



# 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

Dr Michelle Walker AdvDipBus BA DipEd MRes MEd PhD GAICD

### Deputy Principal

Dr Kester Lee BSc (Adv) MTeach (Hons I) PhD AmusA ATCL GAICD JP

### Head of Junior School

Mrs A Woldhuis Dip Teach BEd (Special Edu)  
Grad Cert TESOL MEd MACE

### Head of Senior School

Mrs M Kay-Browning Med MThS BMusEd AMusA

### Director of Teaching and Learning

Mrs E Liddell BBus LLB GradDipEd

### Chaplain

Mrs N Clark BA (Adv) (Hons) MTeach (Sec)  
GDip (Div) Mmin

### Dean of Academic Operations

Mrs J Churchill BSc (Mathematics and Psychology)  
MTeach (Sec)

### Dean of Studies (Acting)

Ms Amelia Basheer BEd (Health and Physical Education)

### Head of Pastoral Care

Ms A Crane BSc (Hons) MEdL (SE) GradDipEd  
GradCert (Counselling)

## 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 Preparatory 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 one of only a couple of North Shore schools 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

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), 750 girls (2007) and 1,000 girls (2024).

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. And lastly, in 2025 the Sports Centre was opened, offering a 25m, 8 lane indoor pool, a state-of-the-art Food Technology kitchen, a brand new strength and conditioning gym and several senior school classrooms.

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 24.

### 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 Overseas Student Coordinator – Mr Kester Lee, Deputy Principal.

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, Mr Lee is available to assist you from the day you join us. Mr Lee 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. Mr Lee 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, conjunction with the Director of Teaching & Learning, or the Head of Junior School.

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

Mr Lee will be available during school hours by contacting the office, or by making an appointment to meet with him directly. Should you need to contact him at a time other than during school hours, please contact him by using the following email address:

[internationalstudents@roseville.nsw.edu.au](mailto: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 website and the Written Agreement 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

#### Finalisation Fee

As fees will be reviewed annually, please see current "Schedule of Fees and Charges – International 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.

Saturday School of Community Languages. 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. Many 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](http://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](http://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](http://studyinaustralia.gov.au) – This is an Australian Government website that have options for language translation. There is a great deal of information here about course types, study options, living in Australia and applying for Visas

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

# The Enrolment Process

## Step 1 – Application For Admission

Your APPLICATION FOR ADMISSION must include the following documents:

- Non refundable application fee of \$300
- 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.
- Details of the DHA approved parent/relative to act as accompanying Guardian or details of the local carer if the College will be providing a CAAW.

The Application form must be signed by the parents and correct email and phone numbers provided (not an agent's details if they are using one).

## 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 either receive an Offer of Enrolment letter and a Confirmation of Enrolment to support your Visa Application, or you will be asked to attend an interview with the Principal to determine if a place will be offered.

Once you do receive an offer, you will also receive a written agreement for completion by your parent to return to the school with your payment of the acceptance fees below.

## Step 3 – Your Acceptance of Offer of Enrolment

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

### **Acceptance Fee**

### **Finalisation Fee**

As fees will be reviewed annually please see current "Schedule of Fees and Charges – International Students".

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 Orientation information giving details 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 be settled into their accommodation in Australia and have purchased all uniforms and stationery required, prior to their commencement date.

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
- our refunds procedures
- 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**

# Overseas Student Orientation

Students entering Roseville College will be warmly welcomed and supported by all of our staff, and will be provided with information on the specific people they can contact depending on the need.

## Orientation Program

Overseas students are included in the Orientation program which includes one or several events at the College and opportunities to meet other students and teachers. This is dependent, of course, on whether the student is in Australia at the time that these Orientation events take place.

If they are not in the country at the time of these events, the Registrar will ensure that they receive any relevant information from the event, and will also ensure that the Student (and family, as relevant) has the opportunity to walk around the Campus prior to their first day.

All students will receive a copy of:

- Our Junior School or Senior School Student Handbook (applicable for all students entering Roseville College)
- Our Junior School or Senior School Diary (also applicable for all students entering Roseville College).

## Orientation Information

Parents and students will receive from the Registrar the following Orientation information and request to complete certain tasks prior to commencement at the College:

- Interview (as appropriate)
- Meeting with EALD staff (as appropriate)
- House Allocation
- Uniform Appointment and Uniform guide
- Roseville College Parent App
- After School Care
- Subject Selection and timetable (once generated)
- Co-Curricular sign-up (as appropriate)
- Information regarding the College Canteen
- Information regarding their First Day of School
- Tuition fees information)
- IT Induction and Laptop set-up (as appropriate)
- Textbook information
- Student Card access information
- Term Dates
- Medical information and emergency contact information
- Information on applying for an OPAL card to facilitate public transport

In addition to the Orientation Program and information, the Registrar will ensure the following:

Student has been introduced to (as applicable):

- International Student Mentor
- Director of Teaching and Learning
- Head of Junior School or Head of Senior School
- School Counsellor (Junior or Senior School Counsellor as appropriate)
- EAL Teacher
- Year Adviser/Classroom Teacher (as appropriate)
- Student Buddy

Student has / understands (as applicable):

- 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 seek assistance on and off campus
- Bank account (if appropriate)
- Information about cultural awareness/culture shock/adjusting to life in a new environment
- Orientation to local area – shops, recreational areas, etc

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
- Assessment policies and requirements

# Policies and Procedures: The ESOS Framework

## 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;

## 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	<a href="https://internationaleducation.gov.au">https://internationaleducation.gov.au</a> ESOS Helpline 1300 615 262 ESOS Enquiry Form
Department of Home Affairs	For visa matters	<a href="http://www.homeaffairs.gov.au">www.homeaffairs.gov.au</a> Phone 131 881 in Australia

# Younger Overseas Students Policy and Procedures

## Introduction and Context

This policy establishes the College's framework for meeting the specific welfare, protection and accommodation needs of overseas students who are under 18 years of age, ensuring compliance with Commonwealth, state and territory child welfare and protection legislation and National Code Standard 5 requirements.

## Purpose and Objectives

The purpose of this policy is to ensure the College complies with Standard 5.3.3 of the National Code by implementing documented processes to verify that accommodation for younger overseas students is appropriate, safe and meets required standards prior to approval and at least every six months thereafter.

## Scope and Application

This policy applies to all overseas students under 18 years of age enrolled at the College, their parents/guardians and eligible relatives, and all staff members, homestay providers and third parties involved in providing accommodation, support and welfare arrangements to younger overseas students.

## Roles and Responsibilities

### The Overseas Coordinator

The Overseas Coordinator is responsible for:

- acting as an emergency contact for overseas students under 18 years of age
- being available for 24/7 contact where required.

### Child Safe Officer and Overseas Coordinator

Child Safe Officer/s and the Overseas Coordinator should be available for students to contact regarding safety concerns and incidents.

