

ALL SAINTS ANGLICAN SCHOOL



INTERNATIONAL STUDENT HANDBOOK





All Saints Anglican School

Dear Student,

As Director of International Education, it is my pleasure to warmly welcome you to the All Saints Anglican School community. At All Saints we are very proud of our international program, which has become an essential part of the very fabric of our school.

As an international student, we promise to provide you with the support and opportunities you will need for a happy and successful future studying abroad. Whether you are enrolled in our High School Preparation program or our mainstream school, your contributions and the diversity you bring to our student body is greatly valued and appreciated.

This handbook is designed to assist you make an effective and smooth transition to life and schooling in Australia. Please familiarise yourself with the information it contains and retain it for future reference. Your new adventure starts here and we wish you a happy, fulfilling and successful journey as a new member of our school community.

Michael Bartlett

Director of International Education



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Section One

LIFE ON THE GOLD COAST



The Gold Coast is a world-renowned coastal city of about 600,000 people and is located in Queensland, one-hour south of Brisbane.

Things to Do

The Gold Coast is a popular tourist destination for international and domestic visitors and students, because it has so much to offer. The world-famous beaches are the perfect location for different water sports. The lush tropical hinterland is also nearby, home to a natural wonderland where you can bushwalk, picnic, explore and keep an eye out for native Australian animals. There are major shopping precincts, entertainment venues, restaurants, sporting venues and five theme parks. Whether you're a thrill seeker or a nature lover, there's something for everyone.

The following link provides you with further information on what the Gold Coast has to offer.

www.destinationgoldcoast.com/things-to-do

Getting Around

The Gold Coast provides public transport options including scheduled bus, train and tram services.

You can use a *go card*, which is an electronic ticket to travel on all bus, train and tram services. You simply touch on and off for each TransLink Gold Coast bus or tram service. Use the *go card* to access the best beaches, shops, restaurants, theme parks and other attractions.

The TransLink Journey Planner will help you to plan your trip and provides fare and timetable information.

Follow the link below for further information.

<https://translink.com.au/gold-coast>

Adjusting to the Australian Way of Life

Adjusting to a new environment and culture can be an overwhelming process for international students. The Australian way of life, customs, values and beliefs may be very different to those in your own country and getting used to these differences can take time. Feelings of confusion and uncertainty are common, but there are things you can do and people to help you.

Give yourself time to adjust and remember almost everyone feels the same way when they move to a new country.

Homesickness

Living away from your family, friends and lifestyle is challenging and most international students experience homesickness and a degree of culture shock

at some stage - especially in the initial stages after arrival. Don't worry, feeling homesick is normal when faced with an unfamiliar environment and unusual culture and the School has trained staff to help you.

Our teachers and Student Counsellors are always available to talk about your feelings and concerns. They will help you get through the initial period of adjustment. Staying in contact with your family and friends is also very important.

Give yourself time to adjust to your new environment and try to remember you are here to enjoy a new and different culture!

Making Friends

Other new students will be starting on the same day as you, while many other international students will have been at the School for some time. Whether you are making new friends with other international students or Australian local students, the best way to make friends is to get involved. Make an effort to greet people, ask questions, listen to others, have an open mind, an optimistic attitude and a smile.

Most Australians are friendly people and the students at All Saints are used to welcoming international students into the School. Try to be open and outgoing and remember, friendships may take time to grow.

Australian Way of Life and Polite Behaviour

Australians are generally very relaxed, casual and friendly. They will greet you with a smile or a wave or some may hold out their right hand to shake yours.

Outdoor entertaining is popular and you may be invited to attend beach or park picnics, home barbecues and parties. Dress casually and comfortably. At these events, some form of sporting activity might be suggested. Australians love all kinds of sports, especially cricket, football, soccer and beach volleyball.

If you are invited to someone's home, ask the host if they would like you to take something, such as a cake or some snacks. Use 'please' and 'thank you' as Australians value manners and politeness.

In Australian homes, it is normal to participate in family dinners and if you are living with a host family, it will be expected that you join in. Families like to

share their stories from the day and chat about life openly. Practise your English, ask questions and get involved in this daily ritual. It's fun!

Dormitory life is social. All students will enjoy an evening meal together and it is common for the staff to join in with students. Treat staff and other students with respect and courtesy. Take time to enjoy the atmosphere and talk with other dormitory students.

General Safety

The Gold Coast is a safe study destination with a very low crime rate. You do, however, need to maintain awareness and be careful when exploring the city. When travelling on public transport, do so with friends and be aware of your surroundings. Keep your personal belongings close.

Avoid going out at night, unless you are with your host family or a guardian. Stay alert at all times and don't participate in risk-taking behaviour.

If you do encounter a threatening situation, Australia's emergency phone number is 000 and is a free call from every phone in Australia, including mobile phones. Some newer digital phones require the user to dial 112, the international standard emergency number. Consult your mobile phone carrier if you are not sure how to access the 000-emergency phone number. If you do not speak English well, tell the operator what language you speak and they will connect you to with an emergency interpreter service.

Do not call 000 if it's not an emergency. If you feel sick and need to see a doctor, if you are lost and need directions, or if you are locked out of your house, call a friend, a host parent or the dormitory supervisor. Make sure you take your mobile phone with you when you go out and that you have saved the important phone numbers of those who can help you.

Beach Safety

The Gold Coast beaches are world famous for being some of the most beautiful and cleanest in the world. While you are here, we want you to enjoy them. The beaches, however, can be dangerous and you must be aware of the safety concerns.

Big surf, unpredictable conditions, strong currents and rips can put you in serious danger, especially if you are not a strong swimmer. You must abide by the safety rules, in order to make the most of your beach time.

Swim between the flags. On each patrolled beach, there are red and yellow flags which indicate where you are allowed to swim. Do not swim if you are not between these flags. The surf life savers are there to watch all swimmers and perform rescue procedures when necessary, but if you aren't swimming between the flags, they can't see you.

Surf life savers will also write about any dangers on a board near the flags. Read the warnings to make yourself aware of the water conditions. Alternatively, talk to a lifeguard. They are there to help you, so ask them to explain any dangers or potential hazards before you enter the water.

Swim with a friend. If one of you gets into trouble, the other one can alert the lifesavers. If you find yourself in trouble, try to stay calm and raise your arm up high. Stay afloat and wait for help. If you are between the flags, a life saver will notice your hand and swim to you immediately.

Sun Safety

Whilst Queensland enjoys a warm, sunny climate, the sun is very strong and can be dangerous if you spend too much time outdoors. Australia has the highest rate of skin cancer in the world. Sun damage can occur quite easily if you are unprotected. Here are a few ways to minimise the risk:

- Wear a hat, long sleeves and sunglasses
- Use sun protection cream with an SPF 30 or higher
- The sun is strongest between 10-3, so try not to spend too much time outdoors during these hours.
- Find some shade

Physical Health

Regular physical exercise is necessary in maintaining good health and a strong body. It also greatly benefits other areas of life too. Physical exercise improves your concentration and memory and helps in learning new skills. It reduces stress levels, improves sleep and increases your confidence. You should break up long periods of sitting or studying with physical exercise, to re-fresh and re-

energise. Exercising with others is also a great way to enjoy new activities and make new friends.

Emergency Treatment

The emergency number for medical assistance is 000. The Queensland Ambulance services will respond to your call. This service is covered by your overseas student health insurance.

Emergency medical treatment is available 24 hours a day at both public and private hospital emergency departments. Emergency care is also available at some medical centres.

If you need to visit the hospital remember to bring your health insurance card and any medicines you are currently taking. If you are not experiencing an emergency situation, your host parent or dormitory staff will take you to visit a doctor at a medical centre.

Emergency Translation

As international students, you may require an emergency translation service. In this situation, call the free Translating and Interpreting Service (TIS) on 13 14 50.

Living Expenses in Australia

Though all your accommodation and meals will have been paid for as part of our School fees, you will need some spending money for entertainment, transport and other incidentals while in Australia. We recommend an amount of around \$100 per week for spending money.

Parents and students may like to research living costs in Australia to gain a better understanding of the likely total expenditure of studying and living in Australia.

