



<b>Type:</b> Policy Support Document	<b>Name:</b> International Student Policies and Procedures	<b>Policy No:</b> MAN-0051
<b>Implementation Date:</b> 2015	<b>Last Reviewed:</b> 2017	<b>Review Date:</b> Biennial

## INTERNATIONAL STUDENT POLICIES AND PROCEDURES

It is the intention of the Australian Government student visa programme for students to genuinely attempt to achieve their desired educational outcomes within the duration of their student visa. Your daughter's student visa will include conditions that require her to progress satisfactorily. To that end, it is a requirement of St Hilda's School that she:

- demonstrates satisfactory course progress as determined by the School
- completes the course within the expected duration of study (in normal circumstances)
- maintains satisfactory course attendance, and
- abides by the School's Code of Conduct and the School Expectations.

### Privacy Policy

Personal Information is collected during the enrolment process in order to meet our obligations under the ESOS Act and the National Code 2018; to ensure student compliance with the conditions of their visas and their obligations under Australian immigration laws generally. This information is recorded in PRISMS and includes your name, date of birth, gender, address, email address, phone number, country of birth, nationality, passport number, and course details. The authority to collect this information is contained in the Education Services for Overseas Students Act 2000, the Education Services for Overseas Students Regulations 2001 and the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018. Information collected about you during the enrolment process can be provided, in certain circumstances, to the Australian Government and designated authorities and, if relevant, the Tuition Assurance Scheme or state and territory agencies, in accordance with the Privacy Act 1988. In other instances, information collected on this form or during your enrolment can be disclosed without your consent where authorised or required by law.

Further, the School collects personal details, including sensitive information about students and parents or guardians before and during the course of a student's enrolment at the School. The primary purpose of collecting this information is to enable the School to provide schooling for your daughter.

Some of the information we collect is to satisfy the School's legal obligations, particularly to enable the School to discharge its duty of care. Certain laws governing or relating to the operation of schools require that certain information is collected. These include Public Health [and Child Protection] laws.

Health information about students is sensitive information within the terms of the National Privacy Principles under the Privacy Act. We ask you to provide medical reports about students from time to time. The School discloses personal and sensitive information to others for administrative and educational purposes. This includes to other schools, government departments, the Brisbane Diocese, medical practitioners, and people providing services to the School, including specialist visiting teachers, coaches and volunteers.

If we do not obtain the information referred to above, we may not be able to enrol or continue the enrolment of your daughter. Personal information collected from students is regularly disclosed to their parents or guardians. On occasions information such as academic and sporting achievements, student activities and other news or photographs is published in School newsletters, magazines and on our School website.

On occasions information such as academic and sporting achievements, student activities and other news or photographs may be used in our marketing to promote the school. If you do not agree to this, please advise us in writing now. Parents may seek access to personal information collected about them and their daughter by contacting the School. Students may also seek access to personal information about them. However, there will be occasions when access is denied. Such occasions would include where access would have an unreasonable impact on the privacy of others, where access may result in a breach of the School's duty of

care to the student, or where students have provided information in confidence.

As you may know the School from time to time engages in fundraising activities. Information received from you may be used to make an appeal to you. [It may also be disclosed to organisations that assist in the School's fundraising activities solely for that purpose.] We will not disclose your personal information to third parties for their own marketing purposes without your consent.

We do not provide your contact details to other school families in the form of a class list or School directory. Our policy is that the School does not provide contact details to other school families without your consent.

If you provide the School with the personal information of others, such as doctors or emergency contacts, we encourage you to inform them that you are disclosing that information to the School and why, that they can access that information if they wish and that the School does not usually disclose the information to third parties.

**You consent to the personal information being used for educational and ancillary purposes including the marketing of the school.**

## ENTRY REQUIREMENTS POLICY

1. St Hilda's School will consider enrolment applications from students wishing to apply for a Student Visa, subject to compliance with minimum requirements and conditions set by the School, and with legislative requirements of the State of Queensland and the Commonwealth of Australia, including any requirements to undertake extra tuition to learn English to meet the English language proficiency standard needed to enter mainstream classes.
2. Applications for enrolment must be made on *the Application Form for International Students*. This must be correctly completed, and must be accompanied by the following documents to support the application:
  - a) Copies of Student Report Cards from the previous 2 years of study, including a copy of the latest Student Report;
  - b) A completed Reference Form from the student's current or most recent school is also required if student Report Cards do not record student behaviour or commitment to studies;
  - c) A completed Subject Choices Form if appropriate;
  - d) Appropriate proof of identity and age;
  - e) Written evidence of proficiency in English as a second language
  - f) Photocopy or scanned copy of passport page with name, photo identification, passport number and expiry date
  - g) Letter of Offer from another registered provider if applicable
  - h) Completed Homestay or Boarding Application Form
  - i) Enrolment Application Fee
  - j) Application to the Queensland Assessment and Curriculum Authority (QCAA) for relaxation of completed Core requirements if applicable
3. Where the above documents are not in English, certified translations in English are required, with necessary costs to be met by the applicant.
4. An application for enrolment can only be processed when all of the above are in the hands of the Admissions Officer.
5. Applications from overseas students are processed according to established policy and procedures, and are dealt with on their merits.
6. Assessment procedures include an evaluation of reports from previous schools and of English language proficiency. In

cases where report cards are not available or are inconclusive for any reason, the school may require relevant testing of the applicant to assess the application.

