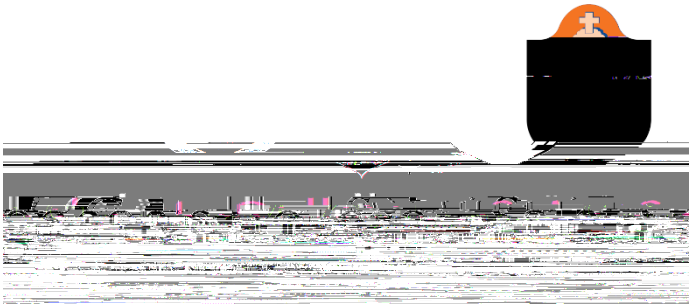

International Student Guide

Information contained in this document will be regularly reviewed and updated on our College Website: www.saintstephenscollege.net.au

Version 17.0 – Updated January 2025

Welcome to Saint Stephen's College International Student Guide!

I am sure you will find this guide helpful throughout your transition into Saint Stephen's College.

As the person responsible for the pastoral care of international students; I wish to personally open my door to you and your family, adult carers and friends at any time.

Saint Stephen's College recognises we are all members of a greater global community, and as such, aims to develop that global awareness in all its students and staff. Our policy is to foster the knowledge, skills and values that equip young people to involve themselves in human society, and the different environments in which people live.

We invite students from various countries, cultures, religions and nationalities to be part of our student population. We encourage international students to join our College from Preparatory (Preschool) to Year 12 (graduation).

The

Saint Stephen's College is an independent, co-educational, Christian day school on the Gold Coast, Queensland, catering for students from Preparatory (Preschool) through to Year 12 (Graduation).

We aim to develop a global perspective and build a community who share international links and partnerships by forming relationships that enhance our understanding of cultural diversity. We welcome students of many cultural and religious backgrounds and from various countries.

Saint Stephen's College exists to provide quality educational experiences to students in a Christian setting. We believe the growth of young people is best achieved from a holistic viewpoint with social, emotional, physical, intellectual, cultural and spiritual growth underpinning this approach.

We believe every young person has a right to achieve at his/her highest level in all he/she endeavours, and that these attempts should be highly valued and encouraged. Programs focus on the uniqueness and potential of each child.

We believe each child is a unique individual with his/her own unique potential. We work hard with teachers and parents/adult carers (whether that be in Australia or overseas) to develop each child's talents and attributes by supporting them to achieve their dreams. We encourage each child to develop their natural talents and to acquire new skills during their time at the College.

In support of its approach to learning, Saint Stephen's College believes that young people learn best in an environment in which they feel valued and happy. Happiness and self-worth are the cornerstones of all growth and learning, regardless of age.

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Accreditation

Saint Stephen's College is an approved College under the Accreditation of Non-State Schools Act, 2001 and the Education (International Students) Act, 1996.

Saint Stephen's College is registered on the Commonwealth Register of Institutions and Courses for International Students (CRICOS). The CRICOS Provider number is: PR 01938G.

Courses

Saint Stephen's College offers Preparatory to Year 12 courses along with an Intensive English (ELICOS) course. Saint Stephenès College has four courses:

Primary School Studies Years P-6 Boys & Girls
Intensive English (ELICOS) Preparation for Years 7-10 Boys & Girls
Junior Secondary Studies Years 7-10 Boys & Girls
Senior School Studies Years 11-12 Boys & Girls

International students are eligible for the Queensland Tertiary Entrance Statement (Provisional) and the Queensland Certificate of Education (Provisional) at the end of Year 12 if they meet the requirements specified by The Queensland Curriculum and Assessment Authority. (www.qcaa.qld.edu.au)

Course Credit

Saint Stephenès College will assess all applications for entry into the College. Course credit may only be offered as outlined below.

Education Agents

Education agents are engaged to formally represent Saint Stephen's College under the following conditions:

1. The education agent agrees to comply with the requirements of Standard 4 in the 2018 National Code, including
   a) Declaring in writing and taking reasonable steps to avoid conflicts of interests with any duties as an education agent representing Saint Stephen's College (St 4.3.1)
   b) Observing appropriate levels of confidentiality and transparency in dealings with overseas students or intending overseas students (St 4.3.2)
   c)

ENTRY REQUIREMENTS POLICY

Saint Stephen's College will consider enrolment applications from students wishing to apply for a Student Visa, subject to compliance with conditions set by Saint Stephen's College, and taking into account 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.
Applications for Enrolment must be made via the Saint Stephen's College Enroller platform.

Application for Enrolment must be accurately completed through Enroller, and be accompanied by the

English Language Proficiency Requirements

Saint Stephenès College entrance requires evidence of sufficient proficiency in English to successfully meet the curriculum demands of the enrolled course.

Applicants are assessed individually, based on the contents of their report cards and personal references, and may also be required to undertake an approved English Language Proficiency Test upon application.

