




**INTERNATIONAL**



Sheldon College LINQ Precinct 

# **SHELDON COLLEGE INTERNATIONAL**

.....

# **STUDENT AND STAFF HANDBOOK**



# Table of Contents

LOCAL AREA INFORMATION.....	2
ACCREDITATION .....	2
COURSES.....	2
CRICOS RESPONSIBILITIES POLICY.....	3
ENTRY REQUIREMENTS POLICY .....	3
MARKETING POLICY .....	6
CONFIRMATION OF PARENT/GUARDIAN RELATIONSHIPS .....	6
OVERSEAS STUDENT HEALTH COVER (OSHC) ARRANGEMENTS .....	7
FEES, REFUNDS AND TPS OBLIGATIONS POLICY .....	7
REFUND POLICY .....	7
DISPUTE RESOLUTION .....	10
COMPLAINTS AND APPEAL POLICY .....	11
DEFERMENT, SUSPENSION AND CANCELLATION POLICY.....	13
STUDENT TRANSFER REQUEST POLICY.....	17
WELFARE AND ACCOMMODATION POLICY .....	20
CRITICAL INCIDENT POLICY .....	23
STUDENT PROGRESS, ATTENDANCE AND COURSE DURATION .....	27
VISA REGULATIONS FOR INTERNATIONAL STUDENTS .....	31
STUDENT SERVICES.....	32
STUDENT HANDBOOK.....	33
COURSE CREDIT.....	33
CAREER PLANNING AND POST SCHOOLING PATHWAYS.....	33
STUDENT GUIDELINES FOR AUSTRALIAN ACCOMMODATION .....	34
TRAVEL INFORMATION FROM INTERNATIONAL STUDENTS .....	35
COMPLAINT / GRIEVANCE FORM.....	36
ORIENTATION CHECK LIST.....	37
ORIENTATION CHECK LIST .....	38



*Important information about policies and procedures for all overseas students is contained in this document. You should read this booklet carefully and seek help, if required. The International Student Co-ordinator will also discuss the contents of this booklet with you upon your arrival at Sheldon College.*

*The following conditions and fees apply to students entering Australia on STUDENT VISAS to attend Sheldon College, Taylor Road, Sheldon, Queensland, Australia.*

## LOCAL AREA INFORMATION

If you would like to find out more about the area in which Sheldon College is located, please review the following websites:

Redland Shire: <http://www.redland.qld.gov.au>

Brisbane: <http://www.visitbrisbane.com.au/>  
<http://www.brisbane.qld.gov.au>

## ACCREDITATION

- ◆ Sheldon College is an accredited school under the NSSAB Act.
- ◆ Sheldon College is registered on the Commonwealth Register of Institutions and Courses for Overseas Students. Our CRICOS Provider number is 02177C.
- ◆ As such, Sheldon College is bound by the National Code of Practice for Providers of Education and Training to Overseas Students 2018.
- ◆ Students are referred to the "ESOS Framework – providing quality education and protecting your rights" available at <https://internationaleducation.gov.au/Regulatory-Information/Pages/Regulatoryinformation.aspx>

## COURSES

- ◆ Sheldon College offers Preschool to Year 12. The College is organized into three Sub-Colleges. Junior College caters for Preschool to Year 4; Middle College caters for Years 5 to 8 and the Senior College for Years 9 to 12.
- ◆ The curriculum is based on the Australian National Curriculum Guidelines. Years 5-10 follow the National Key Learning Area curriculum documents. Students in Years 11 and 12 follow Queensland Studies Authority approved curriculum work programs.
- ◆ Students have their work assessed throughout the course at the completion of each unit. An interim report is prepared at the end of the first term of study to check on students' progress. Formal reporting to parents is prepared at the end of each semester.
- ◆ All Senior Secondary students are eligible to be awarded the Queensland Studies Authority **Senior Statement** on the completion of Year 12. All students who study 5 QSA Authority Subjects are eligible for a Tertiary Entrance Statement (TES) which outlines their Overall Position in the State and allows them to apply for study at Tertiary Institutions. Students fulfilling all core requirements may also be eligible for a Queensland Certificate of Education (QCE).



## CRICOS RESPONSIBILITIES POLICY

Sheldon College is bound by the National Code of Practice for Providers of Education and Training to Overseas Students 2018 under its registration on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS).

In order to be registered on CRICOS, Sheldon College is required to:

- a) have the principle purpose of providing education; and
- b) clearly demonstrate capacity to provide education of a satisfactory standard.

Evidence of Sheldon College's ability to meet these requirements is provided in:

- a) the College's Annual Report to Commonwealth and State governments, available at the <http://www.sheldoncollege.com/>.
- b) Non State-Schools Accreditation Board documentation – the College's Cyclical Review Report and NSSAB confirmation letter.

Sheldon College's CRICOS Registration details:

Sheldon College Ltd t/a Sheldon College

CRICOS Provider No: 02177C

*CRICOS Course No: 087900M Primary Years (P-6)*

*CRICOS Course No: 087901K Junior Secondary (Years 7-10)*

*CRICOS Course No: 038368K Senior Secondary (Years 11-12)*

Period of CRICOS Registration: 23 / 01 / 2001 to 30 / 06 / 2019

Sheldon College is registered to enrol a maximum of 20 full fee paying 571 visa subclass students.

N.B., Calculations regarding capacity should include Confirmations of Enrolment (CoEs) for current students as well as approved and visa granted CoEs for future students.

## ENTRY REQUIREMENTS POLICY

Sheldon 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 College, 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.

Applications for enrolment must be made on the approved Application Form, correctly completed, and must be accompanied by the following documents supporting the application:

- copies of the student's most recent academic records (in English);
- a copy of applicant's Passport;
- written evidence of proficiency in English as a second language;
- and an application fee of \$AUD200.00.

Where the above documents are not in English, certified translations in English are required, with necessary costs to be met by the applicant.



An application for enrolment can only be processed when all of the above are in the hands of the Enrolments Officer.

Applications from overseas students are processed according to established policy and procedures, and are dealt with on their merits.

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 College may require relevant testing of the applicant to assess the application.

Minimum academic and English language requirements are as follows:

#### Academic Requirements

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 College in a Letter of Offer.

