



Overseas Students Information Booklet

CRICOS Code: 03558D

The College’s vision for each student is that she is inspired and equipped to realise purpose – both now and in her future – as she lives a content life with meaning and virtue.

In the College’s caring, well-resourced surrounds, each girl engages in opportunities that are personally challenging to achieve both curricular and valuable transferable learning outcomes. The College’s student wellbeing and chaplaincy programs help clarify and forge her inner person and faith, helping her find her place in her world.

Across the spectrum of College life, she is empowered to leverage who she is with what she knows (and what she has the courage to try) to identify and affect positive change on the world around her; to lead, inquire, inspire and serve others.

Introducing Our Executive Team

Principal

Ms D Magill BEd MECh MACE MACEL

Deputy Principal

Mrs L Mongtomery BA DipEd DipChStudies

Head of Junior School

Mrs A Woldhuis DipTeach, BEd (Spec Ed) GradCert TESOL MEd MACE

Director of Academic Operations

Mr T Gardiner BAPSc GradDipEd MEdLd

Director of Wellbeing

Ms P Chilton BA(Hons) BEd AMusA

Director of Teaching and Learning

Mr L Walker BBA BEc GDipEd MEdLead

Director of Business Services

Mrs L Elder CA GAICD

Chaplain

Mrs N Clark BAAAdv. (Hons) MTeach (Sec) GDip (Div) GDip (Couns)

Director of Development and Community Engagement

Ms M Gould BA MSocSC

About Roseville College

In 2018, Roseville College celebrated 110 years of realising purpose in the lives of young Australian women. The College is an Anglican school for girls where every student in Kindergarten to Year 12 is known and valued, and girls are prepared with an education that serves them for life, in a culture of excellence. Each girl is guided in the development of her identity in a caring Christian environment as she finds her place and purpose, equipping her for meaningful service.

The College ranks among NSW’s best in HSC achievement and is the only North Shore school approved to deliver prestigious Cambridge Courses in Years 9–10, while also delivering world-class learning initiatives including the IB Primary Years Programme for Kindergarten to Year 6.

Our educators, each continuously developing their craft, share a vision for delivering a broad, progressive, personalised education that equips

each girl to embrace her future with purpose and meaning.

In 1908, Ku-ring-gai Shire had a population of less than 10,000. Much of the area was still semi-rural when Miss Isobel Davies, who had come to Australia from Wales with her retired clergyman father and her two sisters, bought the forest ranger’s cottage, Hinemoa (named after a Maori princess), and began Roseville College with seven girls and boys. By the end of its first year, 24 students were enrolled. In the 1930s, Miss Davies acquired 29 Bancroft Avenue, where a boarding school was built. Miss Davies’ sisters, Miss Ethel (the school nurse) and Miss Lillian (boarding and adored by generations of girls) were also involved.

Roseville College has grown steadily since those early days. In 1930, there were 100 students, including 20 boarders. In 1947, when Miss Isobel Davies retired from “her” school, there were 120 students. Milestones to today’s enrolments of more than 950 girls are 250 girls (1950s), 500 girls (mid-1970s), and 750 girls (2007).

In 2004, the Middle School Technology Complex, Creative Arts Centre and a new purpose built Junior School were all officially opened. In 2006, The Mary Richardson building was refurbished, and in 2008 the Joy Yeo Centre opened. In 2014, the Library and Learning Enrichment Centre were developed, followed by refurbishment of the School Hall in 2017 and of K - Year 12 STEAM facilities in 2018.

As the College was growing in numbers, it was also developing academically, and in the range of co-curricular activities offered. From the time when the school became a member of The Anglican Schools Corporation, a new harmony emerged. The College’s educational philosophy is strongly grounded in the Christian faith and girls are encouraged to develop their spiritual lives through Christian Studies and fellowship. Within the context of Christian teaching and practice, the College aims to provide a stimulating environment in which each girl can experience the personal satisfaction of achieving her potential – academically, spiritually, creatively, socially and physically.

A broad and balanced education is provided, with an emphasis on problem solving and creative thinking. Roseville teachers are chosen not only for their academic competence but for their

enthusiasm and integrity, for this provides the caring atmosphere which is such an outstanding feature of the College. Each student is encouraged to achieve her best, and Higher School Certificate results are of an excellent standard. Girls are also offered a wide range of co-curricular activities. Music, drama, debating, public speaking, the Duke of Edinburgh’s Award and an extensive and varied range of sports programs give students many opportunities to develop their talents and leadership potential, and to enjoy many enriching experiences. Our parents, former students and former staff play a vitally important and appreciated role in the life of the College, especially through Roseville College Parents’ Association and Roseville Old Staff Association.

Courses on Offer

Roseville College is a registered provider (03558D) on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) and complies with the Education Services for Overseas Students (ESOS) Act 2000 and obligations laid down in the National Code 2007. Therefore, Overseas Students are welcome to apply for enrolment in either Junior School (Kindergarten – Year 6) or Senior School (Year 7 to Year 12) school, where students sit for the New South Wales (NSW) Higher School Certificate (HSC) in Year 12. Roseville College is accredited by the NSW Education Standards Authority (NESA) for the delivery of the HSC syllabuses.

The CRICOS Courses we offer are listed below and all courses take place in person at the Roseville College campus.

Course Code	Course Name	Years
093888G	Primary	KG – Year 6
093889F	Junior Secondary	Year 7 – Year 10
093890B	Senior Secondary	Year 11 – Year 12

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 NESA and follow NESA syllabi and regulations. Staff use a range of face-to-face teaching methods including research, practical lessons, 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 NESA outcomes, including, but not limited to, exams, assignments, oral presentations, practical assessments and computer based assessment tasks.

Support Services for International Students

Enquiries unique to overseas students and their families can be addressed by contacting our Registrar –

Ms Sue Schiro on 02 9884 1109 or via email registrar@roseville.nsw.edu.au.

The school also provides an International Student Mentor – Ms Penny Chilton, Director of Wellbeing.

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

All of these very experienced staff will be able to assist you with answers to your questions as you settle in. Ms Chilton 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 Ms Chilton should be your first point of contact. She may refer you to one of the other staff above depending on your needs.

Ms Chilton 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, please contact her by using the following email address:
internationalstudents@roseville.nsw.edu.au
This address will be checked regularly during holiday breaks and weekends.

Any students living in Homestay accommodation will also be provided with an emergency phone number which is monitored 24/7, during both term time and holiday time.

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.

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.

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 – NESA 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 Home Affairs 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 7 to 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.

Studying for the Higher School Certificate

Roseville College highly recommends that, where possible International Students enrol for entry no later than 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 the Careers Adviser, before making final subject choices.

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 step-nephew 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 (www.homestaynetwork.org). 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.

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.

Other helpful websites regarding living and studying in Australia are:

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

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.

The Enrolment Process

Step 1 – Application For Admission

Your APPLICATION FOR ADMISSION must include the following documents:

- Completed International Student Application
- Non refundable application fee of \$220
- Certified transcripts of academic records from last two years of schooling
- Certified evidence of date of birth
- Two letters of recommendation (including one from previous school principal) confirming suitability of student to attend Roseville College (if not included with academic records)
- Copy of passport details
- Copy of English language test/evidence English language proficiency (if not held already)
- 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. A sample of this agreement is shown on pages 8-17.

If parents have nominated a guardian to look after the welfare of their daughter while she is studying in Australia, the guardian will be required to complete the Guardian’s Agreement, a sample of which is shown on page 18.

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 Written Agreement 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.

Step 6 – Commencing School

Some students will be required to 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.

Ms Susan Schiro, Registrar

Written Agreements with International Students and Parents

Overseas Student Written Agreement Form

Student Details

First name/s

Surname

Preferred name

Student home address

Telephone number

Email

Date of birth

Parent Details

Parent 1

First name/s

Surname

Preferred name

Home address

Telephone number

Email

Parent 2

First name/s

Surname

Preferred name

Home address

Telephone number

Email

Course Enrolment

The offer of a place is for the following course(s):

Course Code	Course Name	Years	Start Date	End Date	Location
093888G	Primary	KG – Year 6			Roseville College campus
093889F	Junior Secondary	Year 7 – Year 10			Roseville College campus
093890B	Senior Secondary	Year 11 – Year 12			Roseville College campus

Conditions of Enrolment

The minimum proficiency of English language expected at Roseville College is outlined below:

- Years 7 to 10 – Intermediate Level (AEAS)
- Year 11 to 12 – Upper Intermediate Level (AEAS)

To enable appropriate assessment of a 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. The test must have been sat within the previous 6 months prior to submitting an application for enrolment.

Depending on the student’s English language ability, the student may then be required to undertake an Intensive English course at an approved provider prior to commencement at Roseville College, as a condition of the Letter of Offer of a place. Following completion of this course, the College will require a satisfactory report from the provider confirming that the student has achieved the expected standard of English proficiency. If a satisfactory report is not received, the offer of place may be reissued for a later commencement date following a further course of Intensive English.

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 Home Affairs, their accommodation arrangements must be approved by the College. Once approved, the College will issue a CAAW in addition to the CoE.

Details of the student’s accommodation must be provided in the ‘Overseas Student Enrolment Form’.

PAGE 8.

PAGE 9.

Course Fees and Other Charges (Course Monies)

Please refer to the current Overseas Student Schedule of Fees, as the estimated fees outlined below are based on this current fee schedule. Please note that fees (for both domestic and international students) are subject to annual review.