If not presenting appropriate evidence of English language proficiency at the time of the application, Saint Stephen's College will use, as a measure of assessing English Language Performance (against the National Languages and Literacy Institute of Australia), EOL Bandscales Saint Stephenès College will assess the studentès application for entry based on satisfactory test results as follows:

Mainstre

If undertaking an Intensive English language course with another Provider before beginning mainstream studies, English language proficiency will be reassessed at the conclusion of the language course to ensure the studentès level of proficiency is sufficient to allow them to commence their mainstream course.

Where a student cannot, or will not, meet the English language or academic requirements for entry into their first mainstream course, or a subsequent course undertaken as part of an enrolment package, Saint Stephenès College may choose to apply the Conditions of Enrolment outlined in the studentès written agreement and the provisions of this Entry Requirements Policy ã the outcome of which may result in the withdrawal of offer for enrolment on the grounds that entry requirements have not been met.
Alternatively, Saint Stephenès College may (at its discretion, and if appropriate) choose to offer:

New mainstream enrolments ã entry into mainstream course at a lower year level.
Continuing mainstream enrolments ã opportunity to repeat a year level as part of an academic intervention plan implemented by the school. Refer to the Student progress, attendance and course duration policy.

STUDENT SUPPORT SERVICES

Saint Stephen's College provides students with support services to assist in adjusting to study and life in Australia and to enable students to achieve expected learning outcomes.

Saint Stephen's College provides a safe environment for students and supports students in the following ways:

On campus security measures
- visitor sign in system
- staff on bus and playground duty at all times during school hours
- after hours security service / lighting

International Centre for on-going support
Pastoral Care System
Buddy system
Academic / Careers Counselling Program for Years 10, 11 and 12
Specialist counselling staff / health professional

Privacy of Personal Information

Saint Stephen's College will meet all requirements of the *Privacy Act 2001* in relation to the way it handles personal and sensitive information about students.

COURSE PROGRESS AND ATTENDANCE POLICY

Attendance

It is a condition of the Student Visa that the student is enrolled as a full-time student. International students must attend at least 80% of the contact hours for each study period of the course. Attendance at Saint Stephen's College is monitored regularly on an online roll system. If an international student is absent and has not contacted the College prior to 9am an SMS from the College will be sent to the family/host family to verify this absence. If the student is unable to provide an acceptable reason for this failure to attend school the student will be required to make an appointment with the Executive Director of International Education to justify their enrolment in Saint Stephen's College.

1.1 Student attendance is:
checked and recorded daily
assessed regularly
recorded and calculated over each study period.

1.2 All absences from school will be included in absentee calculations and should be accompanied by a medical certificate (if more than 2 days), an explanatory communication from the

The monitoring process will include a review of the reasons given for student absence, including a determination of whether compassionate and compelling circumstances apply (as per Definition, below.)

Where studentès absences represent grounds for the student to apply and be approved for a deferment of study or temporary suspension of enrolment, those absences will not be included in the studentès attendance calculations for that study period.

Attendance for any period of exclusion from class will be assessed under Saint Stephenès Collegeès Deferment, Suspending and Cancellation Policy.

1.5 Parents of students at risk of breaching Saint Stephenès Collegeès attendance requirements will be contacted by email and students will be counselled and offered any necessary support when they have attendance falling below 90% in any study period. A letter will be sent advising attendance intervention meeting. Notes of this meeting are documented on the student file and formal notification will be sent to Parent, Agents and or host parents.

Definitions

a) Compassionate or compelling circumstances - circumstances beyond the control of the student that are having an impact on the studentès 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 psychologistsè 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 studentès progress through a course.

b) Expected duration ã 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 ã any day for which the school has scheduled course contact hours.

d) One Semester (two terms) at Saint Stephenès College defines a åstudy periodæ for the purposes of monitoring course attendance and progress as a semester.

Student default

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

Defaults include:
1. Non-commencement of the course (ç‘no show’)
2. Visa refusal
3. Withdrawal from the course
4. Unpaid fees
5. Breach of visa conditions or failure to follow College policies

The default can only be confirmed after any internal/external complaints/appeals process is complete.

1. Non-commencement of the course (‘no show’)

1.1 If the school receives written notification of withdrawal by the student (or parent(s)/legal guardian if the student is under 18) 4 or more weeks prior to commencement:

Tuition Fees

Enrolment fee and Tuition fees already paid in advance will be refunded.
Application fee is not refunded.
Bank fees associated with the transfer of funds will be deducted.

Non-Tuition fees

Advance payment of uniform and textbook costs will be refunded.
Homestay fees paid in advance will be refunded.
The homestay placement fee will be forfeited.

1.2 If a student does not start a course on the agreed date and less than 4 weeksè notice of cancellation has been received or if the course starts but the student does not start the course and no request to cancel has been received:

Tuition Fees

Application fees are not refunded.
Bank fees associated with the transfer of funds will be deducted.
Enrolment fee and EOL fees will be refunded.
40% of tuition fees will be forfeited and the remainder already paid in advance will be refunded.

Non-Tuition Fees

Tuition Fees

The current term and the following term tuition fees (i.e. 10 weeks) will be charged in full, and the remainder already paid in advance will be refunded.
Application and enrolment fees will not be refunded.