The following link will provide a good overview for your reference:

<https://www.studyinaustralia.gov.au/english/live-in-australia/living-costs>

Section Two

LIFE AT ALL SAINTS ANGLICAN SCHOOL

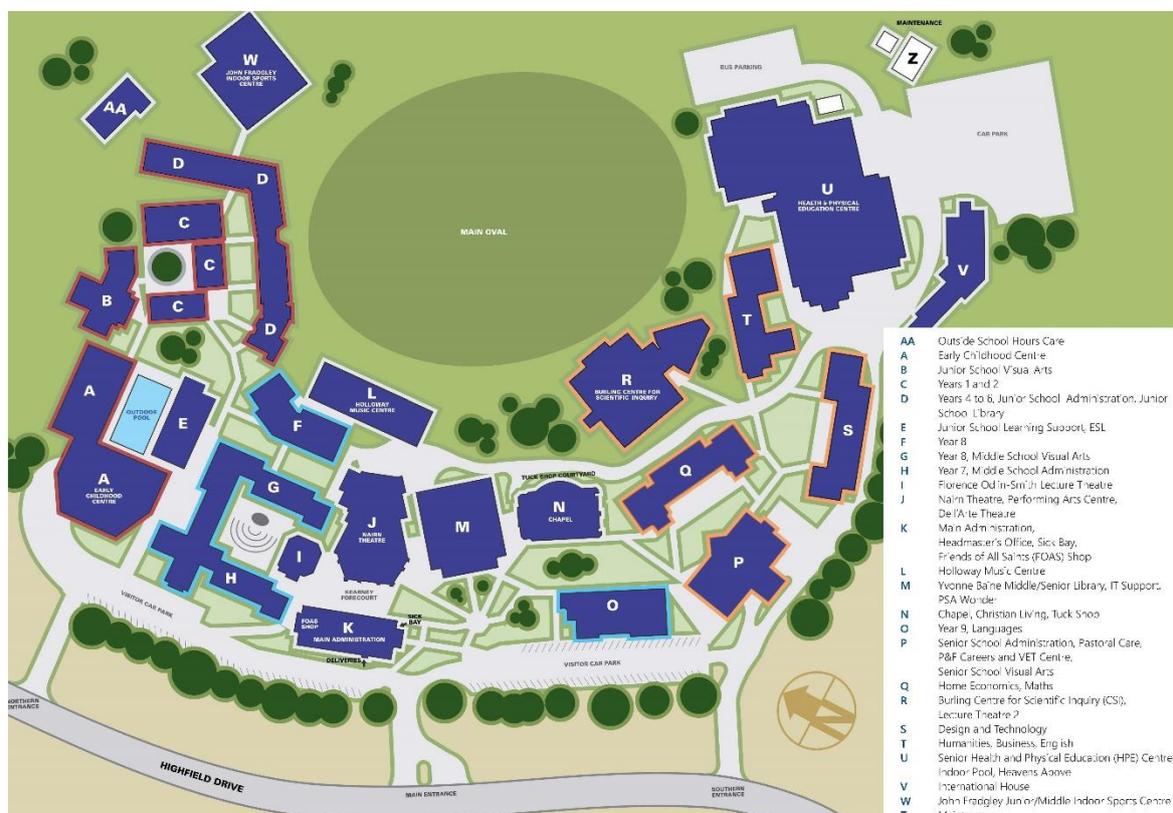


School Facilities

All Saints enjoys outstanding modern facilities in every area of the School including:

- modern classrooms throughout International House and School campus.
- The Centre for Scientific Inquiry, which is a state-of-the-art science facility including two biology labs, two physics labs and two chemistry labs. The Centre also includes a 200 seat multi-purpose auditorium.
- the Nairn Theatre, which is a 530-seat auditorium with a large stage and orchestra pit.
- the Dell'Arte Theatre, a 200-seat experimental drama theatre.
- two libraries
- two lecture theatres
- two Health and Physical Education Centres containing large sports halls for basketball, netball, volleyball, soccer, hockey and other indoor games.
- a 25-metre enclosed heated swimming pool with an attached learn-to-swim pool and a 25-metre outdoor pool.
- outdoor sporting facilities including nine main playing fields and practice facilities for cricket, hockey, rugby, soccer, softball, athletics and cross country, seven tennis courts, ten netball courts, six basketball courts, two volleyball courts and a practise golf course.
- wetlands environmental park
- a commercial training kitchen and restaurant
- an Engineering and Technology Studies facility with computer-aided design and drawing, wood, metals and plastics fabrication equipment, electronics and pneumatics machinery.

MAP OF SCHOOL



Performing Arts

All Saints is renowned for its impressive music program. Music as a subject is studied as part of the School curriculum to year 8, then, as an elective from Year 9 to Year 12.

The School offers a wide range of co-curricular ensembles including: concert and big bands, string orchestras, choirs and instrumental ensembles. These groups rehearse on a weekly basis, both before and after school and occasionally during lunch breaks.

Individual instrumental tuition is available on most instruments, as well as vocal tuition. Details are in the Co-curricular Music Information brochure, available from the Performing Arts administration office.

Musical instruments are generally available for hire from the Performing Arts department.

Library

The Middle and Senior School Library is open to all students from:

Monday to Thursday 7.45am to 6.00pm

Friday 7.45am to 5.00pm

The library provides an extensive selection of digital and print resources for students to access. It also offers a variety of study spaces to cater for individuals, small groups and whole class visits. Each of these has appropriate technology and resources to enhance student learning, such as writable desks, white boards, wall mounted touch screens and the ability for students to connect their own devices to larger screens. Students are welcome to come to the library before school, during breaktime and after school to read, work on assignments, do their homework or undertake research.

International students are encouraged to borrow from the library often, as reading regularly can greatly enhance language acquisition.

Food and Canteen

The canteen (more commonly known as the 'tuckshop') is centrally located on campus and open from 7.30am for breakfast, as well as for morning tea and lunch. It is open again after school from 3.15 to 3.45pm. The canteen focuses on providing fresh, healthy food with an emphasis on variety. There is a standard published price list available on the School website, but the specials change daily. The canteen accepts cash and EFTPOS (card) payments.

The Chapel

The School's beautiful chapel is located in the centre of the campus and provides a 450-seat venue for chapel services which students usually attend weekly. Christian Living is taught by the School chaplains and specialist teachers as a compulsory classroom subject. Students are invited to reflectively and actively consider the teachings and values inherent in the Gospel, in the context of contemporary life.

Our School Year

Schools in Australia start in late January and end in early December. All Saints Anglican School has four terms, each of between 8-10 weeks, with vacation periods between terms. There are shorter breaks between mid-year terms and a longer breaks in the middle and end of the academic year.

Term Dates 2020

Term 1	Tuesday January 28	Term 1 commences
	Thursday April 2	End of Term 1
Term 2	Tuesday April 21	Term 2 commences
	Thursday June 18	End of Term 2
Term 3	Tuesday July 14	Term 3 commences
	Thursday September 17	End of Term 3
Term 4	Tuesday October 6	Term 4 commences
	Friday November 27	End of Term 4

Our School Day

Students attend school from Monday to Friday every week, unless there is a public holiday or a 'student free' day.

School hours for Middle School and Senior School students are from 8.25am to 3.25pm. There is a morning tea break and a lunch break. During break time students go outside to eat and relax.

High School Preparation Course

Our High School Preparation course is a highly effective intensive language program that prepares students for mainstream school studies. This course enables you to build language fluency and vocabulary in various contexts applicable to mainstream studies. The course is structured around learning areas: English Communication and Grammar, Australian High School English, English for mathematics, English for Sciences, English for Humanities, Academic Writing, Information Technology and Physical Education.

There are three levels of HSP classes; Pre-intermediate, Intermediate and Upper intermediate. Guided by specialist ESL teachers, you will learn the language skills required to progress through these levels. Once you have

reached the required level of English proficiency, you will move into a mainstream class.