### The Registrar

The Registrar is responsible for:

- negotiating transfer dates with releasing providers to ensure no gap in welfare arrangements
- confirming college accepts responsibility for younger overseas student's accommodation arrangements.
- creating and issue new caaw letters for inbound transfers.
- informing younger overseas students and their parents/guardians of visa obligations regarding welfare arrangements during transfers
- notifying parents/guardians via email and phone if the college can no longer approve welfare arrangements.
- contacting parents/guardians via email, phone and letter.
- conducting regular monitoring of welfare arrangements for overseas students
- delegating welfare monitoring responsibilities to appropriate staff members.
- providing information on student duty of care and child safe policies or programs.

### 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 our:

- Student Duty of Care Program
- Child Safe Program.

Please contact the Head of Junior School or the Deputy Principal for information on these policies or programs.

The College is not registered on CRICOS to provide an ELICOS course.

### 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 emergency situations, 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.

Overseas students are provided with information on how to seek assistance and how to report any incident or allegation involving actual or alleged sexual, physical or other abuse.

All overseas students are provided with information on how to contact:

- the Child Safe Officer
- the Deputy Principal or Head of Junior School

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
- orientation 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 who are involved in, or who provide, accommodation and welfare arrangements to the student, other than the parent/legal guardian or close relative of the student, have appropriate Working with Children Checks in accordance with the College's Child Safe 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.
- 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. For more information, refer to our Welfare and Accommodation Selecting, Screening and Monitoring Policy
- issues a CAAW Letter to Home Affairs where homestay accommodation will be provided to an overseas student.

### Working with Children Checks

If the College takes on responsibility under the Migration Regulations for approving the accommodation, support and general welfare arrangements, it must ensure that all adults who provide accommodation (including homestays) and welfare arrangements for an overseas student, must hold a current Working with Children Check, unless they are a parent or close relative of the overseas student

This requirement applies even if a person would otherwise be exempt from the need to have a WWCC under Working with Children Check legislation (for example because they are a parent of another student at the College and provide a homestay as a volunteer).

### 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 Director of Wellbeing 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. For more information, 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.

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

Before terminating the CAAW for the student, the College must ensure that the student has new welfare arrangements formally in place. The overseas 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.

Making a report is a last resort option for the College and accordingly, we will make all reasonable efforts to ensure the overseas student's parents/guardian are notified immediately if we can no longer take responsibility for the overseas student's welfare.

#### 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 does 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
- is of good character; and
- has an appropriate visa to remain in Australia until the visa expires or the overseas student turns 18; and
- has a current Working with Children Check in accordance with Working with Children Check legislation.

### 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, stepparent, 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 the NESA if they become aware that the overseas student is not being appropriately cared for.

### Disruption of Welfare Arrangements

The College must activate our critical incident policy in emergency situations which may disrupt welfare arrangements without warning. For more information, 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 including conversations and emails with parents/guardians and all letters relating to transfers and welfare arrangements.

### Related Procedures

#### Younger Overseas Student's Outbound Transfer

If a younger overseas student has requested a transfer from the College's to another registered provider, in addition to complying with the requirements of Standard 7 of the Code and our Overseas Student Transfers Policy, the College must receive written confirmation from the overseas student's parent or legal guardian that supports the transfer.

#### Younger Overseas Student's Inbound Transfer and Welfare Arrangements

Where the College has enrolled a younger overseas student who is transferring to the College from another registered provider, we must negotiate the transfer date with the releasing provider to ensure that there is no gap in welfare arrangements.

We may be required to issue a CAAW letter covering the transition from one accommodation arrangement to another.

The Registrar will negotiate the transfer date with the releasing provider.

Where the younger overseas student is not being cared for in Australia by a parent or suitable nominated relative, we must confirm that the College accepts responsibility for approving the younger overseas student's accommodation, support and general welfare arrangements in accordance with Standard 5. The Registrar will record the confirmation through creating and issuing a new CAAW letter covering the transition of the accommodation arrangements, using PRISMS.

The Registrar will inform the younger overseas student and their parents/guardians of their Visa obligation to maintain their current welfare arrangements until the transfer date, or have alternate welfare arrangements approved by the DHA or return to their home country until the new approved welfare arrangements take place. The Registrar will contact the parents/guardians via email, phone and letter.

### 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.

### 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 or Registrar and/or another delegated staff member.

For more information, refer to our Younger Overseas Students Accommodation Arrangements Policy.

# Overseas Students Support Services Policy and Procedures

## Introduction and Context

This policy establishes the College's framework for supporting overseas students in adjusting to study and life in Australia by providing access to comprehensive orientation programs, support services, and information on rights and safety.

## Purpose and Objectives

The purpose of this policy is to ensure the College complies with Standard 6 of the National Code by providing overseas students with information on and access to age-and-culturally appropriate orientation programs and support services, designating official contact points, maintaining sufficient student support personnel, managing critical incidents, and providing a safe campus environment.

## Scope and Application

This policy applies to all overseas students enrolled at the College, their parents/guardians, and all staff members who interact directly with overseas students or are involved in providing student support services.

## Roles and Responsibilities

### Overseas Coordinator

The Overseas Coordinator is responsible for:

- acting as designated official point of contact for overseas students

### Enrolments Team

The Enrolments Team are responsible for:

- being aware of College's obligations under ESOS Framework
- understanding potential implications for overseas students arising from exercise of these obligations
- taking actions to enhance students' personal security and safety
- participating in annual training on ESOS Framework obligations
- supporting overseas students in adjusting to study and life in Australia
- providing assistance with general or personal circumstances affecting education.
- maintaining up-to-date contact details of all overseas students enrolled at the College
- providing contact details to all overseas students

## 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
Jennifer Gordon	EALD Teacher	+61 2 9884 1100	<a href="mailto:jgordon@roseville.nsw.edu.au">jgordon@roseville.nsw.edu.au</a>
Adele Crane	Head of Wellbeing	+61 2 9884 1100	<a href="mailto:acrane@roseville.nsw.edu.au">acrane@roseville.nsw.edu.au</a>

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 Response Policy and Procedures

## 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:

- 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.

## Introduction and Context

This policy establishes the College's framework for managing critical incidents that could affect overseas students' ability to undertake or complete courses, including emergency situations involving students under 18 years of age, ensuring appropriate response procedures and record-keeping.

## Purpose and Objectives

The purpose of this policy is to ensure the College complies with Standards 5.3.4 and 6.8 of the National Code by implementing documented policies and processes for managing critical incidents and emergency situations, maintaining appropriate records, and providing a safe environment for overseas students through preventative measures and planned responses.

## Scope and Application

This policy applies to all overseas students enrolled at the College, particularly those under 18 years of age, and all staff members, volunteers, visitors and guests who may be affected by or involved in responding to critical incidents.

## Roles and Responsibilities

### College Staff

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 Manager.

### Managers

Managers are responsible for:

- receiving reports of critical incidents from staff
- coordinating initial response to critical incidents.

### Critical Management Team (CMT)

The CMT is responsible for:

- participating in training to deal with critical incidents
- implementing critical incident response procedures.

### Executive Team

The Executive Team is responsible for:

- providing copies of Critical Incident Response Procedures and Guidelines
- overseeing critical incident management procedures.

