



The Corporation of the Trustees
of the Roman Catholic Archdiocese
of Brisbane



St Thomas More College

INTERNATIONAL STUDENT HANDBOOK

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www.stmc.qld.edu.au

CRICOS Number 02516M



Welcome from the Principal, St Thomas More College

I warmly welcome you to the St Thomas More College community and the start of our partnership in education. You will find our College to be a welcoming community. I am confident that over the coming years you will come to appreciate the importance the College places on our sense of community and on our endeavours to foster a close working relationship with students, parents and caregivers.

As we welcome you to our community and a very new educational experience, we are also well aware of the need to provide you the necessary educational support. While there will be some new and very different cultural experiences, you will find the universal qualities of dedication, persistence and motivation are also the keys to success in the Australian educational system.

I trust that you will find the educational journey at St Thomas More College one that promotes excellence and high standards in a climate which is inclusive and supportive of each individual student. I look forward to meeting you and through our educational partnership, I am sure we will both enjoy the ensuing educational journey you are about to begin.

Mr Les Conroy
Principal
St Thomas More College



ESOS legislative framework

<https://internationaleducation.gov.au/regulatory-information/pages/regulatoryinformation.aspx> - 2020

The *Education Services for Overseas Students Act 2000*, or ESOS Act, establishes legislative requirements and standards for the quality assurance of education and training institutions offering courses to international students who are in Australia on a student visa. ESOS also provides tuition fee protection for international students.

The Australian Government has released the revised National Code of Practice for Providers of Education and Training to Overseas Students 2018.

Policy and Legislation

Australia provides rigorous protection for international students through the *Education Services for Overseas Students Act 2000* (ESOS Act) and related legislation, which protects and enhances Australia's reputation for quality education, provides tuition protection and supports the integrity of the student visa program.

Provider Registration

The Department of Education and Training is responsible for the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS). Only education institutions registered under the ESOS Act and listed on CRICOS can enrol overseas students to study in Australia on a student visa.

Tuition Protection Service

The Tuition Protection Service (TPS) is a placement and refund service for international students.

Visit the [TPS website](#) for more information.

International Education Agents Data Project

This Government initiative aims to provide data to institutions on the outcomes achieved by their agents, and to see the majority of agents recognised for their high standards and levels of service.

[More information](#)

Standards

The National Code of Practice for Providers of Education and Training to Overseas Students 2018 ([National Code 2018](#)) sets nationally consistent standards for the delivery of courses to overseas students.

The National Code 2018 commenced on 1 January 2018.

Education institutions must comply with the National Code to maintain their registration to provide education services to international students.

[National Code 2018 Implementation](#)

[National Code 2018 factsheets](#)
[National Code 2017 and Explanatory Guide](#)

Information for students

The Australian Government is committed to ensuring you have an excellent education experience in Australia.

Our [new fact sheet](#) for international students contains important information about their rights and responsibilities while studying in Australia.

This fact sheet gives you information on:

- choosing and enrolling in a course of study
- support services available in Australia
- the rights and responsibilities of students on a student visa
- working in Australia
- making complaints and getting help.

For more information about studying in Australia visit [Study in Australia](#).

Schools Compliance

The ESOS agency for Schools*

Under the ESOS legislation, the Secretary of the Department of Education and Training, is the ESOS agency for schools.

The Department endeavours to perform the duties in a fair, transparent, efficient and effective way, consistent with the Regulator Performance Framework (see www.cuttingredtape.gov.au).

The Department has a developed performance [Performance Metrics for ESOS Regulator \(for Schools\)](#). The *ESOS Agency for Schools RPF Report 2016-17* contains the assessment results. The *2015-16 Report is available here*.

*Including a small number of dual sector (school and higher education or school and VET) and multi sector (school, higher education and VET) providers.

All feedback should be forwarded to the [ESOS compliance mailbox](#).

Further information

Further information, including links and resources [related to the ESOS legislative framework](#) can be found here.

Important Information and Emergency Contacts:

Education Provider Main Contact Details:

St Thomas More College
Cnr Troughton Road and Turton Street
Sunnybank Queensland Australia 4109
Phone: (+61 7) 3323 4600
Email: admin@stmc.qld.edu.au
Website: www.stmc.qld.edu.au

International Student Coordinator/Homestay Advisor

International Student 24 Hour Emergency Contact

Miss Lauren Green
lauren.green@stmc.qld.edu.au
Phone: 3323 4600
Mobile: 0466 463 956

Emergency Telephone Numbers:

Police, Fire, Ambulance – 000

Department of Home Affairs

299 Adelaide Street
Brisbane
Open Monday to Friday 9am to 4pm
www.border.gov.au

Phone: 131 881

Medical Centres:

Sunnybank Market Square Medical Centre
Suite 5, 309 Mains Road, Sunnybank
Phone: 3344 7288

Sunnybank Hills General Practice
538 Compton Road (cnr Gowan Road),
Sunnybank Hills
Phone: 3711 1400

Transport:

Translink: (buses, trains, ferries)
Phone: 13 12 30
Website: www.translink.com.au

Taxi Services:
Black and White Cabs Phone: 13 32 22
Yellow Cabs Phone: 13 19 24

Public facilities:



Location of Automatic Teller Machines (ATMs)

ANZ ATM: 250 McCullough Street, Sunnybank

NAB ATM: 254 Mains Road, Sunnybank

Suncorp ATM: 358 Mains Road, Sunnybank

Westpac ATM: cnr Mains Road and McCullough Street, Sunnybank

Location of Public Telephones

147 Turton Street, Sunnybank

7 Station Road, Sunnybank

121 Mains Road, Sunnybank

Post Office

Sunnybank Post Office

Sunnybank Plaza

Shop 77, 342 McCullough Street

Sunnybank

Phone: 13 13 18

Step-by-Step International Student Application Guide:

- STEP 1: Student enquiry and application**
(via agent, exhibition, email, phone or fax)
- STEP 2: Application assessed and interview conducted**
If successful, school will send to applicant Letter of Offer and Written Agreement including invoice for payment
- STEP 3: Student acceptance**
Applicant signs Letter of Offer and Written Agreement returning to school.
Applicant pays invoice.
- STEP 4: Confirmation of Enrolment**
School will create and send applicant Confirmation of Enrolment (CoE) and schedule health insurance (OSHC)
- STEP 5: Agent/Student finalises visa conditions**
with Department of Immigration and Home Affairs
- STEP 6: Agent/Student makes travel and accommodation (if required) arrangements**
- STEP 7: Student arrives in Australia**
(greeted at airport by Agent or their representative). In most instances student attends English language school before attending St Thomas More College
- STEP 8: Student sets up bank account, mobile phone etc.**
- STEP 9: Transition arrangements**
Transition arrangements made between English language school, St Thomas More College and homestay provider
- STEP 10: Orientation session at St Thomas More College**
- STEP 11: Classes begin!**

About St Thomas More College

St Thomas More College is a registered CRICOS provider of education to international students. Our CRICOS registration number is 02516M.