Sample Weekly Timetable

High School Preparation- Level 1

Monday	Tuesday	Wednesday	Thursday	Friday
Tutor 8.25-8.35	Tutor 8.25-8.35	Tutor 8.25-8.35	Tutor 8.25-8.35	Tutor 8.25-8.35
Period 1 (60) 8.35-9.35 CORE	Period 1 (60) 8.35-9.35 CORE	Period 1 (60) 8.35-9.35 CORE	Period 1 (60) 8.35-9.35 CORE	Period 1 (60) 8.35-9.35 NOVEL
Period 2 (60) 9.35-10.35 MATHS	Period 2 (60) 9.35-10.35 WRITING	Period 2 (60) 9.35-10.35 CORE	Period 2 (60) 9.35-10.35 NOVEL	Period 2 (60) 9.35-10.35 CORE
Morning tea 10.35-11.00	Morning Tea 10.35-11.00	Morning Tea 10.35-11.00	Morning Tea 10.35-11.00	Morning Tea 10.35-11.00
Period 3 (60) 11.00-12.00 SCIENCE	Period 3 (60) 11.00-12.00 CORE	Period 3 (40) 11.00-11.40 SCIENCE	Period 3 (40) 11.00-11.40 CHAPEL	Period 3 (60) 11.00-12.00 CORE
Period 4 (40) 12.00-12.40 PASTORAL / SELF-STUDY	Period 4 (40) 12.00-12.40 MATHS	Period 4 (40) 11.40-12.20 MATHS	Period 4 (60) 11.40-12.40 CORE	Lunch 12.00-1.00
Period 5 (40) 12.40-1.20 NOVEL	Period 5 (40) 12.40-1.20 SELF-STUDY	Period 5 (40) 12.20-1.00 P.E.	Period 5 (40) 12.40-1.20 I.T.	SPORT 1.00-3.00
Lunch 1.20-2.05	Lunch 1.20-2.05	Lunch 1.00-2.05	Lunch 1.20-2.05	
Period 6 (40) 2.05-2.45 CORE	Period 6 (40) 2.05-2.45 SCIENCE	Period 6 (40) 2.05-2.45 CORE	Period 6 (40) 2.05-2.45 WRITING	
Period 7 (40) 2.45-3.25 CORE	Period 7 (40) 2.45-3.25 NOVEL	Period 7 (40) 2.45-3.25 WRITING	Period 7 (40) 2.45-3.25 MATHS	

Homework

Homework is an integral part of your learning experience. It helps to reinforce what you have learned in class and assists in the retention of new information. Regular revision of new vocabulary and language skills will accelerate your English language acquisition.

Your teachers will assign you homework tasks each day. In addition to these daily tasks you will receive assignment work throughout the term. To further your progress, it is recommended that you also do self-study, read a variety of texts in English and participate in conversations with native speakers whenever possible.

Assessment

Assessment tasks are designed to determine whether a student is able to understand and apply course content. Assessment tasks for each subject area are set at different stages throughout each term and form part of your academic report. These tasks may be in the form of written research reports, formal and informal class tests, team projects, oral presentations, role plays or visual and informational displays.

Reporting

In the High School Preparation course, academic reports are created at the end of each term and are emailed to the student's parents or education agent. In the mainstream school, academic reports are created at the end of each semester.

Uniforms

School uniforms are compulsory and a part of Australian school culture. The full day uniform is to be worn to and from school, except on Fridays, when sports uniform may be worn the whole day. House shirts may also be worn by Middle School students on a Monday and Senior School on a Wednesday.

Students must wear black leather school shoes with their day uniform and a pair of sports shoes with their sports uniform. Sports shoes must only include

colours that complement the sport uniform (blue and white). Sports shoes are to be worn with All Saints sports socks.

The formal school uniform includes blazers and ties for Senior boys, blazers and stockings for Senior girls, and ties for Middle School boys. Students will be advised when this uniform is required.

All students are expected to wear the navy school hat during recess and lunchtime, and at other times when outdoors at school.

All uniform items should be clearly labelled with the student's name.

Other Uniform Requirements

Hair must be kept clean, neat and tidy. It should be a single natural colour and the style should not be attention-seeking. Hair should not come below the eyes and accessories are not appropriate.

Girls' hair which is long enough to be tied back, should be secured with the School's ribbons or scrunchies. Boys must be clean shaven and hair should not reach the collar.

Students who do not meet these guidelines will be required to adjust their hair before commencement of school.

Jewellery must not be worn with the school uniform. A chain with a single cross is permitted but must not be visible. All students may wear a watch. Girls with pierced ears may wear a single plain gold or silver stud or sleeper in the ear lobe.

Nail polish or makeup is not permitted.

Friends of All Saints Shop

Uniforms, books and stationery are available from the Friends of All Saints Shop, which is situated under the Main Administration block near the main entrance of the School. The School operates a text hire scheme which enables students to borrow their textbooks, charged annually. Any damaged or non-returned books will be chargeable at replacement cost.

Grounds and Boundaries

Students are expected to remain within the School boundaries. During break times you are welcome to wander around the campus areas providing you don't disturb classes, as break times differ throughout the three sub-schools.

Maintenance areas and car parks are out of bounds.

Students are not permitted to leave campus during the School hours without permission from the Director of International House, or on a School organised excursion.

Mobile Devices

The School provides each student with a laptop for use at school and at home. The rental fee is included in the school fees. It is the student's responsibility to care for their computer. Students may only use their School laptop at school.

For reasons of safety, all students must possess a mobile phone, though this cannot be used during class or break times. Mainstream students must store their mobile phone in their locker during the school day.

Whilst away from the boarding house or homestay, students must always be contactable and make sure their mobile phone is always charged and turned on.

Sport and Sport Training

Skilled international students enrolled in the High School Preparation course, who want to join a sports team are welcome to try out. They will be trialled in their particular sport and coaches will ascertain whether their abilities meet the requirements to join the school team.

Students in mainstream classes participate in two seasons of inter-school sport. The competition is played between the eight member schools of the Association of Private Schools (APS). Fixtures are played during school time every Friday for Middle and Senior School.

Training takes place once a week after school on designated days throughout the season. Middle School (Years 7 to 9) train each Monday after school until 4.45pm. Senior School (Years 10 to 12) train each Wednesday after school until 4.45pm.

Regardless of the weather conditions, after school sport training will always go ahead. In the case of inclement weather, students will either train indoors or be supervised in classrooms to complete homework or assignment work.

APS INTERSCHOOL SPORT

Some of the sport options include:

Winter Sports - Semester 1

Rugby Union

Volleyball

Football

Tennis

Hockey

Netball

Summer Sports - Semester 2

Basketball

Touch Football

Water Polo

Cricket

AFL

Tennis

More information regarding all the sports on offer will be made available closer to the commencement of the season.

Swimming

The Gold Coast is a beach city and the ability to swim is very important for the safety of students. As such, swimming lessons are a vital part of our School's Physical Education program and compulsory for all students.

Please advise your teacher if you are not a confident swimmer, or if you have any associated issues, such as an ear complaint.

Outdoor Education and Camps

The Outdoor Education Program at All Saints is designed to offer students the opportunity to participate in a wide range of outdoor activities, as an extension of curricular studies at the school.

Outdoor Education usually involves students participating in day trips, overnight or two-night camps, in a variety of locations both on the Gold Coast and further afield. This involves students being away from the School dormitory or their homestay family.

Camps provide the opportunity for students to enjoy the many outdoor experiences popular in this region. Spending time with classmates in a different environment creates the opportunity for forging new friendships, building on relationships and developing resilience.

Outdoor Education activities also help students develop problem solving skills in challenging situations, working as a team and acquiring an appreciation and respect for the natural environment.

Health and Medical Information

Our Health Centre is in the main administration building. It is imperative that we know of allergies or ailments that may require emergency medical attention. Please inform your class teachers of any such conditions and ensure that relevant contact details and medical history are completed in the forms distributed to all students at the beginning of each year.

All students who take regular medication must leave their medication with the School Nurse. The School Nurse is located in the Health Centre.

The School Nurse will attend to students who have minor complaints at school. If you become ill and require home rest, we will contact your host family to collect you from school. Alternatively, students are able to rest in the Health Centre. If you live in the dormitory, you will be escorted to your room and monitored by staff members.

Please ensure your medical conditions are always kept up to date.

SUPPORT SERVICES

Academic

We understand that taking classes in a second language is challenging and some students will have special needs relating to their academic performance. Our team of dedicated teachers are here to provide extra assistance when necessary and adjust the learning environment to support individual students.

