to change to another residence, they may not do so until the next residence is also fully checked with AHN and confirmation received.
9. Should the new place of residence already be an approved Homestay, but registered with another organisation, the Registrar will obtain written confirmation of this registration prior to the Principal approving the transfer of residence.
10. In some circumstances where potential homestay families are already known to the school community, a private arrangement may be considered. In this case, the process for approval is detailed at Annexure 1.
11. While the student remains at Roseville College, the School must be advised of all holidays and other activities undertaken by the student. Parents/Guardians must give written permission for the student to go on any vacation break that involves them living away from their homestay address. However, the School is not obliged to authorise ANY such vacation, if it considers the venue or activity to be unsuitable.
12. Guardians and students are advised of their responsibilities while attending the school and are provided with both a Guardians and Students Agreement. These are provided at the interview and signed by both the Guardian and Student confirming their understanding. These are held on file. Example documents are attached to this policy (ANNEXURE 3 and 4).
13. The International Student Mentor will meet with students at least once every 6 months and check that the student is satisfied with their current living arrangements. If the student raises any concerns at this time, the guardians/parents will be contacted for their feedback and a plan established to address the issues either by direct contact with the Homestay or by sourcing an alternative homestay venue.
14. Other staff who may also raise concerns are: Subject teachers, Year Co-ordinators, Welfare staff (eg School Counsellors) and the Director of Student Development and Wellbeing.

15. Should Roseville College be advised, or have concerns about the quality of the Homestay placement separately to the 6 monthly meetings, Roseville College will firstly contact the student for their view. International students at Roseville College are generally aged 15 or above and their view is very important in managing this process. Roseville College will also speak to the guardian, if this person is separate to the homestay parent.
16. Following feedback from the student, Roseville College will contact AHN by telephone initially to advise their concerns.
17. AHN will respond to Roseville College within 24 hours with feedback and a resolution. This will be discussed with the student and their guardian to ascertain the necessary action.
18. At some times it may be that a parent is residing with the student and as a result Roseville College has not been required to have them registered as a Homestay parent. If there are circumstances that cause concern regarding welfare (eg parent not residing in the country continuously), Roseville College will immediately contact the parent to meet with them to confirm their requirements to care for their child in Australia.
19. If the matter cannot be resolved (ie the parent will continue to travel and leave the student unaccompanied), Roseville College will liaise with AHN to arrange for a Homestay place. This will be explained to the parent in a separate meeting. Parents will be advised at this point that the students welfare arrangements will not continue without either the parent remaining with the child or a homestay place being approved. Parents will also be advised at this point that their child's ongoing VISA will be in jeopardy.
20. Failure of the parent to accept this outcome, will mean that Roseville College will cancel the approval arrangements already in place and advise DIBP accordingly.
21. In any situation where the welfare arrangements are of concern to the School, and where the guardian or homestay carer has not contributed to finding an acceptable solution, the International Student mentor will contact the Registrar, who will advise DIBP via the proforma letters available through PRISMS. Parents/ guardians and homestay carers (or all relevant combination of these in the circumstances) will be advised that the DIBP has been contacted and that DIBP will address the Visa continuance as a result.

ANNEXURE 1 – AUSTRALIAN HOMESTAY NETWORK (AHN)

AHN has been acknowledged by both Government and Industry for having the appropriate standards of homestay in Australia. AHN has developed special proprietary processes and systems designed especially for the approving of appropriate host families and the matching of students to the right hosts.

Homestay Standards

The following are considered the minimum standards required by Australian Homestay providers, including AHN, to comply with current Government and Industry expectations:

1. **An online portal** for both registering, tracking and monitoring all placements with secure login access available to Education Providers, Agents, Hosts, Students (and their Parents).
2. **Appropriate Compulsory Insurance Cover** ensuring cover for both hosts and students, including:

Student legal liability (which include damages)	\$20M
Host liability insurance for student personal injury and property	\$20M
Student's contents insurance covering students' personal effects	\$10,000

3. **Local Representatives in all Operating Regions** to ensure that there is local support to assist with any requirements and/or issues face to face as appropriate.
4. **Compulsory Host Background, Host Room Checks and Host Training** for approved host families and supporting data to demonstrate the training has taken place. This ensures that all approved Hosts have the appropriate personal clearances and meet the required standards of homestay accommodation.
5. **Student Orientation** which is documented and comprehensive. This ensures that the student has access to adequate and appropriate information prior to their arrival.
6. **Comprehensive Policy Documentation** – outlining expectations and responsibilities of student, host family and Homestay provider. This includes a confirmed Host Agreement signed by all Host families outlining appropriate policies and the host obligations.
7. **Professional 24/7 Emergency Support** and critical incident strategy where professional staff are fully trained to triage the call and follow documented protocols.
8. **Accountable Host Payments** – ensuring that there is ongoing transparency, management and accountability for all payments made on behalf of the student to the Homestay host.

ANNEXURE 2– ROSEVILLE COLLEGE APPROVED HOMESTAY PROCESS

In general, homestay arrangements are made via Australian Homestay Network, a registered homestay provider. In some circumstances where potential homestay families are already known to the school community, a private arrangement may be considered. In this case, the process for approval follows:

1. Complete homestay information form with family – parent to provide approval.
2. Provide copy to family for their file, and copy to the homestay family.
3. Obtain WWC checks as needed for residents of property.
4. If WWC checks are clear, make appointment to visit the property.
5. On visiting the property note the following:
 - The home must be clean and have appropriate furnishings suitable for students up to and including the age of 18 years;
 - The homestay hosts must reside at the homestay premises;
 - All members of the household must be identified and Working With Children checks provided to the School for verification
 - The student is to have as a minimum their own room, bed, desk or if a shared room no more than 2 (two) persons per room (same sex) each of whom must have separate bed and desk;
 - Students are not to share rooms with host family members and sharing arrangements will only be provided if the parents of the student(s) so request;
 - Rooms assigned to students are solely for the student's use and not for the use of other family members that requires regular access such as storage;
 - There are to be no more than 3 (three) overseas students residing in the home;
 - Students are to be given a key to the home or arrangements made so that the student can gain access to the home at any time;
 - There must be adequate lighting for study purposes;
 - There must be heating in winter and some means of cooling in summer;
 - There must be access to bathroom, with reasonable time allowed for showers (10 minutes);
 - There must be access to kitchen and laundry facilities and use of shared living areas of home;
 - The homestay host is to provide 3 (three) meals a day including food being made available for students to make themselves a light lunch (a sandwich and piece of fruit) and an after school snack. In providing meals, the homestay host must be aware of and take account of cultural differences and dietary needs;
 - House rules are to be discussed and explained to the student by the host parents, (including, but not limited to, friends visiting, use of phone and incoming calls, cleaning of own room or other household tasks, meal times and rules for behaviour, such as going out with friends and times for arriving home, manners and courtesy);
6. On confirmation of all of the above, the property and homestay will be approved.
7. The form will be noted of the date and results of the visit.
8. The family and homestay will be advised of the outcome of the visit and a CAAW will be issued along with a Confirmation of Enrolment from PRISMS.
9. The property is to be visited at least once a year to confirm compliance. Diarised tasks for revisits will be included in the Assurance Compliance database to ensure inspections are carried out at appropriate intervals.

ANNEXURE 3 – AGREEMENT FOR OVERSEAS STUDENTS STUDYING AT ROSEVILLE COLLEGE

I, the undersigned agree to abide by the following:

1. **Change of address/phone/guardian details:**

I agree to make an interview with the school Director of Enrolment to discuss any of the above changes prior to that change taking place.

2. **Attendance:**

I agree to abide by the immigration rules regarding attendance at school:

- I will supply a doctor's certificate when I am absent due to illness.
- I will ask permission from the Deputy Principal for any other absences based on compassionate reasons.
- I agree that lateness without permission is not acceptable.

3. **Subject Choices:**

- I agree that the school will determine with me the appropriate level of subjects studied.
- I realise that there may be entrance testing in some subjects.

4. **Behaviour:**

I agree to abide by the school's code of Conduct and Uniform as outlined in the school diary.

5. **Immigration:**

I am aware that information I supply to Roseville College can be made available to Commonwealth and State government agencies.

6. **Payment of Fees:**

I agree to pay fees promptly upon receiving fee statements each term.

7. **Medibank:**

I realise that the school will pay one term's Medibank charge for me and that, after that, I am obligated to continue medical insurance payments myself.

8. **Refunds:**

Students are eligible to receive their Deposit at the end of their schooling. If this occurs before the end of their course, the guardian/parents must inform the Principal, in writing, one full term before the student leaves. If sufficient notice is not provided, the deposit will not be refunded.

I agree to apply for any refunds to the school's Registrar, after returning all text books and school property.

Name

Signature

Date

ANNEXURE 4 – GUARDIAN’S AGREEMENT

I

of

acknowledge the following in accepting the position of Guardian for (student’s full name):

As Guardian I am to take the place of the student’s parents while she remains in Australia.

1. In order to fulfil this role, I agree to the following:

- I will ensure that the student has appropriate accommodation and will certify such to Department of Immigration, if required.
- If I am a registered Homestay parent and the student resides with me, I will take responsibility for the ongoing approval of this registration with my Homestay provider. I will provide updated information to the school to confirm any changes that may take place.
- If the student is not residing with me, I will have contact with the student at least once a week and preferably in person to ensure her well-being.
- I will advise the school IMMEDIATELY of any change of address or circumstances that relate to my role as guardian for this student. This includes advice of an alternate contact should I be out of Sydney for any period of time, or unavailable for contact. This advice will be in writing and will include: duration of travel, name of alternate contact, address of alternate contact, all relevant telephone and mobile phone numbers.
- I will advise the school IMMEDIATELY of any change of telephone number or contact details.
- I will sign all absence notes for the student and ensure that each absence is legitimate.
- I will ensure that each absence is confirmed with a Doctor’s Certificate from a registered General Practitioner.
- I will attend parent/ teacher interviews as required to ensure the student’s progress.
- I will communicate with the student’s parents honestly and accurately, especially in relation to school requests.
- I will ensure that the student attends the school for the full academic year which includes the first day of each school Term, the Carol Service and Speech Night. I will attend all functions of this nature during my period as guardian.
- I will at all times encourage the student to participate fully in school activities and to satisfy all school requirements, both academic and behavioural.
- I will communicate in English at all times when in contact with the School (both in verbal and written form). If necessary, I will arrange translations to ensure that communication between the school and myself is clear and understood.

2. I understand that in accordance with Department of Immigration provisions the student must be in attendance at the school for no less than 80% of the year, and that any absences must be for legitimate illness as referred to above. Any other period of absence must be approved by Mr Tim Watson (Deputy) PRIOR to the period of absence to avoid the matter being referred to Department of Immigration.

3. I certify that I am not related in any way to any agent who has referred this student to Roseville College and that I act in my capacity as guardian with the best interests of the student as my first intention.

4. I understand that if at any time Roseville College believes that I am not fulfilling these obligations, or if this statement is incorrect in any way, Roseville College will contact the student’s parents and advise them that I am unsuitable for the role of guardian. As a result of such contact, I understand that I must be replaced by another guardian within 30 days of this advice to the student’s parents. If no suitable guardian can be found then the student may then be referred to the Department of Immigration for appropriate action.

