



St James College, Brisbane

International Student Handbook 2026



Edmund Rice Education Australia Colleges Ltd

St James College

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Welcome to St James College

Welcome to St James College.

When you choose to study at StJames College, you become a member of a vibrant multicultural community of students from across the Brisbane metropolitan area and from around the world.

St James College has been offering education to young people in Queensland since 1868. Its small school environment makes it ideally suited to catering for the needs of the broad range of students who attend the College. The College has been recognised by Government authorities for high standards of pastoral care provided for its students.

Each year students graduate with direct entry into university and also into relevant training organisations. The College commits to working with students and their families to achieve the best educational outcomes possible.

Andrée Rice
Principal



A warm welcome to all our international students at St James College!

Adapting to life in a new country can be challenging and exciting journey for international students. Our friendly and welcoming team, with multicultures and years of professional experience, is dedicated to supporting international students in comprehensive areas: academic, wellbeing, career goals and personal interests.

International students are encouraged to be global citizens to actively engage in our diverse school culture. Students' safety, wellbeing and success are our high priorities. We value the unique of students' strengths and interests to shape their education goals for the future career.

We are welcome study tours, short-term and long-term international students around the world, making a remarkable cultural immersion in our St James community.

Lisha Song
International Student Engagement and Marketing Coordinator



In An Emergency

Police, Fire, Ambulance

000 or 112 from mobile

After Hours Emergency Person

Ms Kristina Johnson

Deputy Principal

0419 834 122

Department of Home Affairs

13 18 81

299 Adelaide Street, Brisbane

State Emergency Service (SES)

Rescue and Natural Disaster Support

13 25 00

Non-Urgent Health Support

Lifeline

Crisis Support

12 11 14

Poisons Information Hotline

13 11 26

13HEALTH

Non-Urgent Medical Advice

13 43 25 84

College Contacts

St James College

Address: 201 Boundary Street, Spring Hill QLD 4000

Phone: 3230 8600

Email: international@stjamescollege.qld.edu.au
school@stjamescollege.qld.edu.au

Web: www.stjamescollege.qld.edu.au

Ms Lisha Song

International Student Engagement and Marketing
Coordinator

Phone: 3230 8660

Email: lsong@stjamescollege.qld.edu.au

Ms Ines Lagundzic

College Counsellor

Phone: 3230 8600

Email: ilagundzic@Stjamescollege.qld.edu.au

Homestay Provider:

Australian Homestay Network (AHN)

Website: <https://www.homestaynetwork.org/>

Office Number: 07 3230 5700

After Hour number: 1300 69 7829

International Student Care Australia (ISCA)

Website: <https://www.isca.net.au/>

Mr John Coad

Director

Phone: 0427 269 360

Email: isca@isca.net.au

Ms Kim Lingard

Homestay Coordinator

Phone: 0439 318 409

Email: kim@isca.net.au

Transport Translink

Phone: 13 12 30

Website: www.translink.com.au

Taxi

13cabs: 13 22 27

Black & White Cabs: 13 32

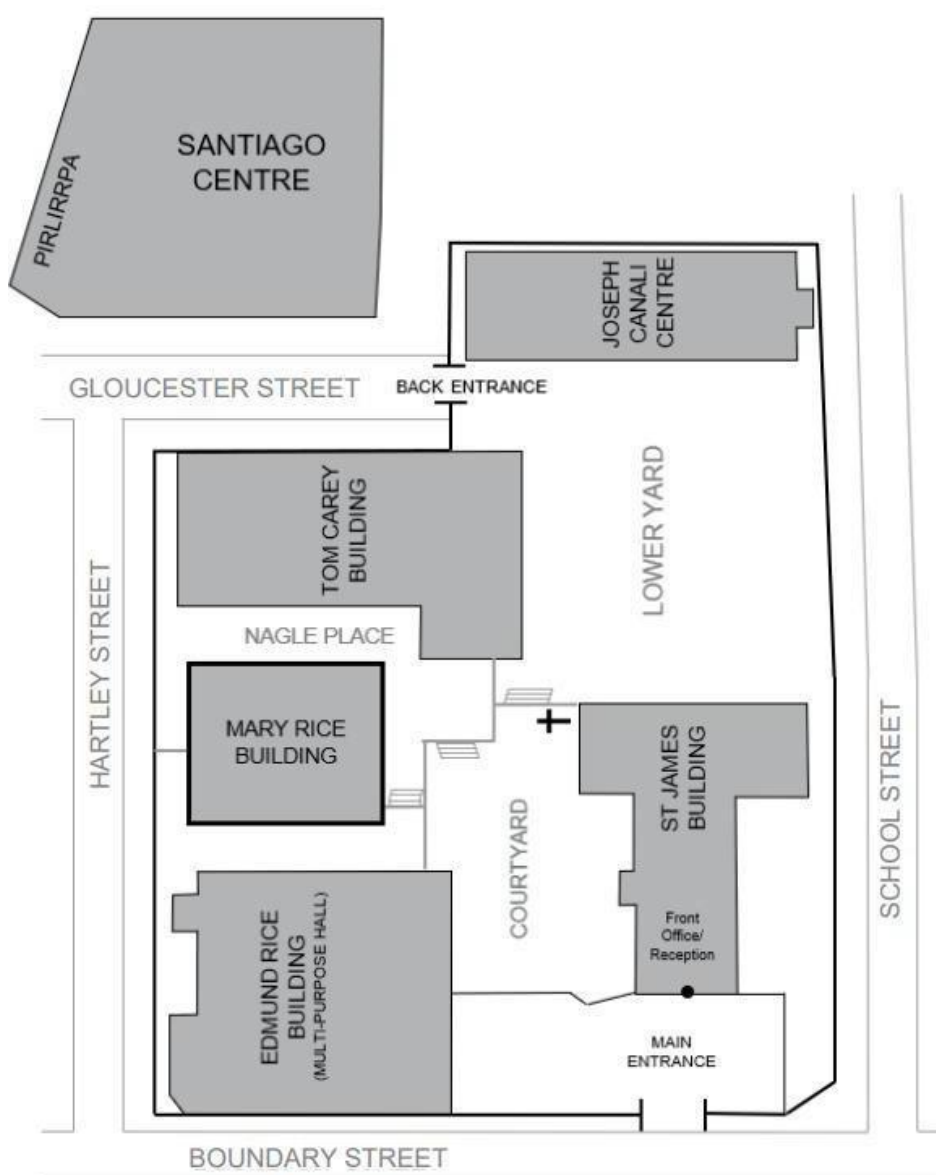
UBER: www.uber.com.au



St James College Map

St James College is in Spring Hill, inner-city Brisbane. The campus boasts a wide range of facilities, including two fully-equipped commercial kitchens and the Camino Training Cafe providing work experience to students completing hospitality courses, the Trade Skills Centre, a state-of-the-art centre equipped with machinery for the study of engineering, design and technology, creative industries, furnishing and construction and The Ba-ra Barimi Learning Centre providing quality information services that meet the teaching, learning, and recreational needs of the school community.

St James College also has an outdoor campus. The Lake Maroon Dam facility, affectionately called 'Jimmies on the Dam', services the delivery of Certificate II in Outdoor Recreation and provides a venue for camps, leadership group activities, outdoor education classes, and vocational studies.





St James College has teaching and learning resources which support the high standards of education which we practice here. These include the following:

- Three science laboratories
- 1-1 laptops available to all students
- A Resource Centre/Library overseen by a dedicated and innovative Teacher Librarian
- A multi-purpose hall with Health and Physical Education, Drama, Sporting and Guidance Counselling Specialist areas
- 5 excellent specialist technical studies rooms for Construction, Engineering and General Trades
- 2 teaching kitchens
- The whole school is computer/Internet wired and linked
- All textbooks are made available to students through a centralized book hire scheme
- Library/Homework centre made available to students outside school hours
- Microwaves for student use to warm food at lunch time
- Staff members who can assist in spoken and written translation of Korean, Mandarin and Cantonese
- Interpreters available on request in other languages
- Uniform, bookstore and tuckshop on site
- 2 Coaster buses



Term Dates 2026



Term I

Wed January 28: New Students and Year 12 Students commence

Thurs January 29: All Students

Thurs April 2: Last Day of Term I

Term II

Tues April 21 – Fri June 19

Term III

Mon July 13 – Fri September 18

Term IV

Tues October 6 – Thurs November 26

St James College provides an extensive academic and vocational curriculum which has been developed to provide more flexible, effective education to cater for the individual needs of students. Courses in curriculum areas for the junior school are divided into modules of ten weeks and are planned according to the Queensland Curriculum and Assessment Authority, Queensland Junior Syllabi, and School-based Syllabi. Courses have been developed to cater for those who are gifted and talented and for the learning needs of students and those who require extra support.

Middle School Subjects

Years 5- 6	Years 7-10
<ul style="list-style-type: none"> • English • Mathematics • Religious Education • Science • HASS (Humanities & Social Science) • Chinese • Design Technology (Food & Manufacturing) • Digital Technology • Health & Physical Education • The Arts: Music, Visual Art, Dance & Drama 	<p>Core subjects:</p> <ul style="list-style-type: none"> • English • Mathematics • Religious Education (Yr 9 – “Rite Journey”) • Science • Health & Physical Education • History • Geography (Years 7 & 8 only) • Chinese (Years 7 and 8 only) <p>Electives Rotation Years 7 & 8</p> <ul style="list-style-type: none"> • Design Technology (STEAM) • Technology (Food) • Digital Technology • Music • Visual Art • Dance • Drama <p>Electives choice of one per semester in Year 9:</p> <ul style="list-style-type: none"> • Business & Enterprise • Design Technology (Manufacturing) • Technology (Food) • Digital Technology • Music • Visual Art • Dance • Drama • Chinese <p>Transition into Senior Years Year 10 Core Subjects:</p> <ul style="list-style-type: none"> • English/English Extension • Mathematics/Maths Foundation/Mathematics Extension • Mathematical Methods Prep (from Semester 2) • Science • Advocacy & Community Service (Religious Education)

	<p>Electives—choice of two studied all year:</p> <ul style="list-style-type: none"> • Health & Physical Education • History • Visual Art • Music • Dance • Drama • Business and Enterprise • Chinese • Digital Technology • Design Technology (Manufacturing) • Design Technology (Food) • Outdoor Recreation • Certificate III Laboratory Skills • Rugby Excellence (by selection only) • Intensive English Program • Academic Language Program
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Senior School Subjects Years 11 – 12

<p>English English as an Additional Language (General) English (General) Essential English (Applied)</p> <p>Mathematics General Mathematics Mathematical Methods (MM) Specialist Mathematics (SM)* <i>*SM must be taken with MM</i> Essential Mathematics (Applied)</p> <p>Religion Study of Religion (General) Religion and Ethics (Applied)</p> <p><i>The Arts</i> Visual Arts in Practice Music in Practice Dance in Practice Drama in Practice</p> <p>NB: For the ATAR pathway, students are required to pursue at least four General Subjects and one Applied Subject to meet the requirements. Due to our school's academic standards, students must also take one of the Religion subjects.</p>	<p>General Subjects</p> <p><i>Science</i> Biology Physics Chemistry</p> <p><i>Business</i> Accounting</p> <p><i>Humanities and PE</i> Modern History Legal Studies Physical Education Aboriginal & Torres Strait Islander Studies</p> <p><i>Languages</i> Chinese Japanese (can be studied via Distance Education)</p> <p>QCAA Senior External Exam Language Options (Exam only—not a timetabled class) Arabic Korean Vietnamese Indonesian Chinese (if not studied as a timetabled class)</p> <p>These are 100% external examinations that occur in October of Yr 12 which can contribute to an ATAR score.</p> <p>Applied Subjects</p> <p><i>The Arts</i> Visual Arts in Practice Music in Practice Dance in Practice Drama in Practice</p> <p><i>Science</i> Science in Practice</p> <p><i>Business</i> Tourism</p>
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Vocational Education (Skills & Training) Subjects 2026*

The Arts

Certificate II in Creative Industries (Screen & Media)
Certificate II in Creative Industries (Entrepreneurial)

Business and Technology

Certificate II in Workplace Skills
Certificate III in Business
Certificate III in Information Technology
Diploma of Business

Science

Certificate III in Laboratory Skills

Hospitality

Certificate II in Hospitality

Trade Skills

Certificate I in Construction
Certificate II in Furnishing Pathways
Certificate II in Engineering Pathways+

Health and Fitness

Certificate III in Sport Coaching
Certificate II in Outdoor Recreation
Certificate III in Fitness
Certificate II in Salon Assistant
Certificate II in Health Support Services+
Certificate III in Health Services Assistant+

**Nationally recognised training*

+ External RTO, some fees may apply



Adjusting to Study in Australia



If you have just arrived in Australia, we welcome you to our country and St James College. We are here to help you to adjust to the cultural differences, changes to your environment, living, and school life. We hope your experience is positive and rewarding.

Sometimes this new situation in your life may take a while to get used to! For example, you may suffer some Culture Shock – this is an experience a person may have when moving to a new cultural environment. It may make you feel a little down or lost in the new environment. This is normal experience for some students, as you may be feeling homesick because you miss your friends and family. Our food is also quite a big adjustment and may take some time to get used to. Please take time to try new foods. Australia is quite a multi-cultural country where foods from many parts of the world are available.

You may also feel disorientated getting used to our unfamiliar way of life. You may like to talk to other students at school or speak to the international coordinator or school counsellor. It also helps to keep busy and learn as much about your new home country as possible.

We want you to enjoy your stay at St James College and in Australia. Please ask us for help if needed!



Brisbane's sub-tropical weather is comfortable all year round. Some summer days can be extremely hot but the average temperature generally lingers around 30°C. The winter is still mild and very pleasant.

Summer

December, January and February.
Average temperature 25° - 35°C.

Autumn

March, April and May. Average temperature 21°C.

Winter

June, July and August. Average temperature 16°C.

Spring

September, October and November.
Average temperature 21°C.



Sun Protection

The Australian sun can be very pleasant but can also damage your health. Be sure to wear a hat and appropriate clothing and use sun lotion whenever you go outside. The sun can be damaging all year round on cloudy days as well as sunny, so make sure to always protect yourself.

Time Zones

Queensland maintains Australian Eastern Standard Time (GMT+ 10) all year round, unlike other eastern Australian states which use daylight savings time during summer.



About Brisbane



Attractions

Brisbane and its surrounding areas have many great things to do. In the city, make sure to visit the Queen Street mall, South Bank, Fortitude Valley and West End and try their fantastic cafes and restaurants and variety of shops. At South Bank there is also the Brisbane Museum and art Galleries as well as the performing arts complex. Brisbane also displays a lot of natural beauty. Try the Botanic Gardens, take a ferry ride on Brisbane River, or spend a day at one of the many parks found all over the city.

The Sunshine coast to the north and the Gold Coast to the south are world famous tourist venues boasting of many exciting activities, thrilling theme parks, fantastic shopping and beautiful beaches. Swimming in the ocean can be dangerous so remember to always swim between the flags in the patrolled areas. There is really so much to do, no matter what your interests are, so get involved with a tour, plan a day out or just get out and explore the limitless opportunities Brisbane has to offer.

The What's on in Brisbane website by Brisbane City Council has more information about upcoming events.



Shopping

There are many great places to go shopping around Brisbane including shopping centres in many suburbs.

There are direct factory outlets (DFO) near the Brisbane airport, at Jindalee and at the Gold Coast (7 days a week, 10.00am – 6.00pm). Shopping centres are usually open between 9am and 5.30pm on weekdays, 9am to 5pm on Saturdays and 10am to 4pm on Sunday. On Thursday nights in the suburbs and Fridays in the city, stores stay open until 9pm.

Brisbane also features many markets, including markets at South Bank, Fortitude Valley and West End. They can be a great place to spend a day shopping and to find cheap, interesting and unique items.

Brisbane boasts a world-class public transport network. Information on bus, train and ferry routes and connections can be obtained from calling the Trans-Info Service on 13 12 30 (operates services for non-English-speaking callers) or by visiting the website at: <http://www.translink.com.au>

Ferry

Brisbane's CityCat catamarans run every 20 to 30 minutes, between 5:50am and 10:30pm, from the University of Queensland in the southwest to Northshore Hamilton Wharf in the northeast, and back. Also useful are the Inner-city Ferries, which zigzag back and forth across the river between North Quay, near Victoria Bridge, and Mowbray Park.

Bus

The Loop, a free bus service that circles the city area, runs every 15 minutes on weekdays between 7:00am and 6:00pm. Other buses run every 10 to 20 minutes Monday to Friday, from 5:00am till about 6:00pm, and with the same frequency on Saturday morning (starting at 6:00am). Services are less frequent at other times and cease at 7:00pm Sunday and midnight on other days.

Train

The fast Citytrain network has seven lines, which run as far as Gympie North in the north (for the Sunshine Coast), and Nerang and Robina in the south (for the Gold Coast). All trains go through Roma Street, Central and Brunswick Street stations.

Go cards

It is often cheap and easy to purchase a "Go Card". You pay credit on your Go card and are then able to use it on any Translink bus, train or boat. To use the card, touch it on the card reader when you start and finish your journey. The cards can be bought at go card retailers such as convenience stores, at selected train stations, or over the phone by calling 13 12 30 - 24 hours a day, seven days a week.

Taxis

Both Yellow Cabs (phone 131924) and Black & White Cabs (phone 133222) service Brisbane and surrounding areas. Within Brisbane CBD, taxi ranks are located near most major hotels. For an extra fee you can also order a business-class taxi or a larger Maxi Taxi. An additional fee is also charged for all taxis leaving the Roma Street Transit Centre and the Brisbane Domestic and International Airports.

Alternatively, you may like to use the transport services of UBER in Brisbane. For more information, visit <https://www.uber.com/en-AU/cities/brisbane/>

Driving

If you hold a valid foreign driver's licence you can drive on Queensland roads. You may need a recognised English translation if your license is not in English. You may be able to use your foreign license to obtain a Queensland driver's license. Full details on using a foreign license in Queensland can be found at: http://www.transport.qld.gov.au/Home/Assistance_and_services/Visitors_and_new_residents/International_drivers

A full list of Queensland road rules can be found at: <https://www.tmr.qld.gov.au/Safety/Queensland-road-rules>



Money

ATMs, Eftpos, Credit Cards & Bank Accounts

Bank branches are found all over Australia, and many provide 24-hour automated teller machines (ATMs). Most ATMs accept cards issued by other banks and are linked to international networks. Eftpos (Electronic Funds Transfer at Point of Sale) is a convenient service that lets you use your bank card (credit or debit) to pay directly for services or purchases. You may also be able to get “cash out” meaning you can withdraw cash when you make the purchase. Credit cards such as Visa and MasterCard are widely accepted for everything, including getting cash advances over the counter at banks and from many ATMs. Charge cards such as DinersClub and American Express (Amex) are also available but not as widely accepted.

Opening a local bank account is easy for overseas visitors provided it’s done within six weeks of arrival. Simply present your passport and provide the bank with a postal address and they’ll open the account and send you an ATM card. After six weeks you need to provide more identification (ID), such as a passport, a birth certificate or an international driving license with photo.

Carrying a large amount of cash is not recommended due to safety issues. Some bank cards issued in overseas might be accepted in Australia. Check with the local banks in your countries before your travel.

Banking Hours

Most bank branches are open from Monday to Friday, 9:00am to 4:00pm (except on public holidays). Some branches have extended trading hours during the week and may be open Saturdays (check with your individual bank). ATMs remain open 24 hours a day.

Paying Bills

Most bank accounts offer lots of easy options for paying bills. Most transaction accounts and savings accounts allow you to pay bills electronically (e.g., using facilities such as telephone banking, Internet banking) and using direct debits. To pay cash, you can take your bill into any post office.

Working while studying in Australia

International students can work while studying in Australia. Students have the same rights as all other workers in Australia. However, you may like to consider the impact this may have on your school studies.

For more information on your employment rights and conditions, and how to resolve workplace issues visit Fair Work Australia here <https://www.fairwork.gov.au>

Cost of Living in Australia

Information on Living in Australia and estimated costs are available at www.studyinaustralia.gov.au/english/live-in-australia/living-costs

Health

Taking care of your physical health will have a positive impact on your mental health and your ability to study. You should aim to include 30 minutes of moderate exercise, five times a week, into your lifestyle. This activity will help you manage stress, pick up your mood when you're feeling down, and give you more energy (although it might not feel that way right before an exercise session). It will also help you maintain a clear head for study and provide a great opportunity to catch up with your friends and make new ones.

Regular exercise is also great for giving you a good night's sleep. This is important because without a quality rest every night you will lose energy, become more irritable and find it difficult to concentrate on your studies. After a long period of poor-quality sleep, you might also notice that you get sick easier, and you get sad or depressed by things that normally wouldn't bother you. To help you sleep:

- Try to get out of bed as soon as you wake up instead of closing your eyes for 'five more minutes'. Also try get up at the same time every day.
- Do some exercise in the morning, preferably outside in the fresh air.
- Don't nap during the day. If you do, it'll probably take you longer to get to sleep at night.
- Don't go to bed too late and try to go to sleep at the same time each night. Allow yourself some time, say 30 minutes, before you get into bed to relax and wind down.
- Don't study in bed, it'll train your brain to think of your bed as a place for study, not sleep.
- Avoid alcohol and cigarettes. Alcohol and cigarettes are not permitted at St James College or in Homestay. If you have sleeping problems, talk to a doctor (known as a general practitioner, or GP). They may have some more tips that will help you get a good night's rest.

Nutrition

Another factor that impacts on your health is what you eat. Again, student life sometimes makes healthy eating difficult. Eating well will boost your health and energy, give your body enough fuel to get through the day, and improve your immune system and ability to concentrate.

- Always eat breakfast. It will kick-start your metabolism for the day and will give you energy.
- Include lots of fresh fruit and vegetables in your diet. Australia's diverse climate creates perfect growing conditions for a huge range of produce, and the quality is among the best you will find in the world. Take advantage of it.
- Drink lots of water throughout the day. Dehydration causes tiredness, headaches, lack of concentration and plenty of other health issues.
- If you are vegetarian, make sure you are getting enough essential nutrients in your diet. You can talk to a GP or nutritionist about substitutes for meat and animal by-products.
- Enjoy food like take away or fast food, chips, chocolate, biscuits and soft drink or soda in moderation.

Read more about nutrition at <http://www.nutritionaustralia.org/>

Counselling and Mental Health

Many education institutions have Counselling Services staffed by fully qualified, registered practitioners who offer free, confidential counselling relating to a wide range of issues. Personal counselling can involve anything from homesickness or lack of motivation through to depression, harassment, or study skills. They can also arrange outside professional help if required.

Lifeline has a telephone counselling service staffed by trained volunteer counsellors. If you or someone you know needs emotional support or is experiencing a crisis, call 13 11 14. The service is available 24-hours a day, any day of the week from anywhere in Australia.

Anyone can call Lifeline. Telephone counsellors are ready to talk and listen no matter how big or how small the problem might seem. They are trained to offer emotional support in times of crisis or when callers may be feeling low or in need of advice. They also provide information about other support services available.

Self-help resources and information are also available at <http://www.lifeline.org.au/> or <http://www.beyondblue.org.au/>

Types of Medical Care

Unlike in many other countries, in Australia you should seek help from a Hospital Emergency room (ER) when you are in a life-threatening situation. For any medical condition that isn't life-threatening such as colds and flu, viruses and infections you should see your local doctor, known as a General Practitioner or GP. GPs either work in a private practice (called a doctor surgery), sometimes with one or two other GPs, or in a medical centre with five or six other GPs. The service you get from GPs at private surgeries and medical centres is the same. Information on health services in Queensland can be found at <http://www.health.qld.gov.au>.

All students on a Student Visa should have Overseas Student Health Cover (OSHC). The cost of visiting a doctor will usually be partly covered by Overseas Student Health Cover (OSHC). However, you may have to pay the fee at the time of your doctor's appointment and later seek reimbursement from your OSHC provider. Please keep in mind that you need to make an appointment, and it may take several days before you can see a GP.