Non-Tuition Fees

The current term EOL fee will be charged in full, and the remainder already paid in advance will be refunded.
Current Homestay fees (if applicable) will be charged in full, and the remainder already paid in advance will be refunded less 2 weeks' notice to the homestay.
Homestay Placement Fees (if applicable) will not be refunded.

If Saint Stephen's College cancels a student's enrolment for failure to maintain agreed conditions as outlined in the student's written agreement, including failure to disclose a pre-existing condition including a higher degree of specialised support or care, any refund of tuition fees will be at the discretion of the College.

Notification of withdrawal from the course should be in writing and addressed to the Executive Director of International Education.

The Principal has the discretion and may approve a greater amount of refund than stated.

Provider Default

If for any reason Saint Stephen's College 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 College, a full refund of any unused tuition fees* received by the College with respect to the student will be made within 14 days of the agreed course starting day.

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

If Saint Stephen's College 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://internationaleducation.gov.au/Regulatory-Information/Education-Services-for-Overseas-Students-ESOS-Legislative-Framework/ESOS-Review/Documents/TPSStudentBr2t22 347.3 Tm0 G[( )] TJETQq0.000008873 h0

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

1. Purpose

   a) The purpose of Saint Stephenès Collegeès Complaints and Appeals Policy is to provide a student or parent(s)/legal guardian with the opportunity to access procedures to facilitate the resolution of a dispute or complaint involving Saint Stephenès College, or an education agent, or any third party engaged by the provider.

2. Informal Complaints Resolution

   a) In the first instance, Saint Stephenès College requests there is an attempt to informally resolve the issue through mediation/informal resolution of the complaint.

   b) Students should contact their teacher/Head of Department/Head of Year in the first instance to attempt mediation/informal resolution of the complaint. Students should follow this process:

4. External Appeals Processes

a) If the student is dissatisfied with the conduct or result of the internal complaints and appeals procedure, he/she may contact and / or seek redress through the Overseas Students Ombudsman at no cost. Please see: https://www.ombudsman.gov.au/complaints/international-student-complaints/information-international-students or phone 1300 362 072 for more information.

b) If the student wishes to appeal a decision made by Saint Stephenès College *t*hat 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 Ombudsmanès 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 Saint Stephenès College that relates to:
   i) refusal to approve a transfer application (under Standard 7), or
   ii) suspension or cancellation of the studentès enrolment (under Standard 9)

   any choice to lodge an external appeal with the Overseas Student Ombudsman is at the studentès discretion. The school need not await the outcome of any external appeal lodged, before implementing the outcome of the internal appeal.

5. Other legal redress

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

Communicating with families about changes in enrolment status

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.

Parents must therefore keep Saint Stephen's College informed of their current contact details, as per the conditions of the student visa.

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

1. Deferment of commencement of study requested by student

    1.1

d) a traumatic experience which has impacted on the student (these cases should be where possible supported by police or psychologistsè reports)
e) student return to their home country to sit a university exam (or similar assessment) which impacts upon their education
f) commitment to represent the College
g) circumstances approved by the Executive Director of International Education

2.1 Where there is a significant issue impacting upon a studentès attendance or course progress, it is essential that the student or parents contact the school as soon as possible to discuss the concern

2. School-initiated suspension of enrolment (CoE will be impacted)

a) Saint Stephen's 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 Saint Stephen's College's

a) For the duration of the internal appeals process, Saint Stephen's College will maintain the student's enrolment and the student will attend classes as normal. The Executive Director of International Education will determine if participation in studies will be in class or under a supervised arrangement outside of classes.

b) If a student decides to access Saint Stephen's

d) The student has not accessed the school support services which may assist with making adjustments to a new environment, including academic and personal counselling services

e) To apply for transfer to another provider, students need to:

Complete an Application for Student Transfer Form available from the International Department.

Give the completed application form and a valid offer of enrolment from another provider to the International Department for assessment.

Complete an Application for Student Transfer Form available from the International Department.

Give the completed application form and a valid offer of enrolment from another provider to the International Department for assessment and response within 5 working days.

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.

STUDENT CODE OF BEHAVIOUR

1. Respect
   - 1.1 Respect others by always being polite, courteous and responsive.
   - 1.2 Respect the property of others, e.g. equipment, lockers, bags and clothing.
   - 1.3 Respect your College environment, e.g. grounds, classrooms, locker areas and resources.
   - 1.4 Respect yourself, behave appropriately and maintain a fine reputation.

2. Common Sense
   - 2.1 Follow set policies and procedures e.g. uniform and assignment policies; late arrival / early departure procedures.
   - 2.2 Think before acting.
   - 2.3 If you are uncertain, don't do it.
   - 2.4 Be in the right place at the right time.
   - 2.5 Report any concerns to the appropriate person.
   - 2.6 Leave valuables at home.
   - 2.7 Label personal property.

3. Prepared to Learn
   - 3.1 Be punctual and bring necessary equipment (including diary).
   - 3.2 Complete homework.
   - 3.3 Bring a positive attitude and ENJOY.
   - 3.4

Sam Holmes
Executive Director of International Education