7. Onshore applications for Years 11-12, where the student is transferring from another CRICOS registered provider, will only be considered where the transfer, if accepted, allows the student to achieve a successful study outcome at the end of the enrolment.
8. Offshore applications for enrolment in Years 11-12 will not be considered after the Year 11 course has commenced/ unless the student can complete course assessment before the end of the first semester of Year 11.

Minimum academic and English language requirements are as follows:

#### Academic Requirements

1. Students must provide evidence of satisfactory academic performance appropriate to entry to the Year level requested on the Application for Enrolment or offered as an alternative point of entry by the school in a Letter of Offer.
  - 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 Years 7 – 12 students:
    - i) A pass level or “C” grade or better for the majority of core subjects

#### English Language Proficiency Requirements

1. Applicants are assessed individually based on the contents of their report cards and personal references, and may also be required to undertake a language proficiency test recommended by the school.
2. St Hilda’s School will assess evidence of English language proficiency presented by a student at the time of application, but reserves the right to confirm the student’s English language proficiency through an AEAS Commencement test.
3. St Hilda’s School will assess the student’s application for entry based on satisfactory test results as follows:

Acceptable Test	Minimum Test Result	For Entry to Year
Not required	Direct entry. Year level of entry will be assessed based on the student’s age, current year level and education history including evidence of dedication to school work and age-appropriate achievement in literacy and numeracy	Prep to Year 6
AEAS tests compulsory before admission: AEAS Commencement Test	Average of 50% in English Language studies undertaken at their current school, as evidenced in school report, and 4 across all macro skills	Years 7 to 9
AEAS tests compulsory before admission: AEAS Commencement Test	Must need no more than 8 weeks intensive English, and 5 across all macro skills	Year 10
AEAS tests compulsory before admission: AEAS Commencement Test	Must need no more than 6 weeks intensive English, and 5.5 across all macro skills	Year 11
AEAS tests compulsory before admission: AEAS Commencement Test (administered by School)	Should not require intensive English. 6 across all macro-skills	Year 12

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

## Statement regarding course credit

References: NC B St 2.3, St 2.4, St 2.5

St Hilda's School will assess all applications for course credit for students enrolling in Senior Secondary Studies.

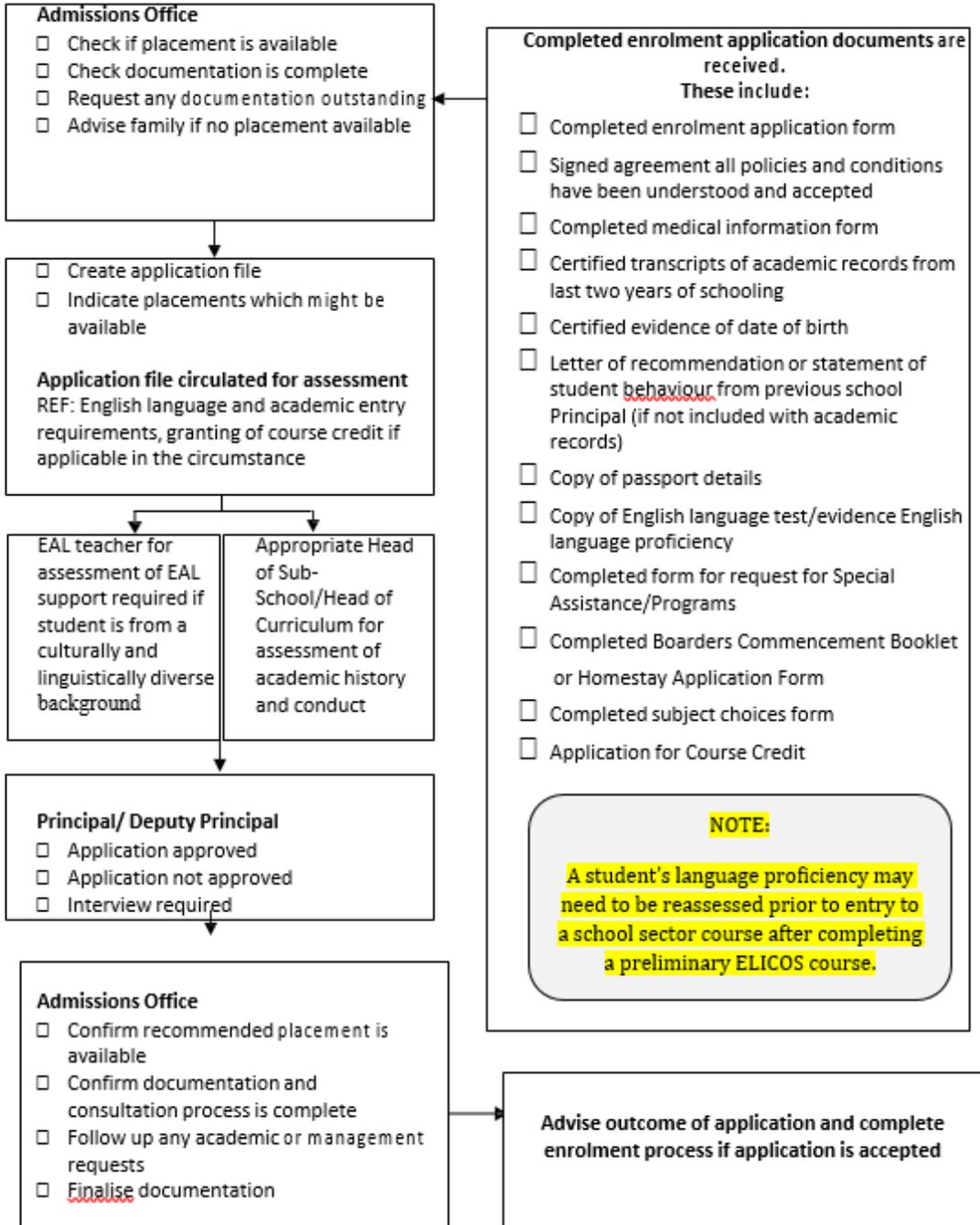
The student may receive course credit for units completed based on evidence provided of studies undertaken under the relevant state or territory curriculum assessment authority or nationally accredited framework.