Please note that tuition fees and non-tuition fees are segregated, and some fees are only able to be estimated, and as such, may vary from those outlined within this written agreement. Please also note that enrolment fees that are paid prior to a student's commencement at the College are not included in the below estimation of ongoing Term fees.

Senior Secondary Course

Course Name: Senior Secondary
CRICOS Code: 093890B
Years of Study: Year 11 and Year 12
Start Date: xx/xx/xxxx
Finish Date: xx/xx/xxxx
Number of study periods: 7 (one term – one study period)
Estimated Total tuition fees: \$X (see below)
Estimated Total non-tuition fees: \$X (see below)

Please note that Tuition fees includes costs in relation to tuition, educational and technological resources, wellbeing, pastoral care and compulsory activities.

Non-Tuition fees are estimated below, but only include those costs that are necessary for a student to commence at Roseville. Additional non-tuition charges such as participation in Sport, certain Co-Curricular activities, Excursions that are overnight or outside the Sydney Metro area are not included. Please refer to the current Schedule of Fees for a more comprehensive listing.*

Estimated Tuition Fees – duration of Course

Study Period	Description	AUD\$ Estimated Fees
Term 1	Year 11, 2021	\$10,350
Term 2	Year 11, 2021	\$10,350
Term 3	Year 11, 2021	\$10,350
Term 4	Year 11, 2021	\$10,350
Term 1	Year 12, 2022	\$14,250
Term 2	Year 12, 2022	\$14,250
Term 3	Year 12, 2022	\$14,250
TOTAL ESTIMATED TUITION FEES		\$84,150

Estimated Non-Tuition Fees – duration of Course

Description	AUD\$ Estimated Fees
Year 11 Camp	\$750
Annual Textbook costs	\$450
Initial School Uniform Cost	\$1,600
Ongoing additional uniform costs	\$1,200
TOTAL ESTIMATED NON-TUITION FEES*	\$4,000

Payment of Fees

Fee Statements are issued by email before the beginning of each term. Fees and Charges are due for payment in advance, at the end of the first week of each term. The entire year's Annual Fees are able to be paid at the commencement of the year. Fees can be paid by one of the following methods:

- 1. BPAY (including debit or credit card link to bank account)
- 2. Online – Login to the Community Portal to access payment options by Direct Debit or Credit Card (a 0.9% surcharge applies to each transaction). VISA, Mastercard and American Express are accepted.
- 3. Periodic instalments by TASC Direct Debit Instalment Plan (Terms & Conditions apply)
- 4. Payment by cheque – made out to Roseville College

Overseas Students Refund Policy

Source of Obligation	Standard 3.4.2 of the National Code of the ESOS Act requires the College to have processes in place for claiming a refund of tuition or non-tuition fees.
Education Services for Overseas Students (Calculation of Refund) Specification 2014	The Education Services for Overseas Students (Calculation of Refund) Specification 2014 (Refund Specification) is a federal legislative instrument that sets out the methods for calculating refunds of fees by a registered provider in the following circumstances: <ul style="list-style-type: none">• provider default• student default where the provider has not entered into a written agreement with the student that meets the requirements of section 47B of the ESOS Act• student default owing to visa refusal. The College as a registered provider is required to comply with the Refund Specification.
Roseville College's Policy	The College will provide a refund to an overseas student or intending overseas student in the event that the default is by a student or a registered provider and the College is required under the provisions of the ESOS Act, to provide a refund.
Student Default and Refund	Refer to our Default Policy (Overseas Students) for the meaning of student default. Under section 47D of the ESOS Act the College must provide a refund if an overseas student or intending overseas student defaults. The amount of the refund (if any) is the amount set out in the written agreement entered into between the College and the student in

	accordance with Standard 3 of the National Code. Refer to our Formalisation of Overseas Student Enrolment and Written Agreements Policy . If the College pays a refund to an overseas student under section 47D, the College must pay the refund within the Provider Obligation Period.
Registered Provider Default and Refund	Refer to our Default Policy (Overseas Students) for the meaning of Registered Provider Default. Under section 46D, the College may pay the students a refund of the amount, worked out in accordance with the Refund Specification, of any unspent tuition fees received by the College in respect of the students.
Providing a Refund in Other Cases	Under section 47E of the ESOS Act the College will also provide a refund if the overseas student or intending overseas student defaults and either: <ul style="list-style-type: none">the College has not entered into an agreement that sets out refund obligations in relation to student default and meets the obligations of the National Code; orthe College is not required to pay a refund because the student was refused a student visa. The amount of the refund will be determined in accordance with the Refund Specification. If the College provides a refund under section 47E, it must give notice to the TPS Director and NESA within seven days after the end of the Provider Obligation Period (see below). The notice must include the following: <ul style="list-style-type: none">whether the College provided a refund under section 47Edetails of the student the refund was provided todetails of the amount of the refund provided.
Provider Obligation Period	The ESOS Act requires that all refunds must be made within the period of four weeks after receiving a written claim from the student.
Right to Refuse a Refund	The College will only grant a refund when the following process is followed: <ol style="list-style-type: none">1. An overseas student or intending overseas student applies for a refund, in writing, from the Business Manager at the College.2. An overseas student or intending overseas student pays any outstanding debts to the College or authorises any outstanding debts to be deducted from the refund.3. The College approves the refund under this policy.4. After approval, the refund is paid to the overseas student or intending overseas student, or the same person that initially made the payment of course fees.
Refund Specification	If a refund is granted to an overseas student or intending overseas student, it must be calculated in accordance with the Refund

	Specification. The Refund Specification requires that the amount of refund must be the course fees, minus the lesser of the following amounts: 5 per cent of the amount of the course fees received by the College in respect of the student before the default day; or \$500.
Failure to Provide a Refund	It is an offence under the ESOS Act for the College to fail to provide a refund to an overseas student or intending overseas student in accordance with the College's obligations under sections 47D or 47E of the ESOS Act.
Notification of Discharge of Obligations	Under section 47H of the ESOS Act the College must provide notice to the Cth (DoE) and the Director of the TPS within seven days after the end of the Provider Obligation Period. The notice must include the following: <ul style="list-style-type: none">• whether the College provided a refund under section 47E• details of the student the College provided a refund to• details of the amount of the refund provided.
Record Keeping	The College maintains evidence of compliance with this policy by maintaining records of refund decisions and notifications made under this policy. Records will be maintained in accordance with our Overseas Students Records Management and Retention Policy.

Change of Address

The student is obliged to notify the Registrar in writing of any change of address or contact details, within 7 days, while enrolled at the school. This includes current residential address, mobile number of student and parents or guardian, email address of student and parents or guardian, and who to contact in emergency situations. This is to ensure that any notifications sent to the student advising of visa breaches are sent to the student's current address.

Where Roseville College has approved the student's welfare and accommodation arrangements, the student requires prior school approval for any changes to welfare and accommodation arrangements.

Privacy

Information is collected on this form and during your enrolment in order to meet our obligations under the ESOS Act and the National Code 2018; 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 2019 and the National Code of Practice for Registration Authorities and Providers of Education and Training to International Students 2018.
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.

Overseas Student Complaints Handling Policy

Source of Obligation	Standard 10 of the National Code requires the College to have and implement a documented internal complaints handling process and policy, and provide overseas students with comprehensive, free and easily accessible information about that process and policy.
Roseville College's Policy	<p>It is the College's policy to provide access to the College's Complaints Handling Policy to our overseas students for both formal and informal complaints which are managed through the College's Complaints Handling Program.</p> <p>The College will respond to any complaint an overseas student makes regarding their dealings with the College, the College's Education Agents or any related third party the College has an arrangement with to deliver the overseas student's course or related services.</p>
Lodging a Formal Complaint	<p>To lodge a formal complaint, the overseas student or their parent/guardian must refer their formal complaint to our Complaints Manager.</p> <p>Once the complaint has been received by the Complaints Manager, they will review the complaint and, where appropriate assign a relevant Complaints Officer to manage the complaint.</p> <p>The Complaints Officer will inform the overseas student or their parents/guardians that the complaint has been received and the College will commence the assessment of the complaint within 10 working days from the date the complaint was lodged.</p>
Managing Complaints	<p>The College will commence assessing a complaint from an overseas student within 10 working days from the date on which the complaint was lodged.</p> <p>The complaint will be assessed and managed in accordance with the College's Complaints Handling Program.</p>
Maintaining Enrolment	During the complaints process, the College will maintain the enrolment of the overseas student.
Internal Appeal	<p>If an overseas student or their parents/guardians are not satisfied with the result of the College's complaints handling process, they can decide to internally appeal the College's decision.</p> <p>Refer to our Overseas Students Complaints Appeals Policy.</p>
Right to Access External Appeals	If an overseas student or their parents/guardians are not satisfied with the result from the College's internal complaints process, the College must advise the overseas student within 10 working days of concluding the internal review of their right to access an external complaints handling and appeals process at minimal or no cost.