## **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 available in our Work Safe Policies, under Critical Incident Response Guidelines (please contact the Executive Team for a copy of the Procedures).

## **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
- the appropriate consulate office or embassy
- translator services
- education agents
- a homestay provider
- NESAs.

## **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.

# Academic Support Policy and Procedures

## Introduction and Context

This policy establishes the College's framework for providing academic support services to overseas students to enable them to achieve expected learning outcomes, regardless of their place of study or mode of study.

## Purpose and Objectives

The purpose of this policy is to ensure the College complies with Standards 6.3 and 6.4 of the National Code by offering reasonable academic support to overseas students at no additional cost, facilitating access to learning support services consistent with course requirements and learning needs, and maintaining contact with overseas students undertaking online or distance education.

## Scope and Application

This policy applies to all overseas students enrolled at the College who require academic support services, regardless of their place or mode of study, and all teachers and staff involved in providing or coordinating academic support services

## 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 Director of Teaching and Learning.

## 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 and Procedures

## Introduction and Context

This policy establishes the College's framework for managing overseas student transfer requests, both inbound from other registered providers and outbound to other registered providers, ensuring compliance with National Code Standard 7 requirements and protection of student interests.

## Purpose and Objectives

The purpose of this policy is to ensure the College complies with Standard 7 of the National Code by appropriately assessing and responding to inbound and outbound student transfer requests, particularly within the first six months of a student's course, maintaining appropriate records, and ensuring the best interests of overseas students while protecting the integrity of the student visa program.

## Scope and Application

This policy applies to all overseas students enrolled at the College who request to transfer to another registered provider, all overseas students enrolled at other registered providers who request to transfer to the College, their parents/guardians where applicable, and all College staff involved in assessing or processing transfer requests.

## Roles and Responsibilities

### Enrolments Team

The Enrolments Team must:

- assess transfer requests using evidence submitted by overseas students
- respond to Outbound Student Transfer Requests within 10 business days
- confirm parental/guardian support for transfers involving students under 18
- maintain records of all transfer requests and decisions
- update PRISMS with transfer information and decisions.

### Overseas Students

Overseas students requesting transfers must:

- submit required transfer request forms and supporting documentation
- maintain course attendance requirements while transfer request is being assessed
- access complaints and appeals process within 20 working days if transfer request is refused.

### Receiving Registered Providers

Registered providers receiving outbound transfers must:

- ensure no gaps in overseas student's welfare arrangements
- negotiate transfer dates for younger overseas students.

## Roseville College's Policy

This Policy addresses four types of overseas student transfers:

Inbound Student Transfer Request Within the First Six Months  
Outbound Student Transfer Request Within the First Six Months  
Inbound Student Transfer Request After the First Six Months  
Outbound Student Transfer Request After the First Six Months.

The College will not knowingly enrol an overseas student seeking to transfer from another registered provider within the first six months of their course (Inbound Student Transfer Request Within the First Six Months) except in circumstances that meet the exceptions under Standard 7.1 of the National Code.

The College will consider an Outbound Student Transfer Request Within the First Six Months in accordance with Standard 7.2 of the National Code.  
For information about how to manage student transfers in PRISMS, refer to Additional Resources.

### **Inbound or Outbound Transfer Request of an Overseas Student Under 18**

If an Inbound or Outbound Student Transfer Request relates to an overseas student who is under 18 years of age the College must have written confirmation that the overseas student's parent/guardian supports the Transfer Request. Further, where there is an Inbound Student Transfer Request from a student who is under 18 years of age and the overseas student is not being cared for in Australia by a parent or a suitable nominated relative, the College must confirm that it accepts the responsibility for approving the student's accommodation, support and general welfare arrangements in accordance with Standard 5 (Younger overseas students). For more information, refer to our Younger Overseas Students Policy.

The College ensures that we meet these requirements of Standard 7.3 of the National Code.

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

### **No Cost Release**

If the College grants a release, it will be at no cost to the overseas student and the College will advise the overseas student to contact the Department of Home Affairs to seek advice on whether a new student visa is required.

### **Refusal of Outbound Student Request Made Within First Six Months**

The College will refuse a request for an Outbound Student Transfer where we consider 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 within 20 working days of the decision being made.

### **Attendance**

The submission of a request by an overseas student does not preclude the overseas student from maintaining course attendance requirements.

### **Recruitment**

It is our policy that we will not recruit any overseas student who is enrolled at another registered provider in conflict with our obligations under section 7.1 of the National Code.

### **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 for two years after the overseas student ceases to be an accepted 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.

### **Inbound Student Transfer Request Within The First Six Months**

If an Inbound Student Transfer Request is made prior to the overseas student completing the first six months of their first registered school sector course, we will not knowingly enrol that overseas student at the College unless one of the following exceptions 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 their 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.

Where an Inbound Student Transfer Request Within the First Six Months is made based on one of the exceptions listed above, the overseas student must:

- submit a written request to the Registrar and the Principal
- ensure that the request is accompanied by evidence to demonstrate how the applicable exception applies to the overseas student.

If the College considers that, using the evidence available, the transfer meets one of the exceptions listed above, the College will grant the transfer request and agree to the enrolment of the overseas student at the College.

### **Outbound Student Transfer Request Within The First Six Months**

If an Outbound Student Transfer Request is made prior to the overseas student completing the first six months of their first registered school sector course at the College, the following process must be followed:

- submit a written request to the Registrar and the Principal

- ensure that the request is accompanied by evidence demonstrating why the transfer is in their best interests
- the request must be accompanied by a valid enrolment offer from another registered provider
- supporting the transfer
- if the student is on a CAAW, that there is written confirmation from the receiving school that they will issue a CAAW and the date on which this will take effect.

The College will grant the transfer request and agree to the release of the overseas student where the College has made an assessment, using the evidence submitted by the overseas student, that the transfer is in the overseas student's best interests. Circumstances where a transfer will be in an overseas student's best interests include that:

- the overseas student will be reported or is at risk of being reported because they are unable to achieve satisfactory course progress at the level that 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" (outlined in more detail above)
- the College has failed, 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.

Standard 7.2.4 requires the College to set a reasonable timeframe for assessing the overseas student's Outbound Student Transfer Request, having regard to the restriction period. It is the College's policy that we will respond to the overseas student's Outbound Student Transfer Request within 10 business days of the overseas student lodging the request.

### **Outbound Student Transfer Request After The First Six Months**

If an Outbound Student Transfer Request is made after the overseas student has completed the first six months of their first registered school sector course at the College, the following process must be followed:

- submit a written request to the Registrar and the Principal
- the request must be accompanied by a valid enrolment offer from another registered provider

### **Actions Following Outbound Student Transfer Reque: Successful Request**

The Registrar will:

- provide the Overseas Students with a Successful Transfer Request Letter via email. It is the School's policy that the Successful Transfer Request Letter advises the overseas student to contact Home Affairs to seek advice on whether a new student visa is required
- cancel/report the Overseas Student's CoE via PRISMS
- ensure that the overseas student's Application for Outbound Student Transfer Request, evidence and outcome are recorded on the Overseas Student's file
- record the Overseas Student's transfer outcome in PRISMS.

