



All Saints Anglican School

GROWING THROUGH GRACE; LEARNING THROUGH LOVE

INTERNATIONAL STUDENT ORIENTATION HANDBOOK

SECTION ONE: General Information

SECTION TWO: Important Policies

SECTION ONE:

INTRODUCTION

Welcome to All Saints Anglican School. We hope your time with us and at the Gold Coast will be a rich, rewarding and fulfilling experience.

All Saints, is a co-educational day school under the aegis of the Anglican Archdiocese of Brisbane, and was established in 1987 with an enrolment of 190 students in Years One to Six. The School now supports an enrolment of 1800 students with all 4 sections of the School located together on a 40 hectare site. These are:

- 1.The Junior School (Years Pre Prep to 6)
- 2.The Middle School (Years 7 to 9)
- 3.The Senior School (Years 10 to 12)
- 4.International Centre (High School Preparation, Short Term English Classes)

The School is centrally placed in the Gold Coast about 15 minutes' drive from the nearest beach.

Phone/Fax:

Telephone	(07) 5530 2855
Faxstream:	(07) 5530 3314
International Phone:	+61 +7 + 5569 0366
International Fax	+61 +7 + 5569 0377

All Saints International Centre was established in 1998, to specifically handle all matters concerning you as an international student, while you are studying at our school. The International Centre is located next to the Senior School. Please don't hesitate to contact staff at the Centre, should you have any problems or concerns regarding your school or home life.

The Director of International Education, Mr Michael Bartlett, is ultimately responsible for all matters concerning international students. His office is located in the International Centre. This booklet has been designed to provide you with important information in preparation for your arrival and, as a quick reference after your commence study, regarding matters concerning your day-today school-life. Although a teacher will read through this booklet with you during an orientation session on arrival at the School, please keep the booklet in a convenient place for future reference.

On arrival at the School, you will also undertake an English Placement test. This will determine whether you need to attend our High School Preparation Programme, and at what level you will be placed. The High School Preparation course is mainly conducted at the International Centre.

Please read the information in this booklet carefully, and check with your teacher, if you do not understand anything.

ABSENTEEISM

For students not living in the School Dormitory (International House), parents/homestay parents are asked to contact Mrs Melody Marr at the International Centre to notify the School if a student will be absent. A follow up note in the School Diary is also appreciated after any absence from School. For any extended absence, medical certification will be required. It is a Department of Immigration Student Visa requirement that overseas students must attend at least 80% of their full-time course of study, or risk the cancellation of their student visa. For further information, please also read the All Saints Anglican School Attendance Policy located in the 'Important Policies' section, found towards the back of this handbook.

BOUNDS

Students must stay within the School boundaries at all times. Senior and Middle School students should avoid disturbing classes, which may be in session during their breaks. Students are generally expected to stay in the vicinity of the school buildings and oval. The maintenance area and the various car parks are out of bounds, throughout the school day. Overseas students are not permitted to leave the campus during the school day without the express permission of The Director of international Education, or on a School organized excursion.

COMPUTING

All Saints has an extensive computer network throughout the School, comprising of computers available throughout the campus for the use of students and staff and also a WIFI network you can access to use your own device. A wide variety of software is used to support the various areas of the curriculum. WIFI access is also provided throughout the international student dormitory.

To assist communication and research, all students and staff are provided with individual School email accounts. Students are required to sign a policy of acceptable behaviour in relation to Internet and email use.

You will be issued with a login name and password shortly after your arrival at the School. Do not share this password with any other students, or allow other students to use your internet or email account.

GENERAL CONDUCT

Always be punctual and act courteously and respectfully to others. It must be understood that, as an Anglican School.

All Saints makes a clear stand on issues concerning illegal drugs, alcohol and tobacco. Students face exclusion from school, if found to be using or in the possession of such substances.

Study

- Students must work diligently in class and complete all homework, assignments and assessment.
- Students are required to pass exit tests at each level of the High School preparation Programme before progressing to the next level within the course.
- Students must attain the required entry level of English language proficiency, before they will be offered a place in the Mainstream School.

Behaviour

- Students must accept and abide by the School rules.
- Uniform is to be worn correctly and appearance is to be neat and tidy at all times.
- Smoking, alcohol and drugs are forbidden.
- Teachers' instructions must be obeyed and respect must be shown to all.
- Students must always inform Homestay parents and boarding staff of their whereabouts, should they be out of their direct supervision.
- Permission from parents is required should a student wish to spend the night outside of the boarding house or their Homestay family home.

Please also read the All Saints Anglican School Overseas Student Deferment, Suspension and Cancellation Policy located in the 'Important Policies' section, found towards the back of the handbook.

COUNSELLING

Student Services assists individual students and families with personal issues. Within the philosophy of the School, caring for students is a shared responsibility and the School Counsellors work alongside family, teaching and support staff to provide a positive learning environment. Mrs Kylie Donnelly is the International Student Counsellor. To make an appointment to see the school counsellor, please see Mrs Melody Marr at reception, or contact Mrs Donnelly directly.

DAMAGE

Any breakage of items of School property must be notified to a member of staff. Where damage occurs through a student's carelessness or misbehaviour, then that student will be charged for the cost of repair.

DIARIES

School Diaries should be well presented at all times and must not be defaced in any way. Students may be asked to purchase a replacement Diary, should the present copy be found to be unacceptable.

EMERGENCY EVACUATION PROCEDURE

If an evacuation of the area you are occupying is ordered, move immediately to the designated Assembly Area as indicated by the map displayed within your room.