We have, for a number of years, welcomed international students into our community. Located in the leafy suburb of Sunnybank, the College is well located in regard to universities, libraries and is an easy commute to the city centre. Sunnybank is a thriving multicultural suburb, with strong Asian influences in design, food and culture mixed amongst the very traditional Australian retailers and restaurants.

The College offers a broad academic curriculum along with comprehensive educational support for International Students. International students are supported in their learning pathway by English as a Second Language (ESL) trained staff and bilingual support staff. Students are provided academic support in the form of the very popular Homework Club as well as in school support classes. St Thomas More College has quickly developed a reputation in the international student market for providing students with the best in pastoral care and educational support. St Thomas More College offers:

- Comprehensive curriculum with small classes
- Preparation for university and work
- High level of pastoral support
- Co-educational school in convenient location close to transport
- Multicultural school population
- Dedicated ESL teacher
- Bilingual (Chinese/English) support staff
- Staffed homework club 5 days per week
- Camps, excursions and outdoor activities including a comprehensive sports program
- Drama, music, art and performance
- Excellent, modern facilities



Written Entry Requirements & Language Proficiency

1. *St Thomas More 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 *International Student Application Form*. This must be correctly completed, and must be accompanied by the following documents to support the application:
 - a. Copies of Student Report Cards from the previous 3 years of study, including a copy of the latest Student Report;
 - b. A completed Reference Form from the student's current or most recent school Principal is also required if student Report Cards do not record student behaviour or commitment to studies;
 - c. A completed Subject Choices Form if appropriate;
 - d. Appropriate proof of identity and age;
 - e. Written evidence of proficiency in English as a second language
 - f. Photocopy or scanned copy of passport page with name, photo identification, passport number and expiry date
 - g. Letter of Offer from another registered provider if applicable
3. Other documents may also be required, e.g.,
 - a. Completed Homestay
 - b. Enrolment Application Fee
 - c. Application to the Queensland Assessment and Curriculum Authority (QCAA) for relaxation of completed Core requirements if applicable.
4. Where the above documents are not in English, certified translations in English are required, with necessary costs to be met by the applicant.
5. An application for enrolment can only be processed when all of the above are in the hands of the Admissions Officer.
6. Applications from overseas students are processed according to established policy and procedures, and are dealt with on their merits.
7. 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.
8. 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.
9. 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.

St Thomas More 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.

2.

For Year 7 – 12 students:

- 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 Thomas More 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 Thomas More College* will assess the student's application for entry based on satisfactory test results as follows:

Year level	IELTS	ISLPR	AEAS	GELI HSP	Browns HSP	Other
7 - 9	4.0	1+	46-60	HSP 2	HSP 2	Tb negotiated
10	4.5	2	71-80	HSP 3	HSP 3	Tb negotiated
11 -12	5.0	2+	71-80	HSP 4	HSP 4	Tb negotiated

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.





International Student Orientation Program - Day 1

Student Name: _____ Yr : _____ Start Date: _____

Read the list below and tick/complete the points you can:

- ☐ My Pastoral Leader's name is _____
- ☐ I know how to read the timetable.
- ☐ I know where to find bell times.
- ☐ I know how to use the school diary.
- ☐ I know where my locker is.
- ☐ I can use the lock to ensure my locker is secure.
- ☐ I know where/when to collect laptop and text books.
- ☐ I know my Pastoral Class teacher's name. It is _____.
- ☐ I know where my PC classroom is _____
- ☐ I have been introduced to my PC class/teacher and buddy.

Initial and date by adult
living with student

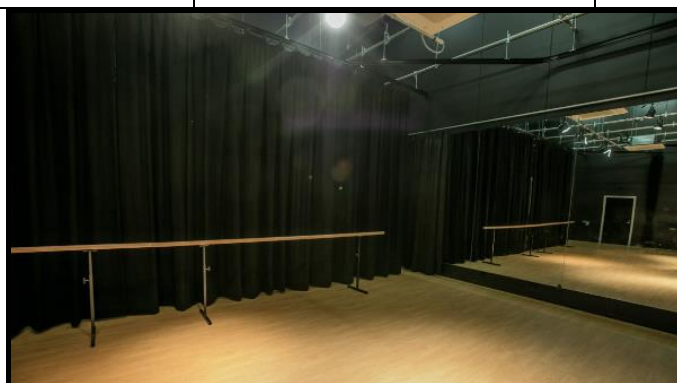


International Student Checklist

✓/✗	Advice regarding ...	Notes
	Pastoral Care and Behaviour expectations	School Diary
	School and Term Time Calendar	STMC website
	Responsible Thinking Process and General Info	School Diary
	Subject Selection	At enrolment interview + process for requesting change (Office)
	Homework/study and IT issues	Student Diary
	Extra Curricula activities/clubs etc	Music, Dance, Debating, Sports, Culture, Writing, Sewing, Design Tech Clubs.
	Contact phone number and email	International Student Contact: 0466 463 956 Staff email lauren.green@stmc.qld.edu.au
	Support services available to STMC students	Ms Katie Sharpe – ksharpe@stmc.qld.edu.au Ms Jodie Barnard – jodiebarnard@stmc.qld.edu.au Ms Lin Zhou – lzhou@stmc.qld.edu.au
	Other info / queries? (transport, late arrival and absence procedures)	

Please sign in the space below to indicate the above topics have been explained to you and you have been given the opportunity to ask questions.