The release will be at no cost to the Overseas Student.

### **Actions Following Outbound Student Transfer Reque: Unsuccessful Request**

Actions taken following the denial of an Outbound Student Transfer request

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.

# Overseas Student Refund Policy and Procedures

## Introduction and Context of Obligation

This policy establishes the College's framework for providing refunds of tuition and non-tuition fees to overseas students and intending overseas students in circumstances of provider default or student default, ensuring compliance with the ESOS Act and National Code requirements.

## Purpose and Objectives

The purpose of this policy is to ensure the College complies with Division 2 of Part 5 of the ESOS Act and National Code Standards 2.1.7 and 3.4 by making comprehensive, current and plain English information available to overseas students about cancellation and refund policies, and by providing refunds in accordance with legislative requirements and the terms of written agreements.

## Scope and Application

This policy applies to all overseas students and intending overseas students enrolled or seeking to enrol at the College, their parents/guardians where applicable, and all staff members involved in processing refund requests and managing financial obligations to students.

## Roles and Responsibilities

### Accounts Department

The Accounts Department is responsible for:

- processing refund applications submitted by overseas students or intending overseas students
- sending refund calculation statements to overseas students
- approving refunds under this Policy
- processing approved refunds within required timeframes.

### Registrar

The Registrar is responsible for:

- receiving and process withdrawal requests from overseas students
- providing information to overseas students about visa implications of withdrawal
- processing withdrawal forms submitted via Insert Contact Method/s.
- providing notice to the Commonwealth Department of Education and the Director of the TPS within required timeframes
- maintaining accurate records of refund decisions and notifications

## Roseville College's Policy

The College's tuition fees and non-tuition fees are payable in accordance with the Fee Payment Schedule, available on the College's website.

The College will provide a refund to an overseas student or intending overseas student in the following circumstances:

- if there is a College Default (as defined in this Policy) and the overseas student for some reason, cannot be placed or refuses placement in an alternative course arranged by the College
- if there is a Overseas Student Default (as defined in this Policy)
- where the overseas student defaults due to visa refusal before commencing at the College
- where the overseas student defaults due to visa refusal after commencing at the College
- where the overseas student defaults because they failed to pay an amount that they were liable to pay the College.

Please note: The enrolment application fee is non-refundable.

The methods of calculating the amount of the refund of any tuition fees and non-tuition fees is determined either by the terms of the overseas student's written agreement with the College or, the Refund Specification. The ESOS Act determines which circumstances of default will trigger the calculation of a refund in accordance with the Refund Specification.

### Refund Policy Accessibility Default and Refund

This policy is provided to overseas students prior to them entering into their written agreement with the College, and is available publicly on the College website via this document being accessible on the Enrolments page.

### Fee Information

Section 7 of the ESOS Act defines "Tuition fees" and section 5 of the ESOS Regulations defines "Non-tuition fees". In summary:

Tuition fees are fees directly related to the provision of the overseas student's course, received directly or indirectly from the overseas student or intending overseas student (or a person who pays the fees on behalf of the overseas student).

Non-tuition fees are fees not directly related to the provision of the overseas student's course.

### Obligations When the College Defaults

If there is a College Default (refer to Meaning of Default, above) and the overseas student cannot be placed or refuses placement in an alternative course arranged by the College, the College will pay a full refund of any unspent tuition fees received\* by the College, with respect to the overseas student, within 14 days of the default day.

If the College is unable to fulfil its obligation of either making the overseas student an offer of a suitable alternative course that the overseas student accepts, or providing a refund, the overseas student will receive assistance from the Australian Government's Tuition Protection Service (TPS). For more information on the TPS, refer to <https://www.dese.gov.au/tps>.

\*Section 7 of the Refund Specification sets out the calculation of a refund in the case of the College's default as: refund amount = weekly tuition fee X weeks in default period.  
Weeks in Default Period is defined in section 6 of the Refund Specification.

### Overseas Student Default: No Refund

If the College refuses to continue to provide the course to the overseas student, this may lead to a cancellation of the overseas student's enrolment under Standard 9.3: refer to our Deferring, Suspending or Cancelling an Overseas Student's Enrolment Policy.

### Overseas Student Default Due to Visa Refusal

#### Before Commencing at the College

If an overseas student's visa is refused, and this causes them to fail to start their course at the College on the agreed date or to withdraw from the course before the agreed start date, the College will make a refund payment of the total amount of the course fees received by the College, minus the lesser of the following amounts:

- 5 per cent of the amount of the course fees (which is the sum of the tuition fees and the non-tuition fees) received by the College before the overseas student's default day
- \$500.

This refund calculation is governed by section 9 of the Refund Specification.

### **After Commencing at the College**

If an overseas student's visa is refused and this causes the overseas student to withdraw from the course after the course has commenced, the College's will make a refund payment of the calculated as follows:

Refund amount = weekly tuition fee X weeks in default period.

This refund calculation is governed by section 10 of the Refund Specification. Weeks in Default Period is defined by section 6 of the Refund Specification.

### **Overseas Student Default Due to Visa Refusal and Failure to Pay an Amount: Refund**

If an overseas student's visa is refused because the overseas student's failure to pay an amount that they were liable to pay the College, directly or indirectly, in order to undertake the course, the College's will make a refund payment of the calculated as follows:

Refund amount = weekly tuition fee X weeks in default period.

This refund calculation is governed by section 10 of the Refund Specification. Weeks in Default Period is defined by section 6 of the Refund Specification.

### **Refund of Non-Tuition Fees**

A list of non-tuition fees is set out in our Fee Schedule.

The College will refund non-tuition fees on a pro-rata basis proportional to the amount of time the Overseas Student was studying in the course, except where a non-refundable payment on behalf of the Overseas Student has been made

### **Consumer Law Statement**

The College's written agreement, and the right to make complaints and seek appeals of decisions and action under various processes, do not affect the rights of the overseas student to take action under the Australian Consumer Law, if the Australian Consumer Law applies.

### **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.

### **Related Procedures Keeping**

#### **Overseas Student Withdrawal**

Overseas students may wish to withdraw from their enrolment in a course at the College. Overseas student withdrawal is classified as a Overseas Student Default and the College will provide a refund of tuition fees in accordance with the terms of the written agreement and the procedure in this Policy. The overseas student must notify the College in writing of their request to withdraw from the course two weeks prior to the commencement of the study period for that course.

To request a withdrawal from a course at the College, overseas students must notify the College in writing, to the Registrar.

**Non-Commencement of Course and Notification of Withdrawal Before the Withdrawal Date**

If the School receives written notification of withdrawal by the Overseas Student (or parent(s)/legal guardian if the Overseas Student is under 18) four weeks prior to commencement at the School, the School will refund the amount of tuition fees received less an enrolment application fee of \$300.

**Non-Commencement of Course and No Notification of Withdrawal**

If the Overseas Student does not provide any written notice to the College of their withdrawal and does not start their course on the agreed start date, the School will retain one term's tuition fees.