St Hilda's School assesses and records course credit, according to requirements of the [Queensland Curriculum and Assessment Authority](#) (QCAA).

**PROCEDURE FOR ASSESSING STUDENT'S QUALIFICATIONS, AND LANGUAGE PROFICIENCY**

References: NC B St [2.2](#)

THIS DIAGRAM WAS LAST UPDATED BY INTERNATIONAL CONNECTIONS OFFICER ON 05/12/2017



**COURSE PROGRESS AND ATTENDANCE POLICY**

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

## 1. Course Progress

- a) The school will monitor record and assess the course progress of each student for the course in which the student is currently enrolled.
- b) The course progress of all students will be assessed at the end of each semester of enrolment according to St Hilda's School course assessment requirements.
- c) Students who have begun part way through a semester will be assessed according to the St Hilda's School course assessment requirements after completing one full semester.
- d) To demonstrate satisfactory course progress, students will need to achieve a satisfactory level (C grade) in 65% of the subjects studied in any semester
- e) If at the end of a semester a student does not achieve satisfactory course progress as described above, the Head of Curriculum (Innovation & Learning) will formally contact the parent(s) to advise that the student is at risk of breaching the course progress requirement and the Head of Curriculum (Innovation and Learning) / relevant Heads of Sub School will meet with the student to develop an intervention strategy for academic improvement. This may include;
  - i) additional supervised study periods
  - ii) tutorial assistance
  - iii) 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 semester by the Head of Curriculum / relevant Heads of Sub School 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 improve sufficiently academically and achieve satisfactory course progress by the end of the next assessment period, St Hilda's School will advise the student in writing of its intention to report the student for breach of visa condition 8202, and that she has 20 working days in which to access the school's internal complaints and appeals process. The notification of intention to report will be issued to the student prior to the commencement of the next semester. Following the outcome of the internal process, if the student wishes to complain or lodge an external appeal about a decision made or action taken by St Hilda's School, she may contact the Overseas Student Ombudsman at no cost. Please see St Hilda's School Complaints and Appeals Policy for further details.
- i) The school will notify National ESOS Agency via PRISMS of the student not achieving satisfactory course progress as soon as practicable where
  - i) the student does not access the complaints and appeals process within 20 working days, or
  - ii) the student withdraws from the complaints and appeals process by notifying the Principal of St Hilda's School in writing or
  - iii) the complaints and appeals process results in a decision in favour of the school

## 2. Completion within expected duration of study (course progression)

- a) As noted in 1.a., the school will monitor record and assess the course progress of each student for the course in which the student is currently enrolled.
- b) Part of the assessment of course progress at the end of each semester will include an assessment of whether the student's progress is such that they are expected to complete their studies within the expected duration of the course.
- c) The school will only extend the duration of the student's study where the student will not complete their course within the expected duration due to:
  - i) The student can provide evidence of compassionate or compelling circumstances
  - 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 St Hilda's School's Deferment, Suspension and Cancellation Policy.
- d) Where the school decides to extend the duration of the student's study, the school will report via PRISMS and/or issue a new CoE if required. In this case, the student will need to contact the Department of 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 semester.
  - iv) Late Arrival at school will be recorded and will be included in attendance calculations