- Follow all instructions given
- Leave books and all equipment in the room
- Move rapidly to the Assembly Area, but do not run. Those students moving from the top floor are to file down the steps on the handrail side.
- Do not loiter or delay your arrival at the Assembly Area
- Group with other students in your tutor group (NOT subject groups such as Maths etc), at the appropriate House marker.
- Students will need to assemble in the area designated to their section of the School, (Junior School, Middle School and Senior School) and then line up in alphabetical order by:
 - Junior School - Class Group
 - Middle School - Homeroom/Class Group
 - Senior School - Tutor Group
 - High School Preparation – Class Group
- Students must be seated and remain so until the "all clear" is given by the Headmaster or the Evacuation Warden.
- Tutors will mark rolls.

EXCURSIONS

In general terms, the costs of excursions, with the exception of School Camps, are met by the School. Requirements for each excursion will be notified prior to the event.

FAMILY DETAILS

The School must be able to get in contact with your parents at all times. As such, it is important that the address, telephone (home/business/mobile) and other such details held by the International Centre are correct. In the event of changes Mrs Melody Marr (telephone 5569 0366 extension 450) must be informed either in writing or by telephone.

FRIENDS OF ALL SAINTS SHOP

Situated under the administration block at the northern end is the FOAS Shop. The shop carries all uniform requirements as well as stationery, computer software and memorabilia. You will be required to visit the shop when you first arrive at the School where the qualified staff will assist you in your uniform fitting.

Stationery requirements for each student will be pre-packed upon completion of a booklist and can be collected from the School. The School operates a text hire scheme, which enables students to borrow their textbook requirements. There is an annual charge for this service. The trading hours for the shop are:

Monday to Thursday - 8.00am to 4.00pm
(closed from 12.00 to 12.30pm every day for lunch)

Friday - 8.00am to 2.00pm
(closed from 12.00 to 12.30pm for lunch)

HATS

Students are expected to wear a School hat when at School, at recess and lunchtime and at other times when outdoors.

HEALTH AND MEDICAL INFORMATION

It is imperative that we know of allergies or ailments, which may require emergency medical attention. Please inform Class Teachers and Tutors. The School Nurse, who is located in the Main Administration Building, will attend to students who have minor complaints at School. If a student living with their own parents or a homestay family needs to go home, every endeavour will be made to contact parents/homestay families/guardians. Please ensure that relevant telephone numbers and medical history are completed on the forms distributed at the beginning of each year and that this information is kept up to date. During your orientation session, you will be asked to complete medical forms with the assistance of your teacher.

HEALTH AND PHYSICAL EDUCATION CENTRE

The HPE Centre has a full-sized basketball court and line markings for a wide variety of other indoor sports. It is used extensively during school time and out of school hours. The HPE Centre also contains a fitness centre (gym). This is available for use before and after school, but all use must be supervised by a teacher or qualified person. The School employs a personal trainer to supervise morning training sessions.

Swimming Pools

The School has two swimming pools, both 25 metres in length. The indoor pool is heated and maintained at a constant temperature all year round. While students use the pool within the School Curriculum, the following activities are also available:

- Learn to Swim
- Squad training
- Water Polo
- Deep water running and other aerobic activities
- Swimming for Fitness

The School employs qualified swim coaches, Ken and Michelle Sabotic, who can be contacted at the pool on 5587 0366.

HOMWORK

All students are required to keep a systematic record of homework in the Diary. Your teacher will usually set you homework on a nightly basis. At All Saints Anglican School all Senior School students are expected to undertake around 2 hours of homework each night.

LIBRARY

Middle and Senior School

The library opening hours are:

Monday/Tuesday/Thursday 8.00am – 5.30pm

Wednesday/Friday 8.00am – 7.00pm

The library also opens during the Easter and September school holidays between 9.00am and 3.00pm.

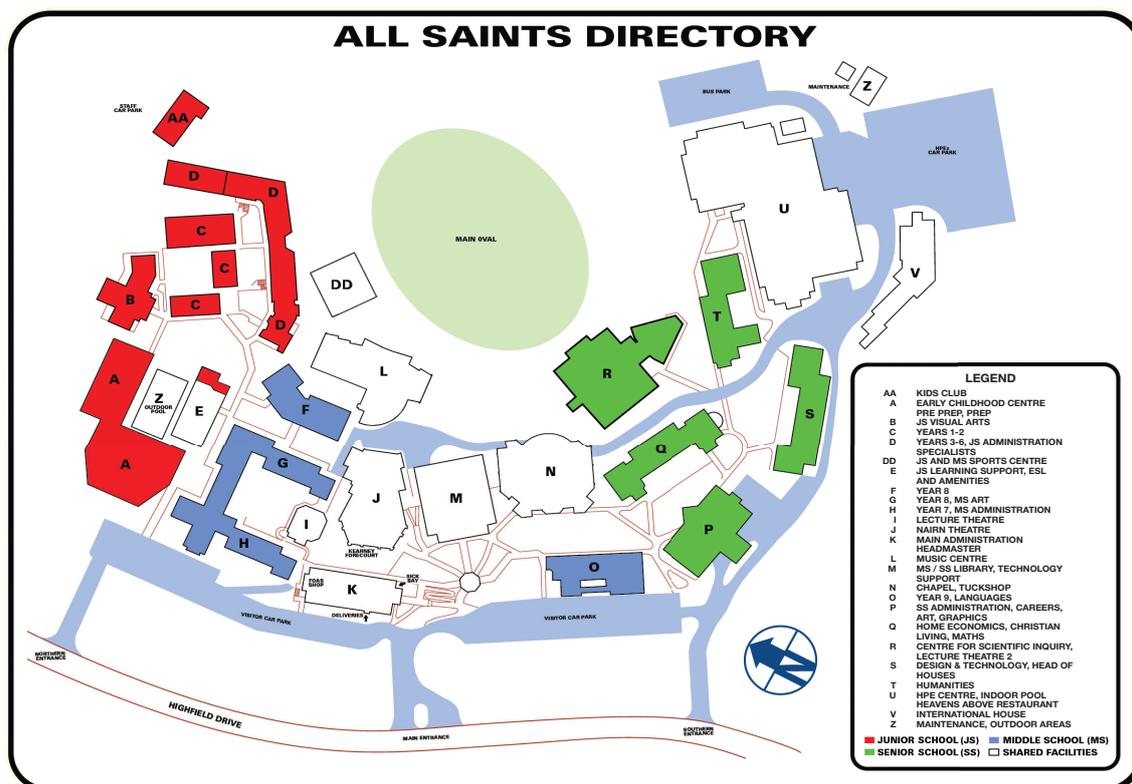
“LIQUID PAPER”/“WHITE OUT”

Is totally banned at the School, in order to protect our furniture and fittings from marks and spills.