- a) For Primary School:
  - i) Evidence of application to school work and age-appropriate achievement in literacy and numeracy areas of the curriculum
- b) For Year 7 – 12 students:
  - i) A pass level or “C” grade or better for the majority of core subjects

#### English Language Proficiency Requirements

1. Sheldon College requires evidence of sufficient proficiency in English to successfully meet the curriculum demands of the enrolled course. This is a requirement under the National Code of Practice for Providers of Education and Training to Overseas Students 2018, Standard 2.
2. If applicable, the College can assess evidence of English language proficiency presented by a student at the time of application.
3. 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.

Students wishing to enter the College below Year 10 level 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 College.

**Please note:** Applicants applying for a position at Sheldon College must be prepared to accept the philosophy, ethos, uniform requirements and Code of Conduct of the College. The offer of a position is subject to availability at the time of interview and is at the discretion of the Principal. All students must attend a personal interview with the Principal prior to entry.





ENGLISH PROFICIENCY REQUIREMENTS		
Year Level of Entry	Required IELTS Score or Equivalent	Notes
PREP to YEAR 6		<i>Students' language needs would be assessed individually. Students in Years 5,6,7 must provide evidence of a basic level of competency and a commitment to further their English language skills. Examples of such evidence include: a report card from a school where the student has been taught in English; written results from an English study course; or a written statement from a private English tutor. The commitment to learning English should have been approximately two years.</i>
YEARS 7 - 8	Not less than 5 - 6	<i>Students' progress would be monitored and language level reassessed to ensure entry requirement for higher year levels is adequate</i>
YEAR 9 - 10	Not less than 7	
YEAR 11-12 (Students need to have at least completed Year 10)	Not less than 7	<i>Students transferring from another institution to complete Year 12 must have evidence of academic success to date in the QSA subjects to be eligible for enrolment to complete Senior Secondary.</i>

- ◆ Applicants requiring tuition in English as a second language shall meet the costs of such instruction, as determined from time to time by the Principal. (See also Overseas Student Fees)
- ◆ Enrolment at Sheldon College is conditional upon the acceptance of, and adherence to the 'Conditions of Entry' listed on the Application for Enrolment, and in other College publications. Students must abide by the College Code of Conduct at all times. Failure to do so will result in cancellation of enrolment.
- ◆ Suspension or cancellation of enrolment at Sheldon College follows fair, appropriate and objective measures which are employed for the correction and / or discipline of students, including detention, suspension of, and / or termination of enrolment, after each individual case has been carefully considered. College expectations are clearly outlined in the *Sheldon College Student Handbook*. The College reserves the right to suspend or terminate an enrolment at its discretion for failure to comply with the 'Conditions of Entry', or other serious breaches of College rules or regulations. See also Deferment, Suspension and Cancellation Policy below.
- ◆ In the event of termination of enrolment by the College, the Department of Immigration and Border Protection (DIBP) will be notified immediately, and arrangements will be made for the return of the student to parental care as soon as possible, with expenses to be met by the student. In the event of a termination of enrolment, any relocation expenses for the student or monies owed will be paid by the student (for further details refer to Refund Policy).



## MARKETING POLICY

Sheldon College's marketing materials and promotion of courses and education services, including through an education agent, prior to entering an Enrolment Contract, are consistent with Australian Consumer Law, and do not make false claims or provide misleading information about itself, its courses or course outcomes, including but not limited to:

- Claims of associations between providers;
- A successful education assessment outcome for the student or intending student;
- Possible migration outcomes;
- Any work-based training a student is required to undertake as part of the course;
- Prerequisites—including English language proficiency—for entry to the course.

Sheldon College will not actively seek to recruit a student who is already enrolled with another registered provider.

Sheldon College will assess any enrolment enquiry from a student already enrolled with another registered provider according to the requirements of Part B, Standard 7 of the National Code of Practice.

The College's Legal Entity Name Sheldon College Ltd t/a Sheldon College and CRICOS Number appear on all School written and online marketing and other required materials related to providing or offering a registered course to an overseas student, as below, including in electronic form, as required by the 2018 National Code in the following format:

Sheldon College Ltd t/a  
Sheldon College  
CRICOS Number: 02177C

Offers of enrolment can only be made for registered courses that are listed on PRISMS.

## CONFIRMATION OF PARENT/GUARDIAN RELATIONSHIPS

(For students who live in approved accommodation arrangements in Australia)

It is the preference of the College Administration that young children are accommodated with blood relatives, preferably one of the birth parents. Where a parent or legal guardian is not available, the College will accept responsibility for student welfare and help facilitate a homestay placement.

Homestay arrangements arranged by the College will involve an application and interview process. All household members over 18 years of age must have a Blue card. Homestay costs will be negotiated between the two families.

All applicants must demonstrate a parental or guardianship relationship in which parents and/or guardians accept responsibility for the applicant. Such responsibilities must include the provision of adequate lodging, resources and care to enable the applicant to participate fully in College curriculum and activities.

Parents and/or guardians of overseas students must also undertake to provide the College with prompt notification of change of address and/or alteration of circumstances which affect any applicant's/student's status, and assist the College appropriately in any case of student sickness or injury and in any curriculum area or activity offered by the College.



Enrolment of overseas students is conditional upon their full participation in the complete range of the College curriculum and activities. Parents and/or guardians shall be required to support the program of the College and its Code of Conduct.

## OVERSEAS STUDENT HEALTH COVER (OSHC) ARRANGEMENTS

It is compulsory that international students take out private health cover for the duration of their stay in Australia. OSHC is to be arranged by the student.

## FEES, REFUNDS AND TPS OBLIGATIONS POLICY

Sheldon College collects fees in accordance with requirements under ESOS legislation.

This includes not receiving more than 50% of the student's total tuition fees for a course before the student has begun the course, unless the student or person responsible for paying tuition fees has chosen to pay more than this amount.

Sheldon College refunds course fees in accordance with requirements under ESOS legislation.

Information on tuition and non-tuition fees payable and Sheldon College's fees and refund policy is provided to students prior to enrolment and is part of the Enrolment Contract between the student and the College.

**NOTE: In the event that the terms of this *Refund Policy for Student default* prove to be non-compliant with Australian law, a full refund of any unused tuition fees\* received by the College with respect to the student will be made within the period of four weeks after the day of student default.**

\* Refund calculations are prescribed by a Legislative Instrument- *Education Services for Overseas Students (Calculation of Refund) Specification 2014*:  
<http://www.comlaw.gov.au/Details/F2014L00907>

College Fees and Refund Policy are included in College documentation in:

- a) Pre-enrolment information
- b) the College's Enrolment Contract
- c) Sheldon College website (<http://www.sheldoncollege.com/>); and
- d) Enrolment Information Pack.