This I solemnly, sincerely and truly declare and affirm in accordance with the Oaths Act NSW (1900)

Signed

Date

Witness

Date

CRITICAL INCIDENT PLAN INJURY TO INTERNATIONAL STUDENT

IF A STUDENT IS INJURED AT SCHOOL, FIRST AID PROCEDURES WILL BE FOLLOWED IN ACCORDANCE TO THE SCHOOL'S OCCUPATIONAL HEALTH AND SAFETY POLICY

1. Immediate Action (within 24 hours)

- a. Identify the nature of the critical incident
- b. The person, who is initially notified of the incident, be that the school secretary or homestay co-ordinator or international student co-ordinator, should get as much information as possible regarding the nature of the critical incident.
 - i) Where did the injury occur? On campus or off?
 - ii) How severe is the nature of the injury?
 - iii) Where is the student now?
 - iv) Is the student in hospital?
 - v) Has an ambulance been called?
 - vi) Is an interpreter required?
- c. The information should be documented for further reference.
- d. Report the incident to the Principal. In the absence of the Principal, the Deputy Principal should be advised.
- e. The Principal will convene a Critical Incident Management Team meeting. The Committee comprises the Principal and senior members of staff. Other staff may be included if appropriate. The Committee will assess the immediate needs and implement the appropriate management plan or action strategy. This may include any or all of the matters listed below:
 - Provide first aid where necessary
 - Ascertain seriousness of injury
 - Call ambulance if required
 - If ambulance is required, accompany student to hospital
 - Ascertain seriousness of injury from hospital staff
 - If ambulance is not required accompany student to relevant medical service e.g. doctor

If the student has already been taken to hospital

- Go to hospital
 - Ascertain seriousness of injury from hospital staff
 - Other actions as may be deemed appropriate by the Response Committee
- f. Dissemination of information to parents and family members
 - i) When there are a number of people to contact such as when a student is in a homestay, the school should attempt to simultaneously contact all parties.
 - ii) Contact the parents/legal guardian of the student
 - iii) Contact the carer of the student e.g. they may be living with a relative
 - iv) Contact the homestay family of the student
 - v) Completion of a critical incident report [see sample critical incident report, attached]
 - g. Media response if required will be the responsibility of the Principal.
 - h. Assess the need for support and counselling for those directly and indirectly involved
 - i. If the student is seriously injured or requires hospitalisation, the school should enlist aid of overseas consular staff to assist the family if they are travelling to Australia, with interpreting services to aid in communication with the relevant medical services and with counselling services if required.
 - j. The school should assess whether other staff and students have been affected by the incident and provide support and counselling as required.
 - k. The school should also contact DIAC and inform them of the incident.

2. Additional Action (48 – 72 hours)

- a. Assess the need for support and counselling for those directly and indirectly involved (ongoing)
- b. Provide staff and students with factual information as appropriate
- c. Depending on the nature of the incident, it may be appropriate for the Principal to address the school and inform them of the facts of the incident and the condition of the student concerned.
- d. Restore normal functioning and school delivery
 - i) Where the incident occurred on school premises, there will be other procedures to follow in relation to any possible safety issues and the school's legal obligations. The critical incident supervisor should identify the appropriate staff member to follow up these issues.

3. Follow-up – monitoring, support, evaluation

- a. Identification of any other people who may be affected by critical incident and access of support services for affected community members
 - i) The effects of traumatic incidents can be delayed in some people; the school needs to be aware of any emerging need for support and/or counselling.
- b. Maintain contact with any injured/affected parties
- c. If the student is in hospital for some time, the school needs to maintain contact with the student and their family.
 - i) Support and assistance for the student and family
 - ii) Depending on the condition of the student, the school could provide school work for the student to enable them to remain in touch with school activities
 - iii) Discuss with the family any required changes to the enrolment of the student e.g. suspension or cancellation of enrolment and make any changes required on PRISMS
- d. Evaluation of critical incident management
 - i) The critical incident supervisor should evaluate the critical incident report and the effectiveness of the management plan and to make modifications if required.
- e. Be aware of any possible longer term effects on the school and student well-being e.g. inquests, legal proceedings.

SCHOOL CRITICAL INCIDENT REPORT

TO BE COMPLETED AFTER ALL CRITICAL INCIDENTS

Date of report

Action Officer

Position

Brief summary of incident: include where, when, who, and why as appropriate

Further information/documentation may be attached

Immediate action taken

Further action required

Persons or staff notified and time & date

Signature

Date

PROCEDURE FOR DEFERMENT, CANCELLATION OR SUSPENSION OF ENROLMENT

1. Deferment of commencement of study requested by student

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

2. Suspension of study requested by student

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

3. Assessing requests for deferment or suspension of studies

- a. Applications will be assessed on merit by the Principal.
- b. All applications for deferment or suspension will be considered within 10 working days.

4. Exclusion from class (1–28 days)

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

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

- a. Roseville College may initiate a suspension of studies for a student on the grounds of misbehaviour by the student. Suspension will occur as the result of any behaviour identified as resulting in suspension in Roseville College's Behaviour Policy/Code of Conduct, or as may be determined by the Principal from time to time.

- b. Suspended students must abide by the conditions of their suspension from studies which will depend on the welfare and accommodation arrangements in place for each student and which will be determined by the Principal.
- c. Students who have been suspended for more than 28 days are required to return to their home country by Department of Immigration and Border Protection unless special circumstances exist (e.g. the student is medically unfit to travel).
- d. If special circumstances exist, the student must abide by the conditions of his or her suspension which will depend on the welfare and accommodation arrangements in place for each student and which will be determined by the Principal.
- e. Suspensions will be recorded on PRISMS.
- f. The period of suspension will not be included in attendance calculations.

6. Cancellation of enrolment

- a. Roseville College will cancel the enrolment of an overseas student under the following conditions;
 - i Failure to pay course fees
 - ii Failure to maintain approved welfare and accommodation arrangements (visa condition 8532)
 - iii Any behaviour identified as resulting in cancellation in Roseville College's Behaviour Policy/Code of Conduct, or as may be determined by the Principal from time to time.
- b. Roseville College is required to report failure to maintain satisfactory course progress and failure to maintain satisfactory attendance to Department of Immigration and Border Protection which will result in automatic cancellation.

7. Younger Students (under 18 years)

If a student under the age of 18's enrolment is cancelled or suspended, Roseville College will continue to monitor the suitability of the welfare arrangements for the student until such time as

- i the student is accepted by another provider and that provider takes over the responsibility for approving the student's welfare arrangements,
- ii. the student leaves Australia
- iii other suitable arrangements are made that satisfy the Migration Regulations, or
- iv the registered provider reports under 3.11.1d of the Guidelines that it can no longer approve the arrangements for the student.