To claim the reimbursement from your GP you will need to visit the provider of your OSHC agent e.g. Medibank, Bupa etc. found in large shopping centres or, look on the internet for the company providing your OSHC. In many cases you can have the money (reimbursement) paid directly to your bank account. You will need to set up an Internet Banking service with your OSHC provider.

In some cases, you may need to see a specialist doctor, for example an optician, podiatrist or dermatologist. Generally, you cannot see a specialist without first obtaining a referral from your GP. Specialist doctors are usually more expensive than GPs, though some services might be covered under your Overseas Student Health Cover plan (OSHC).

Medication

If you need to bring medication from home into Australia, bring your medical records and medical prescriptions with a letter from your doctor. If you know you'll need to buy more of the same medication when you're in Australia, you should bring English translations of your prescription with you that you can give to your Australian doctor. For more information, visit the Travelers section of the Therapeutic Goods of Australia website at <http://www.tga.gov.au/>

Pharmacies & Prescription Medication

GP's will not give you medication. If your GP decides that medication will help your condition, they will give you a prescription. A prescription is a piece of paper that lists your details, your GP's details and the name and quantity of the medication you should receive. You must then take this prescription to a chemist, and they will provide you with your medication. You will need to provide the pharmacy with your OSHC card, your full name and address. You can go to any pharmacy/chemist in Australia and will only have to wait a short while for your prescription medicine to be prepared.

Medication prescribed by your doctor is not free. You must pay the pharmacy. If the cost is more than AU \$38.30 you can claim the difference back from your OSHC provider. Many pharmacists will offer you the option of having a "generic" brand of medicine. If the prescription medicine the doctor has prescribed is also made available by a company which produces generic brands at cheaper prices, this option will be offered to you. This is only offered if the content of the medicine is the same as that prescribed by your doctor.

If you have any questions about the medicine, ask the chemist or contact the Medicines Line on 1300 633 424.

Over-the-Counter Medication

For treating things like colds, headaches and allergies which do not require a prescription, pharmacies/chemists and some supermarkets also provide a variety of over-the-counter medications. Ask the pharmacist on duty for advice regarding the best medication for your symptoms. Ensure that you advise the pharmacist of any other medications you may be taking.

Complete Uniform must be worn to and from St James College unless otherwise directed. Full sports uniform must be worn on sports days. All students must have sports uniforms for compulsory carnivals and sporting activities. School tracksuits may be worn in winter. Students undertaking modules in Outdoor Education, Physical Education or Sports Coaching will need two sports shirts as sports uniforms are required for all practical lessons. Items can be purchased at the College Uniform Shop according to the guide below.

Prices subject to change without notice

Compulsory Day Uniform for Boys			
Year Level	Item	Size	Price
5 - 9	Blue Striped Shirt	6 - 32	\$60.00
10 - 12	White Short Sleeve Shirt	10 - 36	\$58.00
5 - 12	Dark Navy Shorts	57 - 127 cm	\$52.00
5 - 12	Dark Navy Trousers	57 - 122 cm	\$62.00
5 - 12	Socks - White with Maroon & Gold	All Sizes	\$16.00
5 - 12	Black Leather Belt	All Sizes	\$25.00
10 - 12	Senior Tie		\$28.00
5 - 12	Wool-Acrylic/Poly-Cotton Jumper	10 - 28	\$90.00
5 - 12	College Zip Jacket	All Sizes	\$82.00

Compulsory Day Uniform for Girls			
Year Level	Item	Size	Price
5 - 9	Blue Striped Blouse	4 - 34	\$60.00
10 - 12	White Blouse	6 - 34	\$58.00
5 - 12	Dark Navy Skirt	4- 34	\$62.00
10 - 12	Senior Tie		\$28.00
5 - 12	Wool-Acrylic/Poly-Cotton Jumper	10 - 28	\$90.00
5 - 12	College Zip Jacket	All Sizes	\$82.00

Compulsory Sports Uniform			
Year Level	Item	Size	Price
5 - 12	House Sports Shirt	All Sizes	\$45.00
5 - 12	Sports Shorts	All Sizes	\$40.00
5 - 12	Sports Socks	All Sizes	\$16.00
5 - 12	Bucket Hat	All Sizes	\$20.00
5 - 12	College Cap		\$20.00

Other Items			
Year Level	Item	Size	Price
5 - 12	College Support Backpack		\$85.00
5 - 12	College Trolley Bag		\$95.00
5 - 12	College Badge		\$8.00
5 - 12	Girls Trousers	All Sizes	\$55.00
5 - 12	Vest	10-26	\$68.00
5 - 12	Girls Trousers	All Sizes	\$56.00
5 - 12	Girls Shorts	All Sizes	\$46.00
5 - 12	Tracksuit Pants	All Sizes	\$82.00
5 - 12	College Scarf		\$25.00



Code of Conduct

The Rule	How To Keep It
Be in the right place at the right time	<ul style="list-style-type: none"> • Never miss school, any lesson or extra-curricular activity etc. without permission • Be on time to class and all other activities • Always be in bounds • Submit travel request application within deadlines (you can only leave once it's approved by the school)
Learn all you can	<ul style="list-style-type: none"> • Pay attention in class • Become involved in school activities • Work to develop your skills with the help of your teachers • Bring the necessary equipment for every lesson; leave prohibited materials at home • Do the necessary homework, assignments and tests all honestly with no cheating or plagiarism
Treat all staff members with respect	<ul style="list-style-type: none"> • Follow your teacher's instructions • Speak to your teachers / staff politely • Learn how to put your views to staff members in the appropriate way at the appropriate time
Treat and engage with your fellow students and others from the communities with respect and in lawful manners	<ul style="list-style-type: none"> • Be courteous and considerate to your fellow students • Avoid anything which might cause them injury embarrassment • Respect others' rights to learn • Respect other people's property • Be sure to hand in all lost property
Earn our school a good name	<ul style="list-style-type: none"> • Wear full and correct uniform • Be neat and well groomed • Behave well at school and when on excursions, sporting trips etc. • Show respect to visitors • Play sport fairly • Do your best in all school activities • Observe the rules against smoking, drinking and use of drugs

<p>Look after our school</p>	<ul style="list-style-type: none"> • Take care of the buildings, furniture, grounds and all our property • Help keep everything clean and tidy; without litter or graffiti • Help prevent theft, destruction or damage of public or private property
<p>Accommodation rules and regulations</p>	<ul style="list-style-type: none"> • Follow the accommodation arrangement approved by the school. • For any change, please contact the international office by email: international@stjamescollege.qld.edu.au at least two weeks prior to request the change. • Living with parents as your guardian, please refer to the website for the requirement: Live with homestay, please discuss with your homestay provider for the rules and Code of Conducts including curfew time.





Behaviour Management

As a Catholic School in the Edmund Rice Tradition, we are guided in our actions by the core values of respect and care, justice and reconciliation. Students have the right to be given respect and care for their person, beliefs, abilities, needs and property. They have the right to live in a safe environment and to be treated justly. They also have the right to seek forgiveness. While students have these rights, they also have responsibilities. Students have a responsibility to respect and care for others, their beliefs and culture, their abilities, needs and property. They also have a responsibility to respect and care for the environment; to treat others justly and to accept responsibility for their actions. Students have a responsibility to make reconciliation and to extend forgiveness to others.

All students are taught through school and assembly and through their house classes that the Student Code of Behaviour is based on these values.

The College has a right and a responsibility to challenge inappropriate behaviour and to teach our students how to make better choices. We value the creation and promotion of clear rules and routines and accept the responsibility of helping students understand and follow them. To be fair and yet consistent in managing student behaviour a broad range of consequences are employed. Consequences for poor choices in behaviour will be fair, reasonable and in the interest of the student learning from the experience.

Possible consequences of low level, minor or isolated incidents include: verbal correction, note in student diary to parents / guardians; short lunchtime detention and or afternoon detention; seeing a teacher at an agreed time.

For repeated, low level, minor incidents consequences include: lunchtime detentions, phone call to parents / guardians, meeting with House Dean and or Assistant Principal Pastoral.

Consequences because of continued failure to change and correct previous misbehaviour or serious isolated incidents include: formal interview with House Dean or Assistant Principal Pastoral, afternoon detention, development of a behavioural contract, meeting with parents / guardians.

More serious, illegal and / or dangerous and / or unethical incidents which are deemed to cause unacceptable damage to the rights of community members could lead to any or all of the following: a show cause interview, counselling referral, internal or external suspension, withdrawal of student's enrollment.

Alcohol

The consumption / possession / supply / sale of alcohol by students are forbidden on campus and off campus at any College related activity.

For the school rules, please visit our website: <https://www.stjamescollege.qld.edu.au/our-college/policies>.

Attendance and Absenteeism

Students are expected to be at school and moving into class at 8.35am to enable a prompt start at 8.45am when the attendance roll is marked. The roll is the legal evidence of attendance and as such must be kept accurately.

When a student is absent from school, parents/guardians are requested to:

- Telephone the absentee line on 3230 8655 or the College Office on 3230 8600 before 9.00am on the first day of their absence.
- Keep the International Student Coordinator informed should the absence be prolonged.
- Confirm the absence in writing in the student's diary on the absent day on the first day of their return to school.

Medical and dental appointments are to be arranged out of normal school hours where possible

Students need to sign in when late and sign out when leaving the College grounds before 3.00pm. A suitable explanation (written in the student diary on the day required) is needed on these occasions.

Assembly

All students in Years 7 to 12 attend one main College Assembly on Thursdays. Students are expected to wear full uniform, including ties when attending Assembly. House Assemblies and Year Level Assemblies are held on alternative Mondays.

Assessment Policy

See the College Website under Curriculum Section for a detailed explanation of this Policy.

Book Hire

The College runs a Book Hire system whereby multiple copies are purchased and issued to the students. The hiring cost is borne in part by the State Government Textbook Allowance and in part by parents. If a book is lost or badly damaged, the student responsible for such loss or damage must pay for the replacement cost. It is the responsibility of each student to look after these texts.

Buildings & Grounds

For reasons of safety of persons and property, students are not allowed in corridors or classrooms:

1. Before the 8.45am bell
2. During morning tea and lunch

Care of the environment is important. All students are expected to assist in keeping rooms and grounds clean and tidy by using rubbish bins provided and helping to clean up. All movement in the buildings should be orderly, safe and quiet. For safety reasons there should be no running in buildings. If classes are to move to another room for a period they are to move quickly and quietly and are not to disturb any classes. Because of the limited grounds available and the risk to safety, rough games and kicking any balls are not permitted.

Bullying Policy

At St James College we have an expectation that everyone is treated with respect and dignity. We will not tolerate bullying of any kind at any time.

In schools, bullying occurs when:

- A student bullies another student
- An adult bullies a student.
- A student bullies an adult
- An adult bullies another adult.

What is Bullying?

When a person:

- Is hit, punched, jostled or pushed around.
- Is called hurtful, abusive or offensive names.
- Is threatened.
- Is sexually harassed.
- Is a victim of abusive or obscene language.
- Is teased repeatedly in a nasty manner.
- Is singled out for unfair treatment.
- Has rumours spread about them.
- Has their property interfered with.
- Is subject to repeated offensive gestures.
- Has graffiti written about them.
- Is deliberately excluded.

You can control what happens.

Don't retaliate either physically or verbally. Simply knowing that you can do something about it makes a difference.

So what can you do?

- The most important thing to remember is whether you or someone else is being bullied. Tell someone – this is Reporting Abuse not 'dobbing'.
- Ignore it. Show that it doesn't upset you. The bully is then not encouraged and may stop.
- Confront the person bullying you. Tell them that the actions are unwanted or illegal. Remind them that the College has a policy against bullying.
- Talk it over openly with your friends, parents or colleagues. They can help you decide. Report the matter to a School Harassment Officer, your Homeroom Teacher or House Dean or any member of the College Leadership Team. It is important that you allow them to take action to stop the bullying.

Child Protection

Everyone has the right to feel safe. Sometimes children and young people don't feel safe. If you don't feel safe, or someone is treating you in a way that you feel you can't tell someone about it or you are confused about something you feel is wrong, you can talk to someone you trust.

Remember nothing is so awful (or a problem so big) that you can't talk to someone about it. You can tell parents, family members, teacher, counsellor, Principal, Assistant Principal (Pastoral), School Harassment Referral Officers. You can talk to someone at Kids Helpline: 1800 551 800 or Department of Child Safety – 1374 68

Cigarettes / Tobacco

Tobacco is a physically harmful drug. The College believes that it is in the best interest of the student community, that the use / possession / supply of tobacco is forbidden on campus and off campus at any College related activity.

Computer Network Policy

- Students in schools and all other users may, subject to the following, have access to the network and Internet in order to achieve the maximum education.
- Users shall not access any objectionable or offensive material. Material contrary to the law or material inappropriate to an educational or work environment.
- Users shall not post or forward defamatory, inaccurate, personal, sensitive, abusive, obscene, profane, sexually orientated, threatening, offensive or illegal material.
- Email messages or attachments that contain, or are reasonably suspected to contain, offensive or harmful material must not be opened or sent.
- Users must not personally subscribe to any External Mailing lists without the written approval of the House Dean
- The network administrator may close or suspend an account at any time or as requested (e.g. by parent, teacher / Head of Faculty).
- At the discretion of the Head of Faculty, any person identified as a security risk may be denied access to the services.
- Any use of the internet by users which breaches this Policy, the Anti-Discrimination Act Queensland 1991 or other relevant laws, will result in disciplinary action against the user in accordance with the Christian Brother's Disciplinary Policies for staff or students. This action may include expulsion of students.
- Users should be aware that breach of this policy may also lead to external action being taken against them by a third party e.g. for breach of Anti-Discrimination laws or defamation.
- Users will not install software on the equipment or alter hardware without consent from the Teacher / House Dean
- Users will not access or attempt to access unauthorised systems in the College or external to the College.
- Users will not access systems deemed inappropriate by the House Dean (e.g. chat rooms, bulletin boards etc.).
- Student directories must only contain material for curriculum purposes.
- Students are expected to follow all classroom rules about computer rooms (e.g. signing in, bags, food and drink, seating arrangement etc.).
- Students will not break copyright law by copying and / or distributing another's work and will not use another person's work without correctly acknowledging the author.

Cyber-Misuse

Students who set up web sites on Facebook, YouTube, Instagram, Twitter and other such websites and then use those sites to publish fanciful, offensive and/or defamatory material about staff, students and the College will be dealt with in the following way: The student/s will be given an immediate “Show Cause” why they should be allowed to remain at the school and depending on the nature of each student’s individual contribution to the site, the student will be disciplined, suspended or excluded from the College.

The controller of the Server will be contacted stating that the site is defamatory and must be removed immediately. Students who attempt to bypass our security by downloading proxy sites will have their College internet access banned for one term.

Driving

Students are not permitted to drive to school. There is no parking available for students on College grounds. Parking in surrounding streets and dedicated car parks is expensive.

Examination Policy

All examinations – Year 11 and 12:

- Students will be required at school only to take prescribed examinations (i.e. normal classes will not be conducted).
- Students will not have access to classrooms as these will be used for examinations.
- Students will have access to the Library or a classroom for study, monitored by a teacher.
- Play will be permitted only during normal recess times.
- Come to and from school in full school uniform.

If a student cannot take the examination, they must have a parent / guardian phone the College and produce a medical certificate for that day.

All examinations – Years 7, 8, 9 and 10:

- Students will be required to attend school daily – normal times.
- Play will be permitted only during normal recess times.
- Students will come to and from school in full school uniform.

Students not able to take the examination must have a parent/guardian phone the College to advise.

Conduct of students during examinations

Students should report to the examination room ten minutes before the starting time of the examination, with all requested materials e.g. pens, ruler, calculator, rubber etc. Borrowing is not permitted during an examination

During the examination, students:

- Follow the instructions of the supervising teachers
- Do not communicate with other students
- Are not to be in possession of any unauthorised material, e.g. notes on body, notes on ruler, notes on clothes etc are not permitted to talk whatsoever in the examination room before, during or after; and
- Will be required to remain for the full duration of the examination.

First Aid

Although every care is taken, illness and accidents do occur. First Aid is given at the school, and further medical attention is provided by the Queensland Ambulance Service and the Mater Hospital or Royal Children's Hospital. Parents are always contacted. Please ensure that an up-to-date phone number (home, work and mobile) is on our records. If urgent attention is required, students will be taken to the casualty section of the abovementioned Hospitals by QAS. All students are covered by the College's Student Accident Policy and the College's subscription to the QAS. A College staff member will always accompany the student to the Hospital until a parent or guardian arrives at the Hospital for a change over.

Footwear

Students may bring joggers to change into for playground activities but must always wear black shiny leather shoes to class with their complete uniform. On sports days and plain clothes days students must bring black shiny leather shoes for practical classes and wear white sole shoes that lace up – not slip on shoes with no support.

Haircuts

Hair should be neat and tidy and not of undue length (collar length is the standard). Long hair must be tied back at all times during the school day. Hairstyles that draw undue attention to oneself and hair length that interferes with the student's capacity to study are unacceptable. Hair should be cut no shorter than blade 4 on top and blade 3 at the sides. Colours, patterns, tracks, wedges, undercuts and 'Mohawk' styles are unacceptable. The House Pastoral Coordinators will assist students to make judgements in these matters.

Homework Centre

Homework Centre is held in the Library from 3.00pm to 4.00pm Monday, Tuesday and Thursday. This is available to all students of the College. Teachers are available to assist students with their study and assignments.

Hats

In the interest of sun safety all students need to purchase the College Cap or Bucket Hat. A Formal College Hat may also be purchased at the student's discretion to be worn to and from school. The College Cap or Bucket Hat should be worn for outdoor activities. Sunscreen is available for student use during outdoor activities.

Houses

Each student at St James College is assigned to one of the four Houses upon enrolment. The Houses, their colours, and a brief history of the House name are listed below. Members of staff are assigned to the Houses to assist the House Pastoral Coordinators with administration.

CAREY

Carey House is named after Tom Carey, an old boy of the College who became a great benefactor of the College for over 40 years.

HOGAN

Hogan House is named after Br Hogan, the first Christian Brother Headmaster. The Christian Brothers have run the College since 1893.

LONG

Long House is named after Mr Long the first Headmaster of the College for 1871 to 1881.

MARY RICE

Mary Rice House is named after Mary Rice the daughter of Blessed Edmund Rice, the founder of the Christian Brothers.

ID Cards

Each student is required to carry an ID card for use in the Library, for Book Hire, for use of the Computers and on public transport. This card must conform to an acceptable standard and must display the student's date of birth, the College attended and a current photograph. The school produces the ID cards each year at no cost, however, if a student requires a replacement throughout the year, the student will be charged \$5.

Illegal Substances

Students at the College or in the vicinity of the College or travelling to and from the College, or at College events or events related to the College shall not have in their possession any illegal or illicit substance or any piece of equipment for use in connection with any illegal or illicit substance.

Possession and consumption of drugs and alcohol are not permitted. Involvement with drugs or alcohol will lead to immediate suspension. Supplying or selling drugs will lead to expulsion and the involvement of the police.

Inappropriate Touching

The College is happy to see friendships develop between members of the school community. As a Catholic co-educational college, certain limits must be established. Any activity construed as sexual in nature e.g. Body contact and open displays of affection or intimacy, is forbidden on and off the campus in uniform, or at a College related activity. St James College maintains the right to determine what constitutes inappropriate behavior.

Visa Information

500 visa subclass students (International Students) are required to comply with a number of conditions as part of their visa. Detailed information can be found regarding these conditions on the Department of Home Affairs and Website DHA enquiries. One of the major conditions is Condition 8532, which relates to maintain satisfactory accommodation arrangements.

St James College uses the services of International Student Care Australia to monitor the homestay and welfare of 500 visa subclass students under the age of 18 and others in Homestay arrangements. More information can be found on their website <http://www.isca.net.au/>

St James College (as the registered provider) holds full welfare responsibility. This responsibility is not delegated to ISCA. The College maintains full responsibility for monitoring this visa condition and has the authority to report non- approval to Department of Home Affairs, if necessary.

In the case of students who have been given written permission to live independently, the following criteria will need to be maintained throughout the remainder of their time at St James College – see College website.

1. Maintaining satisfactory attendance
2. Maintaining satisfactory academic progress

Where a student has been given permission to live independently, the above criteria will need to be maintained throughout the remainder of their time at St James College. Permission to live independently will be revoked for those students who are unable to do so.

Jewellery

One pair of sleepers or stud earrings only may be worn. A crucifix on a simple chain may be worn suitably around the neck. One suitable ring may be worn on a finger – no other ring, stud or jewellery may be worn. No body piercings are allowed e.g. nose, tongue, multiple earrings and eyebrows.

Late

Report to classroom teacher to sign in.

Leave

You must have a note from a parent / guardian requesting permission to leave at a certain time. This note is to be shown to the House Pastoral Coordinator and / or Assistant Principal – Pastoral to sign. The student must sign out at Student Services when leaving the College grounds and their diary stamped.

Lost Property

If you have lost property which is clearly marked with your name, check at the Student Services or the Front office.

Library

The Teacher-Librarian and Library staffs are pleased to assist students with their information and reading requirements from 8.00am until 4.00pm daily. The Library holds a wide range of resources (books, periodicals, videos, CD-ROMS, DVDs and Internet access). Students are encouraged to use these resources for study, research or independent reading.

The Library is primarily an academic research area. Anyone who creates a disturbance will be asked to leave. Food and drink are not permitted in the Library. Students are expected to be well dressed in school uniform while working in the Library.

Student ID cards must be used for borrowing. Most resources may be borrowed.

Mobile Phones & Other Valuables

It is preferred that mobile phones and other valuables like iPads or other electronic devices not be brought to school by students. However, it is understandable that some parents give their child a mobile phone for safety reasons. The policy at St James is that mobile phones, iPads and other electronic devices must be switched off during the school day and are not to be used during school hours. Valuables may be left at Student Services for collection in the afternoon. At no time should a phone, IPOD or other electronic devices be used during school hours, this includes the use of taking photographs or videos. We take no responsibility if mobiles, iPads, or other electronic devices are stolen, lost or misplaced.

Makeup

Students are not permitted to wear makeup or lipstick to school.

Out of Bounds

The following places are out of bounds without permission of a teacher. Classrooms, in and behind Multipurpose Hall, side of Admin Building, staff car park.

PE Sessions

Students may change into sports uniform just prior to the PE period but must change back into uniform at closest recess or lunch break unless otherwise directed. Students are not permitted to wear their PE Uniform to school for these lessons.

Sick

Report to the class teacher to give permission to go to sick bay, the class teacher must sign diary. Report to Student Services to be signed in to sick bay. If you are too sick to continue with school, the House Pastoral Coordinator and or Assistant Principal – Pastoral will decide if your parents should be called to see if it is possible for you to go home.

Smoking

St James is a smoke-free campus by law. Smoking is not permitted on campus or any school activity. Cigarettes and lighters or matches are not to be in the possession of students or will be confiscated. No student is ever permitted to smoke to and from school.

Sports Uniform

Full sports uniform must be worn on sports days. All students must have sports uniforms for compulsory carnivals and sporting activities. School tracksuits may be worn in winter. They can only be purchased from the College Uniform Shop. Students undertaking modules in Outdoor Education and/or Physical Education (PE) will need two sports shirts as sports uniforms are required for all practical lessons.

Study Guide

The recommended minimum times for home study, five times a week are as follows.

- Year 7 – 10 Students 1½ hours
- Year 11 and 12 Students 2½ hours

Travelling

Students are expected to travel directly from home to school in the morning, and from school to home in the afternoon.

Students travelling by train are permitted only to use Central Station.

- Students who travel on public transport must be courteous and considerate to other travelers.
- Students must allow adult passengers to enter and exit first.
- Students must not enter or exit from a moving vehicle.
- Students must not remain seated while others are standing.
- Passageways are not to be obstructed with cases or bags.
- Shouting and loud talking are to be avoided as it is offensive to others.

Students should carefully observe all traffic regulations, particularly those relating to pedestrians. Mobile Phones must not be used whilst walking across a Pedestrian Crossing.