Student: _____	Staff: _____	Guardian: _____
Date: _____	Date: _____	Date: _____





International Student Induction Program - Day 2

Student Name: _____ Year: _____ Start Date: _____

This session will ensure that students have received information about:

Advice regarding	Key point/s	Notes/queries?	Sources for written / further information
1. Complaints and Appeals Process	<ul style="list-style-type: none"> There are official processes you can follow if you feel you have not received what you paid for. 		<ul style="list-style-type: none"> International Student Handbook
2. Student Visa conditions relation to course progress and attendance	<ul style="list-style-type: none"> Attendance is checked daily, including late arrival. You must maintain a minimum of 80% attendance for each semester A warning letter will be sent to your parents if you fall below 90% You should keep a record of your own absences and of medical certificates you get when you go to the doctor 		<ul style="list-style-type: none"> Student Diary / Parent Portal International Student Handbook
3. Reasons for suspension or cancellation of enrolment	<ul style="list-style-type: none"> If you do not follow college rules, your enrolment may be suspended or cancelled. Rules regarding physical safety of all staff and students and the use of illegal substances are especially important. 		<ul style="list-style-type: none"> International Student Handbook
4. Student transfer assessment policy	<ul style="list-style-type: none"> You may not transfer to another course within 6 months of beginning your course here. 		<ul style="list-style-type: none"> International Student Handbook
5. Overseas Student Health Care (OSHC)	<ul style="list-style-type: none"> You must maintain private health insurance while you are a student in Australia This can usually be used for visits to the doctor and going to stay overnight in hospital. 		<ul style="list-style-type: none"> Website for Department of Immigration
6. Assessment policies and requirements	<ul style="list-style-type: none"> All STMC students must follow rules about assessment dates and conditions If you miss an assessment, you will be at risk of breaking our policies and consequences will apply 		<ul style="list-style-type: none"> Student Portal
7. Travel applications - apply	<ul style="list-style-type: none"> All international students must inform the college in writing of any plans to travel away from your regular, approved accommodation. 		<ul style="list-style-type: none"> International Student Handbook Student Reception

Staff Member Sign: _____ Student signature: _____

Date: _____ Date: _____

FEES FOR INTERNATIONAL STUDENTS – 2020

1. Legislation relating to payment of fees by international students

- A non-refundable Application Fee of \$250 (AUD) is payable at the time of lodgement of an application.
- 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 in twice yearly in April and October. All tuition fees and associated charges are reviewed annually and so may vary from year to year.

2. Tuition Fees

Name of fee	Amount	Details
Tuition fee – Yrs 7 - 10	\$ 20 000.00	All tuition fees, text book hire, compulsory levies, subject specific camps
Tuition fee – Yrs 11 - 12	\$ 20 032.00	All tuition fees, text book hire, compulsory levies, subject specific camps

3. Non-tuition fees

Name of fee	Amount	Details
Application Fee	\$250	Non-refundable, payable with the lodgement of an application
Overseas Student Health Cover	From \$500.00 p/a for the length of the visa	Collected by college and forwarded in full to relevant Medical Insurance Company to assist student, if evidence of sufficient cover as required by law cannot be provided.
Qld Curriculum and Assessment Authority	\$779.75	Collected by college and forwarded in full to Queensland Study Authority for international students in Year 11 and 12 only .
Uniform Costs	\$700.00 (initial estimate)	Price list available on the college website www.stmc.qld.edu.au
Homestay placement or transfer fee	\$275.00 including	Payable on initial placement and if a student requests a change of homestay.
Initial airport pick-up and Homestay Transfers	\$150.00	Airport Pick up or Transfer to new homestay
Homestay fees (per Semester)	\$8372.00	This includes all accommodation and 3 meals per day during school terms, storage fees during the school holiday periods is April, July and September. Invoices payable in full 21 days prior to commencement of school semester start date as indicated on the invoice.
Homestay accommodation during school holidays	\$43 per night	Invoiced upon submission of signed Student Holiday Form and payable in full 14 days prior to the commencement of school holidays
Storage for possessions over Christmas holiday period	\$360.00	Included in Semester 2 invoice except final Year 12 students not returning
Administration Charge for Refunds	\$75.00	One off charge for processing of refunds. This charge will only be applied in cases of student default.
Stationery	\$ 200.00 approx	As required for specific subjects.
Senior Formal	\$ 150.00 approx	Yr 12 only

4. Homestay Services

- St Thomas More College uses the services of International Student Care Australia 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/>
- It is the College (as the registered provider) that holds full welfare responsibility. This responsibility is not delegated to ISCA. The College maintains full responsibility for monitoring this visa condition, not ISCA, and has the authority to report non-approval to the Department of Home Affairs, if necessary.

5. Notice required for students intending to leave the college prior to completion of their course.

- If a student wishes to leave the college before the end of their course i.e. before completion of the Queensland Certificate of Education or equivalent, they 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.

6. Annual Review of fee schedule

- The College reserves the right to vary this Schedule, upon notice to the Fee Payer.
- Payment of a student's account is the responsibility of the signatory to the Enrolment Agreement.
- Should an account be placed in the hands of debt recovery consultants, the signatory to the account will agree to pay all expenses relating to the recovery of the account, and any default debt may be reported to a credit reporting agency.

ST THOMAS MORE COLLEGE 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 written agreement being signed.

1. This Policy outlines refunds applicable to course fees paid to the College including any course fees paid to an education agent to be remitted to the College. E.g. in the case of course fees collected by AIECG.
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. Payment of Course Fees and Refunds
 - a) Fees are payable according to the College's Fees Policy and invoice issued.
 - b) An itemised list of school fees is provided in the school's written agreement [as per NC Standard 3.3.4.b], enrolment information pack and in the International Students Handbook.
 - 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 written agreement unless the College receives written advice from the person who enters the written agreement to pay the refund to someone else.
4. All notification of withdrawal from a course, or application for refunds, must be made in writing and submitted to the College Principal.
5. Where a student has failed to meet the conditions of the offer of enrolment, the school will inform the student (or parent(s)/legal guardian if the student is under 18) in writing of the decision not to proceed with the enrolment as soon as practicable. In this case, the total amount of course fees received by the school for this student are refundable.
 - a) A copy of the STMC Refund Policy and Refund Application form will be included in the written correspondence to the student, informing them of their right to apply for a refund.
 - b) If the student (or parent(s)/legal guardian if the student is under 18), wishes to make an application for a refund, the STMC Refund Application form must be completed and lodged in writing (including by email attachment)
 - c) The school will refund within four weeks of receiving a written claim from the student, the total amount owing according to the terms of this Refund Policy.
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 Immigration and Border Protection) 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.

Note: *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 – due to change of mind

For all overseas students, payments may be received one Semester in advance only.