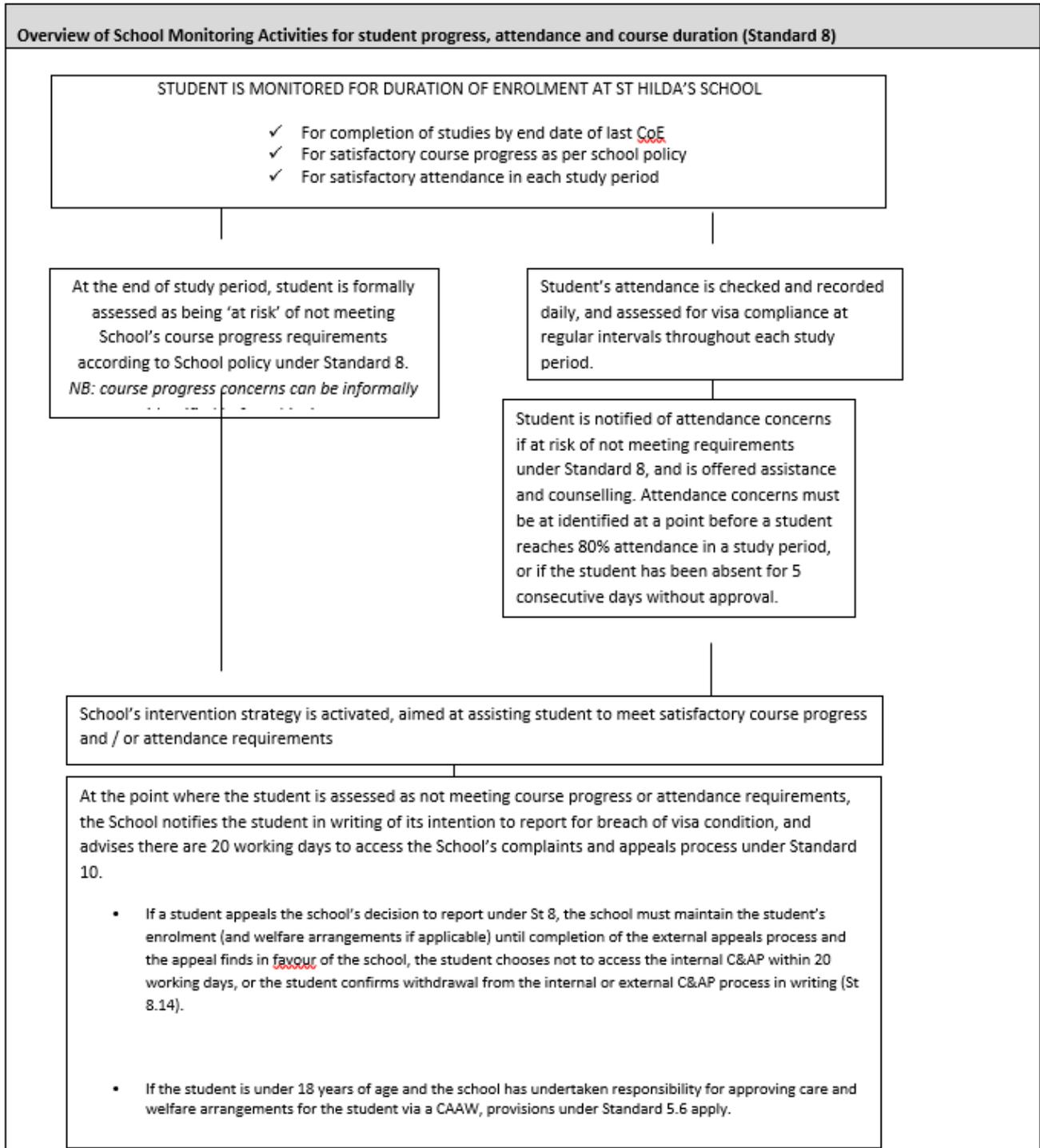
- c) All absences from school will be included in absentee calculations and should be accompanied by a medical certificate, an explanatory communication from the student's carer or evidence that leave has been approved by the Principal.
- d) All absences from school should be accompanied by a medical certificate, an explanatory communication from the student's carer or evidence that leave has been approved by the Principal.
- e) Any absences longer than 5 consecutive days without approval will be investigated.
- f) Student attendance will be monitored by the Head of Admissions every 2 weeks over a semester to assess student attendance using the following method.
  - i) Calculating the number of hours, the student would have to be absent to fall below the attendance threshold for a semester e.g. number of study days x contact hours x 20%
  - ii) Any period of exclusion from class will be assessed under St Hilda's School Deferment, Suspension and Cancellation policy
- g) Parents of students at risk of breaching St Hilda's School's attendance requirements will be contacted by email or phone and students will be counselled and offered any necessary support when they have absences totalling 10% and again at 15% in any period.
- h) If the calculation at 3.f. indicates that the student has passed the attendance threshold for the study period, St Hilda's School will assess the student against the provisions of Item 3.i. (below). Where the student has failed to meet the minimum attendance requirement, and Item 3.i. does not apply, the school will promptly advise the student of its intention to report the student for breach of visa condition 8202, and that she has 20 working days in which to access the school's internal complaints and appeals process except in the circumstances outlined in 3.j.
- i) The school will notify the National ESOS Authority via PRISMS of the student not achieving satisfactory course attendance as soon as practicable where:
  - i) the student does not access the complaints and appeals process within 20 working days
  - ii) the student withdraws from the complaints and appeals process by notifying the Principal of St Hilda's School in writing
  - iii) the complaints and appeals process results in a decision in favour of the school.
- 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, *and*
  - ii) has not fallen below 70% attendance.
- k) The method for calculating 70% attendance is the same as that outlined in 3.f. with the following change; number of study days x contact hours x 30%.
- l) If a student is assessed as having nearly reached the threshold for 70% attendance, the Principal will assess whether a suspension of studies is in the interests of the student as per St Hilda's School's Deferment, Suspension and Cancellation Policy.
- m) If the student does not obtain a suspension of studies under the St Hilda's School's Deferment, Suspension and Cancellation Policy, and falls below the 70% threshold for attendance, 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
  - iii) major political upheaval or natural disaster in the home country requiring their emergency travel that has impacted on their studies
  - iv) a traumatic experience which has impacted on the student (these cases should be where possible supported by police or psychologists' reports)
  - v) where the School was unable to offer a pre-requisite unit
  - vi) inability to begin studying on the course commencement date due to delay in receiving a student visa
 For other circumstances to be considered as compassionate or compelling, evidence would need to be provided to show that these were having an impact on the student's progress through a course.
- b) *Expected duration* – the length of time it takes to complete the course studying full-time. This is the same as the registered course duration on CRICOS.
- c) *School day* – any day for which the school has scheduled course contact hours.

- d) Study period – a discreet period of study within a course which cannot exceed 24 weeks. St Hilda’s School defines a ‘study period’ for the purposes of monitoring course attendance and progress as **one semester**.