	<p>The College must give the overseas student the contact details of the appropriate complaints handling and external appeals body.</p> <p>Refer to our Overseas Students Complaints Appeals Policy.</p>
Record Keeping	<p>The College ensures that complainants are given a written statement of the outcome of the complaint, including detailed reasons for the outcome.</p> <p>The College maintains a full Complaints Register including the details, outcome and reason for the outcome of each complaint received by the College.</p> <p>All statements and the Register are maintained in accordance with our Overseas Students Records Management and Retention Policy.</p>

Complaints Appeals Policy

Source of Obligation	Standard 10 of the National Code requires the College to have and implement a documented appeals process and policy, and provide the overseas student with comprehensive, free and easily accessible information about that process and policy.
Roseville College's Policy	It is the College's policy that if a formal complaint received by, or related to, an overseas student is not resolved to the satisfaction of the complainant, it may, at the request of the complainant, be escalated to an Internal Appeals Panel.
Appeals Panel	<p>An Appeals Panel will be assembled as needed, and will be made up of a minimum of three members who have the requisite independence from the issue at hand to address the appeal on its merits, in a professional, fair and transparent manner. Staff who hold the following positions are eligible to sit on the Appeals Panel:</p> <ul style="list-style-type: none">• The Principal• Deputy Principal• Heads of House• Year Group Coordinators• Business Manager <p>The make-up of the Appeals Panel will be determined by the Principal on a case-by-case basis, depending on availability and the nature and complexity of the complaint to be considered.</p> <p>Where the matter is escalated to an Appeals Panel, the Panel aims to resolve the complaint within 28 days from the date of referral and, in any event, no later than 42 days after the original complaint was received.</p>
Right to Access External Appeals Processes	If an overseas student is not successful in the College internal appeals process, the College must advise the overseas student within 10 working days of

	<p>concluding the internal review of the overseas student's right to access an external complaints handling and appeals process at minimal or no cost.</p> <p>The College directs students to the Overseas Student Ombudsman (OSO).</p> <p>The OSO investigates complaints about problems that overseas students or intending overseas students may have with private education and training in Australia. The contact details for the OSO are as follows:</p> <p>Call: 1300 362 072 within Australia. Outside Australia call +61 2 6275 0171. Enquiries: 9:00am to 5:00pm Monday to Friday, Australian Eastern Standard Time (Australian Eastern Daylight Time when daylight savings is in effect) Postal: Commonwealth Ombudsman, GPO Box 442 Canberra ACT 2601. Website: http://www.ombudsman.gov.au/</p>
Purpose of External Appeals Process	<p>The College must inform an overseas student who wishes to access the services of the OSO that, in most cases, the purpose of the OSO is to investigate whether the College has followed our own internal policies and procedures. Generally, the OSO does not make a decision in place of the College.</p>
Result of Appeal Process	<p>If the internal or external appeal process results in a decision or recommendations in favour of the overseas student, the College must immediately implement the decision or recommendation and/or take preventative or corrective action required by the decision, and advise the overseas student of that action.</p>
Record Keeping	<p>The College maintains a full Complaints Register including the details, outcome and reason for the outcome, including any appeals requests or decisions, of each complaint received by the College. The Complaints Register is maintained in accordance with our <u>Overseas Students Records Management and Retention Policy</u>.</p>

Other School Policies

As a condition of enrolment, the student agrees to abide by the following school policies, which are outlined in the attached *International Students Information Booklet*, for the duration of their enrolment:

- Younger Overseas Students Policy
- Overseas Students Support Services Policy
- Overseas Students Critical Incidents Response Policy
- Academic Support Policy
- Overseas Student Transfers Policy
- Overseas Students Complaints Handling Policy
- Overseas Students Complaints Appeals Policy
- Monitoring Course Progress and Attendance and Duration Policy
- Unsatisfactory Course Progress or Attendance policy
- Deferring, Suspending or Cancelling an Overseas Student's enrolment Policy

Declaration

Students and parent/s must read and sign this agreement, to abide by the below:

1. I/we understand the information contained within this Student Agreement.
2. I/we have received and read the International Student's Information Booklet as well as the Conditions of Enrolment and will abide by the policies contained within them.
3. I/we agree to advise the School Registrar and Overseas Student Mentor of any changes to address, phone number or emails of the student, parents and/or guardians, within 7 days of the change.
4. I/we agree to abide by the College's rules regarding attendance at school, and that I will supply a doctor's certificate when I am absent due to illness. I understand that the Confirmation of Enrolment that has been issued to me to obtain my Student Visa has conditions attached in relation to attendance and course progress.
5. I/we agree that the school will determine with me the appropriate level of subjects studied. I understand that should a subject not be available from the list of subjects provided for the course that the Director of Teaching & Learning will discuss with the student an alternative subject.
6. I/we agree to abide by the school's Code of Conduct and Uniform Policy as outlined in the school diary.
7. I/we am aware that information I supply to Roseville College can be made available to Commonwealth and State government agencies.
8. I/we agree to pay fees promptly upon receiving fee statements each term.
9. I/we hereby declare that the information supplied by us is true and correct.
10. I/we understand that a condition of my enrolment is to provide proof that International Student Health Cover (OSHC) has been purchased prior to commencement at the College and that it will be maintained for the period the student is enrolled at Roseville College.
11. I/we understand that students are eligible to receive their \$1500 Deposit at the end of Year 12.
12. I/we understand that if a 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 charged.
13. It is the responsibility of the student for keeping a copy of the signed written agreement.

This agreement, and the availability of complaints and appeals processes, does not remove the right of the student to take action under the Australian Consumer Law, if the Australian Consumer Law applies.

Parent 1 Name	Parent 1 signature	Date
Parent 2 Name	Parent 2 signature	Date
Student Name	Student signature	Date

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.

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.

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.

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.

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 Teaching and Learning
- ☐ Head of Junior School (if enrolling into the Junior School)
- ☐ School Counsellor (Junior or Senior School Counsellor as appropriate)
- ☐ EAL Teacher
- ☐ Year Adviser/Classroom Teacher (as appropriate)
- ☐ 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 _____

Policies and Procedures: The ESOS Framework

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 _____

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;

Younger Overseas Students Policy

Contact Details

- 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.

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 Home Affairs	For visa matters	www.homeaffairs.gov.au Phone 131 881 in Australia

Source of Obligation

Standard 5.1 of the National Code requires that where the College enrolls an overseas student who is under 18 years of age, it must meet the Commonwealth, state, or territory legislation or other regulatory requirements relating to child welfare and protection appropriate to the jurisdiction(s) in which it operates.

Roseville College's Policy

It is the College's policy to ensure continuous compliance with Commonwealth and state or territory legislation and regulatory requirements, and common law requirements relating to child welfare, child protection and student duty of care requirements as they apply to our overseas students.

The College meets our legal and regulatory student welfare and child protection obligations through the policies and procedures in our Student Duty of Care Program and Child Protection Program.

Age-and-Culturally Appropriate Information

Under Standard 5.2 of the National Code, the College must ensure that overseas students under 18 years of age are given age-and-culturally appropriate information on:

- who to contact in emergency situations, including contact numbers of a nominated staff member and/or service provider to the College
- seeking assistance and reporting any incident or allegation involving actual or alleged sexual, physical or other abuse.

In the event of an emergency, the College ensures that all overseas students under 18 years of age enrolled at the College are provided with emergency contact numbers for:

- the Overseas Coordinator
- the College.

This emergency contact information, as well as information on how to seek assistance and report any incident or allegation involving actual or alleged sexual, physical or other abuse, is provided to our overseas students in an age and culturally appropriate way in our:

- student handbook
- induction processes.

Accommodation, Support and General Welfare Arrangements

Under Standard 5.3, where the College takes on responsibility under the Migration Regulations for approving the accommodation, support and general welfare arrangements for a student who is under 18 years of age, the College:

- nominates the dates for which the College accepts responsibility for approving the student's accommodation, support and general welfare arrangements and advises the Department of Home Affairs of the dates in the form required
- ensures any adults involved in, or providing, accommodation and welfare arrangements to the student have appropriate Working with Children Check clearances in accordance with the College's Child Protection Program
- implements documented processes for verifying that the student's accommodation is appropriate to the student's age and needs, in accordance with our Younger Overseas Students Accommodation Arrangements Policy
- includes, as part of the College's Overseas Students Critical Incidents Response Policy under Standard

- 6 (Overseas student support services), a process for managing emergency situations and when welfare arrangements are disrupted for students under 18 years of age
- maintains up-to-date records of the student’s contact details outlined in Standard 3.5, including the contact details of the parent(s), guardian(s) or any adult responsible for the student’s welfare in accordance with our Overseas Students Records Management and Retention Policy
- advises the Department of Home Affairs, in the form required by the department:
- as soon as practicable if the student will be cared for by a parent or nominated relative approved by the Department of Home Affairs and a Confirmation of Appropriate Accommodation and Welfare (CAAW) is no longer required
- within 24 hours if the College is no longer able to approve the student’s welfare arrangements
- has documented policies and processes for selecting, screening and monitoring any third parties engaged by the College to organise and assess welfare and accommodation arrangements. Refer to our Welfare and Accommodation Selecting, Screening and Monitoring Policy.

Working with Children Checks

It is the College’s policy that all adults, including parents and guardians, who provide overseas student accommodation or welfare arrangements, must hold a current Working with Children Check clearance. This requirement applies even if a person is not required by Working with Children Check legislation to obtain a Working with Children Check.

The College No Longer Provides Welfare Arrangements

Under Standard 5.4, if the College is no longer able to approve the welfare arrangements of an overseas student, the College must make all reasonable efforts to ensure that the student’s parents/guardians are notified immediately.

The College will notify the parents/guardians of the overseas student via email and phone if the College can no longer approve the welfare arrangements of an overseas student.

Missing Younger Overseas Students

Standard 5.5 requires that, if the College is unable to contact a student and has concerns for the student’s welfare, the College must make all reasonable efforts to locate the student, including notifying the Police and any other relevant Commonwealth, state or territory agencies as soon as practicable.

Refer to our Missing Overseas Students Policy.