LOCKERS and EQUIPMENT

Senior students are allocated lockers for the storage of books, uniform and valuables. These are to be kept free of rubbish and should be locked at all times. Students experiencing difficulties with lockers should see their Year Level Coordinator.

MAP



Staff may be located in the following buildings:

Administration Building:

- Chief of Staff
- Commercial Manager & Accounts staff
- Director of Development & Admissions
- Director of Student Services
- Friends of All Saints Shop
- Headmaster
- Headmaster's Secretary
- School Nurse
- Staff Common Room

Junior School Administration:

- Administration Assistant
- Head of the Junior School
- Junior School Chaplain

Middle School Administration:

- Administration Assistant
- Head of the Middle School
- Academic Support Classrooms

Senior School Administration:

- Administration Assistant
- Director of Studies
- Head of the Senior School

Health and PE Centre:

- Director of Sport and Activities
- Director of Vocational & Recreational Education

Senior & Middle School Library:

- Director of Information Services
- Manager of Computer Services

International Centre:

- Administrative Assistant
- Director of International Education

Senior School Teaching Block:

- Chaplain
- Senior School Year Level Co-ordinators
- Vocational Education & Training Co-ordinator

Prep:

- Deputy Head of the Junior School

Performing Arts:

- Director of Performing Arts

OFFICE HOURS

The Administration Office is open from 8.00am - 5.00pm Monday to Fridays during term time and 9.00am - 4.00pm during school holidays.

PERFORMING ARTS

Music

All Saints is renowned for its strong music programme. Music is studied in our School through:

- Music in the classroom (Years P-12)
- Individual instrumental tuition
- Instrumental and Choral groups, viz.
 - the Senior and Junior Bands
 - the Senior and Junior String Orchestras
 - the Recorder Ensemble
 - the Senior and Junior Choirs and small choral groups
 - the Brass, Woodwind and Percussion Ensembles
 - the Stage Band
 - the Concert Orchestra

Private Tuition

Private tuition is available for most musical instruments and Speech and Drama is available. Information and enrolment forms are available from the Junior, Middle and Senior School Offices.

Hire of School Instruments

School musical instruments are available for hire from the Director of the Performing Arts.

PLACEMENT TEST

When you arrive at All Saints you will be expected to undertake an English Language placement test. This is used to place you in a class that is suitable for you. If you completed any international English Proficiency Tests before coming to the school, please inform your teacher.

SCHOOL CREST

The Mitre

The Mitre represents the apostolic authority of the Church and the gift of the Holy Spirit as “Tongues of Fire upon the Apostles’ heads.”

Christian Symbols

Alpha and Omega - Jesus is the beginning and end of all things.

Palm Branch

The palm traditionally represents spiritual victory. The crossed palms on the mitre symbolise the spiritual victory of the Saints as well as identifying on our crest, the prominence of palms in the Gold Coast landscape.

SCHOOL PHOTOS

Class, Tutor Group and Sports photos are taken annually and are available for purchase through the School.

SCHOOL RULES

A copy of the school rules and discipline policy is contained in your school diary. Please familiarise yourself with these rules to avoid making mistakes. Please also read the All Saints Anglican School Code of Conduct in this handbook.

SPORT AND SPORT TRAINING

Organised sport is an integral and essential part of the curriculum and is compulsory. All students must attend physical education classes plus training sessions after school as required. When a tracksuit is worn for sport, it **MUST** be a school tracksuit.

Sports training occurs during the Winter and Summers Team Sports Seasons. More information concerning these sessions will be available closer to their commencement. Swimming, Cross Country and Athletic teams train prior to the Inter House and Inter School Competition.

SUPPORT SERVICES AVAILABLE

Academic

English as a Second Language (ESL) support is provided throughout the school for International Students. This support is offered in the form of in-class assistance and individual sessions during the school day. In addition, essay counselling for Senior School Students is available after school hours to assist with assignments in all subject areas. Each week, Mathematics tuition is also provided as well as workshops for specific subject areas. Students are encouraged to access as much support as they require.

Welfare

Counselling is available to all International Students as needed. Upon arrival students are scheduled to meet the International Student Counsellor and discuss issues involved with making the transition to life and studies in Australia and taught to access relevant support. Students are encouraged to access counselling anytime they have a problem or concern. Education about health related issues (such as diet, smoking and drinking) is delivered pro-actively to help inform students and encourage good decision making. A program is in place to increase the students' resilience and coping strategies as living in a foreign country during adolescence can be quite challenging. In addition, career counselling is offered to address the specific needs of International Students. Current and relevant information is provided, representatives from tertiary institutions speak to students and visitations to universities are organised.

Homestay

A dedicated homestay officer is employed to ensure that the needs of students participating in the homestay program are met. Regular visits to family homes are a part of the service. Additionally, families in the program must have a "blue card", which ensures all family members over the age of 18 are thoroughly checked before participating in our program. Students have ready access to our Homestay Officer and are encouraged to discuss any concerns they may have.

STUDENT PROTECTION

Our moral and legal obligation is to provide a safe environment for our students and ensure their safety in all areas of their life!