8. Complaints and Appeals

- a. Student requested deferment and suspension are not subject to Roseville College's Complaints and Appeals Policy.
- b. Exclusion from class is subject to Roseville College's Complaints and Appeals Policy.
- c. School initiated suspension, where the suspension is to be recorded in PRISMS, and cancellation are subject to Roseville College's Complaints and Appeals Policy.
- d. For the duration of the appeals process, the student is required to maintain her enrolment and attendance at all classes as normal. The Principal will determine if participation in studies will be in class or under a supervised arrangement outside of classes.
- e. If students access Roseville College's complaints and appeals process regarding a school initiated suspension, where the suspension is recorded in PRISMS, or cancellation, the suspension or cancellation will not be reported in PRISMS until the complaints and appeals process is finalised, unless extenuating circumstances relating to the welfare of the student apply.
- f. Extenuating circumstances include;
 - i) the student refuses to maintain approved welfare and accommodation arrangements (for students under 18 years of age)
 - ii) the student is missing
 - iii) the student has medical concerns or severe depression or psychological issues which lead the school to fear for the student's wellbeing

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

9. Student Advice

- a) Deferment, suspension and cancellation of enrolment can have an effect on a student's visa as a result of changes to enrolment status. Students will be informed to contact the Department of Immigration for advice.

10. Definitions

- a) Day – any day including weekends and public holidays in or out of term time.

APPLICATION FOR DEFERMENT OF COMMENCEMENT OR SUSPENSION OF STUDIES

Please read the attached Deferment, Suspension and Cancellation Policy before filling out this form to see if you meet the requirements to be granted a deferment of commencement or suspension of studies.

Student name

Grade

Current Address in Australia

Address in home country

Phone no

Mobile Ph

Email address

I am applying for

☐ A deferment of commencement of studies

☐ A suspension of studies

Please state why you wish to defer/suspend your studies.

Attachments: Attach any relevant supporting documentation.

This form will be assessed once all documentation has been received. The school may ask for more documentation if required. Applications are usually processed in 10 working days.

Deferment and suspension of enrolment can have an effect on a student's visa as a result of changes to enrolment status. Please contact the Department of Immigration on 131 881 or contact the local office of the Department of Immigration and Border Protection to see if this will affect you. Students who have not yet commenced their studies at Roseville College will also need to contact the Department of Immigration and Border Protection in case there is any effect on their student visa as a result of changes to enrolment or CoE status.

Student's signature

Date

SAMPLE LETTER OF INTENTION TO SUSPEND OR CANCEL ENROLMENT

Student name

Grade

Current Address

Phone no

Mobile Ph

Email address

This letter is to inform you that Roseville College intends to:

- ☐ Suspend your enrolment for ____ days/weeks/months
- ☐ Cancel your enrolment

This is due to: (insert reason for cancellation)

Deferment, suspension and cancellation of enrolment can have an effect on a student's visa as a result of changes to enrolment status. Please contact the Department of Immigration and Border Protection on 131 881 or contact the local Department of Immigration and Border Protection office to see if this will affect you.

You have 20 working days in which to appeal the school's decision in accordance with the school's Complaints and Appeals Policy provided in your Student Handbook.

OPTIONAL PARAGRAPH FOR EXTENUATING CIRCUMSTANCES AND IMMEDIATE ACTION

However, Roseville College has determined that extenuating circumstances apply in this case. For this reason the school will suspend/cancel your enrolment immediately).

COURSE PROGRESS AND ATTENDANCE POLICY

NOTE: 80% attendance requirement

1. Course Components and Course Enrolment

- a. Roseville College provides a broad range for subjects on site for students completing the Higher School Certificate. Distance or Online learning is therefore an exception and only applies in very specific circumstances which are approved by the Deputy Principal, to ensure all students meet Board of Studies requirements to fulfil course criteria.
- b. Prior to any student starting at the school, a review of selected subjects is made by the Registrar and confirmed with the Deputy Principal, that there is room in the subjects requested and that the student meets any criteria for enrolment.
- c. International Students may consider their background language as an external option for study and this is approved by the Deputy Principal, at the beginning of their enrolment.
- d. The Head of Languages liaises with the student and the external provider to monitor the students' attendance and performance in these courses to ensure they fulfil course requirements.
- e. Roseville College advises that an International Student cannot exceed 20% of their total study pattern in the year through distance or online learning.

2. Course Progress

- a. The school will monitor, record and assess the course progress of each student for the course in which the student is currently enrolled.
- b. The course progress of all students will be assessed at the end of each semester of enrolment by the:
 - i) Academic Care Committee
 - ii) Head of Learning Enrichment
- c. Students who have begun part way through a semester will be assessed after one full period of attendance.
- d. To demonstrate satisfactory course progress, students will need to achieve competency in at least 50% of units in any study period
- e. If a student does not achieve competency in at least 50% of units studied in an assessment period, the International Student Mentor will meet with the student to develop an intervention strategy for academic improvement. This may include;
 - i) additional supervised study periods through the After School Academic Program (at no charge)
 - ii) tutorial assistance through the Learning Enrichment team (at no charge)
 - iii) other intervention strategies as deemed necessary
- f. A copy of the student's individual strategy and progress reports in achieving improvement will be forwarded to parents.
- g. The student's individual strategy for academic improvement will be monitored over the following semester by the International Student Mentor and records of student response to the strategy will be kept.
- h. If the student does not improve sufficiently academically and achieve satisfactory course progress by the end of the next assessment period, Roseville College will advise the student in writing of its intention to report the student for breach of visa condition 8202, and that he/she has 20 working days in which to access the school's internal complaints and appeals process.
- i. The school will notify DEEWR via PRISMS of the student not achieving satisfactory course progress as soon as practicable where
 - i) the student does not access the complaints and appeals process within 20 days, or
 - ii) withdraws from the complaints and appeals process, or
 - ii) the complaints and appeals process results in favour of the school

3. Completion Within Expected Duration Of Study (Course Progression)

- a. As noted in 1.a., the school will monitor, record and assess the course progress of each student for the course in which the student is currently enrolled.
- b. Part of the assessment of course progress at the end of each semester will include an assessment of whether the student's progress is such that they are expected to complete their course within the expected duration of the course.
- c. The school will only extend the duration of the student's study where the student will not complete their course within the expected duration due to:
 - i) compassionate or compelling circumstances
 - ii) student participation in an intervention strategy as outlined in 1.e.
 - ii) an approved deferment or suspension of study has been granted in accordance with Roseville College's Deferment, Suspension and Cancellation Policy.
- d. Where the school decides to extend the duration of the student's study, the school will report via PRISMS and/or issue a new COE if required.