Overview of School Monitoring Activities for student progress, attendance and course duration (Standard 8)



# WELFARE AND ACCOMMODATION POLICY

St Hilda's School is a CRICOS – Registered provider which enrolls younger students under 18 years of age. As Part of the registration obligations St Hilda's must satisfy Commonwealth and state legislation, as well as any other regulatory requirements, relating to child welfare and protection for any overseas student enrolled who is under 18 years of age.

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

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

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

## **Accommodation and care options for overseas students under 18 years.**

It is a condition of the student visa that students under the age of 18 maintain adequate welfare and accommodation arrangements. It is a condition of enrolment that students over 18 years also maintain school approved accommodation arrangements.

St Hilda's School approves the following accommodation and care options for overseas students:

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

Visa students in the Preparatory Year to Year 5 are required to have one of their parents residing on the Gold Coast to supervise and be responsible for them. In this case the School does not provide a welfare letter (CAAW) via PRISMS. The student's family completes Form 157N and provides proof of relationship to DIBP at the time of visa application for approval of these arrangements. The Department of Immigration must also approve any further change of welfare arrangements.

- a) If the adult responsible for the welfare, accommodation and other support arrangements for a student under 18 years holds a [Student guardian Visa \(subclass 590\)](#) all obligations and conditions of this visa must be met, including:
- i. not leaving Australia without the nominating student unless there are compassionate and compelling circumstances and the School has first approved alternative welfare and accommodation arrangements for the student for the adult's period of absence, and
  - ii. advising the Department of Immigration of any change of address, passport or other changes of circumstances.

St Hilda's School requires holders of a Student Guardian Visa to:

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

- b) Visa students in Years 6 to 12 are required to either:

have one or both of their parents residing on the Gold Coast to supervise and be responsible for them. In this case, the School does not provide a welfare letter (CAAW) via PRISMS. The student's family completes Form 157N and provides proof of relationship to DIBP for the purposes of visa application at the time of visa application for approval of these arrangements. The Department of Immigration must also approve any further change of welfare arrangements.

i. If the adult responsible for the welfare, accommodation and other support arrangements for a student under 18 years holds a [Guardian visa \(subclass 590\)](#), all obligations and conditions of this visa must be met, including: not leaving Australia without the nominating student unless the unless there are compassionate and compelling circumstances and the School has first approved alternative welfare and accommodation arrangements for the student for the adult's period of absence,

ii. advising the Department of Immigration of any change of address, passport or other changes of circumstances.

Or

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

a) live in the School's Boarding House to ensure that students are safe and properly cared for, and to provide suitable conditions for study. In this case the School will provide the welfare letter (CAAW) via PRISMS to accompany the student's Confirmation of Enrolment (CoE).

All Boarding House Staff are required to satisfy the relevant requirements of the Working with Children (Risk Management and Screening) Act 2000.

b) Homestay Program operated by Studymatch t/a Australian Student Accommodation Centre meeting Queensland legislative requirements and Standard 5 of the National Code. These include:

- Continuous dates for approved welfare arrangements
- 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
- Guidelines for selecting, screening and monitoring each family and ensuring the family can provide age appropriate care and facilities for the duration of the student's enrolment at the school
- Criteria about accommodation services to be provided and contract for arrangements about providing accommodation services
- Orientation program from families new to provision of homestay services
- Blue Card for adults living in the homestay other than overseas students

Compliant Homestay Risk Management Strategy, reviewed annually, undertaken by operator of the homestay program

If the School has taken responsibility for approving arrangements for student care and welfare, should the School not approve requests for changes to agreed arrangements, and the student refuses to maintain the approved and agreed arrangements, the School will advise the student this will be reported to DIBP via the pro forma letter in PRISMS and the student may have her visa cancelled. DIBP will contact the student directly to ensure visa implications are understood. This includes any requests by students under 18 years of age to attend "Schoolies Week" on completion of Year 12.

St Hilda's School will maintain approval of accommodation and care arrangements until:

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

St Hilda's School has notified the Department of Immigration that it is no longer able to approve the student's welfare arrangements and has taken the required action after not being able to contact the student.

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/>).

If a parent / nominated guardian wishes to assume welfare responsibility, the parent / nominated guardian must notify the school as soon as practicable of their intentions and must provide the school with written evidence of a guardian visa grant or completion of Form 157n.

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

## **Exceptions**

### **Parents on Student Guardian Visas**

If for any reason a parent needs to leave the Gold Coast temporarily without the student, written approval must be obtained from the Principal relating to the arrangements for the student's welfare and accommodation arrangements. It is a visa condition for parents on Student Guardian Visas to ensure that appropriate arrangements for the student's accommodation and welfare have been made. Permission needs to be obtained from the Principal and the Department of Immigration and Border Protection (DIBP) prior to leaving.

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

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

### **School Vacation Arrangements for Boarders**

In the event that a boarding student is not able to return home during school vacations, the School may approve the following school vacation arrangements:

- (a) vacation with a relative in Australia or,
- (b) Vacation Homestay outsourced to another operator of a Homestay Programme. These arrangements cannot be extended into term time.

### **Vacation Homestay**

Homestay Programs operated by Studymatch t/a Australian Student Accommodation Centre & QLD Homestay meeting Queensland legislative requirements and Standard 5 of the National Code. These include:

- Continuous dates for approved welfare arrangements
- Documented procedures for checking suitability of accommodation, support and general welfare arrangements
- Guidelines for selecting family and ensuring the family can provide a stable environment for the duration of the student's enrolment at the school
- Criteria about accommodation services to be provided and contract for arrangements about providing accommodation services
- Orientation program from families new to provision of homestay services
- Blue Card for adults living in the homestay other than overseas students

Compliant Homestay Risk Management Strategy, reviewed annually, undertaken by operator of the homestay program.