**Commencement of Course and Notification of Withdrawal**

If the College receives written notification of withdrawal by the Overseas Student (or parent(s)/legal guardian if the overseas student is under 18) after the Overseas Student has commenced the course, the College will refund an amount calculated on a pro rata basis proportional to the amount of time the overseas student was studying in the course.

**Commencement of Course and No Notification of Withdrawal**

If the Overseas Student does not provide any written notice to the College of their withdrawal, the School will retain one term's tuition fees.

**Visa Implications**

The Registrar will give information to overseas students who notify the College in advance of their request to withdraw from a course about the impact that withdrawing from a course may have on their visa.

**Refund Due to Student Transfer to Another School**

An overseas student who has commenced their course at the College and who wishes to withdraw from that course and enrol in a course with another school must follow the Outbound Student Transfer Request process in our Overseas Student Transfers Policy.

If an overseas student's Outbound Student Transfer Request is approved, the refund process is as set out below.

**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 (or parent(s)/legal guardian if the overseas student is under 18) applies for a refund, in writing, from the Accounts Department at the College. The Overseas Students Refund Request Form is used for this purpose.
2. The College sends a refund calculation statement to the overseas student.
3. 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.
4. The College approves the refund under this Policy.
5. After approval, the refund is paid to the overseas student or intending overseas student, or the same person that initially made the payment of the course fees. The College will pay the refund within the period of:
  - in the case of the College defaulting and the overseas student has requested a full refund of fees rather than placement in an alternate course: 14 days after the default day\*
  - in the case of the overseas student defaulting and the amount of the refund is calculated under the terms of the written agreement: four weeks after receiving a written claim from the overseas student under Step 1
  - in the case of the overseas student defaulting and the amount of the refund is calculated under the terms of the Refund Specification: four weeks after the default day.

\*In the case of the College defaulting and the overseas student has requested a full refund of fees rather than placement in an alternate course, the College must pay the refund within the period of 14 days of the default day regardless of whether or not the overseas student has complied with Steps 1-4 above.

# Overseas Students Complaints Handling Policy and Procedures

## Introduction and Context

This policy establishes the College's framework for handling complaints from overseas students regarding their dealings with the College, Education Agents or related third parties, ensuring a fair, transparent and accessible complaints and appeals process at no cost.

## Purpose and Objectives

The purpose of this policy is to ensure the College complies with Standard 10 and Standard 6.1 of the National Code by implementing a documented internal complaints handling process that is comprehensive, free, easily accessible, and provides overseas students with clear information about how to make complaints and access internal and external appeals processes.

## Scope and Application

This policy applies to all overseas students enrolled at or intending to enrol at the College, their parents/guardians, friends or advocates acting on their behalf, and all staff members involved in receiving, assessing or resolving complaints.

## Roles and Responsibilities

### The Principal

The Principal is responsible for:

- overseeing complaints handling process
- receiving notifications of conflicts of interest from staff.

### Principal or their delegate

The Principal or their delegate is responsible for:

- Reviewing internal appeals
- Seeking additional information on submissions from relevant parties
- Providing written statements of internal appeal outcomes
- Resolving disputes within 14 days of review process initiation.

### Complaints Manager

The Complaints Manager is responsible for:

- receiving formal complaints from overseas students
- informing overseas students or parents/guardians that complaints have been received
- commencing assessment of complaints within 10 working days.
- screening all formal complaints through Complaints Handling System
- acknowledging formal complaints in writing within 24 hours
- allocating status, priority and target resolution date to complaints
- conducting investigations following principles of procedural fairness
- formulating resolutions and provide written responses with detailed reasons
- keeping overseas students and parents/guardians informed of delays
- recognising and reporting conflicts of interest.
- screening all formal complaints through Complaints Handling System
- acknowledging formal complaints in writing within 24 hours
- allocating status, priority and target resolution date to complaints
- conducting investigations following principles of procedural fairness
- formulating resolutions and provide written responses with detailed reasons
- keeping overseas students and parents/guardians informed of delays
- recognising and reporting conflicts of interest.

### College Staff

All College staff are responsible for:

- Acknowledging and recording complaints received by them
- logging formal complaints through Complaints Handling System
- reporting conflicts of interest immediately
- ensuring different staff handle complaints involving themselves

### Overseas Students and Parents/Guardians

Overseas students and their parents/guardians are responsible for:

- lodging complaints through available avenues
- providing evidence to support their case
- accessing internal and external appeals processes if dissatisfied

## **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.

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.

### **No Cost**

Our internal complaints handling processes are available at no cost.

### **How Do We Encourage Complaints**

We are committed to handling and assessing complaints and appeals in a prompt, professional, fair and transparent manner, and to this end, we have adopted the following steps to make it easy for an overseas student to lodge a complaint or appeal:

- this Overseas Students Complaints Handling Policy is available on our public website
- all staff are made aware of the importance of capturing and recording critical feedback. Many complaints are received by email, and the ability of our staff to recognise a complaint, and to capture it effectively, is a central feature of our complaints handling process
- complaints or disputes do not need to be in writing
- overseas students are encouraged to discuss any issues verbally with staff in the first instance to try and resolve problems as quickly as possible
- where we identify that a complainant has limited literacy skills, we give them help in expressing their complaint
- where complainants have special needs, the availability of interpreters and staff who are cross-culturally trained, are provided
- complainants can make an anonymous complaint or use a pseudonym.

### **Prompt Acknowledgement of a Complaint**

The College commits to acknowledging a complaint within 24 hours (or one business day) of receiving it. The staff member who received the complaint will strive to make the acknowledgement in the same method in which it was received by the College (e.g. by phone, email, letter).

If, for some reason, there is a delay in acknowledging a complaint, we will provide reasons for that delay.

The overseas student will receive a contact number and the name of a contact person as part of the acknowledgement of their complaint.

## Assessment of Complaint

Once the complaint has been received and an acknowledgement has been delivered to the complainant, the Principal or staff member will assess the complaint as being either:

- an informal complaint
- a formal complaint.

## Informal Complaints Resolution

The vast majority of issues causing concern can be handled quickly and in an informal manner by the 'first point of contact' staff member. In most cases these issues can be resolved through informal, verbal discussions with appropriate staff members.

If the issue can be resolved informally, all staff are still required to log the complaint through Complaints Handling System so that we are able to identify any systemic issues arising and take appropriate rectification action.

## Lodging a Formal Complaint

It is the College's policy that formal complaints require further investigation. All formal complaints will be acknowledged in writing.

If an overseas student has been unable to resolve a matter informally, or simply wishes to make a formal complaint, they or their parent/guardian can do so by:

- informing a trusted teacher
- informing the College counsellor/psychologist
- informing a student's Director of Wellbeing
- informing the Deputy Principal or the Principal.

All formal complaints will be logged through Complaints Handling System.

Once the Complaints Manager has received the complaint, they 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.