Vandalism

Any student who willfully or in some cases carelessly or recklessly damages College property or the property of another student or staff, will be required to make full restitution for repairs or replacement of the damaged item.

Weapons and Dangerous Items

Students are forbidden to bring firearms, knives, blades, razors or any other dangerous items, such as Martial Arts weapons, sling shots or blow pipes onto the campus.



RTO NO. 45970

EREA Colleges Ltd on behalf of
ST JAMES COLLEGE

A Catholic School in the Edmund Rice Tradition



EDMUND RICE EDUCATION
AUSTRALIA
CRICOS NO. 00715J

Address: 201 Boundary Street, Brisbane QLD 4000 | Phone: +61 7 3230 8600 | Email: international@stjamescollege.qld.edu.au

ENTRY REQUIREMENTS – INTERNATIONAL STUDENTS

1. St James College will consider enrolment applications from students wishing to apply for a Student Visa, subject to compliance with minimum requirements and conditions set by the School, and with legislative requirements of the State of Queensland and the Commonwealth of Australia, including any requirements to undertake extra tuition to learn English to meet the English language proficiency standard needed to enter mainstream classes.
2. Applications for enrolment must be made on *the International Application Form available at <https://www.stjamescollege.qld.edu.au>* This form must be correctly completed, signed and must be accompanied by the following documents to support the application:
 - a) A \$250 Enrolment Application Fee, non-refundable (please refer to the Payment Slip on the last page of the International Enrolment Form).
 - b) Certified copies of Student Report Cards from the previous 2 years of study, including a copy of the latest Student Report;
 - c) Certified copy of the student's Reports from English Courses undertaken in Australia
 - d) A completed Subject Choices Form if appropriate;
 - e) Appropriate proof of identity and age;
 - f) Written evidence of proficiency in English as a second language
 - g) Photocopy or scanned copy of passport page with name, photo identification, passport number and expiry date
 - h) Letter of Offer from another registered provider if applicable
 - i) Completed Homestay Application Form if applicable
 - j) Application to the Queensland Assessment and Curriculum Authority (QCAA) for relaxation of completed Core requirements if applicable.
3. Where the above documents are not in English, certified translations in English are required, with necessary costs to be met by the applicant.
4. An application for enrolment can only be processed when all of the above are in the hands of the International Student Administrator.
5. Applications from overseas students are processed according to established policy and procedures and are dealt with on their merits. Failure to disclose details required as part of the application process may later result in cancellation of enrolment.
6. Assessment procedures include an evaluation of reports from previous schools and of English language proficiency. In cases where report cards are not available or are inconclusive for any reason, the school may require relevant testing of the applicant to assess the application.
7. Onshore applications for Years 11-12, where the student is transferring from another CRICOS registered provider, will only be considered where the transfer, if accepted, allows the student to achieve a successful study outcome at the end of the enrolment.
8. Offshore applications for enrolment in Years 11-12 will not be considered after the Yr 11 course has commenced/ unless the student can complete course assessment before the end of the first semester of Year 11.
9. St James College requires evidence that the applicant's academic ability and English proficiency is sufficient to successfully meet the entry and curriculum demands of the intended course. This is a requirement under the 2018 National Code of Practice, Part B Standard 2.

Minimum academic and English language requirements are as follows:

Academic Requirements

1. Students must provide evidence of satisfactory academic performance appropriate to entry to the Year level requested on the Application for Enrolment or offered as an alternative point of entry by the school in a Letter of Offer.

i) A pass level or “C” Year Level or better for the majority of core subjects

English Language Proficiency Requirements

1. Applicants are assessed individually based on the contents of their report cards and personal references, and may also be required to undertake a language proficiency test set by the school.
2. If supplied, *St James College* will assess evidence of English language proficiency presented by a student at the time of application, but reserves the right to confirm the student’s English language proficiency through additional tests.
3. If not presenting appropriate evidence of English language proficiency at the time of application, *St James College* will assess the student’s application for entry based on satisfactory test results as follows:

Year Level	IELTS academic	AEAS	UIL	BROWNS	NLLIA	CEFR	Shafston	ISLPR
5 - 6	3.0	35+	3+	1	2	B1	PSP3	1 (average)
7 – 8	4.0	45+	4	1	2+	B1	HSP3	1+ (average)
9 - 10	4.5	55+	4+	2	3+	B1	HSP4	2/2+ (average)
11 – 12	5.0	65+	5	3	4+	B1+	HSP5	2+/3 (average)

4. Students should note that if their language proficiency is below that outlined above, they may be required to undertake an intensive English language course before beginning mainstream studies.
5. If undertaking an intensive English language course before beginning mainstream studies, English language proficiency will be reassessed at the conclusion of the language course to ensure the student’s level of proficiency is sufficient to allow them to commence their mainstream course.

Course Credit

Students applying to enter mainstream high school for any year level must provide evidence of their completion of the previous year of high school. Documentation will be required for both on and offshore studies. *St James College* will assess all applications for entry into school. Course credit may only be offered as outlined below.

For students transferring from interstate entering Year 7-10, the College does not offer course credit and entry into any course is subject to the assessment of the school. For students transferring from interstate in Year 11 and the beginning of Year 12, the student may receive course credit for units completed based on evidence provided of studies undertaken under the relevant state or territory curriculum assessment authority or national accredited framework.

St James College assesses and records course credit, according to requirements of the Queensland Curriculum and Assessment Authority (QCAA)

The following *St James College* policies should be read before you complete the Enrolment Application Form. Please see <http://www.stjamescollege.qld.edu.au/enrolments/international-students>

- Accommodation and Welfare Policy
- Complaints and appeals Policy
- Course Progress, Attendance and Course Duration Policy
- Student Transfer Policy
- Deferment, Suspension and Cancellation Policy
- Fees Statement
- Behaviour Policy/Code of Conduct – See International Student Handbook on website
- Refund Policy

Once the application has been reviewed, the student will be contacted to advise them if they have been offered a place at the College. In the case of an offer of enrolment being made to the student, an International Student Written Agreement will be issued advising the student what conditions they will need to meet to be eligible to take up the offer. This Agreement will need to be signed by the student and their parents/guardians before proceeding to the next stage.

Completed applications may be emailed to international@stjamescollege.qld.edu.au or sent by post to:

St James College
The International Department
201 Boundary Street
BRISBANE QLD 4000
AUSTRALIA

When a signed Written Agreement has been received by the College:

- A deposit of \$750 can be made to secure their place.
- An Invoice will be sent for payment of tuition fees for 1 study period (1 semester).
- The Invoice could also include fees such as Overseas Health Cover and Queensland Curriculum and Assessment Authority (QCAA) Levy. This levy is for Years 11 & 12 students only.
- An electronic Confirmation of Enrolment (CoE) will be issued upon receipt of acceptance, payment and all conditions have been met.
- Subject selections will be chosen with the Principal.
- Uniforms will need to be purchased.



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INTERNATIONAL APPLICATION FORM

DOCUMENTS REQUIRED WHEN SUBMITTING THIS APPLICATION

- Payment Receipt of \$250 AUD Application Fee (application fee is non-refundable). Please see the Payment Slip/Details on page 4 of this application form.
- Reports from home country
- Reports from Australian Language and/or High Schools (if applicable)
- Copy of student's Passport
- Copy of student Visa
- Copy of student's OSHC Card (if applicable)

STUDENT DETAILS

SURNAME (USE CAPITAL LETTERS)							
FIRST NAME							
PREFERRED NAME				GENDER		<input type="checkbox"/> MALE	<input type="checkbox"/> FEMALE
DATE OF BIRTH		COUNTRY OF BIRTH		NATIONALITY			

COURSE SELECTION

SECONDARY EDUCATION YEARS 7 – 10 COURSE CODE: 082489B	<input type="checkbox"/> TERM 1	<input type="checkbox"/> TERM 2	<input type="checkbox"/> TERM 3	<input type="checkbox"/> TERM 4
SECONDARY EDUCATION YEARS 11 – 12 COURSE CODE: 007705K	<input type="checkbox"/> TERM 1	<input type="checkbox"/> TERM 2	<input type="checkbox"/> TERM 3	<input type="checkbox"/> TERM 4
SHORT TERM STUDY PROPOSED DATES	FROM ____/____/____ UNTIL ____/____/____			
WELFARE DATES	FROM ____/____/____ UNTIL ____/____/____			
YEAR LEVEL		HOMEROOM		
REGISTRATION NUMBER		STUDENT NUMBER		
COMMENCEMENT DATE		LEAVE DATE		

PLEASE NOTE

- Failure to disclose all relevant and correct information could result in cancellation of enrolment.
- Application Fee is not refundable in the event of non-acceptance or voluntary cancellation of enrolment.
- For under 18 students, travel to Australia must be arranged to comply with Nominated Welfare Dates (these will be outlined on the Written Agreement – Letter of Offer).
- Students are obliged to keep St James College informed of any changes to contact details.
- A Contact Details Form will be distributed every semester by the college. This must be completed and submitted to the International Department within 2 weeks of receiving the form.

Please note: Completed Application Form is required to be sent with documents listed on this page to international@stjamescollege.qld.edu.au or via post to 201 Boundary Street, Spring Hill QLD 4000, Australia.

STUDENT CONTACT DETAILS IN AUSTRALIA

CHANGE OF ADDRESS AND CURRENT CONTACT DETAILS

- a. The student is obliged to notify the school of any change of address while enrolled at the School. This is to ensure that any notifications sent to the student advising of visa breaches are sent to the student's current address.
- b. Where St James College has approved the student's welfare and accommodation arrangements, the student requires both the school and the parent's approval for any changes to welfare and accommodation arrangements.
- c. The school is required by law to request confirmation of current address and contact details in writing for each student (and parent or legal guardian if a student is under 18 years of age) at least every six months.

STUDENT FULL NAME			
DATE OF BIRTH			
COUNTRY OF BIRTH			
NATIONALITY			
LANGUAGE SPOKEN AT HOME			
GENDER		<input type="checkbox"/> MALE	<input type="checkbox"/> FEMALE
ADDRESS IN AUSTRALIA			
MOBILE NUMBER			
EMAIL ADDRESS			
RELIGION			
PASSPORT NO.		PASSPORT EXPIRY	
VISA NO.		VISA EXPIRY	
OSHC FUND NAME & CARD NO.		OSHC EXPIRY	
DATE OF ARRIVAL IN AUSTRALIA			
DURATION SPENT IN ENGLISH LANGUAGE CENTRES IN AUSTRALIA			

PARENT/S CONTACT DETAILS OVERSEAS

FATHER'S FIRST NAME		FATHER'S SURNAME	
MOTHER'S FIRST NAME		MOTHER'S SURNAME	

FATHER

ADDRESS	
PHONE NUMBER	
MOBILE NUMBER	
EMAIL ADDRESS	

MOTHER

ADDRESS	
PHONE NUMBER	
MOBILE NUMBER	
EMAIL ADDRESS	

EMERGENCY CONTACT DETAILS IN AUSTRALIA

(Another person(s) St James College can contact in an emergency who can speak English if parents cannot be contacted or do not speak English)

EMERGENCY CONTACT'S FULL NAME	
RELATIONSHIP TO STUDENT	
ADDRESS IN AUSTRALIA	
PHONE NUMBER	
MOBILE NUMBER	
EMAIL ADDRESS	

HOMESTAY CONTACT DETAILS

HOMESTAY FATHER'S FULL NAME	
HOMESTAY MOTHER'S FULL NAME	
ADDRESS IN AUSTRALIA	
HOME PHONE	
HOMESTAY FATHER'S MOBILE	
HOMESTAY MOTHER'S MOBILE	
EMAIL ADDRESS	

AGENT CONTACT DETAILS

AGENCY TRADING NAME	
AGENCY ABN/ACN	
CONTACT PERSON	
ADDRESS	
POSTAL ADDRESS (if different to address above)	
PHONE NUMBER	
MOBILE NUMBER	
FAX NUMBER	
EMAIL ADDRESS	
WEBSITE	

****THESE CONTACT DETAILS ARE COMPULSORY BEFORE APPLICATION CAN PROCEED****

MEDICAL HISTORY – SPECIAL ASSESSMENTS

CONDITION / HISTORY	YES / NO	DETAILS / MEDICATION / TREATMENT
BIRTH CONCERNS		
VISION CONCERNS		
HEARING CONCERNS		
HEAD INJURY		
CONVULSIONS		
DIABETES		
ALLERGIES		
TETANUS IMMUNISATION		(Year)
RUBELLA IMMUNISATION		(Year)
MEASLES / MUMPS VACCINATION		(Year)
OTHER (PLEASE SPECIFY)		
SURGERIES/DISORDERS OR RECURRING ILLNESSES, E.G. ASTHMA		

List previous schools attended (list most recent school first and years attended) including language school from the last 3 years.

START DATE	FINISH DATE	INSTITUTION	LEVEL
1.			
2.			
3.			

PAYMENT BEING MADE BY

- Credit Card (please complete credit card details below).
 Cheque (please attach a copy to this form).
 Bank Transfer (see payment instructions below).

CREDIT CARD PAYMENT DETAILS

NAME ON CARD			
<input type="checkbox"/> MasterCard	<input type="checkbox"/> Visa	<input type="checkbox"/> Bankcard	
AMOUNT	CREDIT CARD NUMBER	EXPIRY DATE	

INSTRUCTIONS FOR BANK TRANSFER

BANK	Commonwealth Bank of Australia
BRANCH	240 Queen Street, Brisbane QLD 4000
BSB	064 000
ACCOUNT NUMBER	100001782
SWIFT CODE	CTBAAU2S
ACCOUNT NAME	Archdiocesan Development Fund

****Quote Student's full name as Reference when making payment****

All information on the Application for Student Enrolment form is strictly confidential and will be kept by your school and Edmund Rice Education Australia (EREA). The primary purpose of collecting and recording this information is to enable the provision of quality Catholic education in the Edmund Rice tradition. In addition, some of the information we collect, and record is to satisfy the school's legal obligations, particularly to enable the school to discharge its duty of care to students and parents/guardians/carers.

Catholic Schools and EREA are bound by the *Privacy Amendment (Private Sector) Act 2000* and have adopted the ten (10) National Privacy Principles. A privacy statement detailing our practices and procedures for the use and management of the personal, sensitive and health information we collect, and record can be obtained upon request at your school's office.

We need your enrolment details for the following:

Student, Parents, Homestay Parents, Agent, Emergency Contact Details

- Pages 2 and 3

- Email address, telephone, living address details for student/parents/guardians/carers – for contact in an emergency, to discuss matters regarding the student's education, or for other educational purposes.

Student Background Information

- Pages 1 and 2

- This information is a standard requirement on all enrolment forms Australia-wide as part of the Australian Government *Schools Assistance Act 2004*.
- This includes information about the student's country of birth, indigenous status and languages spoken, along with student visa status.
- The information you provide will assist school education authorities in ensuring funding and teaching resources are appropriately allocated to Catholic Schools and will assist in planning for future educational needs.
- Some of this information will be forwarded to the Australian Government, but EREA's strict reporting protocols ensure data does not identify individual students or parents/guardians/carers.

Emergency Contacts

- Page 2

- Required in the event the school is unable to contact parents/guardians/carers/agent/homestay parents. Please ensure that the people named agree to their details being provided to schools.

Student Medical Information

- Page 3

- Health information – so that our staff can properly care for your child. Please ensure this is up-to-date, as incomplete or inaccurate health information may put your child's health at risk.
- We require details of student medical conditions and/or disabilities, and medication they may need whilst at school. It is the responsibility of the parent/guardian/carer/agent/homestay parents to provide medication to the school in an authorised pharmacy packet. ***Please contact your school if you require further information or clarification regarding the Medications Policy.***
- Inform the school if your child develops a medical condition that may require regular or emergency attention from school staff. In the event that this information is not provided, the school will not be liable for any failure to render assistance to the child.
- Medical information will be shared with school staff on a "need to know" basis. Relevant sections of your child's medical records may be held at the school in suitable locations to ensure that appropriate action is taken in emergencies.

Consents

- Page 8

- Consent is required by the parent/guardian/carer of the child for all Category A (short duration and day) activities and all Category B (extended activities/excursions) activities.
- Consent is also required by the parent/guardian/carer of the child for media and communication releases. Such material will be used for the purposes of advertising, promotion, media publicity, school website, publication, and display for any EREA or Queensland Catholic Education Commission purpose in whole or in part.

These consents are ongoing. If you wish to withdraw consent, please inform the school in writing.

General

In this contract, the expression "Principal" includes any person from time to time acting, delegated or nominated as Principal or other staff members for the time being carrying out the duties or exercising the authority of the Principal.

In the event that the College makes an offer of a place at the school to the student as named above then I/we, the undersigned, being the parents/legal guardians of the above-named student will accept the offer of a place in the class and year of entry, as indicated above and I/we accept the following conditions upon which the offer is made:

1. I/we seek a Catholic education for our son/daughter and I/we support the Christian values of the school and the values of the *EREA Charter*, the Religious Education and other school initiatives that actively espouse and promote Christian values. I/we understand that while my/our child is a student at the school, he/she is expected to take part in and support these faith activities and respect the religious principles and practices of the school, and that failure to do so could lead to cancellation of enrolment.
2. I/we accept that our son/daughter is admitted to the school on the condition that he/she will abide by the school rules, codes of behaviour and policies, including those regarding curriculum, discipline, dress, conduct and well-being and that I/we will support school expectations and policies.
3. In this support, I/we will keep the school indemnified against any loss or damage caused by any failure of my/our son/daughter to observe the school rules, codes of behaviour and policies.
4. I/we accept that during the time the student attends the school he/she will live in the care and control of at least one of the above-named enrolling parties to this contract. Should there be any change in this regard the continuation of enrolment of the student will be conditional upon a written addendum to the enrolment form attesting to the responsibilities undertaken by the head of the household in which the student is to reside and acceptance of the arrangement by the Principal.
5. I/we agree to work in partnership with the school in the best interests of our son/daughter and all other students.
6. I/we acknowledge the educational expertise of St James College and will support its educational initiatives for my/our son/daughter.
7. I/we agree that the codes of behaviour and policies of St James College and EREA may be altered or added to at any time, using due process.
8. If the student is to cease his/her enrolment, I/we will give written notice of the proposed change at the earliest opportunity.

Tuition Fees

9. The College reserves the right to vary this schedule upon notice to the Fee Payer whose signature/s appear on the Application Form. Should the name of the Fee Payer change for any reason, that person/s has the responsibility to inform the College immediately. Fee and levies are billed at the commencement of each semester. Payment may be made in a variety of methods agreed to in consultation with the College Business Manager.
 - I/We acknowledge that we are jointly and severally liable for the payment of fees and levies.
 - Should my/our account be placed in the hands of debt recovery consultants, then I/we hereby agree to pay all expenses relating to the recovery of my/our account, and we understand that any default debt may be reported to a credit reporting agency.
 - I/we acknowledge to give written notice as soon as possible should I/we choose to withdraw our son/daughter from the College and we agree that all outstanding fees will be finalised by the date of departure.
 - If I am eligible for a fee concession rate, this must be negotiated with the Business Manager prior to the student commencing at St James College.

Medical or Emergency Situations

10. In the event of any medical or other emergency arising in which the school considers it impossible or impracticable to communicate with the undersigned parents/guardians/carers, I/we accept and give consent that the school will take all reasonable care of my/our son/daughter but will not be responsible for the costs of any medical or dental attention or treatment administered to my/our son/daughter in such event nor will it be responsible directly or indirectly for any act or omission of any medical or dental practitioner or medical officer attending or treating my/our son/daughter including attention provided at the School Sick Bay.

Behaviour, Attendance, Property

11. This consent which I/we have given is valid at all times while the student is in the custody of the school, including but not limited to, such times as the student is on campus, is present at school camps or is attending or participating in a work experience program including structured work placements, traineeships or apprenticeships, excursions or functions.
12. The Principal, or delegate/nominee, has authority to apply whatever disciplinary measures are appropriate or necessary in relation to the conduct of my/our son/daughter, both inside the school and at outside school related events. This includes behaviour whether inside or outside the school that might bring the good name of the school into disrepute and may include the decision to suspend/exclude/expel the student for any cause judged to be sufficient. The law and the Student Protection Policy require the school to contact State Authorities in cases of suspected harm or sexual abuse to students.
13. The school does not insure my/our son's/daughter's personal property of any description. (e.g. mobile phones, computers etc).
14. I/we will use my/our best endeavours to ensure the student will not be absent from or late to school without leave of absence, and that term dates as advertised will be adhered to.
15. Students absent without leave being granted may forfeit credit for assessments missed during their absence.

This contract will be binding and remain in force for the duration of my/our son's/daughter's enrolment at the College. It will remain binding for matters relating to the collection of outstanding fees and the collection of school owned resources beyond the term of enrolment.

CONSENTS

Excursion, Camps, Functions: There are twocategories of such events.

- **Category A activities are curricular or co-curricular activities that are of short duration within a single school day.**
 - **Category B activities are curricular or co-curricular activities that extended activities over more than one day such as camps, tours, carnivals or any other activity that may have a higher than average inherent risk factor attached.**
1. Provided we are informed in writing of a proposed **Category A** curricular or co-curricular activities conducted with the approval of the Principal (including day excursions and functions), I/we consent to the student participating in such activities. If he/s he is unable to participate for any reason, I/we will contact the school.
 2. In addition to the above, I/we consent to the student travelling with appropriate supervision on school and/or public transport to participate in all regular **Category A** activities e.g. curricular, sporting and extra-curricular activities conducted with the approval of the Principal, including day trips, short excursions and functions.
 3. I/we accept that this consent lasts for the period the student is at the school and that, apart from being given notice of the activity, no further consent may be sought for **Category A** activities.
 4. For **Category B** activities, I/we can expect to be informed by the College *in writing* to seek specific consent for such activities and that our response will be required *in writing*. Should the response not be received by the closing date nominated in the original communication, then our child will not be permitted to attend the activity.

Student Privacy

5. I/we authorise my child's school to take (or authorise others to take) and use photographs, video or sound recordings of my child and any other reproductions or adaptations of my child's likeness, either in full or part, in conjunction with any wording or drawings. I/we understand this material will be used for the purposes of advertising, promotion, media publicity, publication, the school web page, display of my child's school and/or for any other Edmund Rice Education Australia or Queensland Catholic Education Commission purpose in whole or in part. I/we understand that a consent form is not required for and does not apply to class photos and school team photos which may be used in the school magazine and that any objection I/we have to these internal publications must be specifically made to the school. I/we understand that I/we or my child does not have any interest in the copyright to the material nor shall we receive any payment.
6. I/we consent to the school sharing my/our personal information (limited to name, address, telephone numbers, occupation) to its associated supporting groups (e.g. Parents & Friends Association, sporting and cultural support groups), and my son's/daughter's details to the College's Past Students' Association when he/she leaves the school, if applicable.
7. I understand that in the event of a referral for personal counselling at the College, efforts are routinely made to inform parents that the child has been referred. The student may also refer themselves without first consulting a parent. There are also circumstances in which a counsellor will honour a student's request that they refrain from contacting a parent to advise of any referral or engagement. In all instances, College counsellors are obliged to inform parents or relevant authorities if a student appears to be at significant risk of harm to self or others.
8. I/we have made full disclosure of all information requested by the school in the Application for Enrolment Form and am/are aware of our continuing obligations to keep the school informed of any changes which may affect the applicant's wellbeing or progress at the school.

STUDENT SIGNATURE		DATE	
MOTHER SIGNATURE		DATE	
FATHER SIGNATURE		DATE	
PRINCIPAL SIGNATURE		DATE	

Student Management Policies including Drug Policy

(This document will be completed at the interview with Parent/Guardian and Applicant after explanation.)

St James College is committed to providing an environment which maximises educational opportunities and outcomes for all within the context of Gospel values and the ethos of Edmund Rice Education Australia. It is expected that parents and students will support behaviours that are socially responsible in respect of College rules, behaviour codes, policies and the law as detailed in the current Student Diary.