Welfare Arrangements After Suspension or Cancellation

- Standard 5.6 requires that, where the College suspends or cancels the enrolment of the overseas student, the College must continue to approve the welfare arrangements for that student until:
- the student has alternative welfare arrangements in place approved by another school
 - care of the student by a parent or nominated relative is approved by the Department of Home Affairs
 - the student leaves Australia
 - the College has notified the Department of Home Affairs under Standard 5.3.6 that it is no longer able to approve the student’s welfare arrangements, or under Standard 5.5 that it has taken the required action after not being able to contact the student.

Refer to our Deferring, Suspending or Cancelling an Overseas Student’s Enrolment Policy for more information about the suspension and cancellation of enrolment processes.

Before terminating the CAAW for the student, the College must ensure that the student has new welfare arrangements formally in place. The student must provide a letter from another registered provider, or their parents/ guardians/eligible relatives confirming that they will take responsibility for the overseas student’s welfare arrangements and the date from which the new arrangements will commence.

Where an overseas student’s parent/guardian or eligible relative is planning to look after the overseas student for a short period of time, such as a holiday, the College may decide to continue their CAAW arrangements, rather than terminate the CAAW.

- The College may decide to terminate a CAAW where it can no longer take responsibility for the overseas student due to events, such as:
- the overseas student refuses their accommodation or leaves their accommodation without notice
 - after the College has exhausted all possible avenues of assisting the overseas student to maintain appropriate arrangements
 - the accommodation provider becomes unable to maintain arrangements
 - the overseas student’s enrolment is suspended or cancelled
 - the overseas student goes missing from their accommodation and cannot be found or contacted, even after the College has implemented our Overseas Students Critical Incident Response Policy.

In the situations listed above, the College must report the overseas student within 24 hours using the ‘Non-Approval of Appropriate Accommodation/Welfare Arrangements’ letter in PRISMS. This may lead to cancellation of the overseas student’s visa by the Department of Home Affairs for breaching visa condition 8532.

If the Younger Overseas Student Turns 18

If the overseas student turns 18 while enrolled at the College, the College’s CAAW responsibility will cease.

Additionally, the requirements under Standard 5 of the National Code and this policy will no longer apply to the student.

If an overseas student turns 18 while enrolled in the final period of their course, the College may decide to apply a condition on enrolment in the course, requiring the overseas student to continue to reside in the approved accommodation until the completion of the course. This will need to be made clear in an amended and signed written agreement or individual enrolment contracts signed by the parent/guardian.

Approval of Welfare Arrangements

- Under Standard 5.7, if the College enrolls a student under 18 years of age who has welfare arrangements approved by another registered provider, the College must:
- negotiate the transfer date for welfare arrangements with the releasing registered provider to ensure there is no gap
 - inform the student of their visa obligations to maintain their current welfare arrangements are approved or return to their home country until the new approved welfare arrangements take effect.

Welfare Arrangements Approved by the Department of Home Affairs

If an overseas student enrolled at the College is under the age of 18, a parent/guardian or eligible relative can be nominated to take responsibility for the overseas student’s accommodation and welfare arrangements.

The parent/guardian, or eligible relative must have an appropriate visa or have applied for a Student Guardian visa (subclass 590).

An eligible relative can be:

- a parent, spouse, de facto partner, brother, sister, step-parent, stepbrother, stepsister, grandparent, aunt, uncle, niece or nephew, or step-grandparent, step-aunt, step-uncle, step-niece or step-nephew; and
- nominated by the parent of the applicant or a person who has custody of the applicant, and must be:
- aged at least 21; and
- of good character, and shows this by providing Police clearance from the countries in which they have lived for more than 12 months in the past 10 years after the age of 16; and
- an Australian citizen, permanent resident or is eligible to remain in Australia until the overseas student's visa expires or the overseas student turns 18 years of age (whichever happens first).

The College is not obliged to follow up where a nominated guardian has been approved by the Department of Home Affairs. However, the College will contact the Department of Home Affairs and NESAs if they become aware that the overseas student is not being appropriately cared for.

Arrangements Accepted by the College

The College accepts responsibility for the welfare arrangements of all overseas students who are under the age of 18. These students must only stay in accommodation approved by the College.

The College will not approve an overseas student's parent, guardian or eligible relative as an appropriate welfare arrangement in a CAAW – they must be approved by the Department of Home Affairs.

If the parent, guardian or eligible relative wants to care for an overseas student on a CAAW, they should apply to be the overseas student's nominated guardian through the Department of Home Affairs. They must be granted a Student Guardian visa through the Department of Home Affairs.

The College can approve a person who is not an Australian citizen or permanent resident (including a family friend or family member that does not meet the definition of eligible relative) to care for the overseas student on a CAAW. The College must ensure that the person is:

- at least 21-years-old; and
- of good character; and
- has an appropriate visa to remain in Australia until the visa expires or the overseas student turns 18.

Monitoring Welfare Arrangements

The College will monitor the welfare arrangements of overseas students, including the welfare arrangements where the student is living with an eligible relative under a Student Guardian visa, by conducting regular:

- student interviews
- physical site inspections
- maintenance and facilities review
- Weekly check-in during non-term time.

The monitoring of welfare arrangements is conducted by the Director of Wellbeing and/or another delegated staff member.

Refer to our Younger Overseas Students Accommodation Arrangements Policy.

Disruption of Welfare Arrangements

The College must activate our critical incident policy in emergency situations which may disrupt welfare arrangements without warning. Refer to our Overseas Students Critical Incidents Response Policy.

Records of any critical incident notifications must be maintained in accordance with the College's Overseas Students Records Management and Retention Policy.

Record Keeping

The College maintains evidence of compliance with this policy by maintaining records of CAAWs and any actions or activities undertaken by the College in relation to this policy. Records will be maintained in accordance with our Overseas Students Records Management and Retention Policy.

Overseas Students Support Services Policy

Source of Obligation

Standard 6.1 of the National Code requires the College to support overseas students in adjusting to study and life in Australia by giving the overseas student information on or access to an age-and-culturally appropriate orientation program that provides information about:

- support services available to assist overseas students to help them adjust to study and life in Australia
- English language and study assistance programs
- any relevant legal services
- emergency and health services
- the College's facilities and resources
- complaints and appeals processes outlined in Standard 10 (Complaints and appeals)
- requirements for course attendance and progress, as appropriate
- the support services available to assist students with general or personal circumstances that are adversely affecting their education in Australia
- services students can access information on their employment rights and conditions, and how to resolve workplace issues, such as through the Fair Work Ombudsman.

Standard 6.2 requires the College, upon the request of the overseas student, to provide relevant information or appropriate referrals to the overseas student requesting assistance in relation to the services and programs offered by the College listed above, at no additional cost to the overseas student.

Roseville College's Policy

It is the College's policy to also provide access to the Department of Home Affairs information on life in Australia.

Support Services

To assist our overseas students in adjusting to life and study in Australia, the College facilitates access to:

- counselling for general or personal matters
- nursing services
- health and disability services
- English and academic support services
- relevant legal services
- emergency and health services
- information on employment rights and conditions, and how to resolve workplace issues, such as through the Fair Work Ombudsman.

Student Contact Officers

Standard 6.5 requires the College to designate a member or members of its staff to be the official point of contact for overseas students.

The College has appointed an Overseas Coordinator (International Student Mentor) as the designated contact point for overseas students. Students are introduced to the Overseas Coordinator (International Student Mentor) at orientation and given their contact details.

In addition, the College's overseas student contact officer/s must have up-to-date contact details of all overseas students enrolled at the College. The contact officer/s must also provide their contact details to all overseas students enrolled at the College.

The table below identifies the College's overseas student contact officer/s and their contact details.

Name	Position Title	Contact No.	Email Address
Nicola Hoffman	EALD Teacher	+61 2 9884 1100	internationalstudents@roseville.nsw.edu.au
Penny Chilton	Director of Wellbeing	+61 2 9884 1100	internationalstudents@roseville.nsw.edu.au

Overseas students are informed about the College's overseas student officer/s and how to contact them at orientation.

Sufficient Student Support Personnel

Standard 6.6 requires the College to have sufficient student support personnel to meet the needs of the overseas students enrolled at the College.

The number and type of student support personnel at the College have been selected to ensure that overseas students are supported in adjusting to study and life in Australia and throughout their enrolment. Overseas students are supported by:

- Overseas Coordinator
- our overseas student contact officer/s
- teaching staff
- interpreters.

Notifying Staff of ESOS Obligations

Standard 6.7 requires the College to ensure that staff members who interact directly with overseas students are aware of the College's obligations under the ESOS framework and the potential implications for overseas students arising from the exercise of these obligations.

The College provides annual training to all staff that outlines the College's obligations under the ESOS Framework and potential implications for our overseas students arising from the exercise of these obligations. All staff also have access to this Overseas Students Program should they want to learn more about the College's obligations.

Where there are changes or updates to the College's policies or procedures relating to overseas students at the College, staff will be informed as soon as practicable.

Overseas Students Critical Incidents

Standard 6.8 requires the College to have and implement a documented policy and process for managing critical incidents that could affect an overseas student's ability to undertake or complete a course, such as but not limited to incidents that may cause physical or psychological harm.

The College maintains a written record of all critical incidents and any remedial action taken by the College following a critical incident, for at least two years after the student ceases to be an accepted student.

Refer to our Overseas Students Critical Incidents Response Policy.