### **Change of Address**

All parents and students are required to notify the School immediately of a change of address while enrolled in the course, and students who live in School approved accommodation must not change agreed arrangements without prior approval of the School.

# CHILD PROTECTION

## CHILD AND YOUTH RISK MANAGEMENT STRATEGY

### STATEMENT OF COMMITMENT

St Hilda's School Gold Coast supports the rights of children and is committed to ensuring the safety, welfare and wellbeing of students. St Hilda's School is therefore committed to responding to allegations of student harm resulting from the conduct or actions of any person including that of employees.

This commitment includes the provision of a safe and supportive living and learning environment for all students and requires all employees, volunteers and visitors to model and encourage behaviour that upholds the dignity and protection of students from harm.

In support of this commitment, St Hilda's School is dedicated to our Child and Youth Risk Management strategy which includes having relevant policies, procedures and training in place to effectively address the safety and wellbeing of students in our care.

#### **Speaking to a trusted adult**

If students are at any time feeling unsafe or fearful of being harmed or they are concerned for another student, we encourage them to speak with a trusted adult. This could be a teacher, or one of the School's Student Protection Officers as listed below, or the Principal, Dr Julie Wilson Reynolds.

#### **School Protection Officers:**

Deputy Principal, School Counsellors, Head of Senior School, Deputy Head of Junior School, Coordinator PP-Year 2, Head of Athena & Director of Pre-Preparatory.

***You can read the School's Child Protection Policy on the School website in the Quick Links - Safeguarding Students Policies. The following information is also available:***

- [Student Protection Officers](#)
- [Child Protection Information for Parents](#)
- [Student Protection in Anglican Schools – Policy and Procedures 2015](#)
- [Student Protection in Anglican Schools – Policy and Procedures 2015 \(epub version for mobile devices\)](#)
- [St Hilda's School Community Code of Conduct Policy](#)
- [Student Protection Volunteer and Visitors Guide Form for volunteers and visitors to Anglican Schools](#)
- [St Hilda's Student Code of Conduct Policy](#)
- [Cyber Safety for Parents: Internet Safe Training, Online Cyber-Safety Courses](#)
- [St Hilda's Bullying and Harassment Policy](#)
- [St Hilda's Bullying and Harassment Leaflet for Students](#)
- [St Hilda's Bullying and Harassment Leaflet for Parents](#)
- [Complaints Management in Anglican Schools Policy and Procedures](#)
- [Protocol for Dealing with Complaints of Sexual Harassment, Sexual Assault or Sexually Inappropriate Behaviour](#)
- [Guide to what happens when I make a complaint](#)

#### **School Counselling Service**

St Hilda's School provides initial counselling services with the School Psychologist to students and families. The School Psychologist is a member of the School's Student Wellbeing Team, and consequently works within a team-based framework to assist with issues that are school based or significantly affecting the student's education. Where ongoing or extensive counselling is required by a student, the School will provide referrals to external agencies.

School Psychologist appointments are generally booked during the hours of 8:00am – 4:30pm, Monday to Friday, and are available to all students from Junior, Middle and Senior Schools. Parent/Guardian consent for a referral to the School Psychologist is necessary for all Junior School students. Formal parent permission is not required for students in the Middle and Senior School. Students are informed of the limits to confidentiality prior to the beginning of a counselling service.

## REFUND POLICY

*A copy of this policy is provided to the student (or parent(s)/legal guardian if the student is under 18) at a reasonable time prior to a written agreement being signed or an amount is paid for a registered course.*

1. This Refund Policy outlines refunds applicable to course fees\* paid to the School including any course fees paid to an education agent to be remitted to the School.
2. Any service fees paid to education agents or other third parties by students (or parent(s)/legal guardian if the student is under 18) are not covered by this Refund Policy.
3. The Application Fee (\$275) and Enrolment Fee (\$980) are both non-refundable.  
Note: in the event of visa refusal, the Enrolment Fee will be refunded according to paragraph 7 (below).
4. Payment of Course Fees and Refunds
  - a) Fees are payable according to [St Hilda's School Fees Policy](#) (please click link)
  - b) An Itemised list of school fees is provided in the school's written agreement (as per NC Std 3.3.4)
  - c) All fees must be paid in Australian dollars.
    - c) If the student changes visa status (e.g. becomes a temporary or permanent resident), she will continue to pay full overseas student's fees for the duration of that term.\*
    - d) Refunds will be reimbursed in Australian dollars and the payment sent to the applicant's home country unless otherwise requested in writing.
    - e) Refunds will be paid to the person who enters into the written agreement unless the School receives written direction from the person who has signed the Enrolment Contract.
5. All notifications of withdrawal from a course must be made in writing to the Principal.
6. Notification of withdrawal after commencement of the course requires one term's notice in writing to the Principal. If a term's notice is not given, a term's fees will be charged in lieu of notice.
7. **Student Default (Visa refusal)**
  - a) If a student's visa application is refused by the Department of Immigration and the student fails to or cannot start a course, or withdraws from the course on or before the agreed starting date, the School will refund within four weeks the total amount of course fees\* received by the School before the student's default day where the student produces evidence that the application made by the student for a student visa has been refused by the Australian immigration authorities.
  - b) If a student whose visa has been refused withdraws from the course after it has commenced, the School will retain the amount of tuition fees proportionate to the amount of the course the student has undertaken and will refund any unused tuition fees\*\* received by the school with respect to the student within the period of four weeks after the day of student default.  
  