In addition, all students enrolling at this College are required, by the following written agreement, to comply with the College's policy of prohibition in respect to illegal drugs and other prohibited substances within the College context and to accept the actions and consequences which will follow as a result of a breach of that policy.

Edmund Rice Education Australia

St James College

Use of Illegal Drugs and Other Prohibited Substances by Students

1. A student at school, in the vicinity of the school, travelling to and from school or a school event, in College uniform, or at College events, or events related to or interpreted as being under the control of St James College, shall not:
 - a) knowingly have in their possession an illicit drug or prohibited substance; or
 - b) supply to another person and/or administer to himself/herself, or permit another person to administer/supply to himself/herself, an illicit drug, or prohibited substance; or
 - c) have in their possession any piece of equipment for use in connection with the manufacture, smoking, consumption or administration of an illicit drug.
2. In the event that a student breaches this prohibition, the College Drug Policy Procedures and response will be followed.

AGREEMENT – STUDENT

(To be completed at the interview.)

I, _____, promise to keep the College Rules, Behaviour Code and the Law while at school and at all school-related events and activities. I agree to comply with all aspects of the policy, stated above, in respect to drugs. I further agree that should I be involved in a breach of College policies as set out in the Student Diary, I undertake to comply with any pastoral support programs and disciplinary responses as may be decided as appropriate by the College in the circumstances.

I have read the agreement and understood my obligations under it.

STUDENT NAME			
STUDENT SIGNATURE		DATE	

STUDENT AND PARENT LAPTOP COMPUTER GUIDELINES

1. Education Purposes

- a. Students are to use their laptop computer only for educational purposes.
- b. The laptop computer comes pre-installed with all the necessary software for student use. Only authorised software is to be stored on the laptop computer.
- c. The College reserves the right to carry out software, hardware and data inspections of laptop computers at anytime.

2. Student Responsibilities

- a. Laptops are to be kept clean and free from graffiti and stickers.
- b. It is the student's responsibility to charge their laptop computer at home each evening. A limited number of spare batteries and charging facilities will be available
- c. Students are not to remove any identification labels from their laptop computer.
- d. While travelling to and from school laptop computers are to be carried in the protective case provided and placed in school bags.
- e. Laptop computers are not to be taken out of school bags and used during recess and lunch and should be in their protective case inside the student's bag or locker.
- f. The software loaded on the laptop computers is licensed to the College. Students are not permitted to copy, transfer or delete software.

3. Parent Responsibilities

- a. Ensure students fulfil their responsibilities as outlined above.
- b. Supervise student use of the computer when at home including their Internet use.
- c. Ensure the student has their computer at school each day in a condition that will enable it to be usable for any educational purpose.
- d. Comply with the policy of the school in relation to the return/transfer of the device in the event of the student leaving the school prior to the end of Year 12.

4. Data Backup and Software Upgrading

- a. Students are responsible for the backup of all data as recommended by the College.
- b. Students are responsible to ensure that all software is kept up to date. (eg. Operating System and installed Anti-Virus Software).

5. Technical Support

- a. Students will be given full local administrator rights of their laptop computer.
- b. Students will be trained on how to support and maintain their laptop computer.
- c. In the event of a software malfunction students may contact the College ICT Department for assistance.
- d. Students are required to keep their laptop with latest Microsoft and Anti-Virus updates

6. Use of the College Wireless Network and Internet Access

- a. The use of the College Wireless Network and all associated infrastructure are available for educational use with student laptop computers.
- b. The downloading of large files is not permitted due to bandwidth restrictions.
- c. Students are not to remove the virus software provided and replace it with another type of virus software.
- d. Specific network settings are not to be removed or altered as this could affect the laptop computers ability to connect to the College Wireless Network.

7. Warranty, Insurance, Loss, Theft or Damage

- a. All instances of loss, damage or theft must be reported to the College ICT Support personnel as soon as possible.
- b. Student laptop computers are covered by a three year warranty with Accidental Damage Protection. This warranty does not cover theft and/or fire damage.
- c. If there is any damage to the laptop and /or case, or if the laptop and/or case is lost or stolen, and this damage or loss is due to wilful, deliberate or negligent actions, (apart from fair wear and tear), you agree to make good the damage or loss or compensate the College for the cost of repair and/or restitution.
- d. Should the student's enrolment at the College cease, the laptop and case must be returned to the College in good order and condition, (allowing for fair wear and tear).
- e. In the event of a hardware malfunction a report must be made to ICLT Services as soon as possible for warranty repair to be organised.

8. Assessment and Homework

- a. Students are encouraged to use their laptop computer for homework and assessment tasks. However, the loss of data or hardware malfunction cannot be grounds for the appeal of any assessment task or homework.

9. Classroom Usage

- a. Student laptop computers are to be brought to school each day, however the classroom teacher will manage the use of the laptop computers in the classroom.
- b. No student is to take out or use a laptop computer without the permission of the classroom teacher.
- c. When in use, the laptop should be placed on a table or desk, not on laps. The laptop should not be carried around whilst the screen is open.

10. Ownership

- a. Students have use of the laptop computer whilst they are enrolled at the College. If students leave the College before the completion of Year 12 the laptop (including the case) must be returned to the College. Students who complete Year 12 at the college will have the laptop signed over to them if the laptop and SD Card are over 3.5 years in age.

By signing this form, I agree to the *Student and Parent Laptop Computer Guidelines* (Appendix B) and the *Acceptable Information Technology Use Policy* (Appendix C) of the *St James College Student Laptop Computer Program, Policy, Procedures and Guidelines* (both attached).

Student's Year Level

Student's Homeroom

Students Name (Please Print)

Signed

Parent/Guardian's Name (Please Print)

Signed

Date



RTO NO. 45970

EREA Colleges Ltd on behalf of

ST JAMES COLLEGE

A Catholic School in the Edmund Rice Tradition



EDMUND RICE EDUCATION
AUSTRALIA
CRICOS NO. 00715J

Address: 201 Boundary Street, Brisbane QLD 4000 | Phone: +61 7 3230 8600 | Email: international@stjamescollege.qld.edu.au

ACCOMMODATION AND WELFARE POLICY – INTERNATIONAL STUDENTS

CARE FOR YOUNGER STUDENTS UNDER 18 YEARS

St James College is a CRICOS-registered provider which enrolls younger students under 18 years of age.

As part of its registration obligations St James College 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 student 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.

St James College 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.

1. ACCOMMODATION AND CARE OPTIONS FOR OVERSEAS STUDENTS UNDER 18 YEARS

St James College approves the following accommodation and care options for overseas students:

- a. 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.
- b. 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:
 - i. 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
 - ii. Advising the Department of Home Affairs (Immigration) of any change of address, passport or other changes of circumstances.

St James College requires holders of Student Guardian Visas to:

- a. Maintain Overseas Visitor Health Cover for themselves and any dependent children living with them in Australia
- b. Immediately advise the School of any change to address or contact details
- c. 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 ST JAMES COLLEGE WILL GENERATE THE WELFARE LETTER (CAAW) VIA PRISMS TO ACCOMPANY THE STUDENT'S CONFIRMATION OF ENROLMENT (COE).

Accommodation options that may be approved by St James College for full fee paying 500 (formerly 571) visa subclass students under 18 years of age include:

- a. Homestay Program operated by International Student Care Australia (ISCA). Please see Additional Information, below.

St James College will maintain approval of accommodation and care arrangements until:

- a. The student completes the course and departs Australia
- b. The student turns 18 years
- c. Any appeals processes in relation to St James College's intentions to cancel the student's enrolment has been finalised (including suspensions, cancellations, course progress and attendance)
- d. The student has alternative welfare arrangements approved by another registered provider
- e. A parent or nominated relative approved by the Department of Home Affairs (Immigration) assumes care of the student
- f. St James College 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 St James College, including arrangements provided by third parties.

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. (See Department of Home Affairs (Immigration) office addresses at <http://www.homeaffairs.gov.au/about/contact/offices-locations/australia>.)

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 7 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 ST JAMES COLLEGE HAS ISSUED A CAAW WILL:

- a. Return home to parents, or
- b. Continue to live in / is placed in Homestay arranged and approved by the school, or

- c. Apply for approval to spend the vacation with relatives or a friend's family, or
- d. 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:

- a. It is a condition of enrolment that students over 18 years also maintain school approved accommodation arrangements until the completion of their enrolled course. This includes, that students new to the college, over 18 years will need to live in an approved homestay arranged by International Student Care Australia (ISCA) for the first term and only have approval to live independently if their attendance and course progress meets St James College requirements or,
- b. After completing the first term of studies at St James College, the 18 years and older student may apply to live Independently using the St James College Application to Live Independently form – see International Student Handbook, available at www.stjamescollege.qld.edu.au
- c. All international students, including those over 18 years who have been given permission to live independently, moving to a new address, must inform the school in writing and complete the appropriate forms advising of their new address within 7 days of taking up residence at that new address. Any change in contact numbers must also be provided. Students must advise St James College of the name, address and phone contact details of an Emergency Contact person. Students will be advised in writing, on arrival, of the need to comply with this requirement as a condition of their student visa.
- d. Live in private arrangement requested by a parent.

St James College uses the services of International Student Care Australia (ISCA) to monitor the Homestay and Welfare of International students under the age of 18 and others in Homestay arrangements. More information can be found on their website <http://www.isca.net.au>

ISCA guarantees a personalised service to students who wish to study in Australia and is well placed to provide a completely integrated portfolio of study programs to students, matching each individual student with an appropriate Australian host family. In addition, ISCA's portfolio of services is underpinned by a duty of care for the welfare of the full fee paying 500 visa subclass students while in Australia. In this way, ISCA complements the efforts of St James College in the overall education and cultural exchange for these students.

5. FOR SCHOOL VACATION PERIODS, THE FOLLOWING ACCOMMODATION OPTIONS ARE AVAILABLE TO STUDENTS 18 YEARS OR OLDER:

- a. Student returns home to parents
- b. Student continues to live in arrangements for Independent Living, approved by the College and details of which are recorded by the School
- c. Students may spend vacation with friends, family or relatives, provided details are given
- d. Students may travel unaccompanied during vacation periods, provided details are given.
- e. Student may attend a supervised excursion, camp, etc., provided details are given.

6. HOMESTAY / PRIVATE ACCOMMODATION ARRANGEMENTS AT ST JAMES COLLEGE:

The Homestay accommodation arrangements approved by St James College 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:

- a. Continuous dates for approved welfare arrangements
- b. 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
 - i. 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
 - ii. Criteria about accommodation services to be provided, and contract for arrangements about providing accommodation services
 - iii. Orientation program for families new to provision of homestay services
 - iv. Compliant Homestay risk management strategy, reviewed annually, undertaken by approved school operator of the homestay program

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



RTO NO. 45970

EREA Colleges Ltd on behalf of
ST JAMES COLLEGE
A Catholic School in the Edmund Rice Tradition



EDMUND RICE EDUCATION
AUSTRALIA
CRICOS NO. 00715J

Address: 201 Boundary Street, Brisbane QLD 4000 | Phone: +61 7 3230 8600 | Email: international@stjamescollege.qld.edu.au

INDEPENDENT LIVING POLICY

In line with Department of Home Affairs (Immigration) guidelines, International Students over the age of 18 years may live in an arrangement other than homestay while on a study visa. Under the terms of the St James College International Student Accommodation Policy, international students are required to seek permission to move to independent living status. Prior to making an application to live independently students should note **applications will only be considered for students who:**

- have been at St James College for at least one term;
- have a satisfactory attendance rate;
- have satisfactory results; and
- are over the age of 18.

After completing the application form, students should submit this to the International Students Coordinator or College Office. A meeting between the Principal and the student may be arranged to discuss the application. At the meeting, the student’s suitability to live independently will be assessed. Criteria used to assess this will include the following.

- Proof of parental approval of the move (email/letter etc.).
- Length of time as a student of St James College.
- Attendance record at St James College.
- Behaviour and effort since arriving at St James College.
- Academic level and support structures to maintain this (e.g. personal tutors etc.).
- Level of emotional support available to student (e.g. family, friends etc.).

In the case of a student being given permission to live independently, the above criteria will need to be maintained throughout the remainder of their time at St James College. Permission to live independently will be revoked for those students who are unable to do so. To retain a student visa, students must ensure that they maintain appropriate attendance levels and satisfactory academic results as determined by the College.

It is a visa condition of Department of Home Affairs and St James College that International Students inform Department of Home Affairs and St James College within 7 days of any changes of address or mobile numbers.

PERMISSION			
I understand the conditions and expectations of St. James College, which I must abide by to be allowed to continue to live independently.			
Student Signature		Date	
I wish my son/daughter to be given permission to live independently.			
Parent/s' Signature		Date	

REQUEST FOR INDEPENDENT LIVING

FAMILY NAME		FIRST NAME		PREFERRED NAME	
YEAR LEVEL		STUDENT ID		DATE OF BIRTH	
CURRENT ADDRESS IN AUSTRALIA					
MOBILE NUMBER		EMAIL ADDRESS			
DATE YOU WILL MOVE OUT OF HOMESTAY					
REASON FOR REQUEST TO LIVE INDEPENDENTLY					
ADDRESS OF NEW LIVING ARRANGEMENTS					
CONTACT DETAILS OF OTHERS AT THIS ADDRESS					
CONTACT 1 – NAME & NUMBER					
CONTACT 2 – NAME & NUMBER					

OFFICE USE ONLY	
Permission to leave homestay and live independently is given / not given. Comment:	
.....	
.....	
.....	
Signed	
Ms Kristina Johnson	
Deputy Principal	
Date	



EREA Colleges Ltd on behalf of
ST JAMES COLLEGE
A Catholic School in the Edmund Rice Tradition



Address: 201 Boundary Street, Brisbane QLD 4000 | Phone: +61 7 3230 8600 | Email: international@stjamescollege.qld.edu.au

TRAVEL FORMS

STUDENT DETAILS

FAMILY NAME		FIRST NAME		PREFERRED NAME	
YEAR LEVEL		HOMEROOM		DATE OF BIRTH	
EMAIL ADDRESS			MOBILE NUMBER		
CURRENT ADDRESS IN AUSTRALIA					
LAST DAY OF SCHOOL			DATE RETURNING TO SCHOOL		

DESTINATION DETAILS

DESTINATION'S CONTACT NAME, PHONE NUMBER, EMAIL ADDRESS AND ADDRESS	
RELATIONSHIP TO STUDENT	

FLIGHT DETAILS
(if applicable)

FLIGHT DEPARTURE DETAILS	Date:	
	Time:	
	Flight Number:	
	Destination:	
RETURN FLIGHT DETAILS	Date:	
	Time:	
	Flight Number:	
	Destination:	

REASON FOR LEAVE REQUEST

Please explain in the space below why you are requesting this leave.	

TEACHER COMMENT

Please complete the section over the page listing your current subjects and teacher’s names. Then ask each teacher for a comment on your request for leave. (Leave during term time)

CURRENT SUBJECTS	TEACHER’S NAME & SIGNATURE	COMMENTS
MATHEMATICS		
ENGLISH		
RELIGIOUS EDUCATION		
TEACHER’S NAME & SIGNATURE	COMMENTS	
CHANGES TO EXAM BLOCK	TEACHER’S NAME & SIGNATURE	DATE OF EXAM (negotiated and agreed with teacher)
FEE STATUS	FINANCE OFFICER NAME & SIGNATURE	

Student Signature		Date	
Parent Signature		Date	
Deputy Principal Signature		Date	



EREA Colleges Ltd on behalf of

ST JAMES COLLEGE

A Catholic School in the Edmund Rice Tradition



EDMUND RICE EDUCATION
AUSTRALIA
CRICOS NO. 00715J

RTO NO. 45970

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COURSE PROGRESS, ATTENDANCE AND COURSE DURATION POLICY – INTERNATIONAL STUDENTS

This policy is available to staff and to students.

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

- 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 of enrolment according to St James College's course assessment requirements.
- c) Students who have begun part way through a semester will be assessed according to St James College's course assessment requirements after completing one full study period.
- d) Students will need to demonstrate satisfactory course progress in any study period / semester.

Junior Secondary Years 7-10

Years 7/8 - overseas students must pass all core subjects and fail no more than 3 elective subjects studied in any semester

Year 9 - overseas students must pass all core subjects and fail no more than 2 elective subjects studied in any semester

Year 10 - overseas students must pass all core subjects and fail no more than 1 elective subject studied in any semester.

Senior Secondary Years 11 & 12 – full duration

Year 11 and 12 - overseas students must (at a minimum) remain eligible to achieve a QCE by the end of their course, following the completion of each unit.

Senior Secondary – less than full duration (for example, study abroad programs)

To demonstrate satisfactory course progress for the Senior Secondary Course, students must achieve satisfactory course progress, for example: achieve a satisfactory result (e.g., a "Pass", "C", or "Satisfactory" result).

- e) If at the end of a study period a student does not achieve satisfactory course progress as described in 1d, the Deputy Principal and Senior Coordinator 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 a formal intervention strategy for academic improvement. This may include:

- i. After hours tutorial support;
 - ii. Subject tutorial support in class time;
 - iii. Counselling – personal, academic and time management;
 - iv. Mentoring;
 - v. Additional ESL support;
 - vi. Change of subject selection, or reducing course load (without affecting course duration)
 - vii. Other intervention strategies as deemed necessary
- f) A copy of the student’s individual strategy and progress reports in achieving improvement will be forwarded to parents. Parents will be advised if the proposed strategy has any implications for fees payable, the student’s progression through a package of courses, or the student’s visa. Where a proposed intervention plan has significant implications for the student’s course of study (as originally agreed), a new written agreement will need to be established. A new CoE may also be required.
- g) The student’s individual strategy for academic improvement will be monitored over the following study period by the Deputy Principal and Senior Coordinator and records of student response to the strategy will be kept. Parents will be kept informed of the student’s academic progress while the student is receiving formal intervention.
- h) If the student does not achieve satisfactory course progress by the end of the next study period, St James College will advise the student in writing of its intention to report the student for breach of visa condition 8202, and that he/she has 20 working days in which to access the school’s internal complaints and appeals process. 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 St James College, he/she may contact the Overseas Student Ombudsman at no cost. Please see St James College’s Complaints and Appeals Policy for further details
- i) The school will notify National 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 Principal of St James College in writing, or
 - ii) the complaints and appeals process, including any external appeal made by the student, results 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 study period 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.f.

- iii. an approved deferment or suspension of study has been granted in accordance with *St James College's Deferment, Suspension and Cancellation Policy*.
- d) Where the school decides to extend the duration of the student's study, the school will report 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.

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, an explanatory communication from the student's carer or evidence that leave has been approved by the Deputy Principal.
- d) Any absences longer than 5 consecutive days without approval will be investigated.
- e) Student attendance will be monitored by the International Student Administrator every week over a study period to assess student attendance using the following method:
 - i. Calculating the number of days, the student would have to be absent to fall below the attendance threshold for a study period e.g. number of study days x number of days per week x 20% (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. The monitoring process will include a review of the reasons given for student absence, including a determination of whether compassionate and compelling circumstances apply (as per Definition, below).
 - iii. Where a student's absences represent grounds for the student to apply and be approved for a deferment of study or temporary suspension of enrolment, those absences will not be included in the student's attendance calculations for that study period (see *St James College's Deferment, Suspension and Cancellation Policy*).
 - iv. Attendance for any period of exclusion from class will be assessed under *St James College's Deferment, Suspension and Cancellation Policy*.
- f) Parents of students at risk of breaching *St James College's* attendance requirements will be contacted by email and students will be counselled and offered any necessary support when they have absences totalling 10 % in any study period.
- g) If the calculation at 3.e. indicates that the student has fallen below the 80% attendance threshold for the study period, *St James College* will assess the student against the provisions of Item 3.h. (below). Where the student has failed to meet the minimum attendance requirement, and evidence of compassionate and compelling circumstances do 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 ESOS agency 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. the student withdraws from the complaints and appeals process by notifying the Principal of St James College 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.e. with the following change: number of study days x number of days per week x 30%.
- k) k) If the student's attendance falls below the 70% threshold for the study period, the process for reporting the student for unsatisfactory attendance (breach of visa condition 8202) will occur as outlined in 3.g – 3.h.

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 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 - St James College* defines a “study period” for the purposes of monitoring course attendance and progress as a *semester*.

e) Core subjects

For Year 7 – Year 10:

English, Maths, Science, Religion and Ethics. All students have to choose these until the end of Year 10
For Year 11 and 12 (Core for QCE):

Core courses	Set standard	Credits ¹
At least 12 credits are needed, with at least 1 credit earned while enrolled at a school		
Authority subjects or Authority-registered subjects	At least a Sound Level of Achievement awarded at exit	per subject.....4
Subject assessed by a Senior External Examination	At least a Sound Level of Achievement	per subject.....4
VET qualifications — Certificate II, III or IV (including school-based traineeships)	<ul style="list-style-type: none"> • Certificate II completed • Certificate III or IV completed 4 5, 6, 7 or 8
School-based apprenticeships (Students <i>cannot</i> complete the associated Certificate while at school, but may continue after exit and earn remaining credits)	<ul style="list-style-type: none"> • Certificate competencies completed² • Satisfactory participation in on-the-job component (50 days³ in each 12-month period) up to 24
Recognised non-Queensland studies	At least a Pass grade for each subject	per semesterup to 6 (max. 3 semesters count)
Recognised studies categorised as Core learning, which may include:	Agreed standard	as recognised by QCAA
<ul style="list-style-type: none"> • Specified International learning programs, including International Baccalaureate studies 	At least a Pass grade for each subject	for each completed course4
<ul style="list-style-type: none"> • Specified TAFE Queensland Brisbane / TAFE Open Learning — Unilearn studies 	At least a Pass grade for each subject	for each completed course4

f) Learning Options – the range of subjects and programs as outlined in Learning Options 1.2.2 of the Queensland Curriculum and Assessment Authority (QCAA) QCE and QCIA Handbook.

Purpose

Assessment is a purposeful process to identify the progress of student learning and the achievement of outcomes. Assessment is integral to the planning of learning experiences. The St James assessment policy is aimed to ensure:

- All students are treated fairly.
- No student is advantaged or disadvantaged.
- Results are reliable and valid.
- All assessment is the student's own work.

The major purposes of the assessment program are to:

Improve teaching - the purpose is to provide essential information to the evaluation of the teaching/learning process.

- Help students achieve the highest standards they can within their own capabilities - assessment should provide students with the opportunity to become active participants in their learning and demonstrate success at their highest level
- Provide meaningful reports to parents/carers on students' achievements - assessment provides educational accountability to all stakeholders
- Provide information for the issuing of certificates of achievement
- Provide information to those people who need to know how well groups of students are achieving (school authorities, the State Minister for Education and Training and the Minister for the Arts, the Federal Minister for Education, Science and Training).

It is common practice to label assessment as being formative, diagnostic or summative according to the major purpose of the assessment. The major purpose of formative assessment is to help students attain higher levels of performance. The major purpose of diagnostic assessment is to determine the nature of students' learning and then provide the appropriate feedback or intervention. The major purpose of summative assessment is to indicate the standards achieved by students at particular points in their schooling. It is geared towards reporting and certification.

Principles

Assessment:

- Occurs through observation, consultation, and focused analysis by the student, the teacher, peers and community members as appropriate.
- Uses a variety and balance of assessment techniques.
- Is continuous – formative and summative.
- Is carried out in an authentic, valid and reliable way.

The following ten principles guide the St James College assessment practices:

1. Assessment is clearly linked to making judgments about how well students have achieved the outcomes/objectives within the scope of the content/subject matter of syllabuses.
2. Assessment is an integral part of the teaching and learning process.
3. Assessment is a key element of the professional practice of teachers.
4. Informed teacher judgment is at the heart of good assessment practice.
5. Assessment practices are responsive to the diverse needs of students and are underpinned by equity principles.

6. Assessment judgments are standards-based.
7. In school-based assessment where assessment is continuous, all assessment is formative.
8. In school-based assessment, summative judgments about standards are made by teachers at key junctures of schooling for reporting purposes.
9. Reports of student achievement are defensible and comparable, based on sound evidence and shared understanding of outcomes/objectives and the scope of content/subject matter in syllabuses.
10. Reports of student achievement are readily interpreted by their intended audiences.