For international students, academic support can be accessed during class time and individual sessions throughout the day. In Senior School, after school essay counselling is available to assist with assignments in all subject areas.

Welfare

The International Student Psychologist/Counsellor can assist 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 the family, teaching and support staff to provide a positive learning environment. The International Student Psychologist/Counsellor will regularly touch base with students, to encourage the formation of a trusted and valuable relationship.

Homestay

A dedicated Homestay Officer ensures the needs of international students participating in the Homestay program are met. Regular visits to family homes are made and the relationships between host families and students are encouraged to be open and communicative. Students are advised to discuss any homestay concerns they have with the Homestay Officer.

Student Protection

All Saints School staff, volunteers and visitors share in the responsibility to provide a safe and supportive living and learning environment for students.

This responsibility is placed on them by legislation and policy requirements.

All Saints Anglican School has adopted the Student Protection in Anglican Schools Policy and Procedures, Anglican Church Southern Queensland.

This policy and associated procedures provide the written processes for how All Saints Anglican School will respond to allegations of sexual abuse, likely sexual abuse, harm or risk of harm of a student by another person or inappropriate behaviour of a staff member or volunteer to a student.

All Saints Anglican School has taken all reasonable steps to provide a safe environment, including the provision of information to overseas students on how to seek assistance for reporting an incident that significantly affects their wellbeing.

For further information on Student Protection Policy follow the link:

<https://asas.cspace.net.au/Assets/1211/2/StudentProtectioninAnglicanSchoolsProcedures2018v12ACSQ.pdf>

Asking for Help

The most useful tip for international students is to ask for help when you need it. You should never feel alone. Your classmates and teachers are there to help you and make you feel comfortable and accepted. We also have counsellors who are specifically trained to assist international students through the unique challenges you may face. Your homestay family can offer you support, and the boarding school staff are very experienced in providing care and support for international students.

SCHOOL RESOURCES

Pastoral Care

At All Saints, we understand that some of our international students will occasionally need extra care. Students in need are welcomed and encouraged to reach out to their teacher for friendly advice. It is the staff's willingness to listen and provide considered advice, that is the cornerstone of our Pastoral

Care program. It is in such informal interactions many concerns can be addressed, and solutions achieved.

International students receive regular Pastoral Care classes, which are focussed on developing and maintaining the wellbeing and resilience of all students. These classes assist students to cope with the adjustment to life in a foreign school and living environment and promote positive decision-making. Some of the topics covered in the pastoral care program include: stress management, cultural adjustment, goal setting, mindfulness, problem-solving, social support, wellbeing, planning and time-management.

Computing and Technology

All Saints has an extensive WIFI network throughout the School available for use by students, on their School and personal devices. A wide variety of software is used to support the various areas of the curriculum.

The school provides each student with a laptop for use at school and at home. It is the student's responsibility to care for their computer. An agreement is signed by individuals, acknowledging their responsibilities in regard to their computer.

The School has a system in place to monitor student use of the Internet and printing from computers. It is necessary to control and try to limit the use of these facilities to a reasonable level. Students should be aware that all internet searching can be tracked, and the School has filters in place to prevent student access to sites deemed inappropriate and those with no academic value.

All students are allocated 2GB of internet usage per school day and a print balance is allocated for printing at the beginning of the School year. This amount is adequate for most students in the course of their normal studies. Sometimes students may find it necessary to top up their printing account. Topping up these accounts can be done by bringing cash to the School Library.

Printers are in International House and around the School campus, including the canteen. These all scan, copy and print in black and white or colour.

Introduction to International House Staff



Director of International
Education
Mr Michael Bartlett
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(07) 55690366 Ext 2451



All Saints International
Educational Administration
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(07) 55690366 Ext 2458



High School Preparation
Head Teacher
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(07)55690366 Ext 2452



High School Preparation
Teacher
Mrs Toni Wood
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(07)55690366 Ext 2453



High School Preparation
Teacher
Mrs Imogene Dern
idern@asas.qld.edu.au
(07)55690366 Ext 2453



Homestay Co-ordinator
Mrs Margaret Imai
mimai@asas.qld.edu.au
(07) 5587 0325
Mobile: 0408078023



International Student
Counsellor
Mrs Susan Mellor
smellor@asas.qld.edu.au
(07) 55873356



Head of Boarding
Mr Chris Cherry
ccherry@asas.qld.edu.au
Mobile: 0405635553

Section Three

OUR EXPECTATIONS AND YOUR OBLIGATIONS

Attendance

Attendance to all classes is compulsory. In the case of absence from School, due to illness, a doctor's certificate must be provided for absence of more than two consecutive days. Any other absence from School must be approved in advance by the Director of International Education. It is a Department of Home Affairs Student Visa requirement that overseas students must attend at least 80% of their full-time course of study and must not be absent for 5 consecutive days or more without approval, or they risk the cancellation of their student visa.

High School Preparation students and Senior School students may not return home at the end of term, before assessment is complete and cannot request to undertake the assessment earlier or change the date of assessment. This is Queensland Curriculum and Assessment Authority (QCAA) policy.

Students may not miss summative assessment items for such things as family holidays, non-School representative sporting commitments or outside work. Students who miss summative assessment for these reasons will receive a zero for the piece of assessment. For Senior School students, this will severely affect ATAR results. The School is also not permitted to move an assessment date for students in this situation.

Further information about the School's Attendance Policy can be found in the Important Policy section of this handbook.

Study and Course Progress

Students must work diligently in class and complete all homework, assignments and assessment.

Students are required to pass end of term tests at each level of the High School Preparation Program, before progressing to the next level within the course.

Students must attain the required level of English language proficiency, before they will be offered a place in the Mainstream School.

International students are required to meet and maintain satisfactory course progress as a condition of their visa condition. In this regard:

- 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 term or semester of enrolment according to All Saints Anglican School's course assessment requirements.
- c) Students who have begun part way through a semester will be assessed according to the School's course assessment requirements after completing one full semester.

To demonstrate satisfactory course progress, students will need to satisfy the following requirements after the completion of any full semester of study:

High School Preparation

- The High School Preparation course is divided into 3 progressive levels from HSP 1 to HSP 3. Students must maintain a grade point average of C (Satisfactory) after completing 1 semester or (2 terms) in any single level of the HSP program. The maximum duration of the course is 2 semesters (4 terms), unless the School is satisfied 1 additional term of study will realistically give the student a chance to meet minimum English language entry requirements for entry into the mainstream school.

Students must maintain a formally reported "satisfactory" (or equivalent) level of effort in all subject areas and must endeavour to actively participate in class activities, complete course assignments, examinations, homework and other coursework.

Primary

- Years 1 to 6: the student must demonstrate continued English language progression measured through improvement in the NLLIA bandscale

levels. Students must maintain a formally reported “satisfactory” (or equivalent) level of effort, in all subject areas.

Junior Secondary

- Years 7-8: Students must demonstrate continued academic improvement. Students must maintain a formally reported “satisfactory” (or equivalent) level of effort in all subject areas and must endeavour to actively participate in class activities, complete course assignments, examinations, homework and other coursework.
- Years 9-10: Students must maintain a minimum grade point average of C (satisfactory), but cannot fail more than 2 subjects in any full semester. Students must maintain a formally reported “satisfactory” (or equivalent) level of effort in all subject areas and must endeavour to actively participate in class activities, complete course assignments, examinations, homework and other coursework.

Senior Secondary

- Years 11 – 12: Students must remain on course at the end of each semester to obtain a Queensland Certificate of Education (QCE) by the completion of Year 12. Students must also maintain a formally reported “satisfactory” (or equivalent) level of effort in all subject areas and must endeavour to actively participate in class activities, complete course assignments, examinations, homework and other coursework.

Further information about the School’s Attendance Policy can be found in the Important Policy section of this handbook.

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 members of the School community.
- Students must always inform homestay parents or boarding staff of their planned whereabouts and must always be contactable School staff, should they be off campus (boarders) or away from their homestay residence (homestay students).

Classroom Expectations

Students must work diligently in class and complete all tasks to the best of their ability.

Students must be always respectful and courteous to other students and staff.

Section Four

YOUR RIGHTS AND RESPONSIBILITIES



Obeying the Law

It is important to remember that when you are living in Australia you need to be aware of and follow local laws and rules.