Safe College Environments

Standard 6.9 requires the College to:

Overseas Students Critical Incidents Response Policy

- take all reasonable steps to provide a safe environment on campus and advise overseas students and staff on actions they can take to enhance their personal security and safety
- provide information to overseas students about how to seek assistance for and report an incident that significantly impacts on their wellbeing, including critical incidents
- provide overseas students with or refer them to (including electronically) general information on safety and awareness relevant to life in Australia.

The College has developed and effectively implemented a Student Duty of Care Program and Child Protection Program that applies to all students enrolled at the College, including overseas students, to ensure the safety of all students and that staff take actions to enhance our students’ personal security and safety.

Additionally, at orientation, and on a continuing regular basis, the College provides information to our overseas students on:

- how to seek assistance for and report an incident that significantly impacts on their wellbeing, including critical incidents
- general information safety and awareness relevant to life in Australia.

Implementation

To ensure that we provide the best support services to our overseas students, the College ensures that we:

- employ appropriately trained and qualified staff
- effectively communicate contact details for our overseas student contact officer/s to all students
- have sufficient numbers of student support personnel to meet the needs of our overseas students
- educate our overseas students and staff on emergency contact numbers and critical incident procedures at the College.

Record Keeping

The College maintains evidence of compliance with this policy by maintaining records of our orientation program, records of critical incidents and records of designated student support personnel in accordance with this policy. Records will be maintained in accordance with our Overseas Students Records Management and Retention Policy.

Critical Incidents

The National Code defines a critical incident to be a traumatic event, or the threat of such (within or outside Australia), which causes extreme stress, fear or injury.

A critical incident is an emergency situation that usually involves an abnormal and sudden occurrence and can include a fire, explosion, a chemical leak, a bomb threat or terrorist attack that is dangerous or potentially dangerous to life, property or the environment.

The incident may occur at the College or through a related College-based activity or circumstance. In relation to overseas students, critical incidents may also include emergency situations that occur in students’ home countries, or relate to their family in or outside Australia.

Source of Obligation

Standard 5.3.4 of the National Code requires the College to have a process for managing emergency situations and when welfare arrangements are disrupted for students under 18 years of age.

Standard 6.8 of the National Code requires the College to have and implement a documented policy and process for managing critical incidents that could affect the overseas student’s ability to undertake or complete a course, such as but not limited to incidents that may cause physical or psychological harm.

The College must maintain a written record of any critical incident and remedial action taken by the College for at least two years after the overseas student ceases to be an accepted student.

Roseville College’s Policy

The College is committed to providing a safe College environment for all of our workers (including volunteers), students (including overseas students), visitors and guests.

How we respond to a critical incident will depend largely on its size, nature and complexity.

- It is our policy to:
- identify potential critical incident situations
 - conduct regular internal risk assessments with respect to those critical incidents
 - provide a 24-hour emergency communication system for staff and overseas students
 - develop appropriate response plans
 - create a Critical Incident Management Team (CMT) trained to deal with critical incidents
 - regularly test the overall effectiveness of our risk management and critical response procedures.

Through the development of preventative measures and planning our responses, the College seeks to gain control over such situations so as to ensure, that if they do occur, the best possible help is available in a timely manner.

Refer to our Critical Incident (Emergency Situations) Response Policy.

Critical Incident Management

- The College has developed a number of critical incident management procedures including:
- Abduction of a Student
 - Adverse Weather Policy
 - Armed Robbery & Cash Handling Procedures

Academic Support Policy

- Bushfire Management Policy
- Bushfire Response
- Electric Shock Response
- Evacuation Procedures
- Explosion Response
- Flood Response
- Gas Leak Response
- Hazardous Material Incident Response
- Hostage Situation/Siege
- Lockdown Procedures
- Power Failure Response
- Storm Management
- Sudden Death Response
- Suspicious Objects on Grounds
- Threats Received
- Traffic/Vehicle Accident Response
- Violent Intruder on Grounds
- Water Stoppage

Staff Responsibilities

All staff are responsible for:

- participating in critical incident response training as required
- cooperating in carrying out their duties in an emergency situation
- taking prompt action to secure and isolate any hazardous situation in an emergency if this can be done without placing themselves or other workers at risk
- immediately reporting any critical incident to their head of department.

Critical Incident Contacts

In the event of a critical incident that affects an overseas student, the College may (depending on the size, nature and complexity of the critical incident) need to contact:

- emergency services
- the Department of Home Affairs
- the overseas student's parents/guardians
- NESA.

Younger Overseas Students

In the event of a critical incident affecting a younger overseas student, the processes and procedures in this policy will be followed in addition to any child protection notification requirements.

Record Keeping

If a critical incident occurs at the College that affects an overseas student, the College maintains a record of the incident and any remedial action taken by the College for at least two years after the overseas student ceases to be an accepted student. Records are maintained in accordance with our Overseas Students Records Management and Retention Policy.

Source of Obligation

Standard 6.3 of the National Code requires the College to offer reasonable support to overseas students to enable them to achieve expected learning outcomes regardless of the overseas student's place of study or mode of study of the course, at no additional cost to the overseas student.

Standard 6.4 requires the College to facilitate access to learning support services consistent with the requirements of the course, mode of study and the learning needs of the overseas student cohorts, including having and implementing documented processes for supporting and maintaining contact with overseas students undertaking online or distance education.

Roseville College's Policy

It is the College's policy to offer various types of academic support to overseas students so that they can achieve expected learning outcomes under the College's curriculum.

Overseas students who require academic assistance, can contact the Director of Teaching and Learning, or one of their teachers for assistance.

If a teacher believes that an overseas student requires academic assistance in relation to a particular area of the College's curriculum, the teacher must pass this information to the Head of Curriculum and Administration.

Academic Support Services

The College provides the following academic support services to overseas students to enable them to achieve expected learning outcomes, at no additional cost to the overseas student:

- English language assistance programs
- mathematics assistance programs
- science assistance programs
- a tutoring program

Subject specific classes for English as second language students as needed.

These services aim to ensure that overseas students have regular access to academic assistance in a variety of subjects.

Record Keeping

The College maintains evidence of compliance with this policy by maintaining records of academic support provided to an overseas student in accordance with this policy. Records will be maintained in accordance with our Overseas Students Records Management and Retention Policy.

Overseas Student Transfers Policy

Source of Obligation

Standard 7.1 of the National Code states the College must not knowingly enrol an overseas student seeking to transfer from another registered provider's course prior to the overseas student completing the first six months of his or her first registered school sector course, except where the following applies:

- the releasing registered provider, or course in which the overseas student is enrolled, has ceased to be registered
- the releasing registered provider has had a sanction imposed on its registration by the ESOS agency that prevents the overseas student from continuing his or her course at that registered provider
- the releasing registered provider has agreed to the overseas student's release and recorded the date of effect and reason for release in PRISMS
- any government sponsor of the overseas student considers the change to be in the overseas student's best interests and has provided written support for the change.

Roseville College's Policy

The College will not enrol an overseas student seeking to transfer from another registered provider except in circumstances that meet the exceptions under Standard 7.1 of the National Code.

For information about how to manage student transfers in PRISMS, refer to Additional Resources.

Student Transfer Request

The College will only grant a transfer request after the overseas student has completed the first six months of their first registered course unless an exception in Standard 7.1 applies.

Requests for transfer to another registered provider must:

- be in writing (can be by email); and
- provide a valid enrolment offer from another registered provider.

One of the grounds on which the College may agree to an overseas student's release under Standard 7.1 is if the transfer is in the student's best interests:

- as determined by the College itself after six months; or
- as determined by the government sponsor of the student before six months (refer to the Source of Obligation section above).

Circumstances in which a transfer is in the overseas student's best interests, include but are not limited to where the College has assessed that:

- the overseas student will be reported because they are unable to achieve satisfactory course progress at the level they are studying, even after engaging with the College's intervention strategy, as outlined in our Academic Support Policy
- there is evidence of compassionate or compelling circumstances
- the College has, or will, fail to deliver the course as outlined in the written agreement
- there is evidence that the overseas student's reasonable expectations about their current course are not being met
- there is evidence that the overseas student was misled by the College or an education or migration agent regarding the College or its course and the course is therefore unsuitable to their needs and/or study objectives
- an appeal (internal or external) on another matter results in a decision or recommendation to release the overseas student.

Compassionate or Compelling Circumstances

Compassionate or compelling circumstances are generally those beyond the control of the overseas student and which have an impact upon the overseas student's course progress or wellbeing. These include, but are not limited to:

- serious illness or injury, where a medical certificate states that the overseas student was unable to attend classes
- bereavement of close family members such as parents or grandparents (where possible a death certificate should be provided)
- major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the overseas student's studies
- a traumatic experience, which could include:
 - involvement in, or witnessing of a serious incident
 - witnessing or being the victim of a serious crime, and this has impacted on the overseas student (these cases should be supported by police or psychologists' reports)
- where the College was unable to offer a pre-requisite unit and therefore faces a shortage of relevant units for which they are eligible to enrol.

When determining whether compassionate or compelling circumstances exist the College may require the student to provide documentary evidence to support a claim.

Refusal of Transfer

The College will refuse a transfer request where we believe it is reasonable to do so. Reasonable grounds include:

- the overseas student is not genuinely engaging with an intervention strategy with the intention of failing and being released
- the student wants to live somewhere else.

When the College intends to refuse a request, the College will inform the overseas student in writing (can be by email) of:

- the reasons for refusal; and
- the overseas student's right to access the College complaints and appeals process, outlined in our Overseas Students Complaints Handling Policy and Overseas Students Complaints Appeals Policy, within 20 working days of the decision being made.