Assessment instruments

High-quality assessment instruments:

- Have construct validity (the instruments actually assess what they were designed to assess)
- Have face validity (they appear to assess what you believe they are intended to assess)
- Give students clear and definite instructions
- Are written in language suited to the reading capabilities of the students for whom the instruments are intended
- Are clearly presented through appropriate choice of layout, cues, visual design, format and choice of words
- Are used under clear, definite and specified conditions that are appropriate for all the students whose achievements are being assessed
- Have clear criteria for making judgments about achievements (these criteria are shared with students before they are assessed)
- Are used under conditions that allow optimal participation for all
- Are inclusive of students' diverse backgrounds
- Allow students to demonstrate the breadth and depth of their achievements
- Only involve the reproduction of gender, socioeconomic, ethnic or other cultural stereotypes if careful
- Consideration has determined that such reproduction is necessary.

Management strategies

- Students will use the term planner in the diary in order to timetable any assignments over the term. This ensures each student has an idea about the balance of assessment across the term and can plan and map out their time appropriately.
- In the Senior school written assessment tasks involving extended writing should be submitted using Turnitin software.
- Exam Block timetables are given to senior students as soon as possible – outlining the day, time and length of the exam.

Drafts

- A due date for draft assignments will be included on the task sheet. It is highly recommended that students submit a draft in order to receive feedback from the teacher. In the event that the assignment is not submitted on the due date the teacher can use the draft to make judgments in respect to the criteria. Therefore, the student's overall level of achievement can be based on the evidence provided in the draft. If a draft is not submitted the teacher can insist that the student complete a draft during the lesson or during a detention after school hours.

1. Years 11 and 12 – Authority and Authority - Registered Subjects

To ensure the integrity of the levels of achievement reported for senior certification, students must meet the mandatory requirements of a syllabus for Authority and Authority-registered subjects. The mandatory requirements are stated in all syllabuses.

Non-submission policy relates to students not submitting a response to an assessment instrument by the due date. The practice of awarding a lower standard as a penalty for lateness is not valid in a standards-based system of externally moderated school-based assessment. Judgments of student achievement in Authority and Authority-registered subjects are made by matching a body of evidence provided by students' responses to assessment instruments to the standards associated with exit criteria outlined in the relevant syllabus. In cases where students do not submit a response to an assessment instrument by the due date, judgments should be made using evidence available on or before the due date.

Making Judgements

A standard can only be awarded where evidence has been demonstrated. In cases of non-submission of student responses, an "E" standard cannot be awarded where there is no evidence for it.

Judgments of student responses to assessment instruments are made using standards associated with exit criteria. Procedures are enacted consistently across all subjects within the school. In cases of late submission of student responses to assessment instruments, judgments are based on evidence available on or before the due date. In cases of non-submission of student responses to assessment instruments, standards are not awarded when there is no evidence.

Subject teachers must be proactive in developing strategies to collect and gather evidence about student achievement throughout the two-year course in the teaching, learning and assessment process. In consultation with Heads of Faculties, teachers must establish effective mechanisms for gathering evidence prior to student submission or completion of assessment tasks (e.g. class work, collected drafts, rehearsal notes, photographs of work, teacher observations).

In cases of late and non-submission of student responses, judgments in Authority and Authority-registered subjects are made by matching student responses to assessment instruments with the standards descriptors outlined in the relevant syllabus. Evidence proactively collected as part of the teaching, learning and assessment process may be used to make judgments when, for example, a student: partially completes an assessment instrument; does not submit the assessment instrument by the due date; does not complete a scheduled assessment instrument; refuses to do an assessment instrument.

The practice of awarding a lower standard as a penalty for lateness is not valid in a standard-based system of externally moderated school-based assessment. A standard can only be awarded where evidence has been demonstrated. Therefore an "E" standard for a non-response for a particular assessment instrument cannot be awarded if there is no evidence for it. In incomplete student folios, the level of achievement decisions must match the evidence in the student folio.

Completion of **all assessment is a course requirement in all subjects**. If a student fails to submit substantial assessment items in one subject area it may be deemed that the student has failed to meet the requirements of the syllabus or school study plan and therefore the student will either not be awarded semester credits for this subject or in some cases a level of achievement will not be awarded for the subject. This may affect eligibility to receive an ATAR.

When proactive measures for late and non-submission have been exhausted, and a student has not demonstrated coverage of the course: The student may still receive a level of achievement based on available evidence matched against stated syllabus exit standard descriptors. Consideration should focus on the number of semesters of credit granted for a level of achievement in the subject. The number of semesters of credit recorded on a Senior Statement should reflect the relative coverage of the course of study.

If a student does not sit for an exam or submit an assessment piece, in accordance with the timelines set down by the school, the following actions will be taken:

- The student will be notified that in order to complete the syllabus/school study plan requirements, the assessment piece must be completed.
- Upon completion of the task, the student will receive written feedback from the teacher however the work will not be graded. (Grades for an assessment piece can be awarded if sufficient evidence has been submitted prior to the due date. For instance, if a rough draft was submitted an appropriate grade could be awarded based on the evidence in the draft).
- The student's profile sheet will indicate that the work was submitted late or that the exam was completed after the timelines set down by the school.
- In the calculation of the student's final level of achievement any piece of work which was not completed in accordance with the timelines set down by the school, will not be used as evidence to make judgements in respect to the relevant criteria and exit standards; however, it will be used as evidence to demonstrate completion of syllabus requirements. It is likely that this will affect the students overall level of achievement. Final levels of achievement will be determined in consultation with the class teacher, HOF and a member of the College Leadership Team.
- A Notice of non-submission of assessment task form will be completed by the teacher and the Assessment Non-completion Student Response Sheet will be completed by the student and will be sent home on the same day the assessment was to be completed. This letter will indicate that the student has failed to sit an exam or submit an assessment item in accordance with the timelines set down by the school, as a result, he/she will receive no grade for this piece of work. Teachers will place a note in the diary and send copies of the completed form to the House Dean, Head of Faculty and student file. Pastoral Co-ordinators will follow up on students with two or more notifications, Heads of Departments will track student progress within each subject. Students are referred to the Senior Co-Ordinator or Deputy Principal as necessary. However, to meet syllabus/school study plan requirements he/she must complete the task.

2. *Stand Alone VET Subjects*

- If a student has not completed an assessment task by the due date the student will be asked to complete the task during the lesson. Failure to complete the task during this lesson will result in the student receiving a detention. The time of this detention will be at the discretion of the teacher. If the assessment item is not completed prior to the relevant term's exam block the student's privilege of only attending school during exams, will be withdrawn, until the task is completed.
- If a student is absent on the due date, arrangements need to be made to deliver the assignment to the school by 3pm on that day. If this is not possible, the assignment should be handed in on the first day the student returns to school, not the next timetabled lesson. Students will be required to show a note from their parents explaining the absence in order to ensure no penalty is incurred.
- A list of students who have not completed assessment will be forwarded to the Senior Co-ordinator.
- A letter will be sent home indicating that: an assessment task was not completed and, that this may affect the student's eligibility to receive the relevant certificate.

3. Recognition of Prior Learning (RPL)

St. James College. is continuing to develop cross-referencing between departments and programs which link to TAFE and industry. The following policy of giving recognition to knowledge and skills acquired by students has been developed.

Recognition of prior learning (RPL) is the acknowledgment of skills and knowledge obtained through:

- Formal training (conducted by industry or education);
- Work experience (including informal training); and
- Life experience

The main focus of RPL is the learning outcomes, in the form of skills and knowledge of these experiences, not how, when or where the learning occurred. This is a crucial underlying principle of RPL – it makes the distinction between formal and informal training unnecessary, by focusing on the outcomes rather than the location of learning.

RPL offers a number of potential advantages, in particular:

- The completion of formal education studies in a shorter period of time;
- The elimination or reduction of duplication in learning already acquired;
- In learning already acquired;
- An efficient response to industry skill shortages;
- A fairer access to studies which the individual may wish to undertake;
- Increasing career and education options through ability of training and credentials;
- Stronger links between industry and education;
- Greater understanding and recognition of workplace training needs; and
- A cost of reduction in education/training provision for industry, education and the individual

RPL relates formal training, life experience and work experience to a set of clearly defined vocational outcomes and provides the individual with wider career options. It will have a direct impact on course recruitment processes and may improve the attractiveness of study options.

The RPL model (see below) outlines a process that can be followed to assess student's skills and knowledge. It traces the pathway that an applicant would follow in order for an assessment to occur. Assessment of prior learning may involve all three phases of the model or only one or two steps.

The RPL Model

The process involves documentation of skills acquired (whether through formal training or life experience). A decision whether to grant RPL is reached by applying appropriate criteria to the application and possibly to a subsequent interview and/or practical assessment. These criteria includes:

- Authenticity
- Currency
- Quality
- Relevance
- Transferability
- Validity of documented skills

4. Industry Placement Procedures

Students undertaking vocational courses in the Post Compulsory years participate in structured work place learning. The Head of Vocational Education manages the program.

5. Cross Marking of Students' Work

All modules taught by more than one teacher will have cross marking of students assessment items. If only one teacher is teaching the modules, the Head of Faculty will cross mark student assessment items.

6. Storage of Results

Records of students results are to be kept for a period of 6 years (in accordance with QCAA requirements). These records will be kept on disk in the Administration Department of St James College. Student files are to be kept in a nominated cabinet until such time as the appeal period for the QCAA has lapsed. At this time the files may be destroyed. Student profile sheets will be kept for a period of 6 years in accordance with the QCAA requirements. A disk copy of all results will be kept by each HOF in a separate building to the Administration for safety.

7. Years 8, 9 and 10

If a student does not hand in a final assessment piece by the due date the following consequences will result:

- A note will be placed in the student's diary indicating that the assessment task has not been completed.
- If a student is absent on the due date, arrangements need to be made to deliver the assignment to the school by 3pm on that day. If this is not possible, the assignment should be handed in on the first day the student returns to school, not the next timetabled lesson. Students will be required to show a note from their parents explaining the absence in order to ensure no penalty is incurred.
- A list of students who have not completed assessment in Years 7 - 10, will be forwarded to the Middle Coordinator. A list of students who have not completed assessment in Years 9 & 10 will be forwarded to the Deputy Principal.
- A letter will be sent home indicating that students who have not submitted assessment tasks will be required to complete a detention. If the assessment item is still outstanding at the time of the detention, the student will be required to complete the task, otherwise the detention will be of a community service nature.

8. Extensions (Years 7-12)

- Extensions may be granted if a student applies, at least 3 days prior, to the due date. This is a negotiated process in consultation with the classroom teacher and the Head of Faculty (HOF), In exceptional circumstances the House Dean may grant an extension where application is made outside the three-day notice period. The HOF will sign the task sheet 'extension granted'.
- Absenteeism due to participation on camps and/or school excursions are NOT necessarily grounds for granting an extension. This can ONLY be negotiated with HOFs. The task sheet should then be signed by the HOFs.
- If a student is absent on the due date, arrangements need to be made to deliver the assignment to the school by 3pm on that day. If this is not possible, the assignment should be handed in on the first day the student returns to school, not the next timetabled lesson. Students will be required to submit a medical certificate in order to receive a grade for the piece of work.

9. Exams (Years 7-12)

- If a student is unable to sit for an exam at the appointed time then the school is to be informed.
- A medical certificate or other relevant evidence MUST be provided for Year 11 and 12 students on the day of their return and the exam may need to be completed at a negotiated time.
- Any student can appeal any decisions made in respect to extensions to the Assistant Principal – Studies

10. Exemption (allowing non-completion of some particular piece of assessment)

An exemption should only be allowed when there is sufficient alternative information to make a judgment about an exit level of achievement without the student having to complete a particular assessment instrument. For example, an exemption may be appropriate where a student has missed an assessment instrument due to illness or because of some other legitimate absence, and completing the assessment would place an unreasonable burden on the student.

An exemption is inappropriate if it results in insufficient evidence being available to make a judgment about the student's exit level of achievement, or the student being unable to meet the mandatory requirements stated in a syllabus or study area specification.

11. Reasonable Adjustments for Assessment

In order that all students have equal access to the curriculum and opportunity to demonstrate their knowledge, skills and understanding, staff are required to thoughtfully consider reasonable adjustments to curriculum delivery and assessment if appropriate for individual students.

Students eligible for adjustments could include:

- Students diagnosed with disabilities in the categories of:
 - Intellectual Impairment
 - Speech Language Impairment
 - Autism Spectrum Disorder
 - Social Emotional Disorder
 - Hearing Impairment
 - Vision Impairment
 - Physical Impairment
- Students with a diagnosed specific learning disability or learning difference
- Students for whom English is an additional language or dialect
- Students from diverse linguistic and cultural backgrounds
- Students from Aboriginal and Torres Strait Islander backgrounds
- A student affected by temporary medical, emotional or physical circumstances can be eligible for adjustments with the approval of a CLT member.

Negotiated adjustments or provision of special arrangements to vary the conditions under which assessment occurs, should not constitute an unfair advantage or produce results which indicate a student has knowledge or skills he/she does not possess. The integrity of syllabus requirements must be maintained.

Granting of negotiated adjustments is a negotiated process involving Heads of Faculty, Teaching and Learning Support, teachers, students and parents.

- The process can be initiated by parents, student or school staff
- Eligibility is discussed
- Supporting documentation is sighted
- Details of Negotiated adjustments are agreed upon and communicated to all staff

Queensland Curriculum & Assessment Authority and QTAC applications outline guidelines and policies for student participation in NAPLAN Testing for the Core Skills Testing.

1. INFORMATION SESSIONS FOR STUDENTS

All HODs and Career Counsellor give input about subject choices The Industry Placement Coordinator attends information session for Year 10 students entering Senior Schooling in Term 3 and explains details regarding Industry Placement Pathway and School-based Apprenticeship/Traineeship

2. POST COMPULSORY BOOKLET GIVEN TO ALL YEAR 10 STUDENTS

All students interested in the program who may be considering the Industry Placement Pathway complete and return the Subject Selection form to the school by the end of Term 3.

3. INFORMATION SESSION FOR PARENTS

HODs, Industry Placement Coordinator and Career Counsellor attend subject selection information evening during Term 3 to provide detailed information.

4. STUDENT ENTRY TO IP PROGRAM

5. STUDENTS ACCEPTED ARE PLACED WITH HOST EMPLOYER

Students discuss career pathways and placement with IP Coordinator and Career Counsellor.

Industry Placement Coordinator enters student details on database, allocates a host employer for placement and organises Work Cover Insurance for each student.

6. STUDENTS ARE INTERVIEWED BY EMPLOYER & INDUSTRY AGREEMENT FORM IS SIGNED

Students will be provided with a Vocational Placement Agreement form. They must make an appointment with their host employer within one week of receiving this form, have the form signed, investigate hours of work, dress standard, transport arrangements etc. and undertake workplace induction. The agreement form is to be returned to the IP Coordinator within 2 weeks of receiving it, or before placement begins, whichever comes first. The signed form is forwarded to the employer with a letter of confirmation and thanks together with an explanation of employer WH&S responsibilities.

7. LOGBOOKS PROVIDED

Industry Placement Coordinator explains Logbook requirements to students at the commencement of Yr 11 and 12. Logbooks must be completed.

8. VISITS BY INDUSTRY PLACEMENT TEACHERS

Industry Placement teachers are allocated to students at the beginning of each term. Each teacher will receive report forms for students and first visit will take place during first 2 weeks of placement to explain training requirements. This will be followed by a visit or a phone call per week for assessment of competencies.

9. CHANGE OR CANCEL PLACEMENT AGREEMENT OR LODGE GRIEVANCE

Students wanting to change, cancel or lodge a grievance on their placement must first speak with their IP teacher and/or IP coordinator. Where a new placement is required, the student must continue with their current placement until notified of the new host employer and start date. The student will be required to have their logbook up to date before they change placement. Students will remain with the same host employer for a minimum of one term.)

10. LOGBOOK RETURNS AND RECORDING OF RESULTS

Students must return Logbooks to IP Coordinator within one week of completion of placement. The Curriculum Administration Assistant records competences attained by each student on the QCAA processed at the end of Year 12. For students who leave early, certificates and statements of attainment are posted to them. Copies are kept on student records.



RTO NO. 45970

EREA Colleges Ltd on behalf of
ST JAMES COLLEGE
A Catholic School in the Edmund Rice Tradition



Address: 201 Boundary Street, Brisbane QLD 4000 | Phone: +61 7 3230 8600 | Email: international@stjamescollege.qld.edu.au

2026 FEE SCHEDULE – INTERNATIONAL STUDENTS

APPLICATION FEE

- **\$250 AUD application fee payable on application (non-refundable).**

TUITION FEES

Upon enrolment students will be required to pay a semester's tuition in advance. This amount will not be more than 50% of the student's total tuition fees (unless the course has only one study period of 24 weeks or less.)

Thereafter, tuition fees remain payable in advance and must be paid two weeks before students are able to commence classes for each subsequent semester. Fee statements will be invoiced twice annually in April and October. All tuition fees and associated charges are reviewed annually and so may vary from year to year.

- **Years 5-6: \$11 000 AUD per semester tuition fee and covers all activities associated with being a student at St James College such as book hire, laptop, career and guidance counselling, in class support from tutors, other equipment and most class excursions and retreats**
- **Years 7-12: \$14 925 AUD per semester tuition fee and covers all activities associated with being a student at St James College such as book hire, laptop, career and guidance counselling, in class support from tutors, other equipment and most class excursions and retreats.**

Sibling Discount: the second child attending the school at the same time can enjoy 15% off the tuition fee.

NON-TUITION FEES (Additional Costs)

The following are compulsory additional costs for International Students

- Overseas Student Health Care (OSHC). This is a requirement of the student visa of all International Students. Prior to issuing of a Confirmation of Enrolment (CoE), evidence of current OSHC must be demonstrated.
- \$500 AUD (estimate) uniform costs – all student at St James College is required to comply with the college uniform expectations. Details regarding costs of the uniform items can be found on the college website www.stjamescollege.qld.edu.au
- For years 11 and 12 only: **\$884.80** AUD (estimate) p/a for Queensland Curriculum and Assessment Authority (QCAA) levy collected by St James on behalf of Queensland Curriculum and Assessment Authority (QCAA).

HOMESTAY FEES

St James College is a CRICOS registered provider which enrolls younger students under 18 years of age. St James College 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.

St James College engages International Student Care Australia (ISCA) <https://www.isca.net.au/> and Australia Homestay Network (AHN) <https://www.homestaynetwork.org/> to monitor the Homestay and Welfare of International students under the age of 18 and others in Homestay arrangements

TERMS OF PAYMENT

Fees are effective from the 1st of January of each year. The college reserves the right to vary this Schedule, upon notice to the Fee Payer. I/we understand that payment of my/our account is my/our responsibility. Should my/our account be placed in the hands of debt recovery consultants, then I/we hereby agree to pay all expenses relating to the recovery of my/our account, and any default debt may be reported to a credit reporting agency.

NOTICE OF INTENTION TO LEAVE COLLEGE

Students intending to leave the college before the end of their course i.e. before completion of the Queensland Certificate of Education (QCE) or equivalent are required to give a full semester's notice in writing. Unqualified letters of release will only be given if this process is followed and fees for the notice period (or fees in lieu of notice) have been paid in full.

HOMESTAY FEES

A complete AHN price sheet is listed below:



Australian Homestay
Network

2025 / 2026 Homestay Fees Brisbane			
Matching Fee	\$350~	Airport Pickup*	\$170
Private Room		Shared Room	
Over 18s Homestay Packages (Per Week)			
Complete Homestay <i>3 meals, 7 days per week</i>	\$410	Complete Homestay <i>3 meals, 7 days per week</i>	\$380
Traditional Homestay <i>2 meals Monday to Friday, 3 meals on weekends</i>	\$380	Traditional Homestay <i>2 meals Monday to Friday, 3 meals on weekends</i>	\$350
Dinner Only	\$350	Dinner Only	\$320
No Meals	\$310	No Meals	\$280
Under 18s Homestay Packages (Per Week)			
Complete Homestay <i>3 meals, 7 days per week</i>	\$430	Complete Homestay <i>3 meals, 7 days per week</i>	\$400
Traditional Homestay** <i>2 meals Monday to Friday, 3 meals on weekends</i>	\$400	Traditional Homestay <i>2 meals Monday to Friday, 3 meals on weekends</i>	\$370

Contact:

Phone number: (+61) 07 3230 5700

Email: brisbane@homestaynetwork.org

<https://www.homestaynetwork.org/>

A complete ISCA price sheet is listed below:



ISCA HOMESTAY FEE SCHEDULE 2026
All fees inclusive of GST where applicable

FEE	AUD	
*Homestay (3 meals per day)	\$77 per night	Invoiced each semester
Room Holding for Holidays	\$26 per night	For students with School approval returning overseas
Homestay Placement	\$340	
**Airport Pick-up or Homestay Transfer	\$185	

TERMS AND CONDITIONS:

1. All invoiced fees must be paid (in full) and in advance via Direct Debit.
2. Payment of invoice must be finalised by the invoice due date.
3. Late payment of invoices will incur a 2% surcharge.
4. Students staying over December/January holiday period will be invoiced in November additional Fees in advance of continuing in Homestay.
5. Students returning home for December / January holiday period and with school form approval, will have an adjustment made to their next semester invoice. The adjustment will be made at the Room Holding for Holiday nightly rate.
6. Students requesting a transfer to a new homestay must pay for the transfer and placement on a separate invoice prior to transfer.
7. Refunds processed in accord with ISCA Refund Policy. All refunds require a parent signed Refund Form. Refunds will be processed within 60 days, after student and belongings have left homestay. Refunds will incur an AU\$150 Administration Fee.
8. Departure from Homestay requires a minimum of two (2) weeks written notice.

NOTES:

All fees quoted in Australian Dollars and are subject to annual review.

*Invoices for continuing students issued twice a year.

**Airport pick-up or transfer services are for students ONLY.

- Flight arrivals after 7.00 PM (local time) incur an additional 50% surcharge on quoted airport pick-up fee.
- Airport pick-ups (including rescheduled flights) require written notice with a minimum two (2) business days prior to flight arrival.
- Non-arriving students per written notice will incur an additional Airport Pick-up Fee.
- Students missing pre-arranged transfer date/time will be charged an additional Transfer Fee.

Contact:

Phone: +61 7 3851 0704







Email: kim@isca.net.au

<https://www.isca.net.au/>

*Note: Homestay fees are to be paid directly to ISCA and AHN **not** St James College.*



Payment Details Form

Student Details				
Family Name			First Name	
Year Level		Homeroom		Student ID
Payment Being Made By				
 Credit Card	<i>Please complete credit card payment details below</i>			
 Cheque	<i>Please attach copy to this form</i>			
 Bank Transfer	<i>See payment instructions below</i>			
Credit Card Payment Details				
Name on Card				
 Bank Card	 Visa		 Mastercard	
Amount				
Credit Card			Expiry Date	
Invoice Number				
Signed By				
Instructions for Bank Transfer				
Bank	Commonwealth Bank of Australia			
Branch	240 Queen Street, Brisbane QLD 4000			
BSB	064 786			
Account Number	100001782			
Swift Code	CTBAAU2S			
Account Name	Archdiocesan Development Fund			
<i>Quote Student's Full Name and St James Account Number St James Account Number applies only to current students.</i>				



RTO NO. 45970

ST JAMES COLLEGE

EREA Colleges Ltd on behalf of
A Catholic School in the Edmund Rice Tradition



EDMUND RICE EDUCATION
AUSTRALIA
CRICOS NO. 00715J

Address: 201 Boundary Street, Brisbane QLD 4000 | Phone: +61 7 3230 8600 | Email: international@stjamescollege.qld.edu.au

REFUND POLICY

A copy of this policy is provided to the student (or parent(s)/legal guardian if the student is under 18) at a reasonable time prior to a letter of offer - written agreement being signed as well as comprising part of student's written agreement.