Being granted a student visa includes signing a document called the Australian Values Statement; a student agrees to respect the values and to obey the laws of Australia during their stay. Failure to comply with Australian laws (including state and territory laws) can result in a fine or the cancellation of your visa and possible deportation.

Your Rights

Your rights are important and protected by our school, Australian law and the Australian Government.

If you have a complaint against the School, you can access the School's complaints and appeals process. ***A copy of the School's Complaints and Appeals Policy can be found at the back of this handbook in the Important Policy section.***

The School is committed to resolving any complaint or conflict in fair and equitable manner, however, if you are dissatisfied with the conduct or result of the internal complaints and appeals procedure, you may contact and / or seek redress through the Overseas Students Ombudsman at no cost.

Please see this link:

<http://www.ombudsman.gov.au/How-we-can-help/overseas-students>

or phone 1300 362 072 for more information.

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

If you have a complaint we suggest you follow the following process :

<p>1. Contact the appropriate staff member for an appointment to discuss the issue. Written notes of the discussion will be kept in your student record.</p>		
For Academic / Subject concerns	For Personal Problems	For Homestay / Boarding Problems
 Ms Tanya Arnold <i>(Head Teacher HSP)</i> <i>Or</i> Ms Cheryl Frawley <i>(International Student Co-Ordinator Senior School)</i> <i>Or</i> Mrs Susan Mellor <i>(Student Counsellor)</i>	 Mrs Susan Mellor <i>(Student Counsellor)</i>	 Mrs Melody Marr or Mrs Margaret Imai <i>(Homestay Officer)</i> <i>or</i> Mrs Susan Mellor <i>(Student Counsellor)</i>
<p>2. If there is no resolution, you should make an appointment to discuss the issue with Mr Michael Bartlett (Director of International Education). You should take a written statement outlining any issues or concerns to this meeting and previous notes from your record will be referred to.</p>		
<p>3. If there is still no resolution, you should make an appointment to discuss the issue with the Mr Patrick Wallas (The Headmaster).</p>		

After following the above process, if no resolution can be achieved, please see our Complaints and Appeals policy to help you take further appropriate action.

Section Five

IMPORTANT POLICIES

During orientation, your teacher will help you read through and understand these policies. If you have any questions about these policies at any time, please do not hesitate to ask staff at the International Centre.



ALL SAINTS ANGLICAN SCHOOL

cricos provider 00979G

Overseas Student Course Progress Policy

Overseas students are required to meet and maintain satisfactory course progress and attendance requirements under visa condition 8202 and under Standard 8 of the National Code of Practice for Providers of Education and Training to Overseas Students 2018.

1. Course Progress

- d) The School will monitor, record and assess the course progress of each student for the course in which the student is currently enrolled.
- e) The course progress of all students will be assessed at the end of each semester of enrolment according to All Saints Anglican School's course assessment requirements.
- f) Students who have begun part way through a semester will be assessed according to the School's course assessment requirements after completing one full semester.
- g) To demonstrate satisfactory course progress, students will need to satisfy the following requirements after the completion of any full semester of study:

High School Preparation

- The High School Preparation course is divided into 3 progressive levels from HSP 1 to HSP 3. Students must maintain a grade point average of C (Satisfactory) after completing 1 semester or (2 terms) in any single level of the HSP program. The maximum duration of the course is 2 semesters (4 terms), unless the School is satisfied 1 additional term of study will realistically give the student a chance to meet minimum English language entry requirements for entry into the mainstream school.

Students must maintain a formally reported “satisfactory” (or equivalent) level of effort in all subject areas and must endeavour to actively participate in class activities, complete course assignments, examinations, homework and other coursework.

Primary

- Years 1 to 6: the student must demonstrate continued English language progression measured through improvement in the NLLIA bandscale levels. Students must maintain a formally reported “satisfactory” (or equivalent) level of effort, in all subject areas.

Junior Secondary

- Years 7-8: Students must demonstrate continued academic improvement. Students must maintain a formally reported “satisfactory” (or equivalent) level of effort in all subject areas and must endeavour to actively participate in class activities, complete course assignments, examinations, homework and other coursework.
- Years 9-10: Students must maintain a minimum grade point average of C (satisfactory), but cannot fail more than 2 subjects in any full semester. Students must maintain a formally reported “satisfactory” (or equivalent) level of effort in all subject areas and must endeavour to actively participate in class activities, complete course assignments, examinations, homework and other coursework.

Senior Secondary

- Years 11 – 12: Students must remain on course at the end of each semester to obtain a Queensland Certificate of Education (QCE) by the completion of Year 12. Students must also maintain a formally reported “satisfactory” (or equivalent) level of effort in all subject areas and must endeavour to actively participate in class activities, complete course assignments, examinations, homework and other coursework.

For more information about requirements for a QCE, please visit the following link:

www.qcaa.qld.edu.au/downloads/senior/snr_new_assess_te_qce_factsheet_requirements.pdf

“Study Abroad Experience” Students

- Students involved in our “Study Abroad Experience” program not intending to graduate from High School in Australia or obtain a QCE, must maintain a formally reported “satisfactory” (or equivalent) level of effort in all subject areas and must endeavour to actively participate in class activities and complete any set assignments, examinations, homework and other coursework.

h) If at the end of a full semester a student does not achieve satisfactory course progress as described above, the Director of International Education will formally contact the parent(s) to advise that the student is at risk of breaching the course progress requirement and that 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. Additional ESL support*

- iv. *Change of subject selection, or reducing course load (without affecting course duration)*
- v. *Counselling – time management*
- vi. *Counselling -academic skills*
- vii. *Counselling - personal*
- viii. *other intervention strategies as deemed necessary*

- i) Any relevant progress reports will be forwarded to parents.
- j) The student's academic improvement will be monitored over the following study period by the Director of International Education or delegate and a progress record will be kept. Parents will be kept informed of the student's academic progress while the student is receiving formal intervention.
- k) If the student does not 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. The notification of intention to report will be issued to the student prior to the commencement of the next semester. 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 All Saints Anglican School he/she may contact the Overseas Student Ombudsman at no cost. Please see the School's Complaints and Appeals Policy for further details.
- l) The School will notify the ESOS agency 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 the student withdraws from the complaints and appeals process by notifying the Director of International Education in writing, or
 - ii. the complaints and appeals process result in a decision in favour of the School.

2. 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 studies within the expected duration of the course.
- c) The School will only extend the duration of the student's study where it is clear the student will not be able to complete their course by the expected date because:
 - i. the student can provide evidence of compassionate or compelling circumstances (see Definitions below)
 - ii. the student has, or is, participating in an intervention strategy as outlined in 1.e.
 - iii. an approved deferment or suspension of study has been granted in accordance with All Saints Anglican 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. In this case, the student will need to contact the Department of Home Affairs (Immigration) to seek advice on any potential impacts on their visa, including the need to obtain a new visa.



ALL SAINTS ANGLICAN SCHOOL

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Overseas Student Attendance Policy

3. 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. assessed regularly
 - iii. recorded and calculated over each study period.
- c) All absences from school will be included in absentee calculations and should be accompanied by a medical certificate (if absent more than 2 days), an explanatory communication from the student's carer/homestay parent/dorm master or evidence that leave has been approved by the Director of International Education.
- d) Any absences longer than 2 consecutive days without approval will be investigated.
- e) Student attendance will be monitored throughout each term and over a semester to assess student attendance using the following method:
 - i. School attendance will be calculated using a formula based on the number of days absent. For example, a 20 week study period with 5 days a week would equal 100 school days. 20% of this is 20 school days.
 - ii. Attendance for any period of exclusion from class will be assessed under All Saints Anglican School's Deferment, Suspension and Cancellation Policy.
- f) Parents of students at risk of breaching the School's attendance requirements will be contacted by email/phone/social media application (eg. Wechat) and students will be counselled and offered any necessary support when they when their school attendance falls below a total of 90% in any study period.