## Conflict of Interest

All staff involved in the complaints handling process are trained to recognise and report any real, potential or perceived conflict of interest including one that has not been previously reported. For example, a relationship with an overseas student. Staff must notify the the Principal immediately of any conflict of interest in accordance with our Conflicts of Interest Policy.

If the overseas student's complaint involves a staff member, we ensure that a different staff member is responsible for handling the complaint.

## Cost and Student Support

The overseas student will be given the opportunity to present their case, including providing evidence, before a decision is made and at no cost.

The overseas student can be accompanied and assisted by a support person at any relevant meetings that occur as part of the informal and formal complaints handling processes.

## Responsiveness

Where complainants have special needs, the availability of interpreters and staff who are cross-culturally trained, are provided.

The College commits to acknowledging a complaint within 24 hours (or one business day) of receiving it. The staff member who received the complaint will strive to make the acknowledgement in the same method in which it was received by the College (e.g. by phone, email, letter).

If, for some reason, there is a delay in acknowledging a complaint, we will provide reasons for that delay.

### **Maintaining Enrolment**

During the complaints and appeals process, the College will maintain the enrolment of the overseas student. Enrolment will also be maintained while any external appeal is ongoing.

### **Right to Access External Appeals**

If an overseas student or their parents/guardians are not successful in the College's internal complaints and appeals process, the College will advise the overseas student within 10 working days of concluding the internal complaints handling and appeals process of their 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 5117 3600.

Enquiries: 10:00am to 4:00pm 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: <https://www.ombudsman.gov.au/complaints/international-student-complaints>

### **Purpose of External Appeals Process**

The College will 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 and treated the overseas student fairly. 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 recommendation in favour of the overseas student, the College will 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.

### **Confidentiality**

Confidentiality applies with respect to both information relating to the person making the complaint and, if relevant, to a person against whom a complaint is made. The College is committed to maintaining the confidentiality of information throughout the complaints process.

Personally identifiable information about a complainant will only be made available for the purpose of addressing the complaint and (unless the complainant consents) will be actively protected from disclosure.

Where the overseas student appoints a friend or advocate to make a complaint on their behalf, the College must ensure that the complainant's authority to act for the overseas student is confirmed so that personal information about the overseas student is not improperly disclosed to a third party.

Accordingly, staff may ask questions or ask for evidence from the complainant and the overseas student to satisfy any confidentiality concerns they may have.

Access to our Complaints Handling System is restricted to authorised staff.

## Record Keeping

The College ensures that we keep all records relating to the receipt, acknowledgement, management, assessment, resolution and appeal of any complaint.

Records include:

- file notes of verbal complaints and conversations held regarding a complaint
- acknowledgements, whether made in writing or verbally
- written resolutions of a complaint
- any evidence submitted by a complainant in relation to a complaint.

The College maintains a Complaints Register and all information relating to a complaint included in Complaints Handling System is kept by the College and maintained.

## Our Internal Formal Complaints Handling Process

Step 1 - All formal complaints are logged through Complaints Handling System where they are screened by one of our Principals or, in the case of complaints against the Principal, by the Chair of the College.

Step 2 – All formal complaints will be acknowledged in writing within 24 hours and allocated a status, priority and target resolution date.

It is our policy that the College will commence the assessment of the complaint within 10 working days from the date that the complaint was lodged.

It is our policy, where possible, to resolve all disputes as soon as practicable and, in any event, within 14 working days.

Step 3 – The Principal shall conduct an investigation into the issues raised, in a transparent manner and following principles of procedural fairness, before making a determination.

Step 4 - Following the determination, if appropriate, the Principal shall formulate a resolution and provide a written response to the complainant, including detailed reasons for the outcome. The matter will be closed if this response is accepted.

Step 5 – If an overseas student or their parents/guardians are not satisfied with the initial result of the College's complaints handling process, they can decide to internally appeal the College's decision. The matter will be reviewed internally by the Principal or the Principal's delegate, who may seek additional information or submissions from the relevant parties. The Principal or their delegate will seek to resolve all disputes within 14 days from the date that the review process is initiated.

The overseas student is given a written statement of the outcome of the internal appeal, including detailed reasons for the outcome.

The matter will be closed if the response of the Principal, or their delegate, is accepted.

Step 6 - All complaints received will be logged through Complaints Handling System and, where appropriate, a corrective action request will be made to address any underlying processes which the complaints investigation revealed may require improvement.

Step 7 - If the matter remains unresolved, the complainant will be advised that they may pursue external resolution alternatives.

## Informing Student of Delay

In the event of a delay in the assessment or resolution of the overseas student's formal complaint, the Principal will keep overseas student and their parent/guardian informed about how their complaint is progressing.

# Monitoring Course Attendance Policy and Procedures

## Introduction and Context

This policy establishes the College's framework for monitoring course attendance to ensure that they are meeting the minimum requirements for their visa requirements, and complies with Standard 8 of the National Code.

## Purpose and Objectives

The purpose of this policy is to ensure that the College complies with Standard 8 of the National Code by implementing documented policies and processes to ensure that attendance is monitored and interventions are implemented if a student is at risk of not meeting the minimum requirements.

## Scope and Application

This policy applies to all overseas students enrolled at the College and to all staff members who are involved in reporting on course progress.

## Roles and Responsibilities

### Director of Teaching & Learning

The Director of Teaching & Learning is responsible for:

- Monitoring and analysing course attendance of each overseas student
- Reporting any concerns to relevant staff
- Informing overseas students that they may be at risk of not meeting the minimum requirements of attendance
- Keeping a record of attendance monitoring in Edumate

### College Teaching Staff

All teachers are responsible for:

- Ensuring accurate marking of the roll each lesson that they teach

## Roseville College's Policy

It is the College's policy:

- to regularly monitor the course attendance of our overseas students
- to monitor attendance to ensure that the overseas student meets the course attendance requirements of a minimum of 80 per cent attendance for each study period
- to implement intervention strategies and provide other support to the overseas student where the College has determined that the overseas student is at risk of not meeting course attendance requirements, including providing written warning to the overseas student that they are at risk of not meeting the course attendance requirements
- to outline and inform overseas students before they commence at the College of the requirements to achieve satisfactory course attendance in each study period.

This Policy is available on the College website and we also provide it to the overseas student (or parent/ legal guardian if the overseas student is under 18) prior to enrolment and upon acceptance of an Offer of a Place, via the Overseas Student Handbook..

## Collecting and Recording Overseas Students' Attendance

In order to ensure that overseas students meet the minimum attendance requirements, the College collects and records attendance information for all students including overseas students by:

Marking the roll at the start of each class, and recording this in Edumate.

### **Collecting and Recording Overseas Students' Attendance**

In order to ensure that overseas students meet the minimum attendance requirements, the College collects and records attendance information for all students including overseas students by:

Marking the roll at the start of each class, and recording this in Edumate.

### **Calculating and Checking Overseas Students' Course Attendance for Each Study Period**

The College monitors each overseas student's course attendance and, at the end of each study period, the Director of Teaching & Learning analyses the attendance records for each overseas student to assess whether each overseas student meets the minimum attendance requirement of 80 per cent of the scheduled contact hours in any study period.