## REFUND POLICY

This policy outlines refunds applicable to course fees paid to Sheldon.

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.

The enrolment application fee is non-refundable.

### Work Procedure

#### 1. Payment of Course Fees and Refunds

- a) Fees are payable according Sheldon College's International Student Fee Schedule.





- b) An itemised list of College fees is provided in the College's Enrolment Contract [as per National Code of Practice for Providers of Education and Training to Overseas Students 2018, Standard 3].
  - 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 Enrolment Contract unless the College receives written advice from the person who enters the Enrolment Contract to pay the refund to someone else.
2. All notification of withdrawal from a course, or applications for refunds, must be made in writing and submitted to the Principal.
3. **Student default because of visa refusal**

If a student produces evidence of visa refusal (or provides permission for the College to verify visa refusal with the Department of Immigration) and fails to start a course on, or withdraws from the course on or before the agreed starting day, the College will refund within four weeks of receiving a written claim from the student the total amount of course fees received by the College before the student's default day, minus the lesser of

- o 5% of the amount of course fees received, or
- o AUD\$500.00.

If a student whose visa has been refused withdraws from the course after it has commenced, the College 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 College with respect to the student within the period of four weeks after the day of student default.

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

4. **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 under18).

(a) Non-tuition fees:

Non-tuition fees will be refunded on a pro rata basis proportional to the amount of time the student was studying in the course, except where a non-refundable payment on behalf of the student has been made].

(b) Non-commencement with no notification of withdrawal:

If the student does not provide written notice of withdrawal, and does not start the course on the agreed starting date, up to 5% of the 1<sup>st</sup> semester tuition fees will be retained by the College with the remainder of tuition fees received being refunded to the parent.

(c) Non-Commencement with notification of withdrawal:

- i. If the College receives written notification of withdrawal by the student (or parent(s)/legal guardian if the student is under 18) 4 or more weeks prior to commencement, the College will refund the amount of-tuition fees received less an administration fee of AUD\$500.00
- ii. If the College receives written notification of withdrawal by the student (or parent(s)/legal guardian if the student is under 18) less than 4 weeks prior to commencement of the course, up to 5% of the 1<sup>st</sup> semester tuition fees will be



retained by the College with the remainder of tuition fees received being refunded to the parent.

(d) Refunds after commencement of a course:

- i. As a courtesy, the College requests 4 weeks' notice of withdrawal by the student (or parent(s)/legal guardian if the student is under 18).
- ii. *If tuition fees for up to 1 study period have been received in advance:* Where the student (or parent(s)/legal guardian if the student is under 18) notifies the College in writing of withdrawal before completing the relevant study period, no tuition fees will be refunded.
- iii. *If tuition fees for more than 1 study period have been received in advance:* If fees for more than one study period have been received in advance, and the College receives written notification of withdrawal by the student (or parent(s)/legal guardian if the student is under 18), the College will refund the amount of unused tuition fees less an administration fee of AUD\$500.00, provided that at least 4 weeks written notice of withdrawal has been received.

(e) Refunds in the event of a provider initiated cancellation of enrolment:

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 *Policy SC931 Course Progress and Attendance*.
- ii. Failure to maintain satisfactory attendance (visa condition 8202). Please see *Policy SC931 Course Progress and Attendance*.
- iii. Failure to maintain approved welfare and accommodation arrangements (visa condition 8532). Please see *Policy SC932 Welfare and Accommodation*.
- iv. Failure to pay course fees.
- v. Any behaviour identified as resulting in enrolment cancellation in Sheldon College's Code of Conduct.

Note: Any refund in the case of cancellation of a student's enrolment for failure to maintain Sheldon College's agreed conditions of enrolment as outlined in the student's Enrolment Contract, including failure to disclose a pre-existing condition requiring a high degree of specialised support or care, will be at the discretion of the Principal.

**5. Provider default**

- a) If for any reason the 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.
- b) If for any reason the College 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 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 College's default day.
- c) In the event that the 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://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>.*

This Enrolment Contract, and the right to make complaints and seek appeals of decisions and action under various processes, does not affect the rights of the student to take action under the Australian Consumer Law if the Australian Consumer Law applies.

### Definitions

- a. **Non-tuition fees** – fees not directly related to provision of the student’s course, including College uniforms, extra-curricular activities, book packs, homestay (where applicable) and OSHC.
- b. **Tuition fees** – fees directly related to the provision of the student’s course, including camp program and some excursions.
- c. **Course fees** – the sum of tuition fees and non-tuition fees received by the College in respect of the student in order for the student to undertake the course.
- d. **Study period** – One semester.

## DISPUTE RESOLUTION

In the event of a dispute or high level grievance, students should first try to solve problems through the College’s internal dispute processes. Students should follow the process below and allow two weeks for the process to be completed.

1. The student should contact the appropriate staff member for an appointment to discuss the issue. Written notes of the discussion will be kept for the student’s record.

For academic or financial disputes students should see the Director of Teaching and Learning, the Director of Senior Schooling or the Director of Student Services.

For personal problems the student should see the Director of Student Services, Year Level Coordinator or Home Group Teacher.

2. If there is no resolution, the student should make an appointment to discuss the issue with the Director of Quality, Risk and Compliance. The student should take a written statement outlining any issues or concerns to this meeting. The Director of Quality, Risk and Compliance may access previous notes from the student’s file.

3. If there is still no resolution, the student should make an appointment to discuss the issue with the Principal.

4. The student should discuss the problem with the Principal. If there is a resolution, details will be noted on the student’s record. If there is no resolution, the student will be made aware of other people / agencies that can assist them, and their rights under legislation in the State of Queensland and the Commonwealth of Australia.



## COMPLAINTS AND APPEAL POLICY

Sheldon College has a Complaints and Appeals Process and Policy which complies with Commonwealth requirements.

Access to this process is available to an overseas student at any time, and for any complaint or appeal the student makes regarding Sheldon College or an education agent or third party contracted to deliver services to an overseas student on behalf of Sheldon College, having regard to the requirements under Standards 7, 8 and 9.

If the College's Complaints and Appeals process is invoked under any of these standards, provisions under Standard 5 will also be applicable if the student is under 18 years of age and the College has approved accommodation, support and welfare arrangements.