1. OUR VISION FOR OUR STUDENTS:

SAFETY: It's My Right

Safe with friends

Safe at school

Safe at home

Safe in my thoughts and feelings

Safe in my body

2. WE HELP STUDENTS TO:

- **Recognise:** people, my rights, my body, the environment
- **React:** It's OK to say NO! Get safe quickly
- **Report:** Tell an adult

3. STUDENTS SHOULD IDENTIFY 5 SAFETY ADULTS

- Teacher or Director of International Studies – Mr Bartlett
- School nurse
- School Psychologist – Mrs Morgan /School Counsellor – Mrs Donnelly
- Homestay parent or dormitory supervisor
- Other trusted adult

4. TYPES OF HARM

- Harm can be physical, psychological, self-harm, emotional, neglect, exploitation and/or sexual.
- Inappropriate behaviour by an adult also requires protection.
- Harm can be verified harm or suspicion of harm.
- Mandatory reporting for harm is for any student under 18 years at the time of harm.
- Students 18 and over must be referred to the School Safety Officers for support.

5. ALL SAINTS ANGLICAN SCHOOL SAFETY OFFICERS

- We are fortunate here at All Saints to have three Safety Officers of whom can meet with students around supporting and protection from harm.
- Headmaster: Patrick Wallas
- School Psychologist: Jennifer Morgan
- School Counsellor: Kylie Donnelly
- Please know that you can contact these people on 55302822 in any times of need.

TIMETABLES

DAILY TIMETABLES

Senior School: School commences at 8.25am
(Years 10-12 and HSP) Finishes at 3.20pm

Middle School: School commences at 8.30am
(Years 7-9) Finishes at 3.20pm

Junior School: School commences at 8.35am
(Years 1-6) Finishes at 3.00pm

Prep: School commences at 8.45am
Finishes at 2.45pm

WEEKLY TIMETABLES

Monday	Tuesday	Wednesday	Thursday	Friday
Tutor 8.25-8.40				
Period 1 8:40-9:40	Period 1 8:40-9:40	Period 1 8:40-9:40	Period 1 8:40-9:40	Period 1 8.50-9.30
Period 2 9.40-10.40	Period 2 9.40-10.40	Period 2 9.40-10.40	Period 2 9.40-10.40	Period 2 9.30-10.10
Morning Tea 10:40-11:05	Morning Tea 10:40-11:05	Morning Tea 10:40-11:05	Morning Tea 10:40-11:05	Morning Tea 10:10-10:40
Period 3 11.05-11.45	Period 3 11.05-12.05	Period 3 11.05-12.05	Period 3 11.05-12.05	Period 3 10.40-11.20
Period 4 11.45-12.30	Period 4 12.05-1.05	Period 4 12.05-1.05	Period 4 12.05-1.05	Period 4 11.20-12.00
Assembly 12.30-1:05				
Lunch 1:05-1:55	Lunch 1:05-1:55	Lunch 1:05-1:55	Lunch 1:05-1:55	Lunch 12:00-1:00
Period 5 1.55-2.35	Period 1.55-2.35	Period 1.55-2.35	Period 1.55-2.35	SPORT
Period 6 2.35-3.20	Period 6 2.35-3.20	Period 6 2.35-3.20	Period 6 2.35-3.20	

TRANSPORT

Bus Travel

Each afternoon younger children are taken to and supervised at the Bus Stop. Older children may make their own way to the bus stop, which is located at the School's Main Entrance. If travelling by car, students are required to be "dropped off" and "picked up" within the School grounds only. We do not allow students to be picked up or dropped off on the road outside the School.

A number of local companies operate bus services to and from the School. Details of services may be obtained by telephoning:

Springbrook Bus Service	(018) 742 615
Surfside Buslines, Tweed Heads	(07) 5536 7666
Surfside Buslines, Southport	(07) 5571 6555

Train Travel

The School area is connected to Brisbane by the main train line. The Robina Train Station is located 5 minutes' drive from the School. Bus timetables are connected with train arrivals and a bus from the train station can transport students to the School gate.

TUCKSHOP (Canteen)

The canteen is open after before school and after school until 4.00pm as well as for recess and lunch. Current canteen menus and price lists are available on-line.

UNIFORM

Full day uniform, including black leather shoes, is worn each day except on Sports Day when sports uniform may be worn to and from School. Prep children, however, wear sports uniform every day.

Jewellery

No jewellery other than plain sleepers or studs should be worn to School. Only one stud in each ear lobe. Nail polish and makeup are not permitted.

Hair

Girls should wear their hair off the collar and held up by blue “scrunchies” or blue ribbons available from the FOAS Shop. Hair accessories are not appropriate. Hair should be cut neatly and evenly and colouring of hair is discouraged. No undercuts for boys please.

Hat

The importance of the navy play hat cannot be overstated.

The rule is: **NO HAT - NO PLAY!!**

Sports Uniforms

Children will be advised at the beginning of the year on which days sports uniform, including House T-shirts should be worn.

Sports shoes should be in keeping with the school colours of blue and white.

Naming of Uniform

All items are to be clearly named.

WEBSITE

The All Saints Website address is: <http://www.asas.qld.edu.au>

The weekly newsletter “Saints Alive” may be found at this site.

WIFI

Wifi network connection is available to students throughout the School campus. Students are welcome to use their own laptop computer or tablet during school time to aid with their studies.

ADDITIONAL INFORMATION PROVIDED IN THE SCHOOL DIARY INCLUDES:

- School phone numbers
- Transport
- Assignment policy
- Assignment deadlines
- Computer policy
- Conditions for driver registration
- The House system

SECTION TWO:

IMPORTANT POLICIES

READ THESE POLICIES WITH A TEACHER'S ASSISTANCE IF YOU DO NOT UNDERTSAND THEM CLEARLY!!!