- a) 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).
- b) In all instances, 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.
- c) If the student does not provide written notice of withdrawal, and does not start the course on the agreed starting date, a cancellation fee of \$1,000 will be withheld from the refund of the tuition fees.
- d) Where payment has been received by the school, 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:
 - i. Refund the balance of the tuition fees less \$500 if written notice is received four weeks or more prior to commencement of the course.
 - ii. Refund the balance of the tuition fees less \$700 if written notice is received between 1 day and 4 weeks prior to commencement.
 - iii. Not refund any tuition fees after the course has commenced.
- e) No refund of tuition fees will be made where a student's enrolment is cancelled for any of the following reasons:
 - i. Failure to maintain satisfactory course progress (visa condition 8202). Please see International Student Handbook
 - ii. Failure to maintain satisfactory attendance (visa condition 8202). Please see International Student Handbook
 - iii. Failure to maintain approved welfare and accommodation arrangements (visa condition 8532). Please see International Student Handbook
 - iv. Failure to pay course fees.
 - v. Any behaviour identified as resulting in enrolment cancellation in the Student Behaviour Support Plan. Please see International Student Handbook

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>.

Textbooks

The College Library purchases all textbooks for all students. Families are charged a textbook levy included in their School Fees. All textbooks and library books are clearly marked as the property of St Thomas More College and it is important for this system to work that all books are cared for while in use and promptly returned to the College after use. If books are lost or unreasonably damaged the student will be required to pay for a replacement. **If the resources are unreasonably damaged, a flat fee will be charged.**

Notes:

- i. 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.
- ii. If the student changes visa status (e.g. becomes a temporary or permanent resident) mid-term, any unallocated fees from the end of the term following the date of the request, will be held by STMC. These funds will be allocated against domestic fees charged against the student's account. If the student leaves prior to the full allocation of these monies, normal domestic fee refund policies will apply.

Definitions

- a. **Non-tuition fees** – fees not directly related to provision of the student's course, including Overseas Student Health Cover, Qld Curriculum and Assessment Authority Fees, Uniform Costs, Homestay placement or transfer costs, Airport pickup, Homestay fees per semester, Storage for possessions over holidays, Administration charge for refunds, stationery, Senior Formal.
- b. **Tuition fees** – fees directly related to the provision of the student's course, including annual fee amount for students in Yrs 7 – 10 and annual fee amount for students in Yr 11 -12.
- 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** – between 9 – 11 weeks, there are 4 x terms per school year
- e. **Semester** – roughly equivalent to 2 x terms



ST THOMAS MORE COLLEGE DEFERMENT, SUSPENSION OR CANCELLATION POLICY

1. Communicating with families about changes in enrolment status

- a) All communications regarding changes to enrolment status will be made directly with students and parents, in accordance with the latest contact details provided to the school.
- b) Parents must therefore keep *St Thomas More 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 enrolment status. However, the parents with whom the school has a formal written agreement are the primary contact for the school in such matters. The school will not act on any decision affecting the student's enrolment that is not made by the parents.

STUDENT-INITIATED CHANGES IN ENROLMENT

2. Deferment of commencement of study requested by student

- a) *St Thomas More College* will only grant a deferment of commencement of studies for compassionate and compelling circumstances. These include but are not limited to:
 - i) illness, where a medical certificate states that the student will be unable to attend classes
 - ii) bereavement of close family members such as parents or grandparents (where possible a death certificate should be provided)
 - iii) major political upheaval or natural disaster in the home country that has impacted on expected commencement of studies
 - iv) a traumatic experience which has impacted on the student (where possible, these cases should be supported by police or psychologists' reports).
 - v) after undertaking ELICOS studies, the student has not/will not meet the English language benchmark required for entry into the desired course, and the school is willing to defer the student's commencement in the course until a later date when the required benchmark is achieved.
- b) All applications for deferment will be considered within 14 working days.
- c) The final decision for assessing and granting a deferment of commencement of studies lies with the *Principal*. Where a student's request to defer his/her commencement of studies is refused, the student has a right of appeal.
- d) Deferment will be recorded on PRISMS within 14 days of being granted.
- a) **Suspension of study requested by student**
Once the student has commenced the course, *St Thomas More College* will only grant a suspension of study for compassionate and compelling circumstances. These include but are not limited to:
 - i. illness, where a medical certificate states that the student was unable to attend classes
 - ii. bereavement of close family members such as parents or grandparents (where possible a death certificate should be provided)

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

3. Student-initiated cancellation of enrolment

- a) All notification of withdrawal from a course, or applications for refunds, must be made in writing and submitted to Principal. Please see *St Thomas More College's* Refund Policy [*if applicable* and Cancellation Policy] for information regarding refunds and [*if applicable* cancellation fees].
- b) A student will be deemed to have inactively notified *St Thomas More College* of cancellation of enrolment where:
 - i. the student has not yet finished his/her course/s of study with the school, and
 - ii. does not resume studies at the school within [14 days] after a holiday break, and
 - iii. the student has not previously provided the school with written notification of

withdrawal.

- c) Student-initiated cancellation of enrolment, including “inactive” cancellation of enrolment in 4.b), above, is not subject to *St Thomas More College’s* Complaints and Appeals Policy.

SCHOOL-INITIATED CHANGES IN ENROLMENT

4. School-initiated exclusion from class

- a) *St Thomas More 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 Thomas More College’s* Behaviour Policy/Code of Conduct.
- b) Students may also be excluded from class for failure to pay fees that he/she was required to pay in order to undertake or continue the course, as stated in the written agreement.
- c) Where *St Thomas More 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 Thomas More College’s* internal appeals process. Further information about the appeals process in the event of a school-initiated exclusion from class is outlined below.
- d) Excluded students must abide by the conditions of their exclusion from studies and must adhere to any welfare and accommodation arrangements in place, as determined by the [insert position].
- e) Where the student is provided with homework or other studies for the period of the exclusion, the student must continue to meet the academic requirements of the course.
- f) Exclusions from class will not be included in attendance calculations for the study period and will not be recorded on PRISMS.

6. School-initiated suspension of studies

- a) *St Thomas More 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 Thomas More College’s* Behaviour Policy/Code of Conduct.
- b) Students may also be suspended for failure to pay fees that he/she was required to pay in order to undertake or continue the course, as stated in the student’s written agreement.
- c) Where *St Thomas More 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 Thomas More College’s* internal appeals process. Further information about the appeals process in the event of a school-initiated suspension is outlined below.
- d) Suspended students must abide by the conditions of their suspension from studies and must adhere to any welfare and accommodation arrangements in place, as determined by the [insert position].
- e) Students who have been suspended for more than 28 days may need to contact Department of Immigration. (Please see contact details at: <http://www.border.gov.au/about/contact/offices-locations> .)