1. Purpose
  - a) The purpose of Sheldon College's Complaints and Appeals Policy is to provide a student or parent(s)/legal guardian with the opportunity to access procedures to facilitate the resolution of a dispute or complaint involving Sheldon College, or an education agent or third party engaged by Sheldon College to deliver a service on behalf of Sheldon College.
2. Complaints against other students
  - a) Grievances brought by a student against another student will be dealt with under the College's Code of Conduct.
3. Informal Complaints Resolution
  - a) In the first instance, Sheldon College requests there is an attempt to informally resolve the issue through mediation/informal resolution of the complaint.
  - b) Students should contact the student's teacher in the first instance to attempt mediation/informal resolution of the complaint.
  - c) If the matter cannot be resolved through mediation, the matter will be referred to the Director of Student Services and Sheldon College's internal formal complaints and appeals handling procedure will be followed.
4. Formal Internal Complaints Handling and Appeals Process
  - a) The process of this grievance procedure is confidential and any complaints or appeals are a matter between the parties concerned and those directly involved in the complaints handling process.
  - b) The student must notify the College in writing of the nature and details of the complaint or appeal.
  - c) Written complaints or appeals are to be lodged with the Principal.
  - d) Where the internal complaints and appeals process is being accessed because the student has received notice by the College that the College intends to report him/her for unsatisfactory course attendance, unsatisfactory course progress or suspension or cancellation of enrolment, the student has 20 working days from the date of receipt of notification in which to lodge a written appeal.
  - e) Complaints and appeals processes are available to students at no cost.
  - f) Each complainant has the opportunity to present his/her case to the Principal.



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

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

- j) Once the Principal/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, Sheldon College will immediately implement the decision and any corrective and preventative action required, and advise the student of the outcome and action taken.
- l) Where the outcome of a complaint or appeal is not in the student's favour, Sheldon College will advise the student within 10 working days of concluding the internal review of the student's right to access the external appeals process.
- m) However, Sheldon College 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 College 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-students> or phone 1300 362 072 for more information.
- b) If the student wishes to appeal a decision made by Sheldon 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 Sheldon 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 College 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 College's Complaints and Appeals Policy negates the right of an overseas student to pursue other legal remedies.

## DEFERMENT, SUSPENSION AND CANCELLATION POLICY

### 1) Communicating with Families About Changes in Enrolment Status

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

### 2) Deferment of Commencement of Study Requested by Student

- a) Sheldon 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 was unable to attend classes.
  - ii) bereavement of close family members such as parents or grandparents (where possible a death certificate should be provided).
  - iii) major political upheaval or natural disaster in the home country requiring emergency travel that has impacted on studies.
  - iv) a traumatic experience which has impacted on the student (these cases should be where possible supported by police or psychologists reports).
  - 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 College 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 5 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 (see Sheldon College's Complaints and Appeals policy).
- d) Deferment will be recorded on PRISMS within 14 days of being granted.

### 3) Suspension of Study Requested by Student

- a) Once the student has commenced the course, Sheldon 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 impacted on studies.
  - iv) a traumatic experience which has impacted on the student (these cases should be where possible supported by police or psychologists' reports).
  - 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 College 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.
- g) Some examples of circumstances that are not considered compassionate and compelling at Sheldon 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 5 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 (see Sheldon College's Complaints and Appeals policy).

#### 4) Student Initiated Cancellation of Enrolment

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



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

### **5) College Initiated Exclusion from Class**

a) Sheldon 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 Sheldon College’s 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 Enrolment Contract.

c) Where Sheldon 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 Sheldon 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 Principal.

e) Where the student is provided with homework or other studies for the period of the exclusion, the student must continue to meet the academic requirements of the course.

f) Exclusions from class will not be included in attendance calculations for the study period and will not be recorded on PRISMS.

### **6) College Initiated Suspension of Studies**

a) Sheldon 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 Sheldon College’s 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 Enrolment Contract.

c) Where Sheldon 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 Sheldon 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 Principal.

e) Students who have been suspended for more than 28 days may need to contact Department of Immigration. (Please see contact details at: <https://www.homeaffairs.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) College Initiated Cancellation of Enrolment

a) Sheldon 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 Enrolment Contract, including failure to disclose a pre-existing condition requiring a high degree of specialised support or care.
- ii) Failure to pay course fees.
- iii) Failure to maintain approved welfare and accommodation arrangements (visa condition 8532)
- iv) Any behaviour identified as resulting in cancellation in Sheldon College's Code of Conduct.

b) Where Sheldon 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 Sheldon College's internal appeals process. Further information about the appeals process in the event of a College-initiated cancellation is outlined below.

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

d) For the duration of the internal appeals process, Sheldon College will maintain the student's enrolment and the student will attend classes as normal. The Principal 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 Sheldon College's complaints and appeals process because they have been notified of a College 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 Sheldon College need not await the outcome of this process before changing the student's enrolment status in PRISMS. If the College has issued a CAAW for such a student, welfare provisions under Standard 5.6 are applicable.

g) The use of extenuating circumstances by Sheldon 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 Home Affairs (Immigration) Website <https://www.homeaffairs.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 College 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.

## STUDENT TRANSFER REQUEST POLICY

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 College 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. Sheldon 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 College.
  - 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 Sheldon 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) Sheldon College fails to deliver the course as outlined in the Enrolment Contract.
  - 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 Sheldon College or an education or migration agent regarding Sheldon 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 Sheldon 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. Sheldon 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) Sheldon 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 College support services which may assist with making adjustments to a new environment, including academic and personal counselling services.
  - e) College fees have not been paid for the current term/semester.
6. To apply for transfer to another provider, students need to:
- a) Complete an Application for Student Transfer Form available from the Principals Office.
  - b) Give this completed application form and a valid offer of enrolment from another provider to the PA to the Principal 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 Sheldon 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. Sheldon College will assess the student's transfer request application and notify the student of a decision within 10 working days.
8. If Sheldon College grants the student's transfer request, the student will be notified and the decision will be reported to the Department of Home Affairs (Immigration) via PRISMS.
9. If Sheldon College intends to refuse the student's transfer application request, Sheldon College will provide the student with reasons for refusal in writing and include a copy of Sheldon College's complaints and appeals policy (available in the International Student Handbook). The student has the right to access Sheldon 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 Sheldon 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 Sheldon College.

10. Applications to transfer to another registered provider may have visa implications. The student is advised to contact the Department of Home Affairs (Immigration) office as soon as possible to discuss any implications. The address of the nearest Office is: Brisbane City. See <https://www.homeaffairs.gov.au/about/contact/offices-locations/australia> for street addresses of Department of Home Affairs (Immigration) Offices in Brisbane and regional centres.] Alternatively, students can contact the Department of Home Affairs (Immigration): <https://www.homeaffairs.gov.au/about/contact/make-enquiry>.