All Saints Anglican School COURSE PROGRESS AND ATTENDANCE POLICY

1. Course Progress

- a) The school will monitor, record and assess the course progress of each student for the course in which the student is currently enrolled.
- b) The course progress of all students will be assessed at the end of each study period (semester) of enrolment.
- c) Students who have begun part way through a semester will be assessed after one full study period.
- d) To demonstrate satisfactory course progress, students must meet the following outcomes:
 - Years 1 to 6 – Students must attain an overall standard of achievement that “Demonstrates” an understanding of the content and associated skills at year level standard, of at least 50% of the subject areas undertaken.
 - Years 7 to 12 and High School Preparation – Students must attain a grade of “c” (Sound) or better in at least 50% of the subject areas undertaken.
- e) If a student does not maintain satisfactory course progress in a semester, the Director of International Education will formally contact the student’s parent(s) to advise there will be a meeting with the student to develop an intervention strategy for academic improvement. This may include:
 - i. After hours tutorial support
 - ii. Subject tutorial support in class time
 - iii. Mentoring
 - iv. Additional ESL support
 - v. Change of subject selection, or reducing course load (without affecting course duration)
 - vi. Counselling – time management
 - vii. Counselling -academic skills
 - viii. Counselling - personal
 - ix. other intervention strategies as deemed necessary

- f) A copy of the student's individual strategy and progress reports in achieving improvement will be communicated to parents.
 - g) The student's individual strategy for academic improvement will be monitored over the following study period by the Director of International Education and records of student response to the strategy will be kept.
 - h) If the student does not improve sufficiently academically and achieve satisfactory course progress by the end of the next study period, The School will advise the student in writing of its intention to report the student for breach of visa condition 8202, and that he/she has 20 working days in which to access the school's internal complaints and appeals process. . Following the outcome of the internal process, if the student wishes to complain or lodge an external appeal about a decision made or action taken by the School, he/she may contact the Overseas Student Ombudsman at no cost. This must be done within 2 weeks. Please see the School's Complaints and Appeals Policy for further details.
 - i)
 - j) The school will notify the National ESOS Authority via PRISMS of the student not achieving satisfactory course progress as soon as practicable where:
 - i. the student does not access the complaints and appeals process within 20 days, or
 - ii. withdraws from the complaints and appeals process, or
 - iii. the complaints and appeals process results in favour of the school
-

1. Completion within expected duration of study

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

1. Monitoring Course attendance

- a) Satisfactory course attendance is attendance of 80% of scheduled course contact hours.
- b) Student attendance is:
 - i. checked and recorded daily
 - ii. reviewed regularly
 - iii. recorded and calculated over each study period (Semester)
- c) Late arrival to school of more than 1 hour will be recorded and will be included in attendance calculations.
- d) All absences from school will be included in absentee calculations and should be accompanied by a medical certificate if absent for more than 2 days. For all absences, an explanatory communication from the student's carer or evidence that leave has been approved by the Director of International Education must be provided.
- e) Any absences longer than 3 consecutive days without approval will be investigated
- f) Student attendance will be monitored by International Administration Officer every week over throughout a study period to assess student attendance using the following method:
 - i. Calculating the number of hours the student would have to be absent to fall below the attendance threshold for a semester e.g. number of study days x contact hours x 20%. For example, a 20 week semester with 5 contact hours per day would equal 500 contact hours. 20% of this is 100 hours.
 - ii. Any period of exclusion from class will not be included in student attendance calculations. [See School Deferment, Suspension and Cancellation Policy points 5 and 6.]
- g) Parents of students at risk of breaching The School's attendance requirements will be contacted by an International Centre staff member and students will be counselled and offered any necessary support when they have absences totalling 15% any study period.
- h) If the calculation at 3.f. indicates that the student has passed the attendance threshold for the study period, the School will advise the student of its intention to report the student for breach of visa condition 8202, and that he/she has 20 working days in which to access the school's internal complaints and appeals process except in the circumstances outlined in 3.j.
 - i) The school will notify the National ESOS Authority via PRISMS of the student not achieving satisfactory course attendance as soon as practicable where:
 - i. the student does not access the complaints and appeals process within 20 days
 - ii. withdraws from the complaints and appeals process
 - iii. the complaints and appeals process results in a decision for the school.

- j) Students will not be reported for failing to meet the 80% threshold where:
 - i. the student produces documentary evidence clearly demonstrating compassionate or compelling circumstances e.g., medical illness supported by a medical certificate or as per Definition, below , and
 - ii. has not fallen below 70% attendance.
- k) The method for calculating 70% attendance is the same as that outlined in 3.f. with the following change; number of study days x contact hours x 30%.
- l) If a student is assessed as having nearly reached the threshold for 70% attendance, the Director of International Education will assess whether a suspension of studies is in the interests of the student as per the School's Deferment, Suspension and Cancellation Policy.
- m) If the student does not obtain a suspension of studies under the School's Deferment, Suspension and Cancellation Policy, and falls below the 70% threshold for attendance for the study period, the process for reporting the student for unsatisfactory attendance (breach of visa condition 8202) will occur as outlined in 3.h – 3.i.

2. Definitions

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

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

- b) **Expected duration** – the length of time it takes to complete the course studying full-time. This is the same as the registered course duration on CRICOS.
- c) **School day** – any day for which the school has scheduled course contact hours.
- d) **Study period** – The School defines a “study period” for the purposes of monitoring course attendance and progress as a semester.



All Saints Anglican School STUDENT ACCOMMODATION AND WELFARE POLICY

All Saints Anglican School approves the following accommodation options for overseas students:

- The student may live with a parent or relative as permitted by the Department of Immigration. In this case the School does not provide a welfare letter (CAAW) via PRISMS. The student's family provides proof of relationship to Department of Immigration for the purposes of visa application.
- The student may live in School approved accommodation. In this case, the School will generate a welfare letter (CAAW) via PRISMS to accompany the student's Confirmation of Enrolment (CoE).