4. Course Attendance

- a. Satisfactory course attendance is attendance of 80% of scheduled course contact hours.
- b. Student attendance is:
 - i) checked and recorded daily
 - ii) assessed regularly
 - iii) recorded and calculated over each semester.
- c. Late arrival at school will be recorded and will be included in attendance calculations.
- d. All absences from school should be accompanied by a medical certificate, an explanatory communication from the student's carer or evidence that leave has been approved by the Principal/ Deputy Principal.
- e. Any absences longer than 5 consecutive days without approval will be investigated.
- f. Student attendance will be monitored by the International Student Mentor every 2 weeks over a semester to assess student attendance using the following method.
 - i) Calculating the number of hours the student would have to be absent to fall below the attendance threshold for a semester e.g. number of study days x contact hours x 20% [For example, a ten week term would equal 336 contact hours. 20% of this is 67.2 hours.]
 - ii) Any period of exclusion from class will not be included in student attendance calculations.
- g. Students at risk of breaching Roseville College's attendance requirements will be counseled and offered any necessary support when they have absences totaling 40 hours during any assessment period.
- h. If the calculation at 3.f. indicates that the student has passed the attendance threshold for the study period, Roseville College will advise the student of its intention to report the student for breach of visa condition 8202, and that she has 20 working days in which to access the school's internal complaints and appeals process except in the circumstances outlined in 3.j.
- i. The school will notify DEST via PRISMS of the student not achieving satisfactory course attendance as soon as practicable where:
 - i) the student does not access the complaints and appeals process within 20 days
 - ii) withdraws from the complaints and appeals process
 - iii) the complaints and appeals process results in a decision for the school.
- j. Students will not be reported for failing to meet the 80% threshold where:
 - i) the student produces documentary evidence clearly demonstrating compassionate or compelling circumstances e.g. medical illness supported by a medical certificate, and
 - ii) has not fallen below 70% attendance.

- k. The method for calculating 70% attendance is the same as that outlined in 3.f. with the following change; number of study days x contact hours x 30%.
- l. If a student is assessed as having nearly reached the threshold for 70% attendance, the Principal will assess whether a suspension of studies is in the interests of the student as per Roseville College's Deferment, Suspension and Cancellation Policy.
- m. If the student does not obtain a suspension of studies under the Roseville College's Deferment, Suspension and Cancellation Policy, and falls below the 70% threshold for attendance, the process for reporting the student for unsatisfactory attendance (breach of visa condition 8202) will occur as outlined in 3.h. – 3.i

5. Definitions

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

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

- a. Expected duration – the length of time it takes to complete the course studying full-time. This is the same as the registered course duration on CRICOS.
- b. School day – any day for which the school has scheduled course contact hours.

EXAMPLE CORRESPONDENCE FOR UNSATISFACTORY COURSE PROGRESS

Student name

Grade

Current address

Phone no

Mobile Ph

Email address

This letter is to inform you that under section 20 of the Education Services for Overseas Students Act 2000 (ESOS Act), Roseville College intends to report you to the Department of Immigration and Border Protection for unsatisfactory course progress.

Under the Migration Act 1958, student visa condition 8202 requires student visa holders to:

- maintain enrolment in a 'registered course'
- attend classes, and
- achieve a satisfactory academic result

According to our records, you have not achieved satisfactory course progress as defined in the National Code of the ESOS Act and the school's course progress policies and procedures provided in your Student Handbook.

You have 20 days in which to appeal the school's decision in accordance with the school's Complaints and Appeals Policy also provided in your Student Handbook.

Date

EXAMPLE CORRESPONDENCE FOR UNSATISFACTORY COURSE ATTENDANCE

Student name

Grade

Current address

Phone no

Mobile Ph

Email address

This letter is to inform you that under section 20 of the Education Services for Overseas Students Act 2000 (ESOS Act), Roseville College intends to report you to the Department of Immigration and Border Protection for unsatisfactory course progress.

Under the Migration Act 1958, student visa condition 8202 requires student visa holders to:

- maintain enrolment in a 'registered course'
- attend classes, and
- achieve a satisfactory academic result

According to our records, you have not achieved satisfactory course progress as defined in the National Code of the ESOS Act and the school's course progress policies and procedures provided in your Student Handbook.

You have 20 days in which to appeal the school's decision in accordance with the school's Complaints and Appeals Policy also provided in your Student Handbook.

Date

COMPLAINTS AND APPEALS POLICY

The purpose of Roseville College's Complaints and Appeals Policy is to provide a student or parent(s)/legal guardian with the opportunity to access procedures to facilitate the resolution of a dispute or complaint. These internal procedures are a conciliatory and non-legal process.

- In the first instance, Roseville College requests there is an attempt to informally resolve the issue. If this is unsatisfactory or does not result in a resolution of the matter, Roseville College's internal formal complaints handling procedure will be followed.
- The process of this grievance procedure is confidential and any complaints are a matter between the parties concerned and those directly involved in the complaints handling process.
- If the student or parent(s) remains dissatisfied with the outcome, Roseville College will advise of access to an independent external appeals process.
- Grievances brought by a student against another student will be dealt with under the schools Behaviour Policy/Code of Conduct.
- For conditions which apply to handling of a complaint or appeal arising from the school's suspension or cancellation of a student's studies, please see Section 7 of the Roseville College's Deferment, Suspension and Cancellation Policy.

1. Students

- a. Students should contact the International Student Mentor in the first instance to attempt mediation/informal resolution of the complaint.
- b. If the matter cannot be resolved through mediation, the matter will be referred to the Principal.
- c. At this point, the student should notify the school in writing of the nature and details of the complaint.
- d. Each complainant has the opportunity to present her case to the Principal. Students may be accompanied by a support person.
- e. The formal complaints process will commence within 10 working days of the lodgement of the complaint with the Principal.
- f. Once the Principal has come to a decision regarding the complaint, the student will be informed in writing of the outcome and the reasons for the outcome.
- g. If the complaints procedure finds in favour of the student, Roseville College will immediately implement the decision and any corrective and preventative action required.