Student who are no longer subject to the transfer restriction but where Sheldon 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 the Principals Office.
  - b) Give this completed application form and a valid offer of enrolment from another provider to the PA to the Principal 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 Sheldon 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. Sheldon 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 Home Affairs (Immigration) office as soon as possible to discuss any implications. See <https://www.homeaffairs.gov.au/about/contact/offices-locations/australia>.





Alternatively, students can contact the Department of Home Affairs (Immigration):  
<https://www.homeaffairs.gov.au/about/contact/make-enquiry>.

## WELFARE AND ACCOMMODATION POLICY

### Accommodation and Care Options for Overseas Students Under 18 years

Sheldon 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 Home Affairs (Immigration).

In this case:

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

Sheldon 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 College of any change to address or contact details
- iii. immediately advise the College 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 College is able to approve alternative accommodation and care arrangements for the student for the period of student guardian visa holder's absence, the College will provide documentation approving temporary care arrangements for the student to the student's guardian and for the Department of Home Affairs (Immigration) via PRISMS.

If there is not a valid reason for travelling overseas, or if the College 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 College approved accommodation and welfare arrangements and Sheldon 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 Sheldon College for full fee paying 500 (formerly 571) visa subclass students under 18 years of age include:

- i. Homestay Program operated by Sheldon College.
- ii. Private accommodation and care arrangements requested by the parent but approved by the College which meet all requirements under relevant state and commonwealth legislation.

Sheldon 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 Sheldon 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 Home Affairs (Immigration) assumes care of the student
- vi. Sheldon College has notified the Department of Home Affairs (Immigration) that it is no longer able to approve the student's welfare arrangements and has taken the required action after not being able to contact the student.

Any accommodation, welfare and other support arrangements for the student must be approved by Sheldon 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 College. This includes any requests by students under 18 years of age to attend "Schoolies Week" on completion of Year 12.

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

If a student for whom the College has issued a CAAW refuses to maintain approved arrangements, the College will report this to the Department of Home Affairs (Immigration) and advise the student to contact the Department of Home Affairs (Immigration) to ensure visa implications are understood. (See Department of Home Affairs (Immigration) office addresses at: <https://www.homeaffairs.gov.au/about/contact/offices-locations/australia>).

In the event of a significant or critical welfare issue involving the student, and if determined necessary by the College, 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 College's satisfaction.

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

**3) For College vacation periods, students under 18 years of age for whom Sheldon 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 College, 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 College approval.

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

- i. Homestay Program, including private arrangements requested by a parent

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

- i. Student returns home to parents
- ii. Student continues to live in / is placed in Homestay, details of which are recorded by the College
- iii. Student may spend vacation with friend's family or relatives, provided details are given
- iv. Student may attend a supervised excursion, camp, etc..., provided details are given
- v. Student may travel unaccompanied during vacation periods, provided details are given.

**6) Homestay / private accommodation arrangements at Sheldon College:**

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

These include

- 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 College
  - 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 Sheldon College



- 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.

## CRITICAL INCIDENT POLICY

Sheldon College has a Critical Incident Policy and Procedures that cover:

- Management of critical incidents that could affect the student's ability to undertake or complete a course, including emergency situations and incidents that may cause physical or psychological harm;
- Action to be taken in the event of a critical incident;
- Follow up of the incident;
- Records of the incident and action taken.

Sheldon College recognises the duty of care owed to its students and that planning for the management of a critical incident is essential.

A critical incident is a traumatic event, or the threat of such (within or outside Australia) which causes extreme stress, fear or injury. This may include but is not limited to:

- a) Serious injury, illness or death of a student or staff
- b) Students or staff lost or injured on an excursion
- c) A missing student
- d) Severe verbal or psychological aggression
- e) Physical assault
- f) Student or staff witnessing a serious accident or incident of violence
- g) Natural disaster e.g. earthquake, flood, windstorm, hailstorm or extremes of temperature
- h) Fire, bomb threat, explosion, gas or chemical hazard
- i) Social issues e.g. drug use, sexual assault

### 1) Critical Incident Committee

- (a) Sheldon College has a Critical Incident Team to assist the Principal in the prevention and management of critical incidents at the College, or off campus in the case of an overseas student for whom the College has undertaken care responsibilities.
- (b) The Director of College Operations is the critical incident team leader.
- (c) The Critical Incident Team also includes:
  - i) the Principal,
  - ii) Selected Senior Executive and Corporate Executive staff members,
  - iii) the College Chaplain.
- (d) The responsibilities of the team include:
  - i) risk assessment of hazards and situations which may require emergency action;
  - ii) analysis of requirements to address these hazards;
  - iii) establishment of liaison with all relevant emergency services e.g. police, fire brigade, ambulance, hospital, poisons information centre, community health services;
  - iv) 24-hour access to contact details for all students and their families and emergency contacts provided by the student's family (for schools with



- overseas students this will also include agents, homestay families, carers, consular staff, embassies and interpreting services if necessary);
- v) 24-hour access to contact details for all relevant staff members needed in the event of a critical incident e.g. College counsellor, welfare officer, legal services, College security;
  - vi) development of a critical incident plan for each critical incident identified, including arranging emergency or alternative accommodation arrangements if necessary;
  - vii) dissemination of planned procedures;
  - viii) organisation of practice drills;
  - ix) regular review of the critical incident plan;
  - x) assisting with implementation of the critical incident plan;
  - xi) arranging appropriate staff development;
  - xii) budget allocation for emergencies;
  - xiii) ensuring written records of any critical incident and remedial action taken by Sheldon College are kept on file for at least two years after the student ceases to be enrolled.

## 2) Critical Incident Plans

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



### 3) Resources

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

### 4) Managing the Media

- (a) Manage access of the media to the scene, and to staff, students and relatives;
- (b) The Principal should normally handle all initial media calls;
- (c) Determine what the official College response will be;
- (d) All facts should be checked before speaking to the media;
- (e) If accurate information is unavailable or the issue is of a sensitive nature, explain that questions cannot be answered at this time;
- (f) Avoid implying blame or fault for any part of the incident as this can have significant legal implications;
- (g) The Principal may delegate media liaison to another member of staff.