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

1. International Student Boarding House
2. The School's Homestay Programme
3. Private accommodation arrangements approved by the School which meet all requirements under relevant State and Commonwealth legislation.

For School vacation periods, the following accommodation options are available to full fee paying 571 visa subclass students under 18 years of age:

- Student returns home to their home country
- Boarders may continue to reside in the International Student Boarding House during the end of Term 1 and Term 3 vacation periods.
- During End of Year and Mid-Year Vacation periods when the Boarding House closes, boarding students may live with a homestay family arranged by the School at no extra cost to the student.
- Homestay Students may continue to live with their current Homestay family
- Students may spend the vacation period with friends, family or relatives if all requirements are met. This must be requested by parents in writing and subsequently approved by the School, given it is satisfied that appropriate supervision and welfare arrangements are in place.

- Students may attend a supervised excursion, camp, etc., if all requirements are met in order to attain School approval.
- 571 visa subclass students 18 years and older may not live independently and must also reside in the:
 - International Student Boarding House
 - With a School approved Homestay Program or
 - Private accommodation arrangements approved by the School

If the School has taken responsibility for approving arrangements for student care and welfare, should the School not approve requests for changes to agreed arrangements, and the student refuses to maintain the approved and agreed arrangements, the School will advise the student this will be reported to the Department of Immigration via and the student will need to contact the Department of Immigration to ensure visa implications are understood. (See Department of Immigration office addresses at:

<http://www.immi.gov.au/contacts/australia/index.htm>.)

This includes any requests by students under 18 years of age to attend “Schoolies Week” on completion of Year 12.

Students residing with a parent or Guardian holding a “Student Guardian” Visa

Parent or Guardian Departing Australia:

Student guardian visa holders cannot leave Australia without their nominated student, unless they provide the Immigration Department with evidence that:

- there are compassionate or compelling circumstances for leaving the country
- alternative arrangements for the student’s accommodation, general welfare and support have been made until their return, and those arrangements have been approved by the School.

*All students are required to notify the School of a change of address while enrolled in the course, and students who live in school approved accommodation must not change agreed arrangements without prior approval of the School.



All Saints Anglican School School Complaints and Appeals Policy

A copy of this policy will be provided to the student (or parent(s)/legal guardian if the student is under 18) at a reasonable time prior to a written agreement being signed and again within 7 days of the commencement of student attendance of the enrolled course.

1. Purpose

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

2. Informal Complaints Resolution

- a) In the first instance, The School expects there should be an attempt to informally resolve the issue through mediation/informal resolution of the complaint.
 - b) Students should consult their teacher/House Tutor/Head of House in the first instance, to attempt mediation/informal resolution of the complaint.
 - c) If the matter cannot be resolved through mediation, the matter will be referred to the Director of International Education/ Head of School and ultimately the Headmaster and The School's internal formal complaints and appeals handling procedure will be followed. If the complaint is regarding a residential matter, it should be first referred to the Homestay officer or Head of Boarding.
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3. Formal Complaints Handling Procedure

The process of this grievance procedure is confidential and any complaints or appeals are a matter between the parties concerned and those directly involved in the complaints handling process.

- a) The student must notify the school in writing of the nature and details of the complaint or appeal.
- b) Written complaints or appeals are to be lodged with the Director of International Education.
- c) Where the internal complaints and appeals process is being accessed because the student has received notice by The School that it intends to report him/her for unsatisfactory course attendance, unsatisfactory course progress or suspension or cancellation of enrolment, the student has 20 working days from the date of receipt of notification in which to lodge a written appeal.

- d) Complaints and appeals processes are available to students at no cost.
 - e) Each complainant has the opportunity to present his/her case to The Headmaster.
 - f) Students and / or the School may be accompanied and assisted by a support person at all relevant meetings.
 - g) The formal grievance process will commence within 10 working days of the lodgement of the complaint or appeal with the Principal/other.
 - h) Once the Headmaster/other has come to a decision regarding the complaint or appeal, the student will be informed in writing of the outcome and the reasons for the outcome, and a copy will be retained on the student's file.
 - i) If the grievance procedure finds in favour of the student, All Saints Anglican School will immediately implement the decision and any corrective and preventative action required, and advise the student of the outcome.
 - j) The School undertakes to finalise all grievance procedures within 15 working days.
 - k) For the duration of the appeals process, the student's enrolment and attendance must be maintained.
-