- f) Suspensions will be recorded on PRISMS.
- g) The period of suspension will not be included in attendance calculations.

7. School-initiated cancellation of enrolment

- a) *St Thomas More College* will cancel the enrolment of a student under the following conditions
 - i) Any breach of an agreed condition of enrolment as outlined in the student's written agreement, including failure to disclose a pre-existing condition requiring a high degree of specialised support or care
 - ii) Failure to pay course fees
 - iii) Failure to maintain approved welfare and accommodation arrangements (visa condition 8532) [Alternatively schools may decide that they will not cancel enrolment for this reason]
 - iv) Any behaviour identified as resulting in cancellation in *St Thomas More College's* Behaviour Policy/Code of Conduct
- b) Where *St Thomas More 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 Thomas More College's* internal appeals process. Further information about the appeals process in the event of a school-initiated cancellation is outlined below.
- c) *St Thomas More College* is required to report any confirmed breach of course progress and attendance requirements to the Department of Immigration. Where a student is reported for breach of visa condition, his/her enrolment at *St Thomas More College* will be cancelled and this may impact on the student's visa. Further information can be found in *St Thomas More College's* Course Progress and Attendance Policy.
- d) For the duration of the internal appeals process, *St Thomas More College* will maintain the student's enrolment and the student will attend classes as normal. [Optional] The [insert position] will determine if participation in studies will be in class or under a supervised arrangement outside of classes.
- e) If a student decides to access *St Thomas More 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).
- f) Where extenuating circumstances are deemed to exist, a student may still access the complaints and appeals process, but *St Thomas More 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.
- g) The use of extenuating circumstances by *St Thomas More 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.

- h) The final decision for evaluating extenuating circumstances lies with the Principal.

8. Student to seek information from Department of Immigration

- a) Deferment, suspension and cancellation of enrolment can have an effect on a student's visa as a result of changes to enrolment status. Students can visit the Department of Immigration Website <http://www.border.gov.au/Trav/Stud> for further information about their visa conditions and obligations.

9. Definitions

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

Examples include:

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



ST THOMAS MORE COLLEGE TRANSFER POLICY

St Thomas More 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 Thomas More 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 Thomas More 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 Thomas More 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 Thomas More College* or an education or migration agent regarding *St Thomas More 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 Thomas More 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 Thomas More 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 Thomas More 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
 - b) Give this completed application form and a valid offer of enrolment from another provider to *International Student Coordinator* for assessment.
 - c) If under 18 years of age, attach written confirmation of the parent/s or legal guardian/s support for the transfer to the nominated provider.
In this case, the valid offer of enrolment must also confirm the new provider's acceptance of responsibility for approving the student's accommodation, support and general welfare arrangements from the proposed date of the student's release from *St Thomas More 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 Thomas More College* will assess the student's transfer request application and notify the student of a decision within 15 working days.
8. If *St Thomas More College* grants the student's transfer request, the student will be notified and the decision will be reported to the Department of Immigration via PRISMS.
9. If *St Thomas More College* intends to refuse the student's transfer application request, *St Thomas More College* will provide the student with reasons for refusal in writing and include a copy of *St Thomas More College* 's Complaints and Appeals Policy (available in the International Student Handbook). The student has the right to access *St Thomas More 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 Thomas More 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 Thomas More College*.
10. Applications to transfer to another registered provider may have visa implications. The student is advised to contact the Department of Immigration office as soon as possible to discuss any implications. See <http://www.border.gov.au/about/contact/offices-locations/australia> for street addresses of Department of Immigration Offices in Brisbane and regional centres.] Alternatively, students can contact the Department of Immigration through their web enquiry form: <https://www.border.gov.au/about/corporate/information/forms/online/student-visa-enquiry-form>.
- Students who are no longer subject to the transfer restriction but where St Thomas More 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 *[insert details]*
 - b) Give this completed application form and a valid offer of enrolment from another provider to *[insert details]* for assessment and response within 10 working days.
 - c) If under 18 years of age, attach written confirmation of support for the transfer to the nominated provider by a parent/s or legal guardian/s.

In this case, the valid offer of enrolment must confirm acceptance of responsibility for approving the student's accommodation, support and general welfare arrangements from the proposed date of the student's release from *St Thomas More 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 Thomas More College* will negotiate the welfare transfer date with the receiving provider and will advise the student of the welfare transfer date within 10 working days.
14. Transfers to another registered provider may have visa implications. The student is advised to contact the Department of Immigration office as soon as possible to discuss any implications. See <http://www.border.gov.au/about/contact/offices-locations/australia>. Alternatively, students can contact the Department of Immigration through their web enquiry form: <https://www.border.gov.au/about/corporate/information/forms/online/student-visa-enquiry-form>.

ST THOMAS MORE COLLEGE COMPLAINTS AND APPEALS POLICY

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

- 1) Purpose
 - a) The purpose of *St Thomas More 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.
 - 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 Thomas More College* requests there is an attempt to informally resolve the issue through mediation/informal resolution of the complaint.
 - b) Students should contact 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/delegate and *St Thomas More College's* internal formal complaints and appeals handling procedure will be followed.
- 4) Formal Complaints Handling Procedure
 - 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 International Student Contact
- 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/or delegate.
- g) Students and / or the School may be accompanied and assisted by a support person at all relevant meetings.
- h) The formal grievance process will commence within *10 working days* of the lodgement of the complaint or appeal with the Principal/other.
- 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/delegate 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/other has come to a decision regarding the complaint or appeal, the student will be informed in writing of the outcome and the reasons for the outcome, and a copy will be retained on the student's file.
- k) If the complaints and appeals procedure finds in favour of the student, *St Thomas More College* will immediately implement the decision and any corrective and preventative action required, and advise the student of the outcome and the 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/about/overseas-student-ombudsman-landing-page> or phone 1300 362 072 for more information.
- b) If the student wishes to appeal a decision made by St Thomas More 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 Thomas More 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 Thomas More College or the parent(s)/legal guardian of a student where that student is under 18 years of age.*

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

ST THOMAS MORE COLLEGE ACCOMMODATION AND WELFARE POLICY

Care for younger students under 18 years

St Thomas More College is a CRICOS-registered provider which enrolls younger students under 18 years of age. As part of its registration obligations *St Thomas More 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 students under 18 years of age are given age- and culturally appropriate information on:

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

St Thomas More 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.