- g) If the calculation at 3.f. indicates that the student has passed the attendance threshold for the study period, the School will assess the student against the provisions of Item 3.i. (below). Where the student has failed to meet the minimum attendance requirement, and Item 3.i. does not apply, the school will promptly 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
- h) The School will notify the Department of Home Affairs 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. the student withdraws from the complaints and appeals process by notifying the Director of International Education in writing,
 - iii. the complaints and appeals process results in a decision in favour of the school.
- i) *Students will not be reported for failing to meet the 80% attendance threshold for a study period 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. *the student's attendance has not fallen below 70% for the study period.*
- j) *The method for calculating 70% attendance is the same as that outlined in 3.f. with the following change; number of study days x number of days per week x 30%.*
- k) *If a student is assessed as having nearly reached the threshold of 70% attendance for a study period, 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.*
- l) *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.*

4. 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 death a 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* – All Saints Anglican School defines a “study period” for the purposes of monitoring course attendance and progress as a semester.



ALL SAINTS ANGLICAN SCHOOL

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School Deferment, Suspension and Cancellation Policy

1. Communicating with families about changes in enrolment status

- a) All communications regarding changes to enrolment status will be made directly with students and parents, in accordance with the latest contact details provided to the school.
- b) Parents must therefore keep All Saints Anglican School informed of their current contact details, as per the conditions of the student visa.
- c) Where relevant and where approved by the parents, the school may also share copies of correspondence with the child's education agent to help facilitate communication about any changes in enrolment status. However, the parents with whom the school has a formal written agreement are the primary contact for the school in such matters. The school will not act on any decision affecting the student's enrolment that is not made by the parents.

STUDENT-INITIATED CHANGES IN ENROLMENT

2. 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 will be 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 that has impacted on expected commencement of studies
 - iv) a traumatic experience which has impacted on the student (where possible, these cases should be supported by police or psychologists' reports).
 - v) after undertaking ELICOS studies, the student has not/will not meet the English language benchmark required for entry into the desired course, and the school is willing to defer the student's commencement in the course until a later date when the required benchmark is achieved.
- b) All applications for deferment will be considered within 10 working days.
- c) The final decision for assessing and granting a deferment of commencement of studies lies with the *Director of International Education*. Where a student's request to defer his/her commencement of studies is refused, the student has a right to appeal as per the school's Complaints and Appeals policy.

- d) Deferment will be recorded on PRISMS within 14 days of being granted.

3. Suspension of study requested by student

- a) Once the student has commenced the course, All Saints Anglican 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/will impact on studies
 - iv) a traumatic experience which has impacted on the student (where possible, these cases should be supported by police or psychologists' reports).
 - v) Student return to their home country to sit a university exam (or similar assessment) which impacts upon their education
- b) Where there is a significant issue impacting upon a student's attendance or course progress, it is essential that the student or parents contact the school as soon as possible to discuss the concern so that appropriate support can be put in place. Where deemed necessary, this may involve temporarily suspending the student's enrolment so that matters can be resolved without having a negative impact on the student's ability to satisfy their visa conditions.
- c) Temporary suspensions of study cannot exceed 6 months duration.
- d) Suspensions will be recorded on PRISMS within 14 days of being granted if the student is under 18 years of age, and within 31 days if the student is over 18 years of age.
- e) The period of suspension will not be included in attendance calculations.
- f) Applications will be assessed on merit by Director of International Education.
- g) Some examples of circumstances that are not considered compassionate and compelling at All Saints Anglican School include:
 - i. Requests for early departure or late return from vacation, including inability to secure cheap flights
 - ii. Leaving early or returning late from holidays in order to attend festivals in the student's home country
 - iii. Returning home to attend family gatherings that occur during term time.
- h) As part of any assessment of a request to defer or temporarily suspend studies, the impact of the request on the student's ability to complete their intended course of study in accordance with their CoE/s and student visa will be considered. Any implications will be communicated to students.
- i) All applications for suspension will be considered within 10 working days.
- j) The final decision for assessing and granting a suspension of studies lies with the Director of International Education. Where a student's request to suspend studies is refused, the student has a right of appeal as per the School's Complaints and Appeals policy.

4. 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 [insert appropriate person]. Please see All Saints Anglican School's Refund Policy for information regarding refunds.
- b) A student will be deemed to have inactively notified All Saints Anglican School of cancellation of enrolment where:
 - i. the student has not yet finished his/her course/s of study with the school, and
 - ii. does not resume studies at the school within [14 days] after a holiday break, and

- iii. the student has not previously provided the school with written notification of withdrawal.
- c) Student-initiated cancellation of enrolment, including “inactive” cancellation of enrolment in 4.b), above, is not subject to All Saints Anglican School’s Complaints and Appeals Policy.

SCHOOL-INITIATED CHANGES IN ENROLMENT

5. School-initiated exclusion from class

- 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 behaviour identified as resulting in exclusion in All Saints Anglican School’s Behaviour Policy/Code of Conduct.
- b) Students may also be excluded from class for failure to pay fees that he/she was required to pay in order to undertake or continue the course, as stated in the written agreement.
- c) Where All Saints Anglican School intends to exclude a student from class it will first issue a letter which notifies the student and parents of this intention. The letter will provide details of the reason/s for the intended exclusion, as well as information about how to access All Saints Anglican School ‘s internal appeals process. Further information about the appeals process in the event of a school-initiated exclusion from class is outlined below.
- d) Excluded students must abide by the conditions of their exclusion from studies and must adhere to any welfare and accommodation arrangements in place, as determined by the Director of International Education.
- e) 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.
- f) Exclusions from class will not be included in attendance calculations for the study period and will not be recorded on PRISMS.

6. School-initiated suspension of studies

- 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 behaviour identified as resulting in suspension in All Saints Anglican School’s Behaviour Policy/Code of Conduct.
- b) Students may also be suspended for failure to pay fees that he/she was required to pay in order to undertake or continue the course, as stated in the student’s written agreement.
- c) Where All Saints Anglican School intends to suspend the enrolment of a student, it will first issue a letter that notifies the student and parents of this intention. The letter will provide details of the reason/s for the intended suspension, as well as information about how to access All Saints Anglican School’s internal appeals process. Further information about the appeals process in the event of a school-initiated suspension is outlined below.
- d) Suspended students must abide by the conditions of their suspension from studies and must adhere to any welfare and accommodation arrangements in place, as determined by the Director of International Education.

- e) Students who have been suspended for more than 28 days may need to contact Department of Home Affairs (Immigration). (Please see contact details at: <https://immi.homeaffairs.gov.au/help-support/contact-us>)
- f) Suspensions will be recorded on PRISMS.
- g) The period of suspension will not be included in attendance calculations.

7. School-initiated cancellation of enrolment

- a) All Saints Anglican School will cancel the enrolment of a student under the following conditions:
 - i) Any breach of an agreed condition of enrolment as outlined in the student's written agreement, including failure to disclose a pre-existing condition requiring a high degree of specialised support or care
 - ii) Failure to pay course fees
 - iii) Failure to maintain approved welfare and accommodation arrangements (visa condition 8532)
 - iv) Any behaviour identified as resulting in cancellation in All Saints Anglican School's Behaviour Policy/Code of Conduct
- b) Where All Saints Anglican School intends to cancel the enrolment of a student it will first issue a letter which notifies the student and parents of this intention. The letter will also provide details of the reason/s for the intended cancellation, as well as information about how to access All Saints Anglican School's internal appeals process. Further information about the appeals process in the event of a school-initiated cancellation is outlined below.
- c) All Saints Anglican School is required to report any confirmed breach of course progress and attendance requirements to the Department of Home Affairs (Immigration). Where a student is reported for breach of visa condition, his/her enrolment at All Saints Anglican School will be cancelled and this may impact on the student's visa. Further information can be found in All Saints Anglican School's Course Progress and Attendance Policy.
- d) For the duration of the internal appeals process, All Saints Anglican 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 a student decides to access All Saints Anglican School's complaints and appeals process because they have been notified of a school-initiated suspension or cancellation of enrolment under Standard 9, the change in 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 (see Definitions below).
- f) Where extenuating circumstances are deemed to exist, a student may still access the complaints and appeals process, but All Saints Anglican School need not await the outcome of this process before changing the student's enrolment status in PRISMS. If the school has issued a CAAW for such a student, welfare provisions under Standard 5.6 are applicable.
- g) The use of extenuating circumstances by All Saints Anglican 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.