1. This policy outlines refunds applicable to course fees paid to the school including any course fees paid to an education agent to be remitted to the school.
2. Any service fees a student (or parent(s)/legal guardian if the student is under 18) pays directly to a third party are not within the scope of this refund policy.
3. The enrolment application fee is non-refundable.
4. **Payment of Course Fees and Refunds**
 - a. Fees are payable according to the St James College International Student Fee Schedule available on the College Website – www.stjamescollege.qld.edu.au
 - b. An itemised list of school fees is provided in the St James College Letter of Offer – Written Agreement as per NC Standard 3.3.4.
 - c. All fees must be paid in Australian dollars unless requested otherwise. Refunds will be reimbursed in the same currency as fees were received.
 - d. Refunds will be paid to the person who enters into the Letter of Offer - Written Agreement unless the school receives written advice from the person who enters the Letter of Offer - Written Agreement to pay the refund to someone else.
5. All notification of withdrawal from a course, or applications for refunds, must be made in writing using the StJames College Refund Request Form and submitted to the International Student Coordinator/ Administrator.
6. **Student default because of visa refusal**
 - a. If a student produces evidence of visa refusal (or provides permission for the school to verify visa refusal with the Department of Home Affairs) and fails to start a course on, or withdraws from the course on or before the agreed starting day, the school will refund within four weeks of receiving a written claim from the student the total amount of course fees received by the school before the student's default day, minus the lesser of
 - 5% of the amount of course fees received, or
 - AUD \$500
 - b. If a student whose visa has been refused withdraws from the course after it has commenced, the school will retain the amount of tuition fees proportionate to the amount of the course the student has undertaken and will refund of any unused tuition fees* received by the school with respect to the student within the period of four weeks after the day of student default.

* Calculation of the refund due in this case is prescribed by a legislative instrument (s.10 of Education Services for Overseas Students (Calculation of Refund) Specification 2014).

7. Student Default

Any amount owing under this section will be paid within 4 weeks of receiving a written claim from the student(or parent(s)/legal guardian if the student is under 18).

a. **Non-tuition fees**

Non-tuition fees will be refunded on a pro rata basis proportional to the amount of time the student was studying in the course, except where a non-refundable payment on behalf of the student has been made. Students (or parent(s)/legal guardian if the student is under 18) may apply for a refund of Overseas Student Health Cover (OSHC) through their OSHC provider. Students (or parent(s)/legal guardian if the student is under 18) may apply for a refund of unused homestay fees collected and held by ISCA, the homestay provider.

b. Non-commencement with no notification of withdrawal:

If the student does not provide written notice of withdrawal and does not start the course on the agreed starting date, up to 80% tuition fees will be retained from tuition fees received by the school.

c. Non-Commencement with notification of withdrawal:

- If the school receives written notification of withdrawal by the student (or parent(s)/legal guardian if the student is under 18) 4 or more weeks prior to commencement, the school will refund the amount of tuition fees received less an administration fee of \$750 AUD (a processing administration fee).
- If the school receives written notification of withdrawal by the student (or parent(s)/legal guardian if the student is under 18) less than 4 weeks prior to commencement of the course, the school will refund 50% of the tuition fees received.

d. Refunds after commencement of a course:

- *If tuition fees for up to one semester have been received in advance:* Where the student (or parent(s)/legal guardian if the student is under 18) notifies the school in writing of withdrawal before completing the semester, no tuition fees will be refunded.
- *If tuition fees for more than one semester have been received in advance,* and the school receives written notification of withdrawal by the student (or parent(s)/legal guardian if the student is under 18), the school will refund the amount of unused tuition fees less \$750 AUD Administration Fee, provided that at least 4 weeks of written notice of withdrawal has been received.

e. Refunds in the event of a provider-initiated cancellation of enrolment:

- i. No refund of tuition fees will be made where a student's enrolment is cancelled for any of the following reasons:
 - Failure to maintain satisfactory course progress (visa condition 8202). Please see Course Progress and Attendance Policy: www.stjamescollege.qld.edu.au
 - Failure to maintain satisfactory attendance (visa condition 8202). Please see Course Progress and Attendance Policy: www.stjamescollege.qld.edu.au
 - Failure to maintain approved welfare and accommodation arrangements (visa condition 8532). Please see Accommodation and Welfare Policy: www.stjamescollege.qld.edu.au
 - Failure to pay course fees.
 - Any behaviour identified as resulting in enrolment cancellation in St James College's Behaviour Policy/Code of Conduct. Please refer to the International Student Handbook - www.stjamescollege.qld.edu.au
- ii. Any refund in the case of cancellation of a student's enrolment for failure to maintain St James College's agreed conditions of enrolment as outlined in the student's Letter of Offer - Written Agreement, including failure to disclose required information at the point of application or a pre-existing condition requiring a high degree of specialised support or care, will be at the discretion of the school.

8. Provider Default

- a. If for any reason the school is unable to offer a course on an agreed starting day for the course, and the student for some reason cannot be placed or refuses placement in an alternative course arranged by the school, a full refund of any unused tuition fees* received by the school with respect to the student will be made within 14 days of the agreed course starting day.
- b. If for any reason the school is unable to continue offering a course after the student commences a

course, and the student for some reason cannot be placed or refuses placement in an alternative course arranged by the school, a full refund of any unused tuition fees* received by the school with respect to the student will be made within 14 days of the school's default day.

- c. In the event that the school is unable to fulfil its obligations of providing an agreeable alternative course for the student, or a refund, the student will receive assistance from the Australian Government's Tuition Protection Service. For information on the TPS, please see: <https://tps.gov.au/StaticContent/Get/StudentInformation>

*Calculation of the refund due in this case is prescribed by a legislative instrument (s.7 of Education Services for Overseas Students (Calculation of Refund) Specification 2014). <http://www.comlaw.gov.au/Details/F2014L00907>

- d. Where such a provider goes into default:
- i) From a financial perspective, because the VET component falls under the school's CRICOS registration, the student's tuition fees for the course (including the VET components) are protected by virtue of the school's CRICOS registration.
 - ii) From a course delivery perspective, if the RTO the school has partnered with closes or is otherwise unable to deliver the VET component, the school must ensure that the student is still able to complete the secondary school course for which their visa has been issued. This could mean engaging an alternative VET provider to deliver the VET components or if this is not possible, offering alternative secondary school subjects which meet the requirements for completing the school qualification
9. This written agreement, and the right to make complaints and seek appeals of decisions and action under various processes, does not affect the rights of the student to take action under the Australian Consumer Law if the Australian Consumer Law applies.

DEFINITIONS FOR ST JAMES COLLEGE

- a. Non-tuition fees – fees not directly related to provision of the student's course, including Overseas Health Cover (OSHC), Queensland Curriculum and Studies Authority (QCAA) Levy, Uniforms and Homestay fees.
- b. Tuition fees – fees directly related to the provision of the student's course, including text books, laptop and charger.
- c. Course Fees – the sum of tuition fees and non-tuition fees received by the school in respect of the student in order for the student to undertake the course.
- d. Term – one term is equivalent to $\frac{1}{4}$ of one year. There are four terms in one year.
- e. Semester – one semester is equivalent to $\frac{1}{2}$ of one year. There are two semesters in one year.

If the student changes visa status (e.g. becomes a temporary or permanent resident) he/she will continue to pay full overseas student's fees for the duration of that billing period.



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REFUND REQUEST FORM

STUDENT DETAILS

Family Name		Given Name	
Preferred		Year Level / Homeroom	

REFUND DETAILS

Amount of Refund Requested (in AUD) (Refer to St James College Refund Policy)			
Date Fees Paid		For Study Period (i.e. Semester / Term / Year)	
Reason for Refund (Either supply details here or attach documentation explaining reason why refund is being requested.)			

REFUND TO BE PAID BY

CHEQUE	AUSTRALIAN BANK TRANSFER	INTERNATIONAL BANK TRANSFER
Cheque to be addressed to:	Account Name:	Account Name:
	Bank Name:	Bank Name:
	Address of Bank:	Address of Bank:
Cheque to be sent to:		
	BSB:	SWIFT CODE:
	Account Number:	Account Number:

PARENTAL PERMISSION

I give permission for monies to be refunded to the person indicated above.

* Parent's Signature		Date	
OFFICE USE ONLY			
Reason for request meets St James College Refund Policy.	Yes	No	Details
Special conditions for refund to be granted?	Yes	No	Details
Amount Paid	Amount to be Withheld		
Withheld Reasons			
Signed (International Student Co-ordinator)			Date
Approved (CLT Member)			Date



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DEFERMENT, SUSPENSION AND CANCELLATION OF ENROLMENT POLICY – INTERNATIONAL STUDENTS

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 St James College 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 enrolments 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

1. DEFERMENT OF COMMENCEMENT OF STUDY REQUESTED BY STUDENT

St James College will only grant a deferment of commencement of studies for compassionate and compelling circumstances. These include but are not limited to:

- a. illness, where a medical certificate states that the student will be unable to attend classes
- b. bereavement of close family members such as parents or grandparents (where possible a death certificate should be provided)
- c. major political upheaval or natural disaster in the home country that has impacted on expected commencement of studies
- d. a traumatic experience which has impacted on the student (where possible, these cases should be supported by police or psychologist' reports).
- e. 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.

All applications for deferment will be considered within 14 working days.

The final decision for assessing and granting a deferment of commencement of studies lies with the Principal or Deputy Principal. Where a student's request to defer his/her commencement of studies is refused, the student has a right of appeal (see St James College Complaints and Appeals policy).

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

2. SUSPENSION OF STUDY REQUESTED BY STUDENT

Once the student has commenced the course, St James College will only grant a suspension of study for compassionate and compelling circumstances. These include but are not limited to:

- a. illness, where a medical certificate states that the student will be unable to attend classes
- b. bereavement of close family members such as parents or grandparents (where possible a death certificate should be provided)
- c. major political upheaval or natural disaster in the home country requiring emergency travel that has/will impact on studies
- d. a traumatic experience which has impacted on the student (where possible, these cases should be supported by police or psychologist' reports).
- e. student return to their home country to sit a university exam (or similar assessment) which impacts upon their education

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.

Temporary suspensions of study cannot exceed 6 months duration.

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.

The period of suspension will not be included in attendance calculations.

Applications will be assessed on merit by the Principal or Deputy Principal.

Some examples of circumstances that are not considered compassionate and compelling at St James College include:

- a. Requests for early departure or late return from vacation, including inability to secure cheap flights
- b. Leaving early or returning late from holidays in order to attend festivals in the student's home country
- c. Returning home to attend family gatherings that occur during term time.

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.

All applications for suspension will be considered within 14 working days.

The final decision for assessing and granting a suspension of studies lies with the Principal or Deputy Principal. Where a student's request to suspend studies is refused, the student has a right to appeal (see St James College Complaints and Appeals policy, www.stjamescollege.qld.edu.au).

3. STUDENT-INITIATED CANCELLATION OF ENROLMENT

All notification of withdrawal from a course, or application for refunds, must be made in writing and submitted to the International Student Coordinator or International Student Administrator. Please see St James College's Refund Policy – www.stjamescollege.qld.edu.au.

*A student will be deemed to have inactively notified St James College of cancellation of enrolment where:

- a. The student has not yet finished his/her course/s of study with the school, and
- b. does not resume studies at the school within 14 days after a holiday break, and
- c. the student has not previously provided the school with written notification of withdrawal.

Student-initiated cancellation of enrolment, including "inactive" cancellation of enrolment in *, above, is not subject to St James College Complaints and Appeals Policy.

SCHOOL-INITIATED CHANGES IN ENROLMENT

4. SCHOOL-INITIATED EXCLUSION FROM CLASS

- a. St James College may exclude a student from class studies on the grounds of misbehaviour by the student. Exclusion will occur as the result of any behaviour identified as resulting in exclusion in St James's College Behaviour Management Policy/Code of Conduct as outlined in the Student diary.
- 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 St James College 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 St James College internal appeals process. Further information about the appeals process in the event of a school-initiated exclusion from class is outlined below.
- d. Excluded student 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 Deputy Principal.
- 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. Exclusion from class will not be included in attendance calculations for the study period and will not be recorded on PRISMS.

5. SCHOOL-INITIATED SUSPENSION OF STUDIES

- a. St James College may initiate a suspension of studies for a student on the grounds of misbehaviour by the student. Suspension will occur as the result of any behaviour identified as resulting in suspension in St James College Behaviour Management 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 St James College 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 St James College 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 Deputy Principal.
- 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.

6. SCHOOL-INITIATED CANCELLATION OF ENROLMENT

St James College will cancel the enrolment of a student under the following conditions:

- a. 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
- b. Failure to pay course fees
- c. Failure to maintain approved welfare and accommodation arrangements (visa condition 8532).
- d. Any behaviour identified as resulting in cancellation in St James College's Behaviour Management Policy /Code of Conduct outlined in the Student Diary and International Student Handbook.

Where St James College 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 St James College's internal appeals process. Further information about the appeals process in the event of a school-initiated cancellation is outlined below.

St James College 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 St James College will be cancelled and this may impact on the student's visa. Further information can be found in St James College's Course Progress and Attendance Policy.

For the duration of the internal appeals process, where possible St James College will maintain the student's enrolment and the student may attend classes as normal. The Deputy Principal will determine if participation in studies will be in class or under a supervised arrangement outside of classes or, outside of School.

If a student decides to access St James College'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.

Where extenuating circumstances are deemed to exist, a student may still access the complaints and appeals process, but St James College 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.

The use of extenuating circumstances by St James College to suspend or cancel a student's enrolment prior to the completion of any complaints and appeals process will be supported by appropriate evidence.

The final decision for evaluating extenuating circumstances lies with the Principal or Deputy Principal.

7. STUDENT TO SEEK INFORMATION FROM DEPARTMENT OF HOME AFFAIRS (IMMIGRATION)

- 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 Website <https://immi.homeaffairs.gov.au/visas/getting-a-visa/visa-listing/student-500> for further information about their visa conditions and obligations.

8. 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.



RTO NO. 45970

A Catholic School in the Edmund Rice Tradition



EDMUND RICE EDUCATION AUSTRALIA CRICOS NO: 00715J

Address: 201 Boundary Street, Brisbane QLD 4000 | Phone: +61 7 3230 8600 | Email: international@stjamescollege.qld.edu.au

DEFERMENT, SUSPENSION AND CANCELLATION FORM

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

STUDENT DETAILS

FAMILY NAME		FIRST NAME		PREFERRED NAME	
YEAR LEVEL		STUDENT ID		DATE OF BIRTH	
CURRENT ADDRESS IN AUSTRALIA					
MOBILE NUMBER		EMAIL ADDRESS			

I am applying for:

- A deferment of commencement of studies
- A suspension of studies
- Cancellation of studies

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

Attachments:

Attach any relevant supporting documentation. This form will be assessed once all documentation has been received. St James college may ask for more documentation if required. Applications are usually processed in 10 working days.

Students are required to maintain the condition of their visa, including maintaining enrolment in a registered course of study. Deferment, suspension and non-commencement of enrolment can have an effect on a student's visa as a result of changes to enrolment status. The Department of Home Affairs Website <https://www.homeaffairs.gov.au> provides further detail regarding the conditions of the visa and obligations of students.

Students who have not yet commenced their studies at St James College will also need to contact Department of Home Affairs in case there is any effect on their student visa as a result of changes to enrolment or CoE status. Please see contact details at: <https://www.homeaffairs.gov.au>

Parent/s' Signature		Date	
Student Signature		Date	



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TRANSFER POLICY – INTERNATIONAL STUDENTS

St James College'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. St James College 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 St James College'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. St James College 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 St James College or an education or migration agent regarding St James College 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 St James College.
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. St James College 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. St James College 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. Complete an Application for Student Transfer Form available from www.stjamescollege.qld.edu.au or the International Student Coordinator or the International Administration Assistant.
 - b. Give this completed application form and a valid offer of enrolment from another provider to the International Student Coordinator or the International Administration Assistant for assessment.
 - c. If under 18 years of age, complete an Application for Student Transfer Form with signature of the parent/s or legal guardian/s support for the transfer to the nominated provider.
 - d. 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 St James College, 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. St James College will assess the student's transfer request application and notify the student of a decision within 15 working days.
 8. If St James College 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 St James College intends to refuse the student's transfer application request, St James College will provide the student with reasons for refusal in writing and include a copy of St James College's complaints and appeals policy www.stjamescollege.qld.edu.au. The student has the right to access St James College'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 St James College'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 St James College.
 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>.

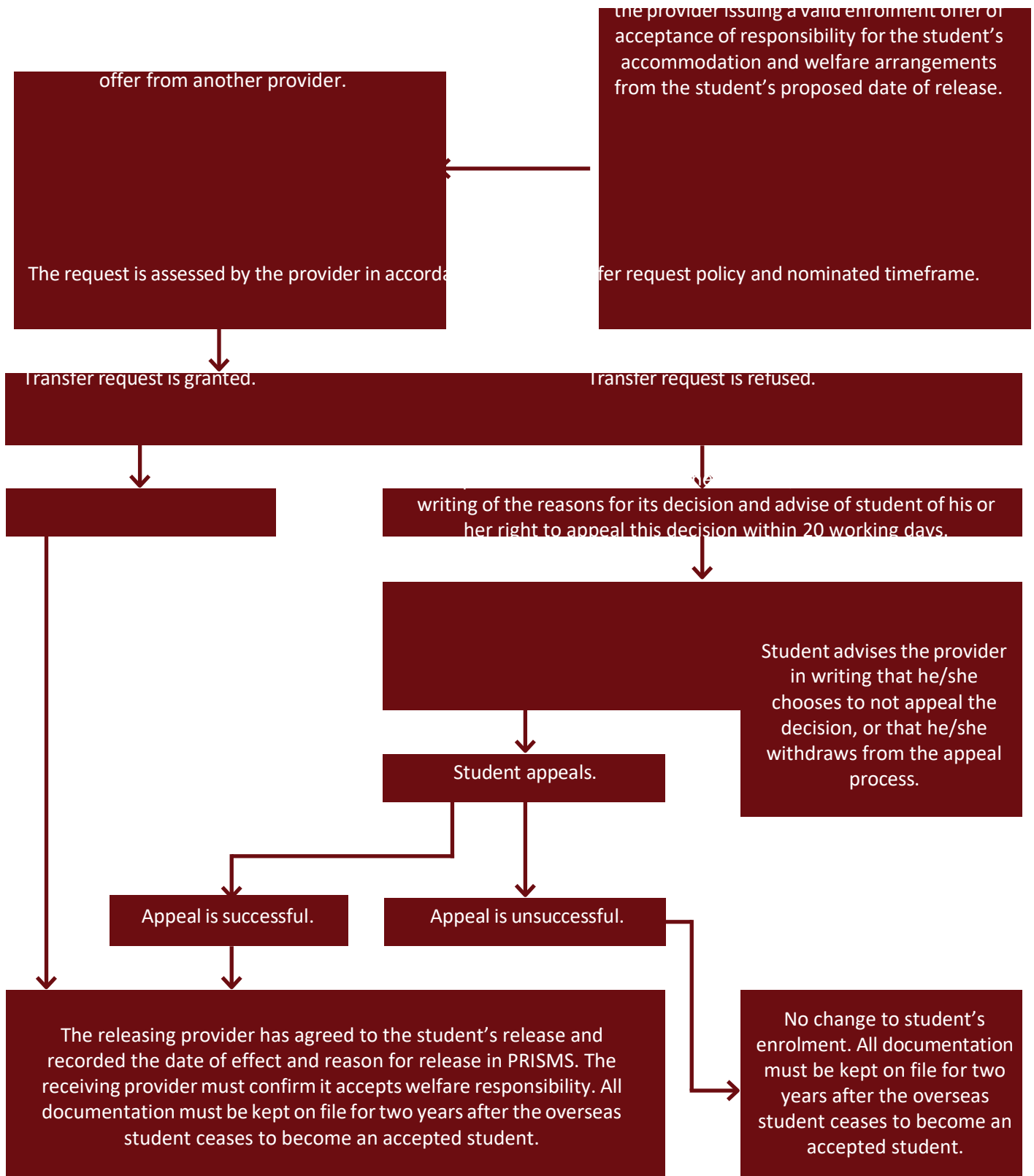
Student who are no longer subject to the transfer restriction, but St James College holds welfare responsibility via a CAAW.

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 www.stjamescollege.qld.edu.au
 - b. Give this completed application form and a valid offer of enrolment from another provider to the International Student Coordinator or the International Administration Assistant for assessment and response within 15 working days.

- c. If under 18 years of age, complete an Application for Student Transfer Form with signature of the parent/s or legal guardian/s support for the transfer to the nominated provider.
 - d. 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 St James College 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. St James College will negotiate the welfare transfer date with the receiving provider and will advise the student of the welfare transfer date within 15 working days.
14. 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>.



Student Transfer Flow Chart



1. Rationale

St James College is a Catholic School in the Edmund Rice Tradition. Its policies are centred on the four Touchstones of the Charter for Catholic Schools in the Edmund Rice Tradition – namely, Gospel Spirituality, Liberating Education, Inclusive Community, Justice and Solidarity. As such, the College is committed to protecting the privacy of its employees, prospective employees, students and family members of students as they interact with the College from time to time. This privacy policy applies to all of the above-named groups at St James College

2. Accountability

a. Legal:

- Education (Accreditation of Non-Government Schools) Act (2001)
- Privacy Act (1998)
- Privacy Amendment (Private Sector) Act 2000
- Anti-discrimination Act (1991) and amendments
- Disability Discrimination Act (1992)
- Disability Standards for Education (2005)
- Education Services for Overseas Students Act (2000)
- National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students (2018)

b. Other:

- Edmund Rice Education Australia
- Non-State Schools Accreditation Board
- The Charter for Catholic Schools in the Edmund Rice Tradition
- Queensland Curriculum and Assessment Authority
- Queensland Tertiary Admissions Centre
- Queensland College of Teachers
- Training and Employment Council of Australia

3. Definitions

- “Employee” means any person employed by the College including any job applicant or prospective employee
- “Employee Record” means an employee record as defined by the Privacy Act 1998
- “Family Member” means a parent, step-parent, carer, legal guardian, homestay provider, educational agents or other family member of the student.
- “Student” means prospective, current or past student of St James College.

4. Policy Statement

a. Collection of Information

The College only collects personal information that is necessary to carry on the College’s functions and activities as an educational institution. This includes:

- Matters relating to an employee’s employment
- Matters relating to the enrolment, education, welfare or health of a student
- Matters relating to functions or events at the school

- Matters relating to fundraising for the school or charities
- Matters relating to statutory obligations in respect to Child Protection

b. In the event that personal or sensitive information inadvertently comes into the possession or knowledge of the school for which the school has no need or authority to collect or keep, then that information will be destroyed or removed from all records held by the school as soon as is practicable

c. Personal Information

- Personal information means information about an individual whose identity is apparent or can be reasonably ascertained.
- Personal information pertaining to an employed, family member or student may be collected by the school where that information is required to the school to conduct its functions and activities as an educational institution.
- Personal information that may be collected includes but is not limited to:
 - Family members' names, phone numbers, addresses, email addresses, vehicle registration details, marital status/issues, custody details, doctor's name and contact details, Medicare number, educational history, occupations, professional associations membership.
 - Student's name, address, phone number, date of birth (and age), birth certificate, next of kin details, school reports, emergency contact details, number of doctor, residency/visa status (where applicable) assessments, referrals (e.g. government agencies, welfare, etc), correspondence with family members, photos, current/previous schools, health fund, Medicare number.
 - Student sibling name and dates of birth.
 - Employee's name, company name, phone number, email address, tax file number, date of birth, next of kin details, emergency contact details, residency/visa status, qualifications, education, academic transcript, passport, Blue Card (where applicable), salary issues including superannuation details, bank account numbers, marital status, letters of appointment or resignation, performance reviews, professional development details.
 - Information that is required to be collected for the purposes of accountability for government funding.