### 5) Evaluation and review of management plan

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

#### **Example of a critical incident plan - injury to overseas student**

##### 1) Immediate Action (within 24 hours)

- a) *Identify the nature of the critical incident*
- b) *The person, who is initially notified of the incident, be that the PA to the Principal, should get as much information as possible regarding the nature of the critical incident.*
  - i) *Where did the injury occur? On campus or off?*
  - ii) *How severe is the nature of the injury?*
  - iii) *Where is the student now?*
  - iv) *Is the student in hospital?*
  - v) *Has an ambulance been called?*
  - vi) *Is an interpreter required?*
- c) *The information should be documented for further reference.*
- d) *Notification of the critical incident committee/team leader*
- e) *The person who is initially notified of the incident should notify the critical incident team leader immediately.*
- f) *Assignment of duties to College staff*
  - i) *The critical incident team leader will identify the staff member responsible for any immediate action.*
  - ii) *The incident will then be referred to the identified staff member.*
  - iii) *The responsible staff member should keep in close contact with the critical incident team leader and any other staff members as required.*





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

## **2) Additional Action (48 – 72 hours)**



- a) *Assess the need for support and counselling for those directly and indirectly involved (ongoing)*
- b) *Provide staff and students with factual information as appropriate*
  - i) *Depending on the nature of the incident, it may be appropriate for the Principal to address the College and inform them of the facts of the incident and the condition of the student concerned.*
- c) *Restore normal functioning and College delivery*
  - i) *Where the incident occurred on College premises, there will be other procedures to follow in relation to any possible safety issues and the College's legal obligations. The critical incident committee should identify the appropriate staff member to follow up these issues.*

**3) Follow-up – monitoring, support, evaluation**

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

**STUDENT PROGRESS, ATTENDANCE AND COURSE DURATION**

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

**1. Course Progress**



- a) The College 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 according to Sheldon College's course assessment requirements.
- c) Students who have begun part way through a study period / semester will be assessed according to Sheldon College's course assessment requirements after completing one full study period / semester.
- d) To demonstrate satisfactory course progress, students will need to have made satisfactory course progress as appropriate for the registered course in any study period. Students with 3 or more "Limited Achievement" grades each semester will be deemed unsatisfactory.
- e) If at the end of a study period a student does not achieve satisfactory course progress as described above, the Director of Teaching and Learning will formally contact the parent(s) to advise that the student is at risk of breaching the course progress requirement and that there will be a meeting with the student to develop an intervention strategy for academic improvement. This may include;
  - i. After hours tutorial support
  - ii. Subject tutorial support in class time
  - iii. Mentoring
  - iv. Additional ESL support
  - v. Change of subject selection, or reducing course load (without affecting course duration)
  - vi. Counselling – time management
  - vii. Counselling -academic skills
  - viii. Counselling - personal
  - ix. Other intervention strategies as deemed necessary
- f) A copy of the student's individual strategy for academic improvement and any relevant progress reports will be forwarded to parents.
- g) The student's individual strategy for academic improvement will be monitored over the following study period by the Director of Teaching and Learning and records of student response to the strategy will be kept. Parents will be kept informed of the student's academic progress while the student is receiving formal intervention.
- h) If the student does not achieve satisfactory course progress by the end of the next study period, Sheldon 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 College's internal complaints and appeals process. The notification of intention to report will be issued to the student prior to the commencement of the next semester. Following the outcome of the internal process, if the student wishes to complain or lodge an external appeal about a decision made or action taken by Sheldon College, he/she may contact the Overseas Student Ombudsman at no cost. Please see Sheldon College's Complaints and Appeals Policy for further details.
- i) The College will notify the ESOS agency via PRISMS of the student not achieving satisfactory course progress as soon as practicable where:



- i. the student does not access the complaints and appeals process within 20 days, or the student withdraws from the complaints and appeals process by notifying the Principal of Sheldon College in writing, or
- ii. the complaints and appeals process results in a decision in favour of the College.

## 2. Completion Within Expected Duration of Study

- a) As noted in 1.a., the College 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 College will only extend the duration of the student's study where it is clear the student will not be able to complete their course by the expected date because:
  - i. the student can provide evidence of compassionate or compelling circumstances (see Definitions below)
  - ii. the student has, or is, participating in an intervention strategy as outlined in 1.e.
  - iii. an approved deferment or suspension of study has been granted in accordance with Sheldon College's Deferment, Suspension and Cancellation Policy.
- d) Where the College decides to extend the duration of the student's study, the College will report this change via PRISMS within 14 days and/or issue a new COE if required. In this case, the student will need to contact the Department of Home Affairs (Immigration) to seek advice on any potential impacts on their visa, including the need to obtain a new visa.

## 3. Monitoring Course Attendance

- a) Satisfactory course attendance is attendance of 80% of scheduled course contact hours.
- b) Student attendance is:
  - i. checked and recorded daily;
  - ii. assessed regularly;
  - iii. recorded and calculated over each study period.
- c) Late arrival at the College will be recorded and will be included in attendance calculations.
- d) All absences from the College 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 Director of Student Services.
- e) Any absences longer than 2 consecutive days without approval will be investigated.



- f) Student attendance will be monitored by the Director of Student Services every term 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 study period 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. Alternatively, a school may choose to calculate attendance using a formula based on the number of days absent. For example, a 20-week study period with 5 days a week would equal 100 school days. 20% of this is 20 school days.]
  - ii. Attendance for any period of exclusion from class will be assessed under Sheldon College's Deferment, Suspension and Cancellation Policy.
- g) Parents of students at risk of breaching Sheldon College's attendance requirements will be contacted by email/phone and students will be counselled and offered any necessary support when they have significant absences totaling 10% in any study period.
- h) If the calculation at 3.f. indicates that the student has passed the attendance threshold for the study period, Sheldon College will assess the student against the provisions of Item 3.i. (below). Where the student has failed to meet the minimum attendance requirement, and Item 3.i. does not apply, the College will promptly advise the student of its intention to report the student for breach of visa condition 8202, and that he/she has 20 working days in which to access the school's internal complaints and appeals process.
- i) The College 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. the student withdraws from the complaints and appeals process by notifying the Principal of Sheldon College in writing;
  - iii. the complaints and appeals process results in a decision in favour of the College.
- j) Students will not be reported for failing to meet the 80% threshold where:
- i. the student produces documentary evidence clearly demonstrating compassionate or compelling circumstances e.g., medical illness supported by a medical certificate or as per Definition, below, and
  - ii. the student's attendance has not fallen below 70% for the study period.
- 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% or number of study days x number of days per week x 30%.
- l) If a student is assessed as having nearly reached the threshold for 70% attendance for a study period, the Director of Teaching and Learning will assess whether a suspension of studies is in the interests of the student as per Sheldon College's Deferment, Suspension and Cancellation Policy.
- m) If the student does not obtain a suspension of studies under the Sheldon 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).