The Director of Teaching & Learning undertakes the process of checking, calculation and analysis by the College of each overseas student's attendance for each study period. These records are maintained in Edumate.

We apply the following method to calculate if an overseas student has satisfied their minimum attendance requirements in each study period:

- taking the class roll 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.

### **Overseas Student is at Risk of Failing to Meet Course Attendance Requirements**

The College considers an overseas student to be 'at risk' of not meeting their course attendance requirements if the student has failed to attend school for at least 80% of required contact hours in the relevant period.

### **Records of Course Attendance, Monitoring and Intervention**

The College keeps records in relation to overseas students' satisfactory course attendance. These include:

- records of our attendance monitoring
- any evidence from a overseas student in relation to an absence
- records of meetings with students
- records of intervention strategies
- records of communication with the overseas student's parents in relation to course attendance

### **Exception to Reporting**

The College may decide not to report the overseas student for breaching the course 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.

### **Extension of Course Duration**

The College may decide to extend the overseas student's course duration where it is clear that the overseas student will not be able to complete the course by the expected date for the following reasons:

- there are compassionate or compelling circumstances, as assessed by the Director of Teaching & Learning at the College on the basis of demonstrable evidence; or
- an approved deferral or suspension has occurred as detailed in the College Deferring, Suspending or Cancelling an Overseas Student's Enrolment 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.

### Contacting the Department of Home Affairs

If the College extends the duration of the overseas student's enrolment, the College will advise the overseas 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.

### Record Keeping

The College maintains records in relation to activities and action taken under this policy including:

- student contact and counselling records (for example, warning letters)
- notices of intention to report
- complaints and appeals outcomes, and
- other relevant records.

### Intervention and Support Strategy for Overseas Students at Risk of Failing to Meet Attendance Requirements

Where the College determines that the overseas student is at risk of failing to meet course attendance requirements, the following intervention and support strategies will be implemented as required, based on the circumstances:

- the overseas student will be provided with a written letter advising them that their attendance is at risk of failing to meet the course attendance requirements and of the possible consequences of not meeting attendance requirements
- meeting will then be set up between the overseas student and their parent(s) and the Director of Teaching & Learning and other relevant staff
- During this meeting, a plan will be developed to assist the student in meeting the visa requirements of adequate course attendance.

Non-attendance can be an indication that a student needs additional support and/or referral to other services. For more information, refer to our Overseas Students Support Services Policy.

### Unsatisfactory Progress: Student has Not Met Requirements

Where the College has assessed the overseas student as not meeting the course attendance requirements, the College will give the overseas student a written notice as soon as practicable which:

- notifies the overseas student and their parent/guardian in writing via the letter or email of its intention to report the overseas student for unsatisfactory course attendance
- advises the student that they have 20 working days in which to access the College's internal complaints and appeals process. For more information, refer to our Overseas Students Complaints Handling Policy.

The notification of intention to report will be issued to the overseas student as soon as practicable.

### Updating PRISMS

The College will report via PRISMS any overseas student who has not met course attendance requirements.

Before making such a report the College will have:

- implemented an intervention strategy
- notified the overseas student and their parents/guardians in writing of the College's intention to report them via the letter or email; and
- allowed the overseas student 20 working days to avail themselves of the College's complaints and appeals process. For more information, refer to our Overseas Students Complaints Handling Policy.

Where:

- the College's internal complaints and appeals process and the external appeals process is completed, and results in a decision or recommendation that supports the College; or
- the overseas student has chosen not to access the College's complaints and appeals processes within the 20 working days; or
- the overseas student withdraws from the internal or external appeals process by notifying the College in writing via the sending of a letter or email to the Director of Teaching & Learning and the Registrar.,

the College must report the student via PRISMS for not achieving satisfactory course progress.

### **Suitable Evidence of Compassionate and Compelling Circumstances**

In order for the College to not report the overseas student for unsatisfactory course attendance (if they are still attending at least 70 per cent of the scheduled course contact hours) on the grounds of compassionate and compelling circumstances, the overseas student must provide the College with suitable evidence to prove those circumstances. This may include:

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

# Monitoring Course Progress Policy and Procedures

## Introduction and Context

This policy establishes the College's framework for monitoring course progress to ensure that they are achieving satisfactory course progress as required for their visa, and complies with Standard 8 of the National Code.

## Purpose and Objectives

The purpose of this policy is to ensure that the College complies with Standard 8 of the National Code by implementing documented policies and processes to ensure that course progress is monitored and support and interventions are implemented if a student is at risk of not meeting the minimum requirements.

## Scope and Application

This policy applies to all overseas students enrolled at the College and to all staff members who are involved in reporting on course progress.

## Roles and Responsibilities

### Director of Teaching & Learning

The Director of Teaching & Learning is responsible for:

- Monitoring and analysing course progress of each overseas student
- Reporting any concerns to relevant staff
- Informing overseas students that they may be at risk of not meeting the minimum requirements of progress
- Keeping a record of attendance monitoring in Edumate

### College Teaching Staff

All teachers are responsible for:

- Reporting any concerns that an overseas student is not making satisfactory course progress to the Director of Teaching & Learning.

## Roseville College's Policy

It is the College's policy:

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

This Policy is available on the College website and we also provide it to the overseas students (or parent/ legal guardian if the overseas student is under 18) prior to enrolment and upon acceptance of an Offer of a Place, via the Overseas Student Handbook.

## 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.

A change to the duration of an overseas student's course may require an update to their CoE and may impact their visa.

## Course Progress Requirements

The overseas student must demonstrate satisfactory course progress in any study period.

The College has adopted the following requirements for an overseas student to achieve satisfactory course progress for their course.

At the College, a student must achieve at least 65% in each key learning area or an overall achievement of 50% across all subjects studied.

## Monitoring Course Progress

The College monitors, records and assesses an overseas student's course progress using the requirements specified above.

The Director of Teaching & Learning at the College is responsible for monitoring course progress for each overseas student for each study period and for assessing the course progress of an overseas student at the end of each study period. The Director of Teaching & Learning will make a record on the overseas student's file indicating that the course progress for each overseas student has been checked and the outcome of that checking. Overseas students who have begun part way through a study period will be assessed according to the College's course assessment requirements after completing one full study period. We assess course progress through:

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

A record of the monitoring of course progress for each overseas student for each study period is noted and retained on the overseas student's file.

The College keeps records in relation to overseas students' satisfactory course progress. These include twice-yearly School reports. Records are stored in Edumate.

The College considers an overseas student to be at risk of not meeting their course progress requirements at the following points:

- The student has not achieved competency in at least 50% of units studied in an assessment period.

## Extension of Course Duration

The College will not extend the duration of the overseas student's enrolment if the overseas student is unable to complete the course within the expected course duration unless:

- there are compassionate or compelling circumstances, as assessed by the Director of Teaching & Learning at the College on the basis of demonstrable evidence; or
- the College has implemented, or is in the process of implementing, an intervention strategy due to the overseas student being at risk of not meeting course progress requirements; or
- an approved deferral or suspension has occurred as detailed in the College Deferring, Suspending or Cancelling an Overseas Student's Enrolment Policy.