Accommodation and care options for overseas students under 18 years

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

1. The student will live with a parent or relative approved by the Department of Immigration.

In this case:

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

St Thomas More College requires holders of Student Guardian Visas to:

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

If there is a valid reason for travelling overseas, and the School is able to approve alternative accommodation and care arrangements for the student for the period of student guardian visa holder's absence, the School will provide documentation approving temporary care arrangements for the student to the student's guardian and for the Department of 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 Thomas More 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 Thomas More College* for full fee paying 500 (formerly 571) visa subclass students under 18 years of age include:

- i. Homestay Program operated by International Student Care Australia (ISCA).
- ii. Private accommodation and care arrangements requested by the parent but approved by the School which meet all requirements under relevant state and commonwealth legislation.

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

- i. The student completes the course and departs Australia
- ii. the student turns 18 years
- iii. any appeals processes in relation to *St Thomas More College's* intentions to cancel the student's enrolment has been finalised (including suspensions, cancellations, course progress and attendance)
- iv. the student has alternative welfare arrangements approved by another registered provider
- v. a parent or nominated relative approved by the Department of Immigration assumes care of the student
- vi. *St Thomas More College* has notified the Department of 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 Thomas More 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.

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 Immigration and advise the student to contact the Department of Immigration to ensure visa implications are understood. (See Department of Immigration office addresses at: <http://www.border.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 5 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 Thomas More College* has issued a CAAW will:
 - i. return home to parents, or
 - ii. continue to live in / is placed in Homestay arranged and approved by the school, or
 - iii. apply for approval to spend the vacation with relatives or a friend's family, or
 - iv. 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 are as above. This is for the purpose of monitoring their movements in case of critical incident or family request, and to ensure that homestay parents and company are also aware of their movements in relation to their welfare and for financial reasons.
5. Homestay / private accommodation arrangements at *St Thomas More College*:

The Homestay operated by ISCA to meet Queensland legislative requirements for child protection as well as Standard 5 of the 2018 National Code of Practice for Providers of Education and Training to Overseas Students.

These include

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

ST THOMAS MORE COLLEGE EDUCATION AGENT POLICY

Education agents may be engaged to formally represent *St Thomas More College* under the following conditions:

- The education agent agrees to comply with the requirements of Standard 4 in the 2018 National Code, including
 - o declaring in writing and taking reasonable steps to avoid conflicts of interests with any duties as an education agent representing *St Thomas More College* (St 4.3.1)
 - o observing appropriate levels of confidentiality and transparency in dealings with overseas students or intending overseas students (St 4.3.2)
 - o acting honestly and in good faith, and in the best interests of the student (St 4.3.3)
 - o having appropriate knowledge and understanding of the international education system in Australia, including the Australian International Education and Training Agent Code of Ethics (St 4.3.4)

- The education agent signs and abides by the conditions of the School's written agency agreement
- The education agent responds appropriately to School monitoring activities and corrective and preventative action, and understands the grounds for termination of agreement as outlined in Standard 4.4 of the 2018 National Code
- The education agent accurately promotes the services and facilities provided by the school and uses up to date marketing materials as supplied by the School.

St Thomas More College will not accept a student from an education agent if it is known or suspected at any time that the agent

- engages in or has previously engaged in dishonest practices;
- deliberately attempts to recruit a student within the first six months of that student's study in their first registered school sector course with another provider;
- facilitates the enrolment of a student he/she believes will not comply with visa conditions, or is not a bona fide student, or
- provides immigration advice where he/she is not authorised to do so under the Migration Act 1958

St Thomas More College may receive a student enrolment application from an education agent on behalf of the parent. As the education agent has not been engaged by the school to formally recruit students on the school's behalf, such an agent would fall outside the scope of NC St 4.

A list of education agents with whom the school has a formal written agreement are listed on the home page of *St Thomas More College's* website and is readily available to students and regulators.

St Thomas More College enters and keeps up to date details about education agents with whom the school has a formal written agreement in PRISMS.

Information provided about education agents includes at a minimum:

- Agency name
- Name of principal agent
- Legal entity of agency
- Street address(es) of agency
- Business email
- Phone number



ST THOMAS MORE COLLEGE COURSE PROGRESS AND ATTENDANCE POLICY

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

This policy is available to staff and to students.

1. Course Progress

- a) The school will monitor, record and assess the course progress of each student for the course in which the student is currently enrolled.
- b) The course progress of all students will be assessed at the end of each study period (semester) of enrolment.
- a) Students who have begun part way through a semester will be assessed after one full study period.
- b) To demonstrate satisfactory course progress, students will need to attain as a minimum a grade of C in at least (5) subjects per semester with such a grade to be determined by the school through its usual practices and procedures for the grading of students.
- c) An academic review of all students will be undertaken at the end of each study period. Students identified as being at risk of not meeting the minimum achievement, will be involved in an intervention process.
- d) When a student is identified at risk of not meeting course progress requirements, one or more of the following intervention strategies will be activated depending on the year level and support needs of the student:

Strategy	Contact for Year 7-9 Stds	Contact for Year 10-12 Stds
Mentoring	Pastoral Leader	Pastoral Leader
Additional ESL support	ESL Teacher	ESL teacher
Change of subjects, or load - without affect course length	Assistant Principal (Middle School)	Assistant Principal (Senior School)
Counselling -academic skills	School Counsellor	School Counsellor
Counselling – time management	School Counsellor	School Counsellor
Counselling - personal	School Counsellor	School Counsellor
Issuing of academic review documents to parents/student	International Student Coordinator	International Student Coordinator
Meet with students to advise of need to improve results in next study period	Assistant Principal (Middle School)	Assistant Principal (Senior School)

- e) A copy of the student's individual strategy and progress reports in achieving improvement will be forwarded to parents.
- f) The student's individual strategy for academic improvement will be monitored over the following study period by International Student Coordinator and records of student response to the strategy will be kept.