Time to Assess

In accordance, with the requirement under Standard 7.2.4 that requires the College to set a reasonable timeframe for assessing overseas student's requests, the College will respond to the overseas student's transfer request within 10 business days of the overseas student lodging a written request.

Transfer of an Overseas Student Under 18

Standard 7.3 requires that if the overseas student is under 18 years of age:

- the College must have written confirmation that the overseas student's parent/guardian supports the transfer
- where the overseas student is not being cared for in Australia by a parent or a suitable nominated relative, the receiving provider must confirm it accepts the responsibility for approving the student's accommodation, support and general welfare arrangements in accordance with Standard 5 (Younger overseas students). Refer to our Younger Overseas Students Policy.

The College ensures that we meet these requirements.

Overseas Student Refund Policy

It is the responsibility of the receiving provider to ensure that there are no gaps in the overseas student's welfare arrangements.

Granting Release

In accordance with Standard 7.4, if a release is granted by the College, it will be at no cost to the overseas student and the College will advise the student of the relevant details to contact the Department of Home Affairs to seek advice on whether a new student visa is required.

Finalising Refusal Decision

Standard 7.6 requires that the College must not finalise the overseas student's refusal status in PRISMS until any appeal finds in favour of the College, or the overseas student has chosen not to access the complaints and appeals process within the 20 working day period, or the overseas student withdraws from the process.

The College will only finalise the overseas student's refusal status in PRISMS when:

- any appeal finds in favour of the College;
- the overseas student has chosen not to access the complaints and appeals process within the 20 working day period; or
- the overseas student withdraws from the process.

Availability

To ensure that this policy is publicly available to staff and overseas students, we provide this policy:

- on our public website
- on Complispace PolicyPlus

Record Keeping

Standard 7.7 requires the College to maintain records of all requests from overseas students for a release and the assessment of, and decisions regarding, the request, for two years after the overseas student ceases to be an accepted student.

The College maintains all records of requests from overseas students for a student transfer and the assessment of, and decisions regarding, the request will be maintained in accordance with our Overseas Students Records Management and Retention Policy for two years after the overseas student ceases to be an accepted student.

Source of Obligation

Standard 3.4.2 of the National Code of the ESOS Act requires the College to have processes in place for claiming a refund of tuition or non-tuition fees.

Education Services for Overseas Students (Calculation of Refund) Specification 2014

The Education Services for Overseas Students (Calculation of Refund) Specification 2014 (Refund Specification) is a federal legislative instrument that sets out the methods for calculating refunds of fees by a registered provider in the following circumstances:

- provider default
- student default where the provider has not entered into a written agreement with the student that meets the requirements of section 47B of the ESOS Act
- student default owing to visa refusal.

The College as a registered provider is required to comply with the Refund Specification.

Roseville College's Policy

The College will provide a refund to an overseas student or intending overseas student in the event that the default is by a student or a registered provider and the College is required under the provisions of the ESOS Act, to provide a refund.

Student Default and Refund

Refer to our Default Policy (Overseas Students) for the meaning of student default.

Under section 47D of the ESOS Act the College must provide a refund if an overseas student or intending overseas student defaults.

The amount of the refund (if any) is the amount set out in the written agreement entered into between the College and the student in accordance with Standard 3 of the National Code. Refer to our Formalisation of Overseas Student Enrolment and Written Agreements Policy.

If the College pays a refund to an overseas student under section 47D, the College must pay the refund within the Provider Obligation Period.

Registered Provider Default and Refund

Refer to our Default Policy (Overseas Students) for the meaning of Registered Provider Default.

Under section 46D, the College may pay the students a refund of the amount, worked out in accordance with the Refund Specification, of any unspent tuition fees received by the College in respect of the students.

Providing a Refund in Other Cases

Under section 47E of the ESOS Act the College will also provide a refund if the overseas student or intending overseas student defaults and either:

- the College has not entered into an agreement that sets out refund obligations in relation to student default and meets the obligations of the National Code; or
- the College is not required to pay a refund because the student was refused a student visa.

The amount of the refund will be determined in accordance with the Refund Specification.

If the College provides a refund under section 47E, it must give notice to the TPS Director and NESAs within seven days after the end of the Provider Obligation Period (see below).

- The notice must include the following:
- whether the College provided a refund under section 47E
 - details of the student the refund was provided to
 - details of the amount of the refund provided.

Provider Obligation Period

The ESOS Act requires that all refunds must be made within the period of four weeks after receiving a written claim from the student.

Right to Refuse a Refund

- Section 47D(5) of the ESOS Act allows the College to refuse to provide a refund if the overseas student or intending overseas student:
- was refused a student visa; and
 - the refusal was due to a following act or omission by the student that directly or indirectly caused the student to default in relation to the course. The acts or omissions are their:
 - failure to start the course on the agreed start day
 - withdrawal from the College course
 - failure to pay course fees.

Procedure for Providing a Refund

The College will only grant a refund when the following process is followed:

1. An overseas student or intending overseas student applies for a refund, in writing, from the Business Manager at the College.
2. An overseas student or intending overseas student pays any outstanding debts to the College or authorises any outstanding debts to be deducted from the refund.
3. The College approves the refund under this policy.
4. After approval, the refund is paid to the overseas student or intending overseas student, or the same person that initially made the payment of course fees.

Refund Specification

If a refund is granted to an overseas student or intending overseas student, it must be calculated in accordance with the Refund Specification.

- The Refund Specification requires that the amount of refund must be the course fees, minus the lesser of the following amounts:
- 5 per cent of the amount of the course fees received by the College in respect of the student before the default day; or \$500.

Failure to Provide a Refund

It is an offence under the ESOS Act for the College to fail to provide a refund to an overseas student or intending overseas student in accordance with the College's obligations under sections 47D or 47E of the

ESOS Act.

Notification of Discharge of Obligations

Under section 47H of the ESOS Act the College must provide notice to the Cth (DoE) and the Director of the TPS within seven days after the end of the Provider Obligation Period.

- The notice must include the following:
- whether the College provided a refund under section 47E
 - details of the student the College provided a refund to
 - details of the amount of the refund provided.

Record Keeping

The College maintains evidence of compliance with this policy by maintaining records of refund decisions and notifications made under this policy. Records will be maintained in accordance with our Overseas Students Records Management and Retention Policy.

Overseas Students Complaints Handling Policy

Source of Obligation

Standard 10 of the National Code requires the College to have and implement a documented internal complaints handling process and policy, and provide overseas students with comprehensive, free and easily accessible information about that process and policy.

Roseville College’s Policy

It is the College’s policy to provide access to the College’s Complaints Handling Policy to our overseas students for both formal and informal complaints which are managed through the College’s Complaints Handling Program.

The College will respond to any complaint an overseas student makes regarding their dealings with the College, the College’s Education Agents or any related third party the College has an arrangement with to deliver the overseas student’s course or related services.

Lodging a Formal Complaint

To lodge a formal complaint, the overseas student or their parent/guardian must refer their formal complaint to our Complaints Manager.

Once the complaint has been received by the Complaints Manager, they will review the complaint and, where appropriate assign a relevant Complaints Officer to manage the complaint.

The Complaints Officer will inform the overseas student or their parents/guardians that the complaint has been received and the College will commence the assessment of the complaint within 10 working days from the date the complaint was lodged.

Managing Complaints

The College will commence assessing a complaint from an overseas student within 10 working days from the date on which the complaint was lodged.

The complaint will be assessed and managed in accordance with the College’s Complaints Handling Program.

Maintaining Enrolment

During the complaints process, the College will maintain the enrolment of the overseas student.

Internal Appeal

If an overseas student or their parents/guardians are not satisfied with the result of the College’s complaints handling process, they can decide to internally appeal the College’s decision. Refer to our Overseas Students Complaints Appeals Policy.

Right to Access External Appeals

If an overseas student or their parents/guardians are not satisfied with the result from the College’s internal complaints process, the College must advise the overseas student within 10 working days of concluding the internal review of their right to access an external complaints handling and appeals process at minimal or no cost.

The College must give the overseas student the contact details of the appropriate complaints handling

and external appeals body. Refer to our Overseas Students Complaints Appeals Policy.

Record Keeping

The College ensures that complainants are given a written statement of the outcome of the complaint, including detailed reasons for the outcome.

The College maintains a full Complaints Register including the details, outcome and reason for the outcome of each complaint received by the College.

All statements and the Register are maintained in accordance with our Overseas Students Records Management and Retention Policy.

Overseas Students Complaints Appeals Policy

Source of Obligation

Standard 10 of the National Code requires the College to have and implement a documented appeals process and policy, and provide the overseas student with comprehensive, free and easily accessible information about that process and policy.

Roseville College’s Policy

It is the College’s policy that if a formal complaint received by, or related to, an overseas student is not resolved to the satisfaction of the complainant, it may, at the request of the complainant, be escalated to an internal Appeals Panel.

Appeals Panel

An Appeals Panel will be assembled as needed, and will be made up of a minimum of three members who have the requisite independence from the issue at hand to address the appeal on its merits, in a professional, fair and transparent manner. Staff who hold the following positions are eligible to sit on the Appeals Panel:

- the Principal
- Deputy Principal
- Heads of House
- Year Group Coordinators
- Director of Business Services

The make-up of the Appeals Panel will be determined by the Principal on a case-by-case basis, depending on availability and the nature and complexity of the complaint to be considered.