- h. If the complaints procedure does not find in favour of the student or the student is dissatisfied with the result of the complaints procedure, she will be informed of the external complaints and appeals process available to them at minimal or no cost.
- i. Roseville College undertakes to finalise all grievance procedures within 20 working days.
- j. For the duration of the appeals process, the student is required to maintain enrolment and attendance at all classes as normal.

2. Parent(s)

- a. Parent(s) should contact the International Student Mentor in the first instance to attempt mediation/informal resolution of the complaint.
- b. If the matter cannot be resolved through mediation, it will be referred to the Principal.
- c. At this point, parent(s) must notify the school in writing of the nature and details of the complaint.
- d. Each complainant has the opportunity to present their case to the Principal/other. Parent(s) may be accompanied by a support person.
- e. Roseville College's internal formal complaints process will commence within 10 working days of the lodgement of the complaint with the Principal.
- f. Once the Principal has come to a decision regarding the complaint, the parent(s) will be informed in writing of the outcome and the reasons for the outcome.
- g. If the complaints procedure finds in favour of the parent(s) Roseville College will immediately implement the decision and any corrective and preventative action required.
- h. If the complaints procedure does not find in favour of the parent(s) or the parent(s) is dissatisfied with the result of the complaints procedure, Roseville College will advise of the external complaints and appeals process available to them at minimal or no cost.
- i. Roseville College undertakes to finalise all grievance procedures within 20 working days.

3. Definitions

- a. Working Day – *any day other than a Saturday, Sunday or public holiday during term time*
- b. Student – *a student enrolled at Roseville College*
- c. Support person – *a friend/teacher/relative not involved in the grievance*

EXTERNAL APPEALS PROCESS

Should any student wish to appeal externally on any decision made in regard to their enrolment at Roseville College, they should contact The Overseas Students Ombudsman. The Overseas Student Ombudsman is free and independent. Find out more at www.oso.gov.au or phone 1300 362 072.

The external appeals process will incur no cost to the student.

The intent of the external appeals process is to provide a means for further review of the matter without placing undue stress on the parties involved. Any meetings or discussions will be informal in nature, however documented notes will be provided to all parties following any face to face meetings.

To begin the appeals process:

- a. The student should provide copies of all documentation used in Roseville College's internal appeals process, as well as any further information they believe may be necessary to support their case. Refer to the attached form as a covering document for this information.
- b. The student will be contacted for further information as may be required.
- c. Each complainant has the opportunity to present his/her case to the external review. Students may be accompanied by a support person.
- d. The formal complaints process will commence within 10 working days of the lodgement of the complaint.
- e. Once a decision has been reached regarding the complaint, the student will be informed in writing of the outcome and the reasons for the outcome.
- f. If the appeals procedure finds in favour of the student, Roseville College will immediately implement

the decision and any corrective and preventative action required.

- g. If the appeals procedure does not find in favour of the student, Roseville College will advise the student in writing and the necessary action will be taken.
- h. Roseville College undertakes to finalise all grievance procedures within 20 working days. However this will depend on the timing and availability of all parties for any necessary mediation.
- i. For the duration of the appeals process, the student is required to maintain enrolment and attendance at all classes as normal.
- j. Following any mediation, a decision will usually be reached within 10 working days. Should there be any reason for further delays, the student will be contacted in writing with a revised date for a final decision.

Students can also contact The Overseas Students Ombudsman. The Overseas Student Ombudsman is free and independent. Find out more at www.ombudsman.gov.au or phone 1300 362 072.

The external appeals process will incur no cost to the student.

INTERNATIONAL STUDENT APPLICATION FOR EXTERNAL APPEAL

To	_____Principal, Roseville College
Student name	_____
Grade	_____
Current address in Australia	_____
Phone no	_____
Mobile Ph	_____
Email address	_____
Best method for contact	_____
Name of support person	_____
Relationship	_____

BACKGROUND OF MATTER

Please explain in brief the matter

Attachments:

- Copy of letter to Principal requesting internal review
- All documentation provided to support internal review
- Written decision from Roseville College regarding internal review
- Attach any additional relevant supporting documentation.

This application will be assessed once all documentation has been received. The reviewer may ask for more documentation if required. Applications are usually processed in 20 working days.

Student signature	_____
Date	_____

CHANGE OF EDUCATION PROVIDER PROCEDURE

ROSEVILLE COLLEGE STUDENT TRANSFER REQUEST ASSESSMENT POLICY – TRANSFER TO ROSEVILLE COLLEGE

The National Code (National Code of Practice for Registration Authorities and Providers of Education and Training to International Students 2007 Standard 7) restricts approved providers of courses to International students (“registered providers”) from enrolling transferring students prior to the student completing six (6) months of their principal course of study.

This policy is designed to ensure that Roseville College does not enrol any transferring International Student prior to six (6) months of the principal course being completed, unless that student has a valid Letter of Release agreeing to such a transfer.