### Permitted Extension of Course Duration

If the College extends the duration of the overseas student's enrolment, the College will advise the student to contact the Department of Home Affairs to seek advice on any potential impacts on their overseas student visa, including the need to obtain a new visa..

### 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).

### Record Keeping

The College maintains records in relation to activities and action taken under this Policy including:

- student contact and counselling records (for example, warning letters)
- notices of intention to report
- complaints and appeals outcomes; and
- other relevant records.

### Intervention Strategies to be Implemented

An overseas student will be identified as needing an intervention strategy when the College's course progress requirements are at risk of not being met.

The College checks course progress at the end of each study period. If, at the end of a study period, an overseas student has been assessed as being at risk of not meeting their course progress requirements the Director of Teaching & Learning will:

- Meet with the student to advise them that they are at risk in a particular subject of not meeting the course progress requirements
- Identify if there are any factors contributing to this
- Arrange for the student to attend every ASAP class offered for that subject for the next term

- Advise their parents that their daughter is at risk and will keep them informed during the intervention
- Speak with the teacher of that subject to ensure that they are checking in with the student regularly
- Meet with the student again at the end of the next term to review progress

The College will monitor the overseas student to ensure that the overseas student completes all the elements of the intervention strategy.

The overseas student's intervention strategy for course progress will be monitored over the following study period by the Director of Teaching & Learning, and all records of the overseas student's response to the strategy will be kept on file. The Director of Teaching & Learning will regularly communicate with parents/guardians via email and telephone to keep them informed of the overseas student's course progress while the overseas student is receiving formal intervention.

### Unsatisfactory Course Progress: Student Has Not Met Requirements

The College will report an overseas student where they have failed to make satisfactory course progress.

The College will notify the student and their parent/guardian in writing via the letter or email of its intention to report the overseas student for breach of their visa, and that they have 20 working days in which to access the College's internal complaints and appeals process. For more information, refer to our Overseas Student Complaints Handling Policy.

The College will, prior to the commencement of the next study period and after determining that the overseas student has failed to meet satisfactory course progress requirements, issue a notification of intention to report to the overseas student prior to the commencement of the next study period.

### 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 and Procedures

## Introduction and Context

This policy establishes the College's framework for assessing, approving and recording deferments, suspensions and cancellations of overseas students' enrolments, whether initiated by students on compassionate or compelling grounds or by the College for misbehaviour, non-payment or breach of requirements.

## Purpose and Objectives

The purpose of this policy is to ensure the College complies with Standards 2.1, 9.1 through 9.5 of the National Code by implementing documented processes for deferment, suspension and cancellation of enrolments, ensuring procedural fairness, maintaining appropriate records, and informing students of visa implications and appeal rights.

## Scope and Application

This policy applies to all overseas students enrolled at the College who request or are subject to deferment, suspension or cancellation of enrolment, their parents/guardians, and all staff members involved in assessing enrolment changes or implementing suspension or cancellation actions.

## Roles and Responsibilities

### Enrolments Team

The Enrolments Team is responsible for:

- reviewing applications for deferment/suspension submitted by overseas students
- assessing whether compassionate or compelling circumstances exist
- approving or refusing deferment/suspension requests
- advising overseas students in writing of decisions and visa implications
- reporting changes to overseas student's enrolment under section 19 of ESOS Act.
- informing overseas students of need to seek Department of Home Affairs advice on visa impacts
- reporting changes to PRISMS
- maintaining accurate records of all decisions and assessments.

### Principal

The Principal is responsible for:

- considering decisions to suspend or cancel overseas student's enrolment
- writing to students and parents/guardians stating reasons and relevant policies
- arranging meetings with students, support persons and parents/guardians
- ensuring meetings are documented
- ensuring procedural fairness is maintained.

### Overseas Students

Overseas students are responsible for:

- submitting written applications for deferment/suspension via email to registrar@roseville.nsw.edu.au
- providing suitable documentary evidence to substantiate circumstances
- lodging appeals within 20 working days if dissatisfied with decisions.

## Roseville College's Policy

An overseas student's enrolment can be deferred, suspended or cancelled for different reasons. The student may initiate a deferral 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.

## Deferral or Suspension Initiated by Student

An overseas student can apply to defer or suspend their enrolment at the College on the grounds of compassionate or compelling circumstances.

## Deferral 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.

## Student-Initiated Cancellation

Overseas students may have their enrolment cancelled if the overseas student applies to cancel their enrolment (e.g. transfer to another institution due to serious illness).

Where an overseas student cancels their enrolment, the Refund Policy applies to any refund.

## 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.

### 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.

### Effect on CoE

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

### 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.

### Procedures related to Student Application to Defer/Suspend Enrolment

An overseas student must submit an application in writing via registrar@roseville.nsw.edu.au to the College detailing their reasons for their request for a deferral or suspension. The application must include suitable documentary evidence to substantiate the overseas student's compassionate or compelling circumstances.

The overseas student's application for deferment/suspension must be submitted to the Registrar for review.

### 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.

If the deferral or suspension is approved by the Registrar, they will:

- advise the overseas student in writing of the approved deferral period and their new commencement date, as well as the impact this may have on their visa status; and
- report the change to the overseas student's enrolment under section 19 of the ESOS Act.

If the deferral or suspension is refused by the Registrar they will advise the overseas student in writing of the refusal 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. The overseas student has 20 working days to lodge an appeal of the decision with the College.

### 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.

### Accessing Internal and External Appeal Processes

#### **Student Misbehaviour or Fee Non-Payment**

If the suspension or cancellation action is due to the overseas student's misbehaviour or non-payment of fees, and the overseas student decides to lodge an internal appeal, the College will wait until the assessment of the appeal is concluded before acting to suspend or cancel the enrolment.

If the overseas student is not successful in its appeal to the College and is dissatisfied with the outcome, the College will offer the overseas student access to an external complaints handling and appeals process via the Commonwealth Overseas Students Ombudsman (OSO). For more information about our internal appeals process and accessing the OSO, refer to our Complaints Handling Policy.

The College can take action to cancel or suspend the overseas student's enrolment without waiting for the OSO's investigative process to be completed.

#### **Failure to Meet Course Progress or Course Attendance Requirements**

If the overseas student is failing to meet course progress or course attendance requirements and the College has notified them of our intention to report them to PRISMS (via a letter or email) the overseas student can participate in our internal complaints and appeals process. For more information about our internal appeals process, refer to our Complaints Handling Policy.

If the overseas student is not successful in their appeal to the College and is dissatisfied with the outcome, the College will offer the overseas student access to an external complaints handling and appeals process via the OSO. If, as part of the external appeals process, the overseas student has contacted the OSO in accordance with the Complaints Handling Policy, the College must wait for the OSO to conclude its complaint investigation process before taking any action. The College must then only report the overseas student if the OSO concluded at the completion of its investigation that it supports the College in our decision to report.

### **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.

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