Where the matter is escalated to an Appeals Panel, the Panel aims to resolve the complaint within 28 days from the date of referral and, in any event, no later than 42 days after the original complaint was received.

Right to Access External Appeals Processes

If an overseas student is not successful in the College internal appeals process, the College must advise the overseas student within 10 working days of concluding the internal review of the overseas student’s right to access an external complaints handling and appeals process at minimal or no cost.

The College directs students to the Overseas Student Ombudsman (OSO).

The OSO investigates complaints about problems that overseas students or intending overseas students may have with private education and training in Australia. The contact details for the OSO are as follows:

Call: 1300 362 072 within Australia. Outside Australia call +61 2 6276 0111.
Enquiries: 9:00am to 5:00pm Monday to Friday, Australian Eastern Standard Time (Australian Eastern Daylight Time when daylight savings is in effect)
Postal: Commonwealth Ombudsman, GPO Box 442 Canberra ACT 2601.
Website: <http://www.ombudsman.gov.au/>

Purpose of External Appeals Process

The College must inform an overseas student who wishes to access the services of the OSO that, in most cases, the purpose of the OSO is to investigate whether the College has followed our own internal policies and procedures. Generally, the OSO does not make a decision in place of the College.

Result of Appeal Process

If the internal or external appeal process results in a decision or recommendations in favour of the overseas student, the College must immediately implement the decision or recommendation and/or take preventative or corrective action required by the decision, and advise the overseas student of that action.

Record Keeping

The College maintains a full Complaints Register including the details, outcome and reason for the outcome, including any appeals requests or decisions, of each complaint received by the College. The Complaints Register is maintained in accordance with our Overseas Students Records Management and Retention Policy.

Monitoring Course Progress, Attendance and Duration Policy

Source of Obligation

Standard 8.1 of the National Code requires the College to monitor overseas students' course progress and, where applicable, attendance for each course in which the overseas student is enrolled.

Standard 8.2 requires the expected duration of study to be specified in the overseas student's CoE and must not exceed the CRICOS registered duration.

Standard 8.3 requires the College to monitor the progress of each overseas student to ensure the overseas student is in a position to complete the course within the expected duration specified on the overseas student's CoE.

Standard 8.4 requires the College to have and implement documented policies and processes to identify, notify and assist an overseas student at risk of not meeting course progress or attendance requirements where there is evidence from the overseas student's assessment tasks, participation in tuition activities or other indicators of academic progress that the overseas student is at risk of not meeting those requirements.

Standard 8.5 requires the College to clearly outline and inform the overseas student before they commence the course of the requirements to achieve satisfactory course progress and, where applicable, attendance in each study period.

Standard 8.6 requires that the College to have and implement a documented policy and process for monitoring and recording attendance of an overseas student, specifying:

- requirements for achieving satisfactory attendance for the course which at a minimum must be 80 per cent—or higher if specified under state or territory legislation or other regulatory requirements—of the scheduled contact hours
- the method for working out minimum attendance under this standard
- processes for recording course attendance
- details of the College's intervention strategy to identify, notify and assist overseas students who have been absent for more than five consecutive days without approval, or who are at risk of not meeting attendance requirements before the overseas student's attendance drops below 80 per cent
- processes for determining the point at which the overseas student has failed to meet satisfactory course attendance.

Standard 8.7 requires the College to have and implement a documented policy and process for monitoring and recording course progress for the overseas student, specifying:

- requirements for achieving satisfactory course progress for the course
- processes for recording and assessing course progress
- details of the College's intervention strategy to identify, notify and assist students at risk of not meeting course progress requirements in sufficient time for those students to achieve satisfactory course progress

- processes for determining the point at which the student has failed to meet satisfactory course progress.

Roseville College's Policy

It is the College's policy:

- to regularly monitor the course progress and attendance of our overseas students
- that before an overseas student commences studying at the College, we clearly outline and inform the overseas student of the requirements to achieve satisfactory course progress and attendance in each study period
- to support our overseas students so that they meet satisfactory academic progress requirements
- to record and assess the academic progress of our overseas students
- to warn any overseas students at risk of not meeting satisfactory attendance or course progress requirements
- to, in order for overseas students to meet satisfactory academic requirements, assist overseas students at risk of not meeting satisfactory academic progress
- to outline and inform overseas students before they commence at the College of the requirements to achieve satisfactory course progress and attendance in each study period.

Monitoring Course Duration

An overseas student's CoE specifies the duration of their expected course of study. To ensure that the duration of an overseas student's course of study does not exceed the period specified on the CoE the College monitors the overseas student's course progress in accordance with the processes set out in this policy to ensure that they are able to complete the course within the expected duration.

Monitoring Course Attendance

The College monitors overseas students' course attendance by regularly analysing our attendance register to assess whether our students meet the minimum attendance requirement of 80 per cent of the scheduled contact hours.

The College monitors our overseas students' attendance by:

- taking the class roll at least twice a day or at the start of each period
- recording the result of each class roll in EduMate
- implementing an intervention strategy for overseas students who do not meet minimum attendance requirements.

If an overseas student does not attend college for more than five consecutive days without approval, or is at risk of not meeting attendance requirements, the College may decide to implement an intervention strategy before the overseas student's attendance drops below 80 per cent. For more on our intervention strategies, refer to our Unsatisfactory Course Progress or Attendance Policy and Overseas Student Intervention Strategy Policy.

Unsatisfactory Course Progress or Attendance Policy

If an overseas student does not meet, the minimum attendance requirements, the College requires the overseas student to liaise with College support staff to maintain an attendance plan. Refer to our Unsatisfactory Course Progress or Attendance Policy and Overseas Student Intervention Strategy Policy.

Monitoring Course Progress

The College monitors overseas students’ course progress by regularly assessing our overseas students through:

- results that allow progression to the next year of study in the course
- assessment tasks
- class projects
- class work
- participation in class.

When the staff identify that an overseas student is at risk of not meeting, or is not meeting the satisfactory course progress of the College’s curriculum, the College will:

- provide a written warning to the student and their parent/guardian that the student is “at risk”
- provide assistance though our Academic Support Policy so that they meet satisfactory course requirements.

Refer to our Unsatisfactory Course Progress or Attendance Policy and Overseas Student Intervention Strategy Policy.

Impact of Deferral and Suspension on Attendance Monitoring

Our Deferring, Suspending or Cancelling an Overseas Student’s Enrolment Policy explains the College’s procedures in relation to the deferral or suspension of an overseas student’s enrolment.

If an overseas student’s enrolment is deferred or suspended, the period of suspension or deferral of enrolment (as recorded in PRISMS) should not be included in attendance monitoring calculations.

Record Keeping

The College maintains evidence of compliance with this policy by maintaining records of course progress monitoring decisions and activities conducted in accordance with this policy. Records will be maintained in accordance with our Overseas Students Records Management and Retention Policy.

Source of Obligation

Standard 8.13 of the National Code requires that where the College has assessed the overseas student as not meeting course progress or attendance requirements, the College must give the overseas student a written notice as soon as practicable which:

- notifies the overseas student that the College intends to report the overseas student for unsatisfactory course progress or unsatisfactory course attendance
- informs the overseas student of the reasons for the intention to report
- advises the overseas student of their right to access the College’s complaints and appeals process, in accordance with Standard 10 (Complaints and appeals), within 20 working days.

Standard 8.14 requires the College to only report unsatisfactory course progress or unsatisfactory course attendance in PRISMS in accordance with section 19(2) of the ESOS Act if:

- the internal and external complaints processes have been completed and the decision or recommendation supports the registered provider; or
- the overseas student has chosen not to access the internal complaints and appeals process within the 20 working day period; or
- the overseas student has chosen not to access the external complaints and appeals process; or
- the overseas student withdraws from the internal or external appeals processes by notifying the College in writing.

Standard 8.15 states that the College may decide not to report the overseas student for breaching the attendance requirements if the overseas student is still attending at least 70 per cent of the scheduled course contact hours and the overseas student provides genuine evidence demonstrating that compassionate or compelling circumstances apply.

Standard 8.16 requires that the College must not extend the duration of the overseas student’s enrolment if the overseas student is unable to complete the course within the expected duration, unless:

- there are compassionate or compelling circumstances, as assessed by the College on the basis of demonstrable evidence; or
- the College has implemented, or is in the process of implementing, an intervention strategy for the overseas student because the overseas student is at risk of not meeting course progress requirements; or
- an approved deferral or suspension of the overseas student’s enrolment has occurred under Standard 9 (Deferring, suspending or cancelling the overseas student’s enrolment).

Standard 8.17 requires that if the College extends the duration of the student’s enrolment, the College must advise the student to contact the Department of Home Affairs to seek advice on any potential impacts on their visa, including the need to obtain a new visa.

Roseville College’s Policy

It is the College’s policy to make all reports as required by the National Code and ESOS Act. Before making a report the College will follow the procedures in this policy.

Student Has Not Met Requirements

Where the College has assessed the overseas student as not meeting course progress or attendance requirements, the College will notify the student and their parent/guardian in writing.

Exception to Reporting

The College may decide not to report the overseas student for breaching the attendance requirements if the overseas student is still attending at least 70 per cent of the scheduled course contact hours and if the overseas student provides genuine evidence demonstrating that compassionate or compelling circumstances apply.