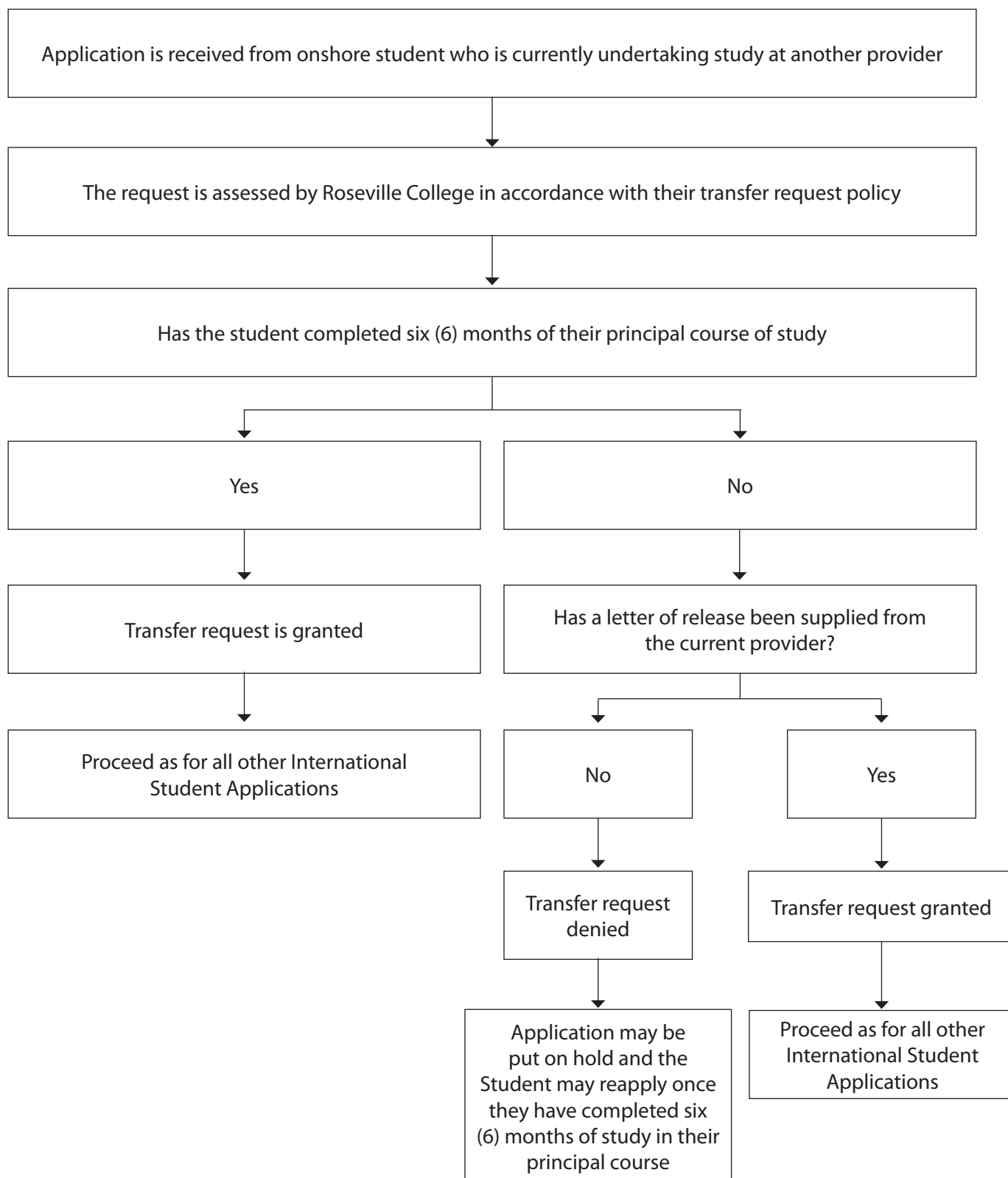
Roseville College will not recruit or knowingly enrol a student wishing to transfer from another registered provider prior to the student completing six (6) months of their principal course of study except in the following circumstances:

- a. The original registered provider has provided a written Letter of Release
- b. The original registered provider has ceased to be registered or the course in which the student is enrolled has ceased to be registered
- c. The original registered provider has had a sanction imposed on its registration by the government that prevents the student from continuing their principal course of study
- d. A government sponsor of the student considers the change to be in the student’s best interest, and they have provided written support

International Students seeking to transfer to Roseville College must comply with the School’s enrolment procedures and meet the course entry requirements.

Once an application to transfer to Roseville College is submitted, the applicant will be notified of the outcome of their application within 10 working days. The final decision to accept a student transfer is made by the Roseville College Principal.