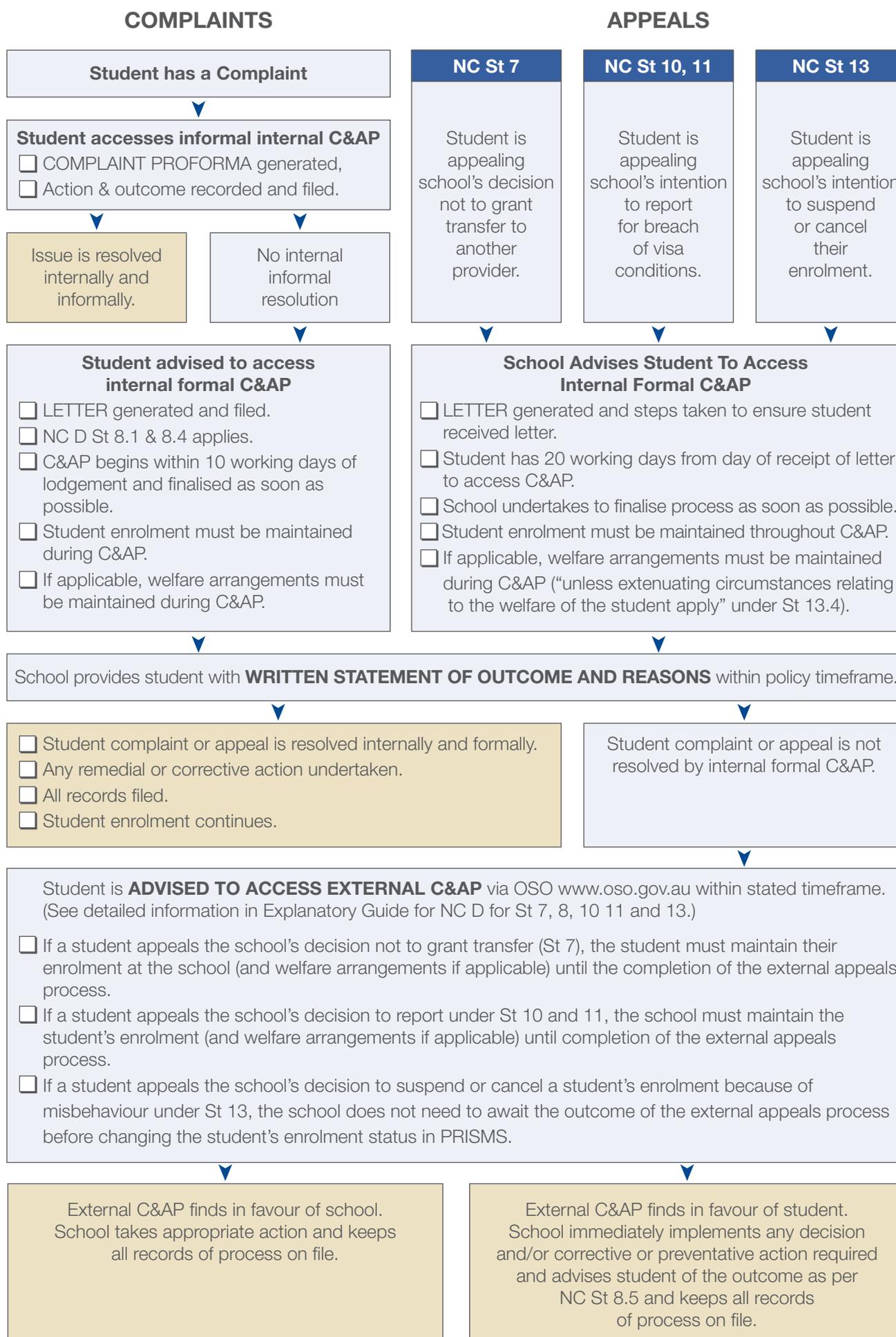
4. External Appeals Processes

- a) If the student is dissatisfied with the conduct or result of the complaints procedure, he/she may within 2 weeks seek redress through an external body at minimal or no cost.
 - b) If the student wishes to complain or to lodge an external appeal about a decision made or action taken by The School he/she may contact the Overseas Students Ombudsman at no cost. The Overseas Students Ombudsman offers a free and independent service for overseas students. Please see: www.oso.gov.au or phone 1300 362 072 for more information.
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5. Other legal redress

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

Diagrammatic Overview of Complaints and Appeals Processes (C&AP) St 8





All Saints Anglican School Overseas Student Deferment, Suspension and Cancellation Policy

1. Deferment of commencement of study requested by student

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

2. Suspension of study requested by student

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

- b) Suspensions will be recorded on PRISMS within 14 days of being granted.
 - c) The period of suspension will not be included in attendance calculations.
 - d) The final decision for assessing and granting a suspension of studies lies with the Director of International Education.
-

3. Student initiated cancellation of enrolment

- a) All notification of withdrawal from a course, or applications for refunds, must be made in writing and submitted to Director of International Education. Please see School's International Student Refund Policy for information regarding refunds.
-

4. Assessing requests for deferment or suspension of studies

- a) Applications will be assessed on merit by the Director of International Education].
 - b) All applications for deferment or suspension will be considered within 10 working days.
-

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

- a) All Saints Anglican School may exclude a student from class studies on the grounds of misbehaviour by the student. Exclusion will occur as the result of any misconduct which is a serious breach of school rules/Code of Conduct and/or any behaviour that brings the School name into disrepute.
 - b) Excluded students must abide by the conditions of their exclusion from studies which will depend on the welfare and accommodation arrangements in place for each student and which will be determined by the Director of International Education.
 - b) Where the student is provided with homework or other studies for the period of the exclusion, the student must continue to meet the academic requirements of the course.
 - c) Exclusions from class will not be recorded on PRISMS.
 - d) Periods of 'exclusion from class will not be included in attendance calculations as per the School's Course Progress and Attendance Policy.
-

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

- a) All Saints Anglican School may initiate a suspension of studies for a student on the grounds of misbehaviour by the student. Suspension will occur as the result of any misconduct which is in breach of school rules/Code of Conduct and/or any behaviour that brings the School name into disrepute.
- b) Suspended students must abide by the conditions of their suspension from studies which will depend on the welfare and accommodation arrangements in place for each student and which will be determined by the Director of International Education.
- c) Students who have been suspended for more than 28 days may need to contact DIBP. (Please see contact details at: <http://www.immi.gov.au/contacts/australia/index.htm>.)

- d) If special circumstances exist, the student must abide by the conditions of his or her suspension which will depend on the welfare and accommodation arrangements in place for each student and which will be determined by the Director of International Education.
 - e) Suspensions will be recorded on PRISMS.
 - f) The period of suspension will not be included in attendance calculations.
-

7. School initiated cancellation of enrolment

- a) The School will cancel the enrolment of a student under the following conditions:
 - i. Failure to pay course fees
 - ii. Failure to maintain approved welfare and accommodation arrangements (visa condition 8532)
 - iii. Any behaviour identified as resulting in cancellation in The School's Behaviour Policy/Code of Conduct.
- b) All Saints Anglican School is required to report failure to maintain satisfactory course progress and failure to maintain satisfactory attendance to DIBP, which may impact on a student's visa.