*\*\*Calculation of the refund due in this case is prescribed by a legislative instrument (s.10 of Education Services for Overseas Students (Calculation of Refund) Specification 2014).*
8. **School Default**
  - a) If for any reason the School is unable to offer a course on an agreed starting day for the course, and the student for some reason cannot be placed or refuses placement in an alternative course arranged by the School, a full refund of any unused tuition fees\* paid to the School will be made within 14 days of the agreed course starting day.

- b) If for any reason the School is unable to continue offering a course after the student commences a course, and the student for some reason cannot be placed or refuses placement in an alternative course arranged by the School, a full refund of any **unused tuition fees\*** paid to the School will be made within 14 days of the course School's default day.
- c) In the event that the School is unable to fulfil its obligations of providing an agreeable alternative course for the student, or a refund, the student is advised to seek 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 (s7 of Education Services for Overseas Students (Calculation of Refund) Specification 2014).*

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

**\* DEFINITIONS:**

- i) **Non-tuition fees** – fees not directly related to provision of the student's course, including boarding, stationery, year-level camps, uniform and other ancillary fees.
- ii) **Tuition fees** – fees directly related to the provision of the student's course, including tuition fees, textbook levies, curriculum-based excursion fees, etc.
- iii) **Course fees** – the sum of tuition fees and non-tuition fees received by the school in respect of the student in order for the student to undertake the course.
- iv) There are four school **terms** throughout the year. There are two semesters per year

10. **Student Default (other)**

- a) Any amount owing under this section will be paid within 4 weeks of receiving a written claim from the student (or parent(s)/legal guardian if the student is under 18).
- b) **Non-Tuition fees** will be refunded on a pro rata basis proportional to the amount of time the student was studying in the course, except where a non-refundable payment on behalf of the student has been made.
- c) If the student does not provide written notice of withdrawal and does not start the course on the agreed starting date, only one term's fees will be refunded from the semester\* tuition fee.
- d) If up to one semester's tuition fees (two terms) have been prepaid, and the School receives written notification of withdrawal by the student (or parent(s)/legal guardian if the student is under 18) at least four (4) weeks prior to the first day of the agreed commencement term, the School will refund 100% of tuition and non-tuition fees (except the non-refundable application fee of \$275, and enrolment fee of \$980).
- e) If up to one semester's tuition fees (two terms) have been prepaid, and the School receives written notification of withdrawal by the student (or parent(s)/legal guardian if the student is under 18) less than four (4) weeks prior to the first day of the agreed commencement term, the School will refund the amount of prepaid fees less the following amounts:
  - i) Tuition fees for one term of study, if written notice is received less than four weeks prior to commencement of the course.
  - ii) Tuition fees for two terms of study, if written notice is received after the first day of the agreed commencement term and before the last day of the second term.
  - iv) No amount will be refunded if written notice is received after two terms (one semester) of the payment period has passed.

- f) If more than two semester's (one year's) tuition fees have been prepaid in one amount, refund provisions under (d) and (e) above will apply for tuition fees paid for the first two semesters, and any remaining unused tuition fees after this will be refunded.
- g) 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 refer to "Course Progress and Attendance Policy" section of the St Hilda's *International Students Handbook*.
  - ii) Failure to maintain satisfactory attendance (visa condition 8202). Please refer to "Course Progress and Attendance Policy" section of the St Hilda's *International Students Handbook*.
  - iii) Failure to maintain approved welfare and accommodation arrangements (visa condition 8532). Please refer to "Welfare and Accommodation Policy" section of the St Hilda's *International Students Handbook*.
  - iv) Failure to pay course fees.
  - v) Any behaviour identified as resulting in enrolment cancellation in St Hilda's School's Behaviour Policy/Code of Conduct. This includes smoking, drinking of alcohol and possession or taking of drugs. Please refer to "Deferment, Suspension and Cancellation Policy" section of the St Hilda's *International Students Handbook*.
- h) If St Hilda's School cancels a student's enrolment for failure to maintain agreed conditions as outlined in the student's written agreement, including failure to disclose a pre-existing condition requiring a high degree of specialised support or care, any refund of tuition fees will be at the discretion of the school

## **OVERSEAS STUDENT TRANSFER REQUEST POLICY**

St Hilda's School's Overseas student transfer policy and processes apply to:

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

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

1. Overseas students are restricted from transferring from their principal course of study for a period of six months. This restriction also applies to any course(s) packaged with their principal course of study. Exceptions to this restriction are:
  - a) If the student's course or school becomes unregistered
  - b) The school has a government sanction imposed on its registration
  - c) A government sponsor (if applicable) considers a transfer to be in the student's best interests
  - d) If the student is granted a Letter of Release.
2. Students can apply to be released by submitting a Student Transfer Request Application at no charge to enable them to transfer to another education provider. However, if a student has not completed the first six months of the first registered school sector course of study or is under 18 years of age, conditions apply.
3. St Hilda's School will only release a student before completing the first six months of their first registered school sector course in the following circumstances:
  - a) The student has changed welfare and accommodation arrangements and is no longer within a reasonable travelling time of the school
  - b) The student will be reported because they are unable to achieve satisfactory course progression at the level they are studying, even after engaging with St Hilda's Schools intervention strategy to assist them in accordance with Standard 8 (Overseas student visa requirements).
  - c) The student provides evidence of compelling or compassionate circumstances
  - d) St Hilda's School fails to deliver the course as outlined in written agreement
  - e) The student provides evidence that their reasonable expectations about their current course are not being met.