5. Sensitive Information

The collection of sensitive information is prohibited (by law) except where that information is exempt. The following is a list of exempt sensitive information that may be collected:

- Racial or ethnic origin
- Criminal record
- Membership of a trade union
- Religious belief or affiliation
- Health information about an individual

It must be agreed by both parties (school and individual) that exempt sensitive information such as that above may be collected by the school to carry out its functions or activities as an educational institution.

6. Use and Disclosure of Information

- St James College will only use personal information or exempt sensitive information for the purposes for which it was collected.

- Written prior consent will be obtained by the College should there be a reason to disclose such information otherwise than to a readily apparent third party.
- From time to time the College may wish to use photographs, names and ages of students, activities engaged in for purposes directly relating to the functions and activities of the College. Such publicity may include but not limited to: College website, College Magazine, promotional or marketing material, past-student publications, press release. Parents/carers may expressly request that no such use be made of the image and/or name.

7. Security

The College will take all reasonable steps to ensure that:

- Personal information collected, used or disclosed is accurate, complete and up to date
- Collected information is protected from misuse, loss, unauthorised access, modification or disclosure
- Information that is no longer needed for any purpose is destroyed or permanently de- identified.

8. Access

- Employees or parents/carers may request access to any of their own records of personal information covered by this policy which have been collected and held by the College, or if they believe that any records need correction or updating. Such requests should be made directly to the Principal.
- Records of personal information will be retained by the College for the period required by Government legislation.



Purpose

- This Policy has been developed in association with the National Framework for Protocols for Managing the Possession, Use and/or Distribution of Illicit and Other Unsanctioned Drugs in Schools (Commonwealth Education, Training and Youth Affairs, June 2000), policies and practices produced by Oceania Province of the Christian Brothers as Edmund Rice Education Australia, and the Declaration on Educational Goals for Young Australians (Ministerial Council for Education, Early Childhood Development and Youth Affairs, 2008)
- St James College aims to provide a healthy, safe and supportive environment that complements the classroom health learning experiences.
- The College believes that drug education is best taught in the context of the school's Outdoor Recreation and Health curriculum and Pastoral Care structures. This Policy has been developed to assist parents, students and staff to deal with the problems of drug abuse that confront every school in some way and at some stage.

Definition Of 'Drug'

A drug is defined as any substance, which when taken into the body, alters its function physically and/or psychologically, causing a psychoactive effect.

The term 'drug' includes alcohol, tobacco and herbal cigarettes, illicit drugs, image and performance enhancing drugs, inhalants and kava, pharmaceutical drugs.

The possession and use of prescribed medication – that is, medication which has been prescribed by a doctor for a particular individual – lies outside these guidelines.

This Drug Policy has the following aims in mind:

- To publish guidelines for the prevention of and intervention in the possession, use and distribution of drugs;
- To outline the consequences for students found possessing, using and/or distributing illicit drugs;
- To outline the educational approach to be taken with regard to the prevention, the intervention and the consequences of drug abuse;
- To maintain the dignity of the individual at all times.

Procedure

Prevention

The objective of preventative drug education programs is to reduce or delay the likelihood of experimentation with drugs by providing information about the dangers of illicit and unsanctioned drug use.

The school has a health education program which includes drug education as an important component of the Personal Development, Health and Physical Education curriculum. It is supported by a healthy school environment. For example,

- Comprehensive PE program catering to the needs of students
- Personal development opportunities offered as part of the Community Service program in the school, sport and other co-curricular activities.
- School and community health initiatives which focus on drug education

All members of staff have a direct involvement in the pastoral care of students and personal development opportunities for students are supported by the College.

The College aims to promote positive relationships built on a sense of belonging to the school community and a culture of care, respect, compassion, justice and mercy as exemplified in the Gospel.

The College's Pastoral Care Policy provides clear guidelines on the steps used to address personal issues in respect to student care and discipline and indicates particular procedures and strategies for staff to follow in their daily pastoral care of students.

From time to time, staff engage in appropriate professional development with regard to drug issues so that they are aware of constructive measures to take and the legal and regulatory frameworks they must work within.

The prevention program includes regular review and updates.

Intervention

Despite the best prevention approaches taken by the College, some students will use illicit and other unsanctioned drugs. It is recognized that drug use, possession or distribution can often be associated with a range of other problems in a young person's life and hence the school response aims always to maintain and enhance the dignity of the individual in relation to his/her environment, family and school community.

- An intervention is seen as a positive action once the College community member has been identified as misusing drugs.
- The community at large expects our school to convey by its teaching and actions that it does not in any way condone any form of drug use that is prohibited by this policy.
- Whatever individuals may think or feel, the law regarding the sale, possession and use of drugs is clear, and penalties are provided for the punishment of offenders. Members of the College community are subject to these laws and have the same responsibility as all other citizens to uphold the law.
- In respect to prescribed medication, St James College adopts the following proactive approach:
 - Students on prescribed medication are encouraged, where possible, to take their medication at home.

They are asked to provide information in writing to the Principal if and how such prescribed medication need to be taken during the school day. No member of staff will be put in a position to have to administer any form of prescribed medication to a student.

- Should a situation arise where a student needs to be administered with an analgesic, parents will be
- contacted directly and medical records held by the school will be consulted. Only after permission has been granted by the student's parent/guardian will such medication be administered and only then by a member of the front Office who has First Aid training. Normally, no teacher should administer an analgesic to a student.

Restrictions

St James College does not permit students, while on College premises or at a College function* to:

- Smoke tobacco or smoke herbal products
- Consume alcoholic beverages
- Deliberately inhale solvents
- Possess or use illicit or unsanctioned drugs including performance-enhancing drugs
- Possess drug-related equipment such as syringes, bongs, pipes, etc. The only exception to this involves cases where a syringe is required for lawful medical use. However, it may only then be used with a written notification from a doctor which must be produced on demand.
- Administer illicit or unsanctioned drugs including performance-enhancing drugs to another person.
- Sell or supply (trafficking) illicit or unsanctioned drugs including performance-enhancing drugs
- Be under the influence of illicit or unsanctioned drugs.

**The phrase "on College premises or at a whole-school College function includes any time a student is in uniform, and also includes travelling to and from school, or any school camp, retreat, excursion, or organised educational, social or sporting function.*

Consequences

In making decisions on the appropriate sanctions for students discovered infringing the College's Drug Policy, the needs of both the individual and the school community will be taken into account. Each instance will be considered individually and independently according to the set of circumstances existing at the time.

The following procedures have as their focus the emotional and physical health and welfare of the student and the needs of the whole College community.

Smoking cigarettes (tobacco/herbal)

- | | |
|--------------------|--|
| 1st Offence | Students smoking or in possession of cigarettes will be suspended from classes for one day. Parents/guardians will be informed. |
| 2nd Offence | Parents/guardians and the student will be required to discuss the situation with the Principal. A suspension period of up to one week may be enforced. |
| 3rd Offence | This will be taken as an indication that the College Code of Conduct and the student are incompatible and appropriate action will be taken which may include exclusion from the College. |

Medications

- Prescription medications should only be taken by the person for whom they were prescribed. Parents will be informed immediately if an individual is found to have abused medication, such as analgesics and will be required to take the student home. The student will not be allowed to return to the College until the parent/guardian and the student have attended an interview with the Principal.
- Where deemed necessary, arrangements will be made for the student to participate in counselling or other appropriate drug management program.
- Suspension or full exclusion is a possibility.

Alcohol

- Parents and the individual will be required to discuss the situation with the Principal. Because the consumption of alcohol by under-age students is not in keeping with the philosophy of the College or Australian law, suspension or exclusion is a possibility.
- Where deemed necessary, arrangements will be made for the student to participate in counselling or other appropriate drug management program.

Inhalants

- Volatile solvents include glue, paint, petrol etc.
- When solvent abuse is suspected the item will be confiscated. Parents and the individual will be required to discuss the situation with the Principal: suspension or exclusion is a possibility.
- Where deemed necessary arrangements will be made for the student to participate in counselling or other appropriate drug management program.

Illicit / Psychoactive Drugs

- Psychoactive drugs: those used to alter the mood, thinking and/or behaviour. There are three broad categories:
 - Stimulants e.g. amphetamines, cocaine, crack, ecstasy
 - Depressants e.g. opiates, tranquillisers, marijuana
 - Hallucinogens, e.g. LSD, psilocybin ('magic mushrooms'), etc.
- If an individual is in possession of illicit drugs or supplies illicit drugs to others, the police will be immediately notified. Cautioning or charging of the individual will be at police discretion. The student will be suspended for a period of the investigation at the discretion of the Principal. Full exclusion from the College will be a normal consequence for a student who supplies and/or sells illicit drugs at school or at a school function.
- If individuals are found using illicit or unsanctioned drugs on the College premises or at any College function, the material will be confiscated, and the police and the student's parents will be immediately notified. Any confiscated material will be handed over to the police. The student will be suspended for a period at the discretion of the Principal. Full exclusion from the College is a possibility.
- Appropriate counselling will be made available to the students, parents/guardian. Outside counselling agencies may be contacted.
- Students who return to school after a period of suspension will be subject to follow-up procedures to evaluate the effectiveness of the counselling and to develop strategies for the student's re-entry to class.

Important Notes:

- Students are personally required to catch up on any schoolwork missed due to sanctions which have been imposed by the College.
- Relevant information will be documented and kept on file by the Principal in consultation with the International Student Coordinator.
- Confidentiality will be respected. However, it may be necessary to notify particular staff members of the nature of the event to ensure the safety of the individual and others.

Conclusion

- In developing and implementing this Drug Policy, the College reinforces its role in the prevention of drug abuse problems and demonstrates its responsiveness to an issue of community concern.
- This Drug Policy is designed to protect the welfare of students and staff by ensuring that incidents involving drug use are addressed rationally and in a manner, that reflects the values and ethos of the College.
- This Drug Policy ensures confidentiality and access to counselling where necessary.
- This Drug Policy provides a consistent approach while ensuring each incident is dealt with according to the nature of the infringement as well as maintaining the dignity of all those involved.

Related Legislation

1. Health (Drugs and Poisons) Regulation 1996 (QLD)
2. Drugs Misuse Act 1986 (QLD)
3. National Framework for Protocols for Managing the Possession, Use and/or Distribution of Illicit and Other Unsanctioned Drugs in Schools 2000 (Commonwealth Department of Education, Training and Youth Affairs)
4. Commonwealth Criminal Code



RTO NO. 45970

EREA Colleges Ltd on behalf of **ST JAMES COLLEGE**

A Catholic School in the Edmund Rice Tradition



EDMUND RICE EDUCATION
AUSTRALIA
CRICOS NO. 00715J

Address: 201 Boundary Street, Brisbane QLD 4000 | Phone: +61 7 3230 8600 | Email: international@stjamescollege.qld.edu.au

CRITICAL INCIDENT POLICY – INTERNATIONAL STUDENTS

- 1) St James College recognises the duty of care owed to its students and that planning for the management of a critical incident is essential.
- 2) A critical incident is a traumatic event, or the threat of such (within or outside Australia) which causes extreme stress, fear or injury that may affect the student's ability to undertake or complete their course. This may include but is not limited to:
 - a) Serious injury, illness or death of a student or staff
 - b) Students or staff lost or injured on an excursion
 - c) A missing student
 - d) Severe verbal or psychological aggression
 - e) Physical assault
 - f) Student or staff witnessing a serious accident or incident of violence
 - g) Natural disaster e.g. earthquake, flood, windstorm, hailstorm or extremes of temperature
 - h) Fire, bomb threat, explosion, gas or chemical hazard
 - i) Social issues e.g. drug use, sexual assault
- 3) **Critical Incident Committee**
 - a) St James College has a Critical Incident Committee to assist the principal in the prevention and management of critical incidents at the school, or off campus in the case of an overseas student for whom the school has undertaken care responsibilities.
 - b) The Principal, Andrée Rice is the critical incident team leader.
 - c) The Critical Incident Committee also includes:
 - i) the College Leadership Team, including the Deputy Principal, Kristina Johnson, Assistant Principal – Learning, Innovation, Partnerships & Pathways, Karen Lindsey, Assistant Principal - Identity and Global Advocacy, Isikeli Kubunameca, Business Manager, David Cantwell, Property Manager, Gary Junatas and IT Manager, School Counsellor, Ines Lagundzic, and International Student Coordinator, Lisha Song.
 - d) The responsibilities of the committee include:
 - i) risk assessment of hazards and situations which may require emergency action
 - ii) analysis of requirements to address these hazards
 - iii) establishment of liaison with all relevant emergency services e.g. police, fire brigade, ambulance, hospital, poisons information centre, community health services
 - iv) 24-hour access to contact details for all students and their families and emergency contacts provided by the student's family (for schools with overseas students this will also include agents, homestay families, carers, consular staff, embassies and interpreting services if necessary)
 - v) 24-hour access to contact details for all relevant staff members needed in the event of a critical incident e.g. school counsellor, welfare officer, legal services, school security

- vi) development of a critical incident plan for each critical incident identified, including arranging emergency or alternative accommodation arrangements if necessary
- vii) dissemination of planned procedures
- viii) organisation of practice drills
- ix) regular review of the critical incident plan
- x) assisting with implementation of the critical incident plan
- xi) arranging appropriate staff development
- xii) budget allocation for emergencies
- xiii) ensuring written records of any critical incident and remedial action taken by St James College are kept on file for at least two years after the student ceases to be enrolled.

4) **Critical Incident Plans**

- a) All critical incident plans assign responsibilities among relevant staff members; cover all the actions to be taken and timelines for doing so.
- b) Immediate Action (within 24 hours)
 - i) Identify the nature of the critical incident
 - ii) Notification of the critical incident committee/team leader
 - iii) Implement the appropriate management plan or action strategy, including arranging emergency or alternative accommodation arrangements if necessary
 - iv) Assignment of duties and resources to school staff
 - v) Seeking advice and help from any necessary emergency services/hospital/medical services
 - vi) Dissemination of information to parents and family members
 - vii) Completion of a critical incident report
 - viii) Media response if required (see below)
 - ix) Assess the need for support and counselling for those directly and indirectly involved
- c) Additional Action (48 – 72 hours)
 - i) Assess the need for support and counselling for those directly and indirectly involved (ongoing)
 - ii) Provide staff and students, parents / family members with factual information as appropriate
 - iii) Restore normal functioning and school delivery
- d) Follow-up – monitoring, support, evaluation
 - i) Identification of any other people who may be affected by critical incident and access of support services for affected community members
 - ii) Maintain contact with any injured/affected parties
 - iii) Provision of accurate information to staff and students where appropriate
 - iv) Evaluation of critical incident management
 - v) Be aware of any possible longer-term disturbances e.g. inquests, legal proceedings

5) **Resources**

- a) The nature of critical incidents is such that resources cannot always be provided in anticipation of events. The critical incident committee uses its discretion to provide adequate resources – both physical and personnel – to meet the needs of specific situations. Staff will be reimbursed for any out-of-pocket expenses.

6) **Managing the Media**

- a) Manage access of the media to the scene, and to staff, students and relatives
- b) The principal should normally handle all initial media calls
- c) Determine what the official school response will be

- d) All facts should be checked before speaking to the media
- e) If accurate information is unavailable or the issue is of a sensitive nature, explain that questions cannot be answered at this time
- f) Avoid implying blame or fault for any part of the incident as this can have significant legal implications
- g) The principal may delegate media liaison to another member of staff

7) Evaluation and review of management plan

- a) After every critical incident, a meeting of the critical incident committee will be held to evaluate the critical incident report and the effectiveness of the management plan and to make modifications if required. If appropriate this process will incorporate feedback from all staff, students and local community representatives.

Critical incident plan - injury to overseas student

1) Immediate Action (within 24 hours)

- a) *Identify the nature of the critical incident*

- b) *The person, who is initially notified of the incident, be that the school secretary or homestay co-ordinator or international student co-ordinator, should get as much information as possible regarding the nature of the critical incident.*
 - i) *Where did the injury occur? On campus or off?*
 - ii) *How severe is the nature of the injury?*
 - iii) *Where is the student now?*
 - iv) *Is the student in hospital?*
 - v) *Has an ambulance been called?*
 - vi) *Is an interpreter required?*

- c) *The information should be documented for further reference.*

- d) *Notification of the critical incident committee/team leader*

- e) *The person who is initially notified of the incident should notify the critical incident team leader immediately.*

- f) *Assignment of duties to school staff*
 - i) *The critical incident team leader will identify the staff member responsible for any immediate action.*
 - ii) *The incident will then be referred to the identified staff member.*
 - iii) *The responsible staff member should keep in close contact with the critical incident team leader and any other staff members as required.*

- g) *Implement the appropriate management plan or action strategy*
 - i) *If the student is on campus*
 - *Ensure appropriate intervention to minimise additional injury*
 - *Provide first aid where necessary*
 - *Ascertain seriousness of injury*
 - *Call ambulance if required*
 - *If ambulance is required, accompany student to hospital*
 - *Ascertain seriousness of injury from hospital staff*

- *If ambulance is not required accompany student to relevant medical service e.g. doctor*
- ii) *If the student is off-campus*
 - *If situation appears serious, call an ambulance and either meet the ambulance at the student's location or at the hospital*
 - *Otherwise go to location of student*
 - *Provide first aid where necessary*
 - *Ascertain seriousness of injury*
 - *Call ambulance if required*
 - *If ambulance is required, accompany student to hospital*
 - *Ascertain seriousness of injury from hospital staff*
 - *If ambulance is not required accompany student to relevant medical service e.g. doctor*
- iii) *If the student has already been taken to hospital*
 - *Go to hospital*
 - *Ascertain seriousness of injury from hospital staff*
- h) *Dissemination of information to parents and family members*
 - i) *When there are a number of people to contact such as when a student is in a homestay, the school should attempt to simultaneously contact all parties.*
 - ii) *Contact the parents/legal guardian of the student*
 - iii) *Contact the carer of the student e.g. they may be living with a relative*
 - iv) *Contact any emergency contacts provided by the student's family*
 - v) *Contact the homestay family of the student*
- i) *Completion of a critical incident report*
- j) *Media response if required*
- k) *Inform critical team leader of any relevant factual information to be conveyed to the media liaison.*
- l) *Assess the need for support and counselling for those directly and indirectly involved*
- m) *If the student is seriously injured or requires hospitalisation, the school should enlist aid of overseas consular staff to assist the family if they are travelling to Australia, with interpreting services to aid in communication with the relevant medical services and with counselling services if required.*
- n) *The school should assess whether other staff and students have been affected by the incident and provide support and counselling as required.*
- o) *The school should also contact Department of Home Affairs (Immigration) and inform them of the incident.*

2) Additional Action (48 – 72 hours)

- a) *Assess the need for support and counselling for those directly and indirectly involved (ongoing)*
- b) *Provide staff and students with factual information as appropriate*
 - i) *Depending on the nature of the incident, it may be appropriate for the principal to address the*

school and inform them of the facts of the incident and the condition of the student concerned.

- c) *Restore normal functioning and school delivery*
 - i) *Where the incident occurred on school premises, there will be other procedures to follow in relation to any possible safety issues and the school's legal obligations. The critical incident committee should identify the appropriate staff member to follow up these issues.*

3) Follow-up – monitoring, support, evaluation

- a) *Identification of any other people who may be affected by critical incident and access of support services for affected community members*
 - i) *The effects of traumatic incidents can be delayed in some people; the school needs to be aware of any emerging need for support and/or counselling.*
- b) *Maintain contact with any injured/affected parties*
- c) *If the student is in hospital for some time, the school needs to maintain contact with the student and their family.*
 - i) *Support and assistance for the student and family*
 - ii) *Depending on the condition of the student, the school could provide school work for the student to enable them to remain in touch with school activities*
 - iii) *Discuss with the family any required changes to the enrolment of the student e.g. suspension or cancellation of enrolment and make any changes required on PRISMS*
- d) *Provision of accurate information to staff and students where appropriate*
 - i) *Depending on the nature of the incident, it may be appropriate for the principal to address the school and inform them of the facts of the incident and the condition of the student concerned.*
- e) *Evaluation of critical incident management*
 - i) *The critical incident committee should be held to evaluate the critical incident report and the effectiveness of the management plan and to make modifications if required.*

Be aware of any possible longer-term effects on the school and student well-being e.g. inquests, legal proceedings



RTO NO. 45970

ST JAMES COLLEGE

A Catholic School in the Edmund Rice Tradition



EDMUND RICE EDUCATION
AUSTRALIA
CRICOS NO. 00715J

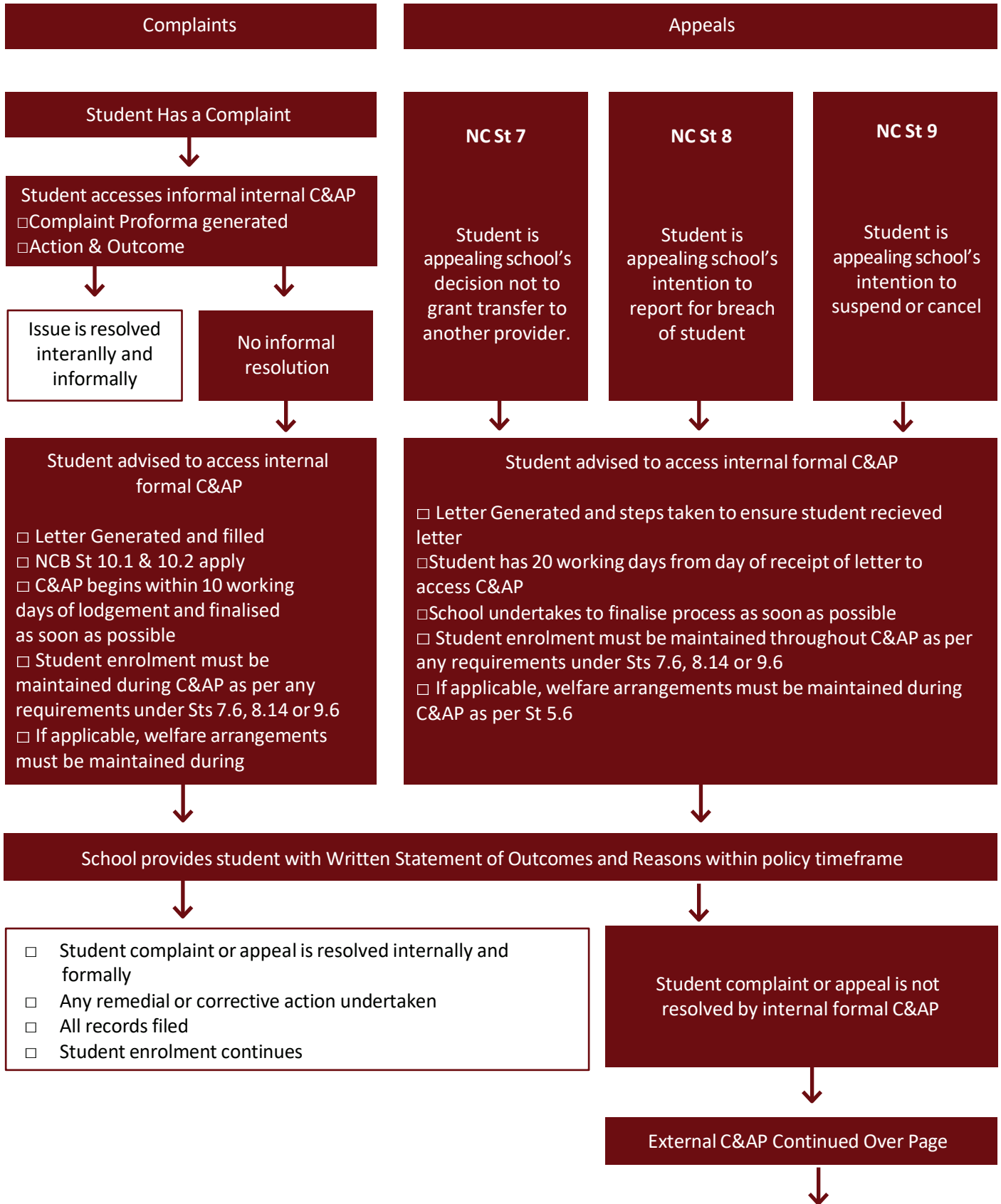
Address: 201 Boundary Street, Brisbane QLD 4000 | Phone: +61 7 3230 8600 | Email: international@stjamescollege.qld.edu.au

CRITICAL INCIDENT REPORT FORM – INTERNATIONAL STUDENTS

Date: _____

To be completed after all critical incidents

ACTION OFFICER	
POSITION	
BRIEF SUMMARY OF INCIDENT: <i>(include where, when, who, and why as appropriate.</i> <i>Further Information/documentation may be attached.</i>	
IMMEDIATE ACTION TAKEN	
FURTHER ACTION REQUIRED	
PERSONS OR STAFF NOTIFIED, TIME AND DATE	
SIGNATURE	DATE



External C&AP

Student is advised of right to access external C&AP via OSO <http://www.ombudsman.gov.au/about/overseas-student> at minimal or no cost within 10 working days of conducting the internal C&AP

- If a student wishes to externally appeal against the school's decision to not grant a transfer (St 7), the student must maintain their enrolment at the school (and welfare arrangements if applicable) until the appeals process is complete and finds in the student's favour
- If a student wishes to externally appeal against the school's decision to report under St 8, the school must maintain the student's enrolment (and welfare arrangements if applicable) until completion of the external appeals process. No report will be made in PRISMS until the external appeal finds in favour of the school, the student chooses not to access the external C&AP within 10 working days, or the student confirms withdrawal from external C&AP process in writing (St 8.14)
- If a student wishes to externally appeal against the school's decision to suspend or cancel a student's enrolment because of misbehaviour, failure to pay fees, or other agreed conditions of enrolment under St 9, the school need not await the outcome of the external process before changing the student's enrolment status in PRISMS.