8. Student to seek information from Department of Home Affairs (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 can visit the Department of Home Affairs (Immigration) Website <https://immi.homeaffairs.gov.au/visas/getting-a-visa/visa-listing/student-500> for further information about their visa conditions and obligations.

9. Definitions

- a) Day – any day including weekends and public holidays in or out of term time
- b) Extenuating circumstances - if the student's health or wellbeing, or the wellbeing of others, is likely to be at risk.

Examples include:

- the student refuses to maintain approved welfare and accommodation arrangements (for students under 18 years of age)
- the student is missing
- the student has medical concerns or severe depression or psychological issues which lead the school to fear for the student's wellbeing
- the student has engaged or threatened to engage in behaviour that is reasonably believed to endanger the student or others
- is at risk of committing a criminal offence, or
- the student is the subject of investigation relating to criminal matters.



ALL SAINTS ANGLICAN SCHOOL

Overseas Student Transfer Request Policy

All Saints Anglican School's Overseas student transfer policy and processes apply to:

- overseas students requesting to transfer prior to completing the first six months of their first registered school sector course or
- where the student has completed the first six months of their enrolment in their first registered school sector course and wishes to transfer but the provider holds welfare responsibility via a CAAW.

Overseas students requesting to transfer prior to completing the first six months of their first registered school sector course:

1. Overseas students are restricted from transferring from their first registered school sector course of study for a period of six months. This restriction also applies to any course(s) packaged with their first registered school sector 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 release in PRISMS.
2. Students can apply to be released by submitting a Student Transfer Request Application 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 first registered school sector course of study or is under 18 years of age, conditions apply.
3. All Saints Anglican School will only release a student before completing the first six months of their first registered school sector 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) The student will be reported because they are unable to achieve satisfactory course progress at the level they are studying, even after engaging with All Saints Anglican School's intervention strategy to assist them in accordance with Standard 8 (Overseas student visa requirements).
 - c) The student provides evidence of compassionate or compelling circumstances.
 - d) All Saints Anglican School fails to deliver the course as outlined in the written agreement.
 - e) The student provides evidence that their reasonable expectations about their current course are not being met.
 - f) The student provides evidence that he / she was misled by All Saints Anglican School or an education or migration agent regarding All Saints Anglican School or its course and the course is therefore unsuitable to his/her needs and/or study objectives.
 - g) An appeal (internal or external) on another matter results in a decision or recommendation to release the student.
 - h) 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 application
 - b) Written confirmation that the receiving provider will accept responsibility for and communicate with the student about approving the student's accommodation, support, and general welfare arrangements from the proposed date of release where the student is not living with a parent / legal guardian or a suitable nominated relative
5. All Saints Anglican School will NOT agree to the transfer before the student completes the first six months of their first registered school sector course in the following circumstances:
 - a) The student's progress is likely to be academically disadvantaged
 - b) All Saints Anglican School is concerned that the student's application to transfer is a consequence of the adverse 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 term/semester.
6. To apply for transfer to another provider, students need to:
 - a) Written letter or Application for Student Transfer Form available from International House.
 - b) Give this completed application form and a valid offer of enrolment from another provider to the Director of International education for assessment.
 - c) If under 18 years of age, attach written confirmation of the parent/s or legal guardian/s support for the transfer to the nominated provider.
In this case, the valid offer of enrolment must also confirm the new provider's acceptance of responsibility for approving the student's accommodation, support and general welfare arrangements from the proposed date of the student's release from All Saints Anglican School, in accordance with Standard 5 (Younger overseas students) of the 2018 National Code of Practice for Providers of Education and Training for Overseas Students.
7. All Saints Anglican School will assess the student's transfer request application and notify the student of a decision within 10 working days.
8. If All Saints Anglican School grants the student's transfer request, the student will be notified and the decision will be reported to the Department of Home Affairs (Immigration) via PRISMS.
9. If All Saints Anglican School intends to refuse the student's transfer application request, All Saints Anglican School will provide the student with reasons for refusal in writing and include a copy of All Saints Anglican School 's complaints and appeals policy. The student has the right to access All Saints Anglican School 's complaints and appeals process and has 20 working days to do this. The student's transfer request application will only be finalised in PRISMS after one of the following occurs:
 - a) the student confirms in writing they choose not to access All Saints Anglican School 's complaints and appeals process, or
 - b) the student confirms in writing they withdraw from any appeals process they have commenced, or
 - c) the appeals process is completed and a decision has been made in favour of the student or All Saints Anglican School.
10. Applications to transfer to another registered provider may have visa implications. The student is advised to contact the Department of Home Affairs (Immigration) office as soon as possible to discuss any implications: <https://immi.homeaffairs.gov.au/help-support/contact-us>.

Student who are no longer subject to the transfer restriction, but All Saints Anglican School holds welfare responsibility via a CAAW.

11. Students under 18 years of age MUST have:

- a) Written evidence that the student's parent(s)/legal guardian supports the transfer application
 - b) Written confirmation that the receiving provider will accept responsibility for and communicate with the student about approving the student's accommodation, support, and general welfare arrangements from the proposed date of release where the student is not living with a parent / legal guardian or a suitable nominated relative
12. To apply for transfer to another provider, students need to:
- a) Complete an Application for Student Transfer Form available from International House.
 - b) Give this completed application form and a valid offer of enrolment from another provider to Director of International Education for assessment and response within 10 working days.
 - c) If under 18 years of age, attach written confirmation of support for the transfer to the nominated provider by a parent/s or legal guardian/s.
In this case, the valid offer of enrolment must confirm acceptance of responsibility for approving the student's accommodation, support and general welfare arrangements from the proposed date of the student's release from All Saints Anglican School in accordance with Standard 5 (Younger overseas students) of the 2018 National Code of Practice for Providers of Education and Training for Overseas Students.
13. All Saints Anglican School will negotiate the welfare transfer date with the receiving provider and will advise the student of the welfare transfer date within 10 working days.
Transfers to another registered provider may have visa implications. The student is advised to contact the Department of Home Affairs (Immigration) office as soon as possible to discuss any implications:
<https://immi.homeaffairs.gov.au/help-support/contact-us>.



ALL SAINTS ANGLICAN SCHOOL

cricos provider 00979G

School accommodation and welfare policy

Care for younger students under 18 years

All Saints Anglican School is a CRICOS-registered provider which enrolls younger students under 18 years of age.

As part of its registration obligations the school must satisfy Commonwealth and state legislation, as well as any other regulatory requirements, relating to child welfare and protection for any overseas student enrolled who is under 18 years of age.

These obligations include ensuring that all overseas students under 18 years of age are given age- and culturally-appropriate information on:

- who to contact in emergency situations, including contact number/s of a nominated staff member, and
- how to seek assistance and report any incident or allegation involving actual or alleged sexual, physical or other abuse.

All Saints Anglican School has documented procedures relating to child welfare and safety, and will implement these procedures in the event that there are any concerns for the welfare of a student under 18 years of age.

Accommodation and care options for overseas students under 18 years

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

1. **The student will live with a parent or relative approved by the Department of Home Affairs (Immigration).**

In this case:

- i. The School does **not** provide a welfare letter (CAAW) via PRISMS. The student's family completes Form 157N and provides proof of relationship to Department of Home Affairs (Immigration) at the time of visa application for approval of these arrangements. The Department of Home Affairs (Immigration) must also approve any further change of welfare arrangements.
- ii. If the adult responsible for the welfare, accommodation and other support arrangements for a student under 18 years holds a [Student guardian Visa \(subclass 590\)](#), all obligations and conditions of this visa must be met, including:
 - a) not leaving Australia without the nominating student unless there are compassionate and compelling circumstances and the School has first approved

alternative welfare and accommodation arrangements for the student for the adult's period of absence, and

- b) advising the Department of Home Affairs (Immigration) of any change of address, passport or other changes of circumstances.

All Saints Anglican School requires holders of Student Guardian Visas to:

- i. maintain Overseas Visitor Health Cover for themselves and any dependent children living with them in Australia
- ii. immediately advise the School of any change to address or contact details
- iii. immediately advise the School if there are any compassionate or compelling reasons to travel overseas or not be at home for an extended period of time to care for the student.