#### 4. Definitions

- a) Compassionate or compelling circumstances - circumstances beyond the control of the student that are having an impact on the student's progress through a course. These could include:
  - i. serious illness, where a medical certificate states that the student was unable to attend classes.
  - ii. bereavement of close family members such as parents or grandparents (with evidence of death a certificate if possible).
  - iii. major political upheaval or natural disaster in the home country requiring their emergency travel that has impacted on their studies.
  - iv. a traumatic experience which has impacted on the student (these cases should be where possible supported by police or psychologists' reports).
  - v. where the College 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) College day – any day for which the College has scheduled course contact hours.
- d) Study period – Sheldon College defines a "study period" for the purposes of monitoring course attendance and progress as a semester.

## VISA REGULATIONS FOR INTERNATIONAL STUDENTS

An international student's visa is conditional upon three factors being understood and followed. If any one of these conditions is not met, it is grounds for the consideration of the cancellation of the student's visa and they will be sent home.

### Attendance

Students are expected to attend every day and every lesson, on time and for the entire day. The only acceptable reason for missing time from the College is when you are **sick** and a medical certificate (valid only if presented to the College within 5 days of illness) covers this illness. Therefore, students **must go to a Doctor and get a medical certificate** that day if they are too sick to attend the College.

**The College will monitor student attendance to ensure that attendance does not drop below the required level of 80%.**

Regular fortnightly checks will be made on absences by the Director of Student Services, Home Group Teacher and / or Year Level Coordinator.

- If monitored attendance falls below 90% the student will be addressed by the Director of Student Services. The attendance requirements will be explained with the intention





that and any circumstances causing the absenteeism can be identified and addressed.

- If monitored attendance falls below 85% the student will again be addressed by the Director of Student Services. A letter will be sent home explaining that an excessive absentee record will be seen as a breach of the student's visa and grounds for consideration of cancellation of their visa.
- If monitored attendance falls below 80% the student will be informed by the Director of Student Services that their attendance record is unsatisfactory and this will subsequently be reported on PRISMS.

**Please note:**

- *Returning late from holidays or leaving before the official holiday dates counts towards the absentee total.*
- *Arriving late, leaving early or missing a single lesson counts for a half – day.*
- *Permission to leave the College early or return late to the College from holidays must be granted by the Principal prior to the student leaving Australia.*

**Results**

It is important that international students make **satisfactory course progress** in their studies as a condition of a student visa.

Steady improvement should be noted over the duration of the student's time at Sheldon College as English language proficiency improves. This means students are expected to do homework and study every night and practice their English as often as possible.

- Academic Results will be monitored by the Director of Teaching and Learning.
- Students with 3 or more "Limited Achievement" grades each semester will be required to attend an interview with the Director of Teaching and Learning for support in improving their academic progress to ensure competency has been achieved.
- Progress will then be monitored for improvement. If no progress is made in the subsequent semester and the student still has 3 or more "Limited Achievement" grades the student will be informed that this is unsatisfactory and this will subsequently be reported on PRISMS.

**Contact Details**

**At all times, the College must have a record of the student's current address for Immigration purposes.** Students must never change address before seeking permission from the Principal. If students do change address without permission, it is grounds for consideration for cancellation of their enrolment.

**STUDENT SERVICES**

- ◆ To assist international students, Sheldon College ensures that students have access to a range of support services.
- ◆ In most cases, students should report to Student Services in the administration building for assistance, whenever required. Staff at Student Services will then contact the appropriate staff member to assist the student.
- ◆ International students are provided with a range of services to assist them at the College:
  - Orientation upon arrival



- Accommodation assistance
- Assistance and information regarding their academic progress
- Information regarding entry to further study
- Ongoing counseling as required in relation to health, study, legal or family matters
- A Student Advisor, Year Level Coordinator and Home Group Teacher, who will assist the student to adjust to life and study at an Australian educational institution, and help resolve problems as they arise
- Copies of important and useful information for the student.

## STUDENT HANDBOOK

- ◆ At the beginning of each College year, students are provided with a *Sheldon College Student Handbook*.
- ◆ Useful information on student policies, research techniques, the Code of Conduct, Uniform Policy and Assessment Policies are included in the Handbook. The Director of Quality, Risk and Compliance will assist the student to understand these policies at orientation.
- ◆ Students should use this Handbook to record homework and assessment tasks and due dates.

## COURSE CREDIT

Sheldon College does not offer course credit and entry into any course is subject to the assessment of the College. This also applies to onshore College transfers, either from within the State or from interstate.

## CAREER PLANNING AND POST SCHOOLING PATHWAYS

There are a variety of programs the College has in place to assist students in preparing for their future pathways.

- ◆ Career Planning: The Student Advisor works closely with each student to make sure they plan their career goals and pathway options. She will provide students with information on Tertiary Institutions and student eligibility to enrol in courses.
- ◆ Access and Achieve curriculum programs exist at the College which are designed to assist students with career planning and development. Students complete units of work which cater for their career, social, physical, emotional, personal and academic development. They include topics such as the QCS Test, QTAC application processes, guest speakers and study skills.
- ◆ Tertiary Visits: Students are provided with opportunities to visit Career and Tertiary Study Expos, tertiary institutions for their Open Days and special programs. Coordinated special visits by University speakers who want to outline courses for International Students are also arranged.
- ◆ Senior Statement Eligibility: The Principal and the Director of Senior Schooling will complete all necessary information for the Queensland Studies Authority to issue a Senior Statement.
- ◆ Special Consideration: Students may be eligible for special consideration because of Language Disadvantage for Non English Speaking Background students. The Student Advisor will assist students to complete the appropriate application form.



- ◆ Applying to QTAC: To enrol in courses International Visa Students can apply in two ways. Students can apply directly to a University or they can apply like all other Queensland students through QTAC-Queensland Tertiary Admissions Centre. Applications have to be completed by September and can be changed up until the end of December. The Senior Statement is issued in mid-December and students should make sure they leave a suitable address if they travel home. Some information such as results and success at enrolment at a University can be checked on line. QTAC information on successful enrolments is published mid-January. Information is available over the Internet for students.