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

8. Complaints and Appeals

- a) Student requests for deferment, and suspension and cancellation of enrolment are not subject to All Saints Anglican School's Complaints and Appeals Policy.
- b) Exclusion from class is subject to The School's Complaints and Appeals Policy.
- c) School initiated suspension, where the suspension is to be recorded in PRISMS, and cancellation are subject to The School's Complaints and Appeals Policy.
- d) For the duration of the internal appeals process, the school will maintain the student's enrolment and the student will attend classes as normal. The Director of International Education will determine if participation in studies will be in class or under a supervised arrangement outside of classes.
- e) If students access the School's complaints and appeals process regarding a school initiated suspension or cancellation of enrolment under standard 13, the change of enrolment status will not be reported in PRISMS until the internal complaints and appeals process is finalised, unless extenuating circumstances relating to the welfare of the student apply. NB. Students may still access the external complaints and appeals process, but the school need not await the outcome of this process before changing the student's enrolment in PRISMS. However, if the school has issued a CAAW for a student, welfare provisions under NC St5.3 apply.

- f) Extenuating circumstances include:
- i. the student refuses to maintain approved welfare and accommodation arrangements (for students under 18 years of age)
 - ii. the student is missing
 - iii. the student has medical concerns or severe depression or psychological issues which lead the school to fear for the student's wellbeing
 - iv. the student has engaged or threatened to engage in behaviour that is reasonably believed to endanger the student or others
 - v. is at risk of committing a criminal offence, or
 - vi. the student is the subject of investigation relating to criminal matters.
- g) The use of extenuating circumstances by The School to suspend or cancel a student's enrolment prior to the completion of any complaints and appeals process will be supported by appropriate evidence.
- h) The final decision for evaluating extenuating circumstances lies with The Headmaster.
-

9. Student to seek advice from the Department of Immigration.

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

<http://www.immi.gov.au/contacts/australia/index.htm>

10. Definitions

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



All Saints Anglican School International Student Transfer Policy

International students are restricted from transferring from their principal course of study for a period of six months. This restriction also applies to any course(s) packaged with their principal course of study. Exceptions to this restriction are:

- a) If the student's course or school becomes unregistered
- b) The school has a government sanction imposed on its registration
- c) A government sponsor (if applicable) considers a transfer to be in the student's best interests
- d) If the student is granted a Letter of Release.

2. Students can apply Director of International Education for a Letter of Release at no charge to enable them to transfer to another education provider. However, if a student has not completed the first six months of the principal course of study or is under 18 years of age, conditions apply.

3. The School will only provide a letter of release to a student before completing the first six months of their principal course in the following circumstances:

- a) The student has changed welfare and accommodation arrangements and is no longer within a reasonable travelling time of the school
- b) It has been agreed by the School the student would be better placed in a course that is not available at All Saints.
- c) Any other reason stated in the policies of All Saints Anglican School.

4. Students under 18 years of age MUST also have:

- a) Written evidence that the student's parent(s)/legal guardian supports the transfer
- b) Written confirmation that the new provider will accept responsibility for approving the student's accommodation, support, and general welfare arrangements where the student is not living with a parent / legal guardian or a suitable nominated relative
- c) Evidence that the student is always in the Department of Immigration approved welfare and accommodation arrangements.

5. The School will NOT provide a letter of release to students before completing the first six months of their principal course in the following circumstances:

- a) The student's progress is likely to be academically disadvantaged
- b) The School is concerned that the student's application to transfer is a consequence of the negative influence of another party
- c) The student has not had sufficient time to settle into a new environment in order to make an informed decision about transfer
- d) The student has not accessed school support services which may assist with making adjustments to a new environment, including academic and personal counselling services
- e) School fees have not been paid for the current study period.

6. In order to apply for a letter of release, all students must first have a "letter of offer" from the intended new provider.

7. Applications to transfer to another registered provider may have visa implications. The student is advised to contact the Department of Immigration office as soon as possible to discuss any implications. The address of the nearest Office is:

Department of Immigration

Brisbane Office

Ground Floor

299 Adelaide Street Brisbane QLD 4000

Other contact details are:

Tel: 131 881 and E: student.centre@immi.gov.au

8. If a letter of release is provided by this School it will give information about whether the student has demonstrated a commitment to studies during the course, had a good attendance record for the course, and paid all fees for the course.

9. All applications for transfer will be considered within 10 working days and the applicant notified of the decision.

10. Students whose request for transfer has been refused will be notified in writing of the reasons for refusal and may appeal the decision in accordance with The School's complaints and appeals policy. The complaints and appeals policy is available on the School website and in the Student Orientation Handbook.



All Saints Anglican School Overseas student orientation checklist

Student Name: _____

Arrival Date: _____

Student has been introduced to:

- Director of International Education
 - High School preparation Co-ordinator
 - ESL Co-ordinator Senior School
 - Homestay Co-ordinator or Dormitory Supervisors depending on accommodation type
 - International Student Counsellor
-

Student has / understands:

- Process to follow in case of illness
- Mobile phone access or how to use pay phone
- Emergency contact number of important staff members
- Record their new address and contact details (e.g. card in wallet)
- Emergency number for fire, police etc is 000 in Australia or 112 from a mobile 'phone
- How to travel to and from school if applicable
- All school uniform requirements
- Bank account (if appropriate)

Student has received information about:

- OSHC
 - Complaints and Appeals Processes
 - Available student support services
 - Legal services available to students
 - Student visa conditions relating to course progress and attendance
 - Grounds for suspension or cancellation of enrolment
 - School Calendar
 - School Rules and Code of Conduct
 - Subject selection, textbooks, etc
 - Assessment policies and requirements
 - Extra-curricular activities, clubs, etc
-

Other Information/Activities:

- Information about Cultural Awareness/Culture Shock/Adjusting to life in a new environment
- Orientation to local area – shops, recreational areas, etc

Teacher comments: _____

Staff member: _____

Date: _____