If there is a valid reason for travelling overseas, and the School is able to approve alternative accommodation and care arrangements for the student for the period of student guardian visa holder's absence, the School will provide documentation approving temporary care arrangements for the student to the student's guardian and for the Department of Home Affairs (Immigration) via PRISMS.

If there is not a valid reason for travelling overseas, or if the School is not able to approve alternative accommodation and care arrangements for the student for the period of student guardian visa holder's absence, the student will need to travel overseas with the holder of the student guardian visa. In this case, the School will advise if compulsory attendance requirements will or will not be affected by the student's absence.

2) The student will live in school approved accommodation and welfare arrangements and All Saints Anglican School will generate the welfare letter (CAAW) via PRISMS to accompany the student's Confirmation of Enrolment (CoE).

Accommodation options that may be approved by All Saints Anglican School *for* full fee paying 500 (formerly 571) visa subclass students under 18 years of age include:

- i. School Homestay Program
- ii. School Boarding House
- iii. Private accommodation and care arrangements requested by the parent but approved by the School which meet all requirements under relevant state and commonwealth legislation.

All Saints Anglican School will maintain approval of accommodation and care arrangements until:

- i. The student completes the course and departs Australia
- ii. the student turns 18 years
- iii. any appeals processes in relation to All Saints Anglican School's intentions to cancel the student's enrolment has been finalised (including suspensions, cancellations, course progress and attendance)
- iv. the student has alternative welfare arrangements approved by another registered provider
- v. a parent or nominated relative approved by the Department of Home Affairs (Immigration) assumes care of the student
- vi. All Saints Anglican School has notified the Department of Home Affairs (Immigration) that it is no longer able to approve the student's welfare arrangements and has taken the required action after not being able to contact the student.

Any accommodation, welfare and other support arrangements for the student must be approved by All Saints Anglican School.

Accommodation and care arrangements are checked prior to approval and at least every six months thereafter to ensure they are appropriate to the student's age and needs.

Any adults involved in or providing accommodation and welfare arrangements to the student have a blue card as appropriate (<https://www.bluecard.qld.gov.au/>).

Any changes to approved arrangements must also be approved by the School. This includes any requests by students under 18 years of age to attend "Schoolies Week" on completion of Year 12.

If a student cannot be located and the School has concerns for his/her welfare, the School will contact the student's parents / legal guardian and notify the police and any other relevant authorities.

If a student for whom the School has issued a CAAW refuses to maintain approved arrangements, the School will report this to the Department of Home Affairs (Immigration) and advise the student to contact the Department of Home Affairs (Immigration) to ensure visa implications are understood.
<https://immi.homeaffairs.gov.au/help-support/contact-us>.

In the event of a significant or critical welfare issue involving the student, and if determined necessary by the school, a parent, legal guardian or approved relative agrees to travel to a designated location within 3 days to assume care of the student until the situation has been resolved to the school's satisfaction.

If a parent / nominated guardian wishes to assume welfare responsibility, the parent / nominated guardian must notify the school as soon as practicable of their intentions and must provide the school with written evidence of a guardian visa grant.

3) For School vacation periods, students under 18 years of age for whom All Saints Anglican School has issued a CAAW will:

- i. return home to parents, or
- ii. continue to live in / or be placed in Homestay arranged and approved by the school, or
- iii. continue to live in school boarding house if open, or
- iv. apply for approval to spend the vacation with relatives or a friend's family, or
- v. apply to attend a supervised excursion, camp, etc., if all requirements are met in order to attain school approval.

4) Accommodation options for students 18 years and older include:

- School Homestay Program
- School Boarding House
- Private accommodation and care arrangements requested by the parent but approved by the School which meet all requirements under relevant state and commonwealth legislation.
- **All Saints Anglican School does not permit any enrolled student to live independently, even if over the age of 18.**

5) For School vacation periods, the following accommodation options are available to students 18 years or older:

- i. Student returns home to parents
- ii. Student continues to live in / is placed in Homestay
- iii. Student continues to live in boarding house if open
- iv. Student may spend vacation with friend's family or relatives, provided details are given and approved by Director of International Education or Headmaster

- v. Student may attend a supervised excursion, camp, etc., provided details are given and approved by Director of International Education or Headmaster
- vi. Student may travel unaccompanied during vacation periods, provided details are given and approved by Director of International Education or Headmaster

6) Homestay / private accommodation arrangements at All Saints Anglican School:

The Homestay / private accommodation arrangements operated by All Saints Anglican School / approved by All Saints Anglican School meet Queensland legislative requirements for child protection as well as Standard 5 of the 2018 National Code of Practice for Providers of Education and Training to Overseas Students.

These include

- i. Continuous dates for approved welfare arrangements
- ii. Documented procedures for checking suitability of accommodation, support and general welfare arrangements before a student is placed in an approved arrangement, and at least every six months thereafter, covering
 - o Guidelines for selecting, screening and monitoring each family and ensuring the family can provide age appropriate care and facilities for the duration of the student's enrolment at the school
 - o Criteria about accommodation services to be provided, and contract for arrangements about providing accommodation services
 - o Orientation program for families new to provision of homestay services
 - o Compliant Homestay risk management strategy, reviewed annually, undertaken by school / operator of the homestay program

Blue cards as required for adults living in the homestay / private arrangement, other than overseas students, or who otherwise have regular contact with the student.



ALL SAINTS ANGLICAN SCHOOL

cricos provider 00979G

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 during orientation or within 7 days of the commencement of student attendance of the enrolled course.

1. Purpose
 - a) The purpose of All Saints Anglican 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 involving All Saints Anglican School, or an education agent or third party engaged by All Saints Anglican School to deliver a service on behalf of *All Saints Anglican School*.

2. Informal Complaints Resolution
 - a) In the first instance, All Saints Anglican School requests there is an attempt to informally resolve the issue through mediation/informal resolution of the complaint.
 - b) Students should contact their teacher 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 and All Saints Anglican School's internal formal complaints and appeals handling procedure will be followed.

3. Formal Internal Complaints Handling and Appeals 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 Principal/other.
 - c) Where the internal complaints and appeals process is being accessed because the student has received notice by the school that the school 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 Director of International Education.

- f) Students and / or the School may be accompanied and assisted by a support person at all relevant meetings.
- g) The formal internal complaints and appeals process will commence within 10 working days of lodgement of the complaint or appeal with the Principal/other and will be finalised within 28 days or as soon as practicable.
- h) For the duration of the internal complaints and appeals process the student's enrolment will be maintained, as required under the *National Code of Practice for Providers of Education and Training to Overseas Students 2018* and the student must continue to attend classes.

However, if the Director of International Education or Headmaster deems that the student's health or well-being, or the well-being of others is at risk he/she may decide to suspend or cancel the student's enrolment before the complaints and appeals process has been accessed or fully completed. In such cases, the student may still lodge a complaint or appeal, even if the student is offshore.

- i) Once the Director of International Education 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.
- j) If the complaints and appeals 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 and action taken.
- k) Where the outcome of a complaint or appeal is not in the student's favour, the school will advise the student within 10 working days of concluding the internal review of the student's right to access the external appeals process.

However, the school is only obliged to await the outcome of an external appeal if the matter relates to a breach of course progress or attendance requirements. For all other issues, the school may take action (including making changes to the student's enrolment status in PRISMS) in accordance with the outcome of the internal appeal.

4. External Appeals Processes

- a) If the student is dissatisfied with the conduct or result of the internal complaints and appeals procedure, he/she may contact and / or seek redress through the Overseas Students Ombudsman at no cost. Please see: <http://www.ombudsman.gov.au/How-we-can-help/overseas-students> or phone 1300 362 072 for more information.
- b) If the student wishes to appeal a decision made by All Saints Anglican School that relates to being reported for a breach of course progress or attendance requirement (under Standard 8), the student must lodge this appeal with the Overseas Student Ombudsman's office within 10 working days of being notified of the outcome of his/her internal appeal.
- c) If the student wishes to appeal a decision made by All Saints Anglican School that relates to:
 - i) refusal to approve a transfer application (under Standard 7), or
 - ii) suspension or cancellation of the student's enrolment (under Standard 9)
 any choice to lodge an external appeal with the Overseas Student Ombudsman is at the student's discretion. The school need not await the outcome of any external appeal lodged, before implementing the outcome of the internal appeal.

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.