- ◆ Contact numbers:

**QTAC (Queensland Tertiary Admission Centre)**

1300 467 822 or 3858 1222

[www.qtac.edu.au](http://www.qtac.edu.au)

**OSA (Queensland Studies Authority) 3864 0299**

[www.qsa.qld.edu.au](http://www.qsa.qld.edu.au)

## STUDENT GUIDELINES FOR AUSTRALIAN ACCOMMODATION

It is the preference of the College Administration that young children are accommodated with blood relatives, preferably one of the birth parents. Where a parent or legal guardian is not available, the College will accept responsibility for student welfare and help facilitate a homestay placement.

### Study Guidelines

Each day students are given homework to do for lessons each day. Each evening it is important that students do their homework, revise and learn what has been taught during the day and spend time on assessment. The Student Handbook for Senior and Middle College provides students with information regarding the time required in each Year level for homework and study techniques.

### Travel

Any student who intends on being away from the College during allocated Term times, must make a written request to the Principal seeking permission for absence from the College. Students should be aware that this time away from the College could affect their student visa eligibility.



## TRAVEL INFORMATION FROM INTERNATIONAL STUDENTS

Student Name:

Home Group:

Reason for Travel:

Travel to/from airport:

Student Responsibilities:

◆ Parental letter approving travel

Yes/No

DETAILS OF TRAVEL ARRANGEMENTS:

Who are you travelling with?

Where are you going?

**DEPARTURE**

What Flight/Bus/Train?

(must include company, departure time/date and place)

**RETURN**

What Flight/Bus/Train?

(must include company, arrival time/date and place)

**APPROVED/NOT APPROVED**

**Signature:**



## COMPLAINT / GRIEVANCE FORM

Student Name:

Home Group:

Date:

1. Nature of complaint by student:

2. Information from Investigation:

3. Response and Decision:

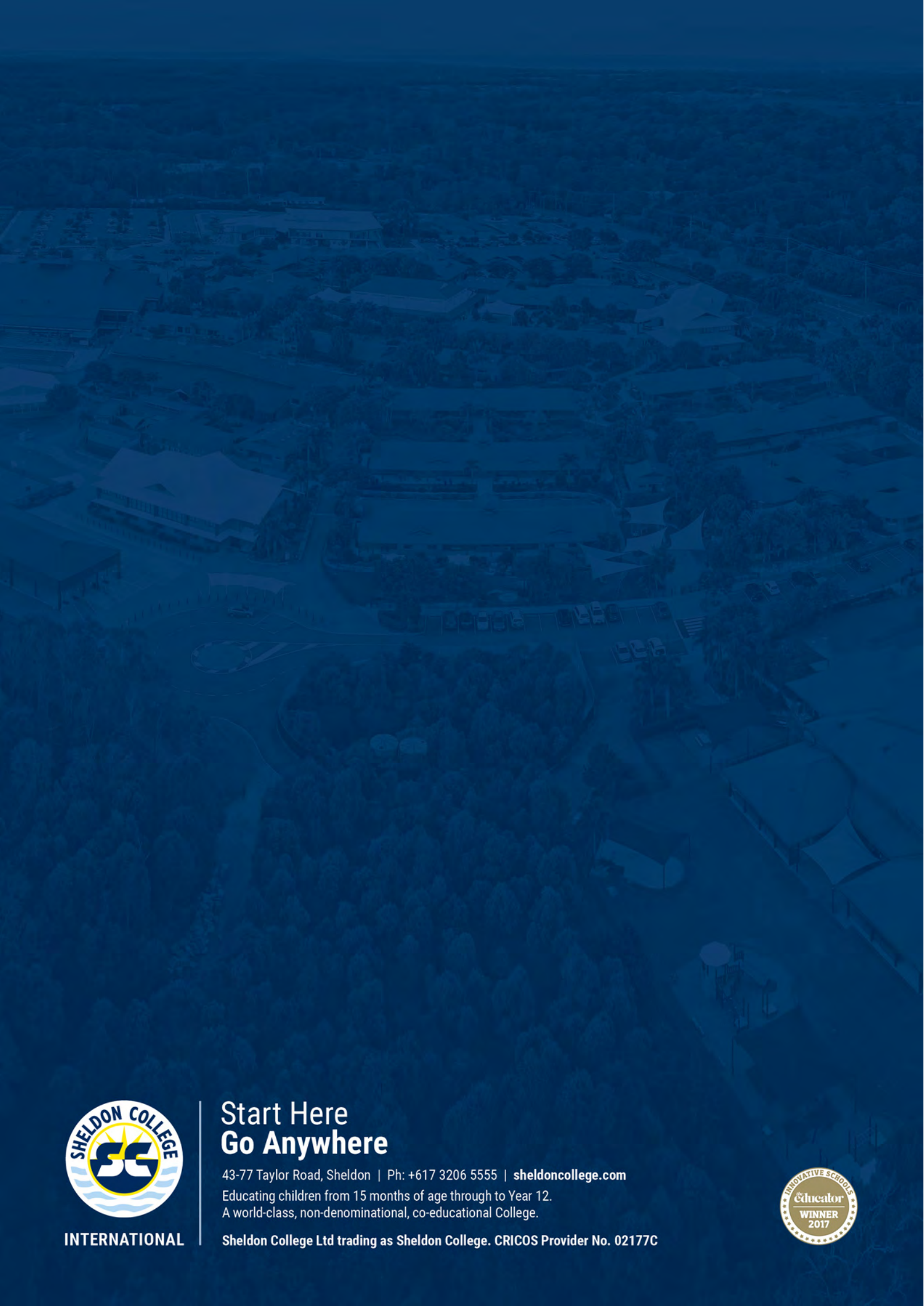
Signature.....



## ORIENTATION CHECK LIST

Orientation Activity	Important Information Given	Completed by:
Buddy		
International Coordinator		
Principal		
Office Layout/Staff		
Finance Dept. Location		
Accountant: Fees and Refund Policies outlined		
Home Group Teacher		
Uniform Shop / Text		
Resource Centres		
Cafeteria		
Toilets		
Timetable discussion		
Year Co-ordinator		
Sports Co-ordinator		
Classrooms		
Hall-Assemblies		
Oval		
Emergency Evacuation		
Other International Students		
I.D. Card Photo		
Bus Stops		
Enrolment Package		
Code of Conduct & Uniform Policy		
Student Handbook (Diary)		
International Student Handbook		





INTERNATIONAL

## Start Here Go Anywhere

43-77 Taylor Road, Sheldon | Ph: +617 3206 5555 | [sheldoncollege.com](http://sheldoncollege.com)

Educating children from 15 months of age through to Year 12.  
A world-class, non-denominational, co-educational College.

Sheldon College Ltd trading as Sheldon College. CRICOS Provider No. 02177C