- g) If the student does not improve sufficiently and achieve satisfactory course progress by the end of the next study period, St Thomas More 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.
- h) 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 Thomas More College, he/she may contact the Overseas Student Ombudsman at no cost. This must be done within 10 working days. Please see St Thomas More College's Complaints and Appeals Policy for further details.
- k) The school will notify the National ESOS Authority via PRISMS of the student not achieving satisfactory course progress as soon as practicable where:
 - i. the student does not access the complaints and appeals process within 20 days, or
 - ii. withdraws from the complaints and appeals process, or
 - iii. the complaints and appeals process results in favour of the school

7. Completion within expected duration of study

- a) As noted in 1.a., the school will monitor, record and assess the course progress of each student for the course in which the student is currently enrolled.
- b) Part of the assessment of course progress at the end of each semester will include an assessment of whether the student's progress is such that they are expected to complete their course within the expected duration of the course.
- c) The school will only extend the duration of the student's study where it is clear the student will not be able to complete their course by the expected date because of:
 - i. compassionate or compelling circumstances (see Definitions below)
 - ii. student participation in an intervention strategy as outlined in 1.e.
 - iii. an approved deferment or suspension of study has been granted in accordance with St Thomas More 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.

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) **Late arrival at school will be recorded and will be included in attendance calculations.**
- d) All absences from school will be included in absentee calculations and should be accompanied by a medical certificate, an explanatory communication from the student's carer or evidence that leave has been approved by the Principal/Head of School.
- e) Any absences longer than 5 consecutive days without approval will be investigated.
- f) Student attendance will be monitored daily over a study period to assess student attendance using the following method:

- i. Calculating the number of hours the student would have to be absent to fall below the attendance threshold for a semester e.g. number of study days x contact hours x 20%. [For example, a 20 week study period with 5 contact hours a day would equal 500 contact hours. 20% of this is 100 hours.]
- ii. Any period of exclusion from class will not be included in student attendance calculations. See School Deferment, Suspension and Cancellation Policy points 5 and 6.
- g) Parents of students at risk of breaching St Thomas More College's attendance requirements will be contacted by email and students will be counselled and offered any necessary support when they have absences totaling 10% of any study period.
- h) If the calculation at 3.f. indicates that the student has passed the attendance threshold for the study period, St Thomas More College will advise the student of its intention to report the student for breach of visa condition 8202, and that he/she has 20 working days in which to access the school's internal complaints and appeals process except in the circumstances outlined in 3.j.
- i) The school will notify the National ESOS Authority via PRISMS of the student not achieving satisfactory course attendance as soon as practicable where:
 - i. the student does not access the complaints and appeals process within 20 days
 - ii. withdraws from the complaints and appeals process
 - iii. the complaints and appeals process results in a decision for the school.
- j) Students may not be reported for failing to meet the 80% minimum attendance threshold (as set by the National Code) 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% attendance.
- k) The method for calculating 70% attendance is the same as that outlined in 3.f. with the following change; number of study days x contact hours x 30%.
- l) If a student is assessed as having nearly reached the threshold for 70% attendance for a study period, the International Student Contact will assess whether a suspension of studies is in the interests of the student as per St Thomas More College's Deferment, Suspension and Cancellation Policy.
- m) If the student does not obtain a suspension of studies under St Thomas More College's Deferment, Suspension and Cancellation Policy, and falls below the 70% threshold for attendance for the study period, the process for reporting the student for unsatisfactory attendance (breach of visa condition 8202) will occur as outlined in 3.h – 3.i.

1. Definitions

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

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

- b) Expected duration – the length of time it takes to complete the course studying full-time. This is the same as the registered course duration on CRICOS.
- c) School day – any day for which the school has scheduled course contact hours.
- d) Study period – a discrete period of study within a course which cannot exceed 24 weeks. St Thomas More College defines a “study period” for the purposes of monitoring course attendance and progress as a semester.



UNIFORMS



The St Thomas More College Uniform Shop is located on College grounds adjacent to the Troughton Road carpark. The College has a Day Uniform and Sports Uniform, both of which are available to purchase from the Uniform Shop.

Please contact the Uniform Shop on (07) 3323 4626 or stmuniformshop@skola.com.au.

Uniform Shop Opening Hours

The Uniform Shop is open during term time on the following days:

- Tuesday 8:00am to 12:00md
- Thursday 7:30am to 10:30am

Online Uniform Shop

Items can be purchased from the [Online Uniform Shop](#). Please visit the Online Uniform Shop for uniform prices and College uniform regulations.

Sustainable School Shop

The College is conscious of the need to provide an efficient process for families to buy and sell second-hand uniforms. The College has taken the initiative of providing parents/guardians with the ability to trade items via the [Sustainable School Shop](#).

Uniform Fitting Days

For Year 7 students, in Term 3 prior to the year of commencement, the College holds a Uniform Fitting Weekend. Parents/guardians and students are allocated a time slot for the fitting to take place.

APPLICATION FORMS

REFUND REQUEST FORM

STUDENT DETAILS			
Family Name		Given Name	
Preferred		Year Level / Homeroom	

(PLEASE TAKE CARE TO COMPLETE CLEARLY AND CORRECTLY IN ENGLISH TO ALLOW FOR FASTER PROCESSING)

REFUND DETAILS			
Amount of Refund Requested (in AUD) (Refer to St Thomas More College Refund Policy)			
Date Fees Paid		For 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	Bank Transfer	Cheque	TT
Cheque to be Addressed To Bank Details		Name	
		Address	
		Name of Bank	
		Account Name	
		BSB/Swift Code	
		Account Number	
		Address of Bank	

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 Thomas More College Refund Policy.	Yes	No	Details			
Amount Paid			Amount to be Withheld			
Withheld Reasons						
Approved (CLT Member)				Date		

APPLICATION FOR DEFERMENT OF COMMENCEMENT OR SUSPENSION OF STUDIES

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

STUDENT DETAILS

Family Name		Given Name	
Preferred		Date of Birth	
Year Level		PC Group	
Address in Australia			
Telephone		Email	
Email Address			
Address in Home Country			
Telephone		Email	
I am Applying For	Cancellation of Studies		
	Deferment of Commencement of Studies		
	Suspension of Studies		
Date leaving Brisbane		Date Leaving school	
Date Returning to Brisbane		Date Returning to School	

Please explain why you wish to defer / suspend / cancel your studies. (Turn page for further information)

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Attach any relevant supporting documentation. This form will be assessed once all documentation has been received. The school may ask for more documentation if required. Applications are usually processed in 14 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 Immigration and Border Protection Website www.immi.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 Thomas More College will also need to contact the Department of Immigration and Border Protection in case there is any effect on their student visa as a result of changes to enrolment of CoE status.