Compassionate and Compelling Circumstances

The College will consider the following as compassionate and compelling circumstances:

- medical illness or injury of the overseas student or overseas student’s close relative which requires hospitalisation or impedes activities of daily living
- a mental health condition of the student or a student’s close relative that results in hospitalisation or functional impairment
- death of a close relative
- adverse experience that has impacted on the overseas student which could include:
- being a witness to or victim of a serious accident
- being a witness to or victim of a crime, natural disaster, or terrorism event
- major political upheaval or natural disaster in the overseas student’s home country which requires immediate emergency travel
- inability to begin study in a program on the agreed starting date due to a delay in receiving the student’s visa
- other compassionate or compelling circumstances at the discretion of the College.

Suitable Evidence of Compassionate and Compelling Circumstances

In order for the College to grant the overseas student an extension or suspension of the College’s course on the grounds of compassionate and compelling circumstances, the overseas student must provide the College with suitable evidence to prove compassionate and compelling circumstances. This may include:

- a medical certificate
- a note from a medical doctor
- a global pandemic
- death certificate (when possible).

Extending Course Duration

The College may decide to extend the overseas student’s course duration for the following reasons:

- compassionate or compelling circumstances
- implementation of an intervention strategy for unsatisfactory course progress or attendance, or
- an approved deferral or suspension as detailed in the College Deferring, Suspending or Cancelling an Overseas Student’s Enrolment Policy.

If the College extends the duration of the overseas student’s enrolment as a result of unsatisfactory

course progress or attendance, the College must advise the student to contact the Department of Home Affairs to seek advice on any potential impacts on their overseas student visa.

Updating PRISMS

The College must report via PRISMS any student who has not met course progress requirements.

Before such a report the College will have:

- implemented an intervention strategy (refer to our Overseas Student Intervention Strategy Policy);
- notified the student and their parents/guardians in writing of the College’s intention to report them; and
- allowed the student 20 working days to avail themselves of the College’s complaints and appeals process. Refer to our Overseas Students Complaints Handling Policy.

Where:

- the student has chosen not to access the complaints and appeals processes within the 20 working days; or
- the student withdraws from the process; or
- the process is completed and results in a decision that supports the College,
- the College must report the student via PRISMS for not achieving satisfactory course progress.

Refer to PRISMS Maintenance Obligations.

Record Keeping

The College maintains evidence of compliance with this policy by maintaining records of notifications and actions taken in accordance with this policy. Records will be maintained in accordance with our Overseas Students Records Management and Retention Policy.

Deferring, Suspending or Cancelling an Overseas Student’s Enrolment Policy

Source of Obligation

Standard 9.1 of the National Code requires the College to have and implement a documented process for assessing, approving and recording a deferment of the commencement of study or suspension of study requested by an overseas student, including maintaining a record of any decisions.

Standard 9.2 states that the College may defer or suspend the enrolment of the student if it believes there are compassionate or compelling circumstances.

Standard 9.3 states that the College may suspend or cancel a student’s enrolment including, but not limited to, on the basis of:

- misbehaviour by the student
- the student’s failure to pay an amount they were required to pay the College to undertake or continue the course as stated in the written agreement
- a breach of course progress or attendance requirements by the overseas student, which must occur in accordance with Standard 8 (Overseas student visa requirements).

Roseville College’s Policy

An overseas student’s enrolment can be deferred, suspended or cancelled for different reasons. The student may initiate a deferment or suspension on the grounds of compassionate or compelling circumstances. The College may suspend or cancel an enrolment due to student misbehaviour, a failure to pay fees or a breach of course progress or attendance requirements.

Any decision to defer, suspend or cancel an overseas student’s enrolment must be made in accordance with the requirements of the National Code.

Deferment or Suspension by the College: Compassionate or Compelling Circumstances

The College may decide to defer or suspend an overseas student’s enrolment if it believes there are compassionate or compelling circumstances.

The College will consider the following as compassionate and compelling circumstances:

- medical illness or injury of the overseas student or overseas student’s close relative which requires hospitalisation or impedes activities of daily living
- a mental health condition of the student or a student’s close relative that results in hospitalisation or functional impairment
- death of a close family member
- adverse experience that has impacted on the overseas student which could include:
 - being a witness to or victim of a serious accident
 - being a witness to or victim of a crime, natural disaster, or terrorism event
- major political upheaval or natural disaster in the overseas student’s home country which requires immediate emergency travel
- inability to begin study in a program on the agreed starting date due to a delay in receiving an overseas student visa
- where the College is unable to offer a prerequisite unit, or the overseas student has failed a prerequisite unit and therefore faces a shortage of relevant units for which they are eligible to enrol
- other compassionate or compelling circumstances at the discretion of the College.

There is no maximum period for a deferral for compassionate or compelling reasons, but the deferral must be assessed in accordance with the processes in this policy.

Suitable Evidence of Compassionate or Compelling Circumstances

In order for the College to grant the overseas student a deferment, suspension or cancellation of their enrolment on the grounds of compassionate and compelling circumstances, the overseas student must provide the College with suitable documentary evidence to prove the compassionate and compelling circumstances. This may include:

- a medical certificate
- a note from a medical doctor
- a global pandemic
- death certificate (when possible).

If the College becomes aware that the student has provided us with fraudulent evidence or documents given to support a claim of compassionate or compelling circumstances, we may decide to suspend or cancel their enrolment.

Suspension or Cancellation by the College: Misbehaviour, Failure to Pay Fees, Breach of Course Progress or Attendance Requirements

The College may decide to suspend or cancel an overseas student’s enrolment on the basis of, but not limited to:

- misbehaviour by the student
- the student’s or the student’s parents/guardians’ failure to pay an amount they were required to pay the College to undertake or continue the course as stated in the written agreement
- a breach of course progress or attendance requirements by the overseas student, which must occur in accordance with Standard 8 (Overseas student visa requirements). Refer to our Unsatisfactory Course Progress or Attendance Policy.

A decision to suspend or cancel an overseas student’s enrolment for any of the reasons above cannot take effect until an internal appeals process is completed, unless the overseas student’s health or wellbeing, or the wellbeing of others, is likely to be at risk. Refer to the Initiating Suspension or Cancellation section below.

Initiating Suspension or Cancellation

Standard 9.4 requires that if the College initiates a suspension or cancellation of the overseas student’s enrolment, before imposing a suspension or cancellation, the College must:

- inform the overseas student and their parents/guardians of that intention and the reasons for doing so, in writing; and
- advise the overseas student of their right to appeal through the College’s internal complaints and appeals process, in accordance with Standard 10 (Complaints and appeals) and our Overseas Students Complaints Handling Policy and Overseas Students Complaints Appeals Policy, within 20 working days.

Deferral, Suspension or Cancellation Action

Standard 9.5 requires that when there is any deferral, suspension or cancellation action taken by the College under this Standard, the College will:

- inform the overseas student of the need to seek advice from the Department of Home Affairs on the potential impact on their student visa (see Effect on CoE below)
- report the change to the overseas student’s enrolment under section 19 of the ESOS Act. Refer to PRISMS Maintenance Obligations.

Effect on CoE

The College must inform overseas students that deferring, suspending or cancelling an enrolment on any grounds may affect their student visa.

In the event of a decision to defer, suspend or cancel an enrolment, there are three possible outcomes on a student's CoE:

1. The College notifies the Cth (DoE) through PRISMS that they are deferring or suspending an overseas student's enrolment for a period without affecting the end date of the CoE. The notice of deferment or suspension will be recorded in PRISMS but this will not change the CoE. The overseas student will be still listed as studying.
2. The College notifies the Cth (DoE) through PRISMS that they are deferring or suspending an overseas student's enrolment for a period which will affect the end date of the CoE. PRISMS will cancel the original CoE and immediately offer the College the opportunity to create a new CoE with a more appropriate end date. If the College does not know when the overseas student will return, the College can choose to not create a new CoE, but to wait until the overseas student has notified it of their intended date of return to the College.
3. The College notifies the Cth (DoE) through PRISMS that it wants to permanently cancel (terminate) the overseas student's enrolment. Once the PRISMS notification process is complete, the overseas student's CoE status will be listed as 'cancelled.' If the student is under the age of 18, the CoE cancellation won't cancel the CAAW and the College is still responsible for welfare arrangements until one of the conditions of Standard 5.6 are met. Refer to our Younger Overseas Students Policy.

Procedural Fairness

The College is committed to ensuring procedural fairness when deferring, suspending or cancelling an overseas student's enrolment with Roseville College.

- Where a decision has been considered to defer, suspend or cancel the enrolment of the student, the Principal will:
- write to the student, and the student's parents/guardians stating:
 - the reasons that the student's enrolment is under consideration for deferral suspension or cancellation
 - the relevant rules, policies, standards of behaviour alleged to be breached
 - the relevant allegations said to warrant suspension or expulsion
 - allow the student and/or the student's parents/guardians to give a response, either in writing or verbally
 - allow the student to have a support person of the student's choosing
 - arrange a meeting with the student, the student's support person where applicable, and the student's parents/guardians where possible
 - arrange for an interpreter, if one is required
 - ensure that any meetings are documented.

Impact of Deferral and Suspension on Student Attendance

If an overseas student's enrolment is deferred or suspended, the period of suspension or deferral of enrolment (as recorded in PRISMS) should not be included in attendance monitoring calculations. Refer to our Monitoring Course Progress, Attendance and Duration Policy.

Record Keeping

Each decision relating to overseas students' enrolment, including evidence of any assessments made by the College and notifications to the Cth (DoE) through PRISMS, is recorded and maintained on the file, in accordance with our Overseas Students Records Management and Retention Policy.

27 Bancroft Avenue Roseville NSW 2069
Locked Bag 34 Roseville NSW 2069

www.rosevillecollege.com