External C&AP finds in favour of school

School takes appropriate action and keeps all records of process on file.



External C&AP finds in favour of school

School immediately implements any decision and/or corrective or preventative action required and advises students of the outcome and action taken as per NC St 10.4 and keeps all records of process on file.



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COMPLAINTS AND APPEALS POLICY – INTERNATIONAL

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 *St James College's* Complaints and Appeals Policy is to provide a student or parent(s)/legal guardian with the opportunity to access procedures to facilitate the resolution of a dispute or complaint involving St James College, or an education agent or third party engaged by St James College to deliver a service on behalf of St James College.
- b) The internal complaints and appeals processes are conciliatory and non-legal.

2. Complaints against other students

- a) Grievances brought by a student against another student will be dealt with under the school's Behaviour Policy/Code of Conduct.

3. Informal Complaints Resolution

- a) In the first instance, St James College requests there is an attempt to informally resolve the issue through mediation/informal resolution of the complaint.
- b) Students should contact the Deputy Principal, Dean of House or the International Student Coordinator, 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 Principal and St James College's internal formal complaints and appeals handling procedure will be followed.

4. Formal Internal Complaints Handling and Appeals Process

- a) 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.
- b) The student must notify the school in writing of the nature and details of the complaint or appeal.
- c) Written complaints or appeals are to be lodged with the Principal. Students may seek out the assistance of the International Student Coordinator, or any staff member with who they feel comfortable to assist them in this process.
- d) 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.
- e) Complaints and appeals processes are available to students at no cost.
- f) Each complainant has the opportunity to present his/her case to the Principal.
- g) Students and / or the School may be accompanied and assisted by a support person at all relevant meetings.
- h) The formal internal complaints and appeals process will commence within 10 working days of lodgement of the complaint or appeal with the Principal and will be finalised as soon as practicable.
- i) 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 Principal 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.

- j) Once the Principal 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.
- k) If the complaints and appeals procedure finds in favour of the student, *St James College* will immediately implement the decision and any corrective and preventative action required, and advise the student of the outcome and action taken.
- l) 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.

5. 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 *St James College* 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 *St James College* 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.

6. 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.

7. Definitions

- a) Working Day – any day other than a Saturday, Sunday or public holiday during term time
- b) Student – a student enrolled at *St James College* or the parent(s)/legal guardian of a student where that student is under 18 years of age

1. Support person – for example, a friend/teacher/relative not involved in the grievance.



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COMPLAINTS AND APPEALS FORM – INTERNATIONAL STUDENTS

STUDENT DETAILS

STUDENT NAME	
YEAR LEVEL	
CURRENT ADDRESS IN AUSTRALIA	
PARENT NAME	
ADDRESS IN HOME COUNTRY	
PHONE DETAILS	
EMAIL ADDRESS	

COMPLAINT DETAILS

Date:	
Complaint is INFORMAL	Description:
Complaint is FORMAL	Written Complaint is attached.
Details of Remedial Action 1:	
Details of Response to Remedial Action 1:	

Details of Remedial Action 2:			
Details of Response to Remedial Action 2:			
RESOLUTION PROCESS OUTCOME			
<input type="checkbox"/> COMPLAINT RESOLVED	<input type="checkbox"/>	NO FURTHER ACTION DOCUMENTS FILED	
<input type="checkbox"/> COMPLAINT NOT RESOLVED	<input type="checkbox"/>	ADVICE FOR NEXT STEP HAS BEEN PROVIDED [Enter details]	
NAME			
SIGNED		DATE	



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CONTACT DETAILS FORM

Date: _____

Please check and ensure all detailed information, including parent / legal guardian and emergency contact details are current.

Student Contact Details	Student Name	
	Date of Birth	
	Passport Number and Expiry Date	
	Visa Number and Expiry Date	
	Address	
	Phone Number	
	Mobile Number	
	Email Address	

Parent / Legal Guardian Contact Details (In Australia)	Father's Name	
	Mother's Name	
	Address	
Father	Phone Number	
	Mobile Number	
	Email Address	
Mother	Phone Number	
	Mobile Number	
	Email Address	

Parent / Legal Guardian Contact Details (Overseas)	Father's Name	
	Mother's Name	
	Address	
Father	Phone Number	
	Mobile Number	
	Email Address	
Mother	Phone Number	
	Mobile Number	

	Email Address	
	Agency Name	
	Contact Person	
	Address	
	Phone Number	
	Mobile Number	
	Email Address	

Emergency Contact Details (Another person(s) St James College can contact in an emergency who can speak English if parents cannot be contacted or do not speak English)	Emergency Contact Name	
	Relationship to Student	
	Address	
	Phone Number	
	Mobile Number	
Email Address		

Parent/s' Signature		Date	
Student Signature		Date	
Agent Signature		Date	



Application for Student Transfer Request Form

Please read the attached Student Transfer Request Assessment Policy before filling out this application form to request a transfer to another education provider, if you have not yet completed the first six months of your first school sector course OR if you are under 18 years of age.

Student Details					
Family Name		First Name		Preferred Name	
Year Level		Homeroom		Date of Birth	
Current Address in Australia					
Mobile Number			Email Address		


Please indicate if any of the following apply:

- I have not yet completed the first six months of my first school sector course
- I am under 18 years of age
- I have completed the first six months of my first school sector course
- I am over 18 years of age

If you **have not yet completed the first six months of your first school sector course**, please provide details of the reason or reasons why you wish to transfer to another education provider.

Please indicate if any of the following apply, and attach evidence where requested.

- You have received notice you will be reported because you are unable to achieve satisfactory course progress, even after receiving support from St James College to assist you, in accordance with Standard 8 (Overseas student visa requirements) of the 2018 National Code of Practice for Providers of Education and Training for Overseas Students.
- You are providing evidence (attached) of compassionate or compelling circumstances.
- St James College is unable to deliver the course in which you are enrolled as outlined in the written agreement.
- You are providing evidence (attached) that your reasonable expectations about your current course are not being met.
- You are providing evidence (attached) that you were misled by St James College or an education migration agent regarding St James School or its course and the course is therefore unsuitable to your needs and/or study objectives.

 An appeal decision (internal or external) on another matter has been made or recommended in favour of your release from enrolment at St James School.

Please provide details of any other reason, with evidence if applicable, for why you wish to transfer to another education provider.

Enrolment Letter of Offer from another registered provider

Attach a valid letter of offer from the education provider to which you wish to transfer.

If you are under 18 years of age

If you are under 18 years of age and not in the care of a parent or suitable nominated relative, the valid enrolment offer / letter of offer you are providing must also show that the receiving education provider will accept responsibility for approving your accommodation, support and general welfare arrangements from the date of your proposed release.

If you are under 18 years of age, attached written confirmation from your parents or legal guardian showing that you have their support to transfer.

Attach any other relevant documentation as evidence to support your application.

Your application will be assessed once all documentation has been received within 15 working days. St James College may ask for more documentation if it requires it.

Student Signature		Date	
Parent Signature		Date	



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STUDENT DETAILS

FAMILY NAME		FIRST NAME		PREFERRED NAME	
YEAR LEVEL		HOMEROOM		DATE OF BIRTH	
EMAIL ADDRESS			MOBILE NUMBER		

REPORTS REQUESTED

TERM	YEAR LEVEL	CALENDAR YEAR

Additional Requirements – please explain any additional/special requirements for e.g. certified copies? Separate/sealed envelopes?

--

Handling fee per Report: \$10.00 (AUD). Total Cost of Request: _____

CREDIT CARD PAYMENT DETAILS

Name on Card			
<input type="checkbox"/> Bankcard	<input type="checkbox"/> Visa	<input type="checkbox"/> Mastercard	
Amount			
Credit Card Number	____/____/____/____	Expiry Date	

INSTRUCTIONS FOR BANK TRANSFER

Bank	Commonwealth Bank of Australia
Branch	240 Queen Street, Brisbane Qld 4000
BSB	064 000
Account Number	11652306 (electronic payments only)
Account Name	Archdiocesan Development Fund

*** QUOTE STUDENT'S FULL NAME AND ST JAMES ACCOUNT NUMBER ***



International education: ensuring quality and protecting students

Australia welcomes international students

Coronavirus (COVID-19) information for international students

International students are an important and valued part of Australia's world class education system. Those impacted by the COVID-19 pandemic can find a range of resources and support on the Department of Education, Skills and Employment [website](#).

Additional information can also be found on the [Study in Australia](#) website, the official Australian Government website for international students.

Australian laws protect international students'

The Australian Government wants international students to have a rewarding and enjoyable experience when they come to Australia to study. Australia offers high quality education services and protects the rights of international students to ensure you make the most of your time here.

This fact sheet contains important information for student visa holders about living and studying in Australia, including your consumer rights and responsibilities as an international student and key things you should know before and during your study.

As a student on a student visa, you benefit from Australian laws that ensure high standards of education, facilities and support services while you are in Australia. You also have rights to information about your course and the institution you wish to study with before and during your enrolment. The Education Services for Overseas Students (ESOS) framework offers you financial protection in case your education institution does not deliver what it has promised you.

You can find out more about the framework at <https://internationaleducation.gov.au/regulatory-information/pages/regulatoryinformation.aspx>.

Before you begin your studies

Choosing a course to study

As an international student, you can only study a course with an education institution listed on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS). All institutions

registered on CRICOS have met the quality standards set out in Australian law, which ensures you receive the best possible education services.

CRICOS is a good place to start when you want to find a course or education institution to study with, and can be found at <http://cricos.education.gov.au>.

Using an education agent

International students **do not** have to use an education agent. You can enrol directly with an Australian education institution. Information about what education institutions offer is usually on their websites.

If you want to use an education agent, it's best to pick one used by the institution you want to study at. You can find a list of education agents on the institution's website.

The law requires institutions to use only education agents that act honestly and with integrity. Agents must give you accurate advice about the courses on offer, including entry requirements, and information about living in Australia. You should still be careful and alert when dealing with agents to ensure you enrol in a course that is suitable for you and will help you achieve your learning goals.

In Australia, education agents cannot give you information on visa and immigration matters – only migration agents can do this. You can find out more about using migration agents at the Department of Immigration and Border Protection's website at www.border.gov.au/Trav/Visa/Usin.

If you think your education agent might be behaving dishonestly or unethically, you should stop using them immediately and contact your education institution directly.

Written agreements or contracts between the student and institution

Under Australian law an education institution must have a written agreement with you outlining the services they will provide, all the fees you are required to pay, and conditions for refunds of money you pay for the course.

The written agreement is a legal contract. You should read it carefully and make sure you fully understand what it says before signing it. You and your education institution must follow whatever is set out in the written agreement once you have accepted it, so you should keep a copy of it. Should you ever make a complaint about your institution, you will need to refer to your written agreement. You can find out more about making complaints on page 6 of this fact sheet, **Making complaints and getting help**.

Your rights before you enrol

Even before you enrol with an education institution, under Australian law you have the right to:

- receive current and accurate information about the courses, entry requirements, all fees and modes of study from your institution and your institution's agent before you enrol
- sign a written agreement with your institution before or at the time you pay fees. You do not have to pay the institution any money or fees until you accept the agreement
- seek a refund in certain situations for course money you have paid. Information about refund arrangements must be included in your written agreement

Your rights before you enrol

- get the education you paid for. The law includes tuition protections that will allow you to be placed in another course or receive a refund if your institution is unable to teach your course (known as a provider default), visit <https://tps.gov.au/> for more information
- access complaints and appeals processes
- request to transfer to another institution and have that request assessed by your institution.

Paying your tuition fees

From 14 December 2015, changes to Australian law give international students more choice about how they pay their fees. Previously you could not pay more than 50 per cent of your fees before you started a course. Now you can **choose** to pay more than 50 per cent of your tuition fees before you start. For example, you or the person who is paying your fees may decide this is a good idea if the Australian dollar exchange rates mean you will save money by paying more of your fees early.

Your education institution may ask you if you would like to pay more than 50 per cent of your fees before you start your course. This is your choice. Your institution cannot require you to pay more, unless you are doing a short course of 25 weeks or less. If your course is longer than 25 weeks, you cannot be asked to pay more than 50 per cent of your tuition fees before you start.

Your institution may wish to organise a payment plan so you can start regularly paying the rest of your tuition fees once you start the course. Your written agreement should include an itemised list of all the fees you will be charged for your course, including your tuition fees and how they will be paid, and refund arrangements.

In Australia there are also very strong protections for students' fees, which you can learn more about on **page 5** of this fact sheet under **Protecting your tuition fees**.

What happens if you can't start the course because your visa is refused?

If you have paid fees to an education institution and your visa is refused, you are entitled to a refund. Under Australian law, the institution is allowed to keep either 5 per cent of the tuition fees you paid or \$500, whichever is the lowest amount, and must refund you the rest.

If your visa is refused after the course was due to start, the institution can keep tuition fees for the number of weeks that have passed since commencement, and must refund you the rest of the fees.

What happens if you decide you don't want to start or continue the course?

If you change your mind and do not want to start the course, you may be entitled to a refund.

If you have a written agreement with the institution, the amount of your refund will depend on the written agreement, which should tell you what will or will not be repaid to you.

If you do not have a written agreement, you have the right to receive some of your fees back. Under Australian law, the institution is allowed to keep either 5 per cent of the fees you paid or \$500, whichever is the lowest amount, and must refund you the rest of the tuition fees you paid them.

During your studies

Support services for you in Australia

Under Australian law your education institution must offer you support services to help you adjust to study and life in Australia, achieve your learning goals and maintain satisfactory progress in your learning. This support is available because we recognise that Australia may be a new environment for students, with different laws, culture and customs. Your education institution must give you advice on:

- support and welfare services available at the institution
- legal services
- emergency and health services
- facilities and resources
- complaints and appeals processes
- any student visa condition that relates to the course you are studying
- services international students can access for information on their employment rights and conditions, and how to resolve workplace issues, such as through the Fair Work Ombudsman (from 1 January 2018).

Many education institutions also offer career advice services. You should ask them whether they can help advise you on working and careers.

Welfare for students under 18 years of age

If you are under 18 years of age, you will only be granted a visa if there are adequate arrangements in place for your accommodation, support and general welfare. This is for your personal safety and applies for the length of your student visa or until you turn 18.

If you are under the age of 18 your visa application must demonstrate that you will be accompanied by a parent, legal custodian or an eligible relative. If you will not be living with one of these people, your education institution can agree to be responsible for approving your accommodation, support and general welfare arrangements while you are in Australia on a student visa.

If your education institution has approved your living and general welfare arrangements, but you wish to change them, you **must** have the approval of your institution before you do so. This is because your institution must advise the Department of Immigration and Border Protection as soon as possible about changes to living and welfare arrangements for students under 18.

If you don't have your institution's approval, this may be reported to the Department of Immigration and Border Protection. If this happens, you will be in breach of student visa condition 8532 and your visa may be cancelled.

For more information about visa requirements for students under the age of 18, visit:

<http://www.border.gov.au/Busi/Educ/Educ/Welfare-requirements-for-student-visa-applicants-under-18> and <http://www.border.gov.au/Trav/Stud/More/Visa-conditions/visa-conditions-students>.

Your responsibilities as an international student in Australia

Your student visa

As an international student on a student visa, you must:

- comply with your student visa conditions

- ensure you have and continue to maintain your Overseas Student Health Cover (OSHC) for as long as you stay in Australia on a student visa
- tell your institution if you change your address or other contact details
- meet the terms of your written agreement with your education institution
- maintain satisfactory course progress and attendance.

Information about visa conditions for student visa holders is available on the Department of Immigration and Border Protection’s website at www.border.gov.au/Trav/Stud/More/Visa-conditions/visa-conditions-students, or call 131 881 on Monday – Friday from 8.30am to 4pm inside Australia (except public holidays).

Academic integrity and misconduct

The Australian Government and education institutions take issues of academic integrity very seriously. Education institutions have many ways of detecting cheating or plagiarism in exams and assessments.

Using ghost writing services, asking someone to take an exam in your place, or any other kind of academic misconduct will result in serious action being taken against you. Your enrolment or student visa could be affected, or cancelled altogether.

If you are struggling with your studies, it’s best to ask your institution what support services they can offer you.

Your consumer rights and protections

Protecting your tuition fees

Australia is widely recognised as a world leader in protecting the tuition fees of international students through its Tuition Protection Service (TPS). The TPS assists international students whose education institutions are unable to fully deliver their course of study, and ensures that international students are able to either:

- complete their studies in another course or with another education institution, or
- receive a refund of their unspent tuition fees.

In the unlikely event your education institution is unable to deliver a course you have paid for, they have obligations to offer you an alternative course or, if you do not accept the alternative course, pay you a refund of your unspent prepaid tuition fees. If your institution is unable to meet these obligations for some reason, the TPS will assist you in finding an alternative course or getting a refund if a suitable alternative is not found.

For more information on the TPS, visit www.tps.gov.au. If you are a student whose provider is unable to fully deliver your course, you can call (02) 6271 3440 for assistance.

Working in Australia

Australian workplace laws provide basic protection and entitlements for all workers in Australia, including workers from overseas. International students have the **same** entitlements to minimum wages and conditions as Australian workers, as well as superannuation and workers’ compensation under Australian workplace laws.

The minimum wages and conditions to which an employee is entitled are set out in awards (also known as modern awards). Awards apply to employees depending on the industry they work in or the job that they do.

Awards don't apply when a business has an enterprise agreement or other registered agreement that covers the employee's working conditions. For more information on awards and agreements, visit www.fairwork.gov.au/awards-and-agreements.

Australian laws also protect you from being discriminated against at work, for example because of your race, when you are applying for a job, about to begin a job, or any time during your employment. For more information about discrimination at work, visit <https://www.fairwork.gov.au/employee-entitlements/protections-at-work/protection-from-discrimination-at-work> or <https://www.humanrights.gov.au/>.

The Fair Work Ombudsman (FWO) helps employers and employees to understand their rights and responsibilities at work. The FWO can also investigate suspected breaches of workplace laws. To find out what you should be paid and learn more about your minimum workplace entitlements you can visit www.fairwork.gov.au. You can also call 13 13 94 from 8am to 5.30pm Monday to Friday inside Australia (except public holidays). Getting help to resolve a workplace issue will **not** automatically affect your student visa.

You are limited to 40 hours of work per fortnight when your course is in session, and unlimited hours in out of session periods. This is to ensure you are mainly focused on your studies. Work conditions for student visa holders can be found on the Department of Immigration and Border Protection website at www.border.gov.au/Trav/Stud/More/Work-conditions-for-Student-visa-holders

Changing education institutions or courses

If you are not satisfied with the course you are doing and wish to transfer to another education institution, before you make the decision to enrol with another institution you should be aware that there are rules about what you can or cannot do.

From 1 January 2018, if you are a school student and want to change to another education institution before finishing the first six months of your first school course, you must seek permission from your original education institution to transfer. Six months after you start your first school course, you can change to another education institution without asking your original education institution for approval.

For all other students, if you haven't completed six months of your principal course (the main course of study you are undertaking), Australian legislation says that you can only change education institutions if:

- your original institution can no longer provide the course you enrolled in, or
- your original institution says they will release you, or
- you have a government sponsor and that sponsor writes a letter saying they support your change of course.

In other words, you will usually need your institution's permission if you want to transfer before you have completed six months of your principal course.

Your original institution can only provide a letter of release if:

- you have a letter from another institution saying they have made you an enrolment offer
- where you are under 18, you have the support of your parent or legal guardian, or the institution wishing to enrol you says they will take responsibility for your welfare.

You should read and understand your institution's transfer policy, as it should clearly state the reasons that you may or may not be granted a transfer. Your education institution must assess or consider your request to transfer against this policy.

If you are not satisfied with your institution's decision, you can appeal through their internal appeals and complaints handling process. If you are not satisfied with the outcome of that internal appeal process, your options are outlined in the section below, **Making complaints and getting help**.

If you are thinking about changing your course, you need to ensure that you continue to meet the conditions of your student visa. Further information about the impact of changing courses or education institutions is available on the Department of Immigration and Border Protection's website at <http://www.immi.gov.au/Study/Pages/changing-courses.aspx>.

For more details about the legislative requirements around transferring courses, you can visit: <https://internationaleducation.gov.au/Regulatory-Information/Education-Services-for-Overseas-Students-ESOS-Legislative-Framework/National-Code/nationalcodepartd/Pages/ExplanatoryguideD7.aspx>

Making complaints and getting help

If you have a complaint about your institution, you should talk to them first. Your education institution must have complaints and appeals processes in place to help students resolve their issues.

If you cannot resolve your complaint with an institution, there are other actions you can take. You will need to find out whether your institution is a private or government type by searching them and looking at the **Institution type** field on the CRICOS website at <http://cricos.education.gov.au/Institution/InstitutionSearch.aspx>

If your institution is a private (non-government) organisation, you can take your complaint to the Office of the Commonwealth Ombudsman (OCO). Refer to the OCO website at <https://www.ombudsman.gov.au/How-we-can-help/overseas-students> for more information about how the OCO can help students, or call 1300 362 072.

If you are studying with a government education institution, which includes most universities and TAFEs, the external appeal body will most likely be the ombudsman for the state or Commonwealth. Your education institution can give you the best information about the appropriate external appeals process for their institution. You can find the contact details of all Australian ombudsmen at <https://www.ombudsman.gov.au/what-we-do/Otherbodies>.

Questions?

If you have any questions or concerns that haven't been answered in this fact sheet, you can submit an enquiry at <https://internationaleducation.gov.au/Regulatory-Information/Education-Services-for-Overseas-Students-ESOS-Legislative-Framework/ESOSenquiries/Pages/Default.aspx>

Find out more and connect on social media

Study in Australia is the official Australian Government website for international students. You can connect with it through:

- Website: <https://www.studyinaustralia.gov.au/>
- Facebook: <https://www.facebook.com/studyinaustralia>
- Twitter: <https://twitter.com/futureunlimited>
- YouTube: <http://youtube.com/afutureunlimited>

The **Fair Work Ombudsman** gives you information and advice about your workplace rights and obligations. You can connect with it through:

- Website: <https://www.fairwork.gov.au/>
- Facebook: <https://www.facebook.com/fairwork.gov.au>
- Twitter: https://twitter.com/fairwork_gov_au
- YouTube: <http://www.youtube.com/user/FairWorkGovAu>
- Subscribe to email updates at <https://www.fairwork.gov.au/Website-information/staying-up-to-date/subscribe-to-email-updates>