Please see contact details at <http://www.border.gov.au/about/contact/offices-locations>.

Student Signature		Date	
Parent Signature		Date	



ST THOMAS MORE COLLEGE			
APPLICATION FOR STUDENT TRANSFER / LETTER OF RELEASE			
(PLEASE READ THE STMC TRANSFER POLICY BEFORE FILLING OUT THIS FORM TO SEE IF YOU MEET THE REQUIREMENTS TO BE GRANTED A LETTER OF RELEASE FOR TRANSFER)			
STUDENT DETAILS			
Family Name		Given Name	
Preferred		Date of Birth	
Year Level		PC Group	
Address in Australia			
Mobile		Email	
Email Address			
Address in Home Country			
Telephone		Email	
Reason for Transfer			

1. 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

2. Reason(s) for transfer:

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.

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

- ☐ You are providing evidence (attached) that you / your family have changed welfare and accommodation arrangements and these are no longer within a reasonable travelling time from school.
- ☐ *St Thomas More College* supports your decision to apply for a course that is not offered by this school.
- ☐ You have received notice you will be reported because you are unable to achieve satisfactory course progress, even after receiving support from *St Thomas More 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 Thomas More 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 Thomas More College* or an education or migration agent regarding *St Thomas More College* 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 Thomas More College*.

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

3. Enrolment offer from another registered provider

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

4. 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, attach written confirmation from your parents or legal guardian showing that you have their support to transfer.

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

Your application will be assessed once all documentation has been received within 10 working days. *St Thomas More College* may ask for more documentation if it requires it.

Student Signature		Date	
Parent Signature		Date	



PROCESS FOR APPLYING TO LIVE IN ALTERNATIVE ARRANGMENT FROM ISCA HOMESTAY PROGRAM

In line with Department of Immigration, (D.I.B.P.) guidelines international students enrolled at St Thomas More College (STMC) are required to live in an accommodation arrangement approved by the college. Under the terms of the St Thomas More College International Student Accommodation Policy, international students are required to seek written permission if they wish to live somewhere other than homestay arranged by International Student Care Australia.

After completing the attached application, it must be submitted to the Principal via Student Reception. A meeting between the Principal (or delegate) and the student may be arranged to discuss the application. At the meeting, the student's suitability to live outside the ISCA homestay program will be assessed.

Criteria used to assess this will include the following.

- Written proof of parental approval of the move
- Suitability of adult who will supervise and care for the student out of school hours (age, residency status, proficiency in English, location of home, other residents of the home, willingness to provide care as expected by the college)
- Satisfactory attendance record at St Thomas More College (and any previous colleges in Australia)
- Satisfactory behaviour and effort since arriving at St Thomas More College (and any previous colleges in Australia)
- Satisfactory academic progress and support structures to maintain this
- Suitable level of emotional support available to student (e.g. family, friends etc.).

In the case of a student under 18 years, being given permission to live with a person nominated by their parents, the above criteria will need to be maintained throughout the remainder of their time at St Thomas More College. Permission to live outside the ISCA homestay program, will be revoked for those students who are unable to maintain these conditions.

To comply with conditions of their enrolment and student visa, students must ensure they reside in school approved accommodation and that they maintain appropriate attendance levels and satisfactory academic results as determined by the college. Both the College and D.I.B.P must be informed of any change of address.

I understand the conditions and expectations of St. Thomas More College, which I must abide by to be allowed to continue to live outside the ISCA homestay program.

Student's Name

Signature

Date

I wish my son/daughter to be given permission to live outside the ISCA homestay program.

Parent/s' Name

Signature

Date

I agree to abide by the expectations of STMC with regard to my role as carer for this student and understand that I must contact the college in writing if this situation changes.

Carer's Name

Signature

Date

APPLICATION FORM TO LIVE OUTSIDE ISCA PROGRAM

Student Family Name		Given Name		
Preferred Name		Date of Birth		Pastoral Care Group
Details of intended carer Name (Family, given, preferred)				
Address in Australia				
Residency Status (Passport no.)				
Relationship with student				
Reasons for wishing to Live outside ISCA Program				
Address of New Living Arrangement**				
Date of intended move				
Telephone		Student Mobile		
Name of Others Living at this Address			Mobile	
			Mobile	
			Mobile	

OFFICE USE ONLY

Permission to leave homestay and live independently is given / not given. Comment:

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.....

Signed		<input type="checkbox"/> International Student Co-ord <input type="checkbox"/> Student Services <input type="checkbox"/> Student File <input type="checkbox"/> ISCA Emailed
Date		
Principal - St Thomas More College		

ST THOMAS MORE COLLEGE TRAVEL APPLICATION FORM

This form must be completed, signed and submitted for any overnight travel away from the approved living situation of all international students at St Thomas More College.

FAMILY NAME		GIVEN NAME		
PREFERRED NAME		YEAR LEVEL + DoB		
PC Group		LIVING ARRANGEMENT	Homestay	Private
LAST DAY OF SCHOOL ATTENDANCE		DATE YOU WILL LEAVE HOMESTAY		
DATE RETURNING TO AUSTRALIA		DATE RETURNING TO SCHOOL		
DATE RETURNING TO HOMESTAY		TOTAL NO. OF DAYS ABSENT FROM SCHOOL		

CONTACT DETAILS

Contact Address of Destination	
Contact Phone Numbers	
Contact Fax / Email	
Student Signature	

REASON FOR REQUEST

Please explain in the space below why you are wanting to travel.

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Parent Signature		Date	
Homestay parent		Date	

TEACHER COMMENT

Where possible, please complete the section over the page listing your current subjects and teachers' names. Then ask each teacher for a comment on your request for leave.

This section **MUST BE COMPLETED** for students who are leaving earlier than the end term dates in school diary.

CURRENT SUBJECTS	TEACHER'S NAME	TEACHER'S COMMENT
HOMEROOM	PC Teacher's NAME AND SIGNATURE	TEACHER'S COMMENT
FEE STATUS	FINANCE OFFICER COMMENT	SIGNATURE IF APPLICABLE

ST THOMAS MORE COLLEGE OFFICE USE ONLY:

Approved By		Position	
Signature		Date	
Copy to: Circle and date when completed.	<input type="checkbox"/> Student hard copy file <input type="checkbox"/> Student E file <input type="checkbox"/> Emailed to Homestay company <input type="checkbox"/> Emailed to admin staff for attendance monitoring		