STUDENT TRANSFER REQUEST TO ROSEVILLE COLLEGE ASSESSMENT FLOWCHART

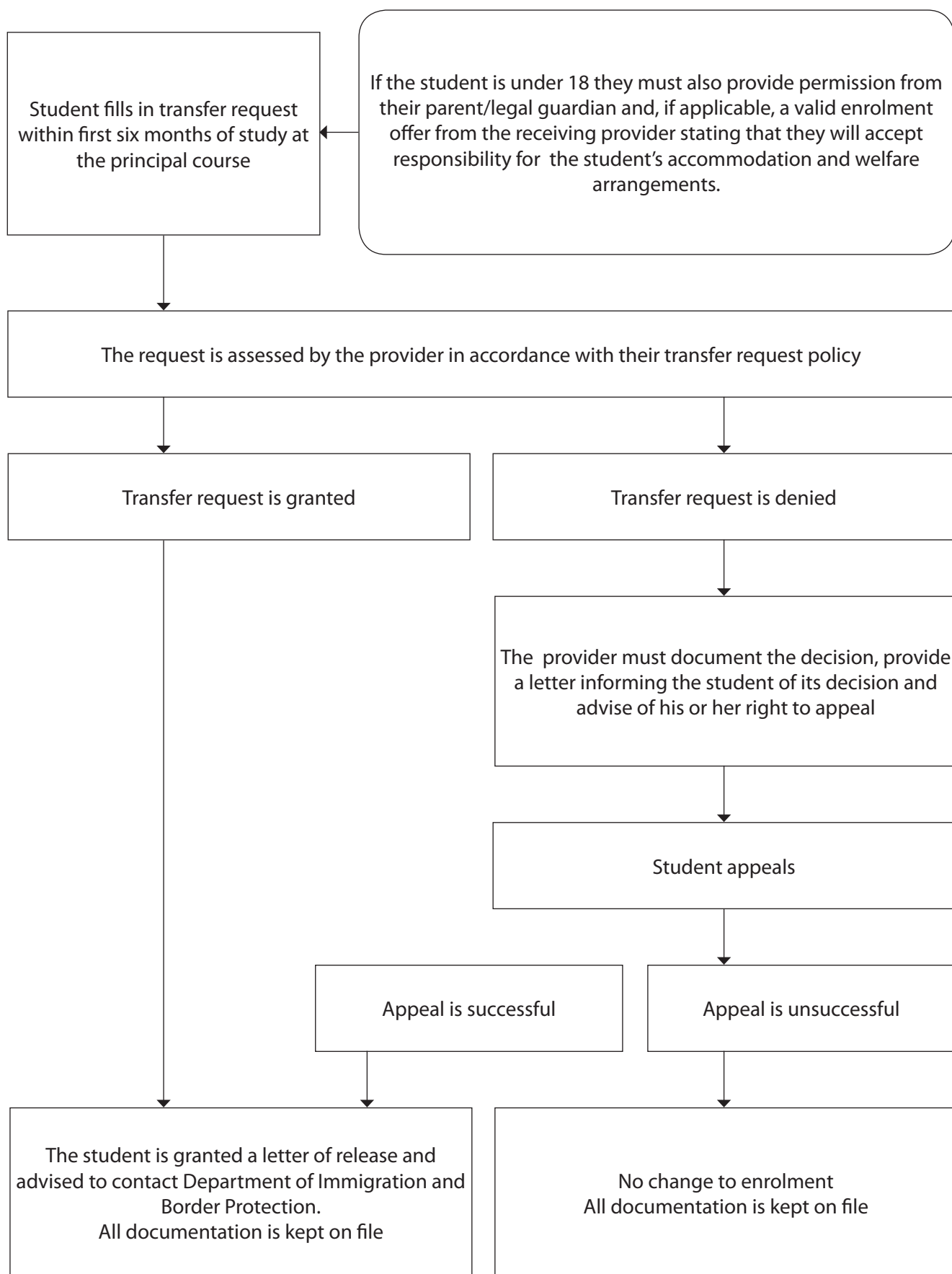


ROSEVILLE COLLEGE STUDENT TRANSFER REQUEST ASSESSMENT POLICY – TRANSFER FROM ROSEVILLE COLLEGE

1. Overseas students are restricted from transferring from their principal course of study for a period of six months. This restriction also applies to any course(s) packaged with their principal course of study.
2. Students can apply for a letter of release (at no charge) to enable them to transfer to another education provider through the International Student Mentor, with final approval resting with the Principal.
3. Roseville College will only provide a letter of release to students in the first six months of their principal course in the following circumstances:
 - a. The student has changed welfare and accommodation arrangements and is no longer within a reasonable travelling time of the school
 - b. It has been agreed by the school the student would be better placed in a course that is not available at Roseville College.
 - c. Any other reason stated in the policies of Roseville College.
4. Roseville College will NOT provide a letter of release to students in the first six months of their principal course in the following circumstances:
 - a. The student's progress is likely to be academically disadvantaged. For example, the student will not have continuity in their course of studies and will therefore be unable to meet the course requirements for completion of the HSC preliminary course.
 - b. Roseville College is concerned that the student's application to transfer is a consequence of the adverse influence of another party
5. Students under 18 years of age MUST have;
 - a. Written evidence that the student's parent(s)/legal guardian supports the transfer
 - b. Written confirmation that the new provider will accept responsibility for approving the student's accommodation, support, and general welfare arrangements where the student is not living with a parent(s)/legal guardian or a suitable nominated relative
 - c. Evidence that the student is always in DIAC approved welfare and accommodation arrangements
6. All applications for transfer will be considered within 10 working days and the applicant notified of the decision.

Please refer to following pages with information regarding application for transfer and the process of assessment and communication.

STUDENT TRANSFER REQUEST TO ROSEVILLE COLLEGE ASSESSMENT FLOWCHART



APPLICATION FOR STUDENT TRANSFER/LETTER OF RELEASE

Date	<hr/>
Student name	<hr/>
Grade	<hr/>
Current address	<hr/>
Address in home country	<hr/>
Phone no	<hr/>
Mobile ph	<hr/>
Email address	<hr/>

Reason for transfer

Please state why you wish to transfer to another school

Attachments:

- Attach a letter of offer from the institution to which you wish to transfer. If you are under 18 years of age and not in the care of a parent or suitable nominated relative, the letter of offer must also show that the institution will accept responsibility for approving your accommodation, support and general welfare arrangements.
- If there are any gaps between school approved accommodation, support and general welfare arrangements please detail any Department of Immigration and Border Protection approved interim arrangements.
- If you are under 18 years of age, please attach a letter from your parents to indicate that you have their permission to transfer.
- Attach any relevant supporting documentation.

This application will be assessed once all documentation has been received. The school may ask for more documentation if it requires it. Applications are usually processed in 10 working days.

Student signature	<hr/>
Date	<hr/>

SAMPLE RESPONSES TO APPLICATION FOR RELEASE

Letter of Release

Date

Student name

Grade

Current address in australia

Phone no

Mobile ph

Email address

We have received your application for a letter of release. As the reasons stated in your application fall within the school's Student Transfer Request Assessment Policy, the school is pleased to grant your request.

You should be aware that your decision to transfer to a different education provider may have visa implications and you should contact the nearest Department of Immigration and Citizenship office as soon as possible to discuss this with them.

If you wish to seek a refund of fees, please refer to the school's Refund Policy provided in your Student handbook and follow the appropriate procedure.

Yours faithfully,

Ms Deb Magill

Principal

SAMPLE RESPONSES TO APPLICATION FOR REFUSAL TO RELEASE

Letter of Refusal To Release

Student name

Grade

Current address in australia

Phone no

Mobile ph

Email address

We have received your application for a letter of release. As the reasons stated in your application did not meet the school's Student Transfer Request Assessment Policy, regrettably the school has refused to grant your application.

You have the right to appeal the school's decision in accordance with the school's Complaints and Appeals Policy which is attached and is also held in your Student handbook.

If you choose to appeal, until the process is complete, you must continue to maintain your enrolment and attendance at all classes as normal.

Yours faithfully,

Ms Deb Magill
Principal

A photograph of the Roseville College building at dusk. The building features a modern design with dark, rectangular panels and large glass windows. A prominent balcony with a glass railing is visible on the left side. The building is illuminated from within, and the sky is a clear, light blue. In the foreground, there is a paved area and a low brick wall with a wooden top. A small garden bed with green plants is situated near the building.

Roseville Collège
27 Bancroft Avenue
Roseville NSW 2069
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Email: enquiries@roseville.nsw.edu.au