- f) The student provides evidence that she was misled by St Hilda's School or an education or migration agent regarding St Hilda's School or its course and the course is therefore unsuitable to her needs and/or study objectives
  - g) An appeal (internal or external) on another matter results in a decision or recommendation to release the student
  - h) Any other reason stated in the policies of St Hilda's School.
4. Students under 18 years of age **MUST** also have
- a) Written evidence that the student's parent(s)/legal guardian supports the transfer application
  - b) Written confirmation that the new provider will accept responsibility for approving the student's accommodation, support, and general welfare arrangements where the student is not living with a parent / legal guardian or a suitable nominated relative
  - c) Evidence that the student is always in DIBP approved welfare and accommodation arrangements
5. St Hilda's School will **NOT** agree to the transfer before the student completes first six months of their principal course in the following circumstances:
- a) The student's progress is likely to be academically disadvantaged
  - b) St Hilda's School is concerned that the student's application to transfer is a consequence of the adverse influence of another party
  - c) The student has not had sufficient time to settle into a new environment in order to make an informed decision about transfer
  - d) The student has not accessed school support services which may assist with making adjustments to a new environment, including academic and personal counselling services
  - e) School fees have not been paid for the current study period.
6. In order to apply for a transfer to another provider, students need to:
- a) Complete an Application for Student Transfer Form available from Head of Admissions/ International Connections Officer
  - b) Give this completed application form and a valid offer of enrolment from another provider to Head of Sub School for assessment.
  - c) If under 18 years of age, attach written confirmation of the parent/s or legal guardian/s support for the transfer to the nominated provider.  
In this case, the valid offer of enrolment must also confirm the new provider's acceptance of responsibility for approving the student's accommodation, support and general welfare arrangements from the proposed date of the student's release from St Hilda's School, in accordance with Standard 5 (Younger overseas students) of the 2018 National Code of Practice for Providers of Education and Training for Overseas Students.
7. St Hilda's School will assess the student's transfer request application and notify the student of a decision within 2 working days
8. If St Hilda's School grants the student's transfer request, the student will be notified and the decision will be reported to the Department of Immigration via PRISMS
9. If St Hilda's School intends to refuse the student's transfer application request, St Hilda's will provide the student with reasons for refusal in writing and include a copy of St Hilda's complaints and appeals policy found on the website [here](#). The student has the right to access St Hilda's School's complaints and appeals process and has 20 working days to do this. The student's transfer request application will only be finalised in PRISMS after one of the following occurs:
- a) the student confirms in writing they choose not to access St Hilda's School's complaints and appeals process, or
  - b) the student confirms in writing they withdraw from any appeals process they have commenced, or
  - c) the appeals process is completed and a decision has been made in favour of the student or St Hilda's School.
10. Applications to transfer to another registered provider may have visa implications. The student is advised to contact the Department of Immigration office as soon as possible to discuss any implications. The address of the nearest Office is: [Insert contact details as appropriate. See <http://www.border.gov.au/about/contact/offices-locations/australia> for street addresses of Department of Immigration Offices in Brisbane and regional centres.] Alternatively, students can contact the Department of Immigration through their web enquiry form: <https://www.border.gov.au/about/corporate/information/forms/online/student-visa-enquiry-form>.

Student who are no longer subject to the transfer restriction but where St Hilda's School holds welfare responsibility via a CAAW.

- 11.** Students under 18 years of age MUST have:
  - a) Written evidence that the student's parent(s)/legal guardian supports the transfer application
  - b) Written confirmation that the receiving provider will accept responsibility for and communicate with the student about approving the student's accommodation, support, and general welfare arrangements from the proposed date of release where the student is not living with a parent / legal guardian or a suitable nominated relative
- 12.** To apply for transfer to another provider, students need to:
  - a) Complete an Application for Student Transfer Form available from [insert details]
  - b) Give this completed application form and a valid offer of enrolment from another provider to Head of Admissions for assessment and response within 2 working days.
  - c) If under 18 years of age, attach written confirmation of support for the transfer to the nominated provider by a parent/s or legal guardian/s.

In this case, the valid offer of enrolment must confirm acceptance of responsibility for approving the student's accommodation, support and general welfare arrangements from the proposed date of the student's release from St Hilda's School in accordance with Standard 5 (Younger overseas students) of the 2018 National Code of Practice for Providers of Education and Training for Overseas Students.
- 13.** St Hilda's School will negotiate the welfare transfer date with the receiving provider and will advise the student of the welfare transfer date within 2 working days
- 14.** Transfers to another registered provider may have visa implications. The student is advised to contact the Department of Immigration office as soon as possible to discuss any implications. See <http://www.border.gov.au/about/contact/offices-locations/australia>. Alternatively, students can contact the Department of Immigration through their web enquiry form: <https://www.border.gov.au/about/corporate/information/forms/online/student-visa-enquiry-form>.

# COMPLAINTS AND APPEALS (GRIEVANCE) POLICY

***(A copy of this Policy will be provided to the student before any contract is entered into and again within 7 days of commencement of the course)***

Processes are found in the St Hilda's Communication Policy and Manual.

## **1. Purpose**

The purpose of St Hilda's School's Complaints and Appeals Policy is to provide a student or parent(s)/legal guardian with the opportunity to access procedures to facilitate the resolution of a dispute or complaint involving St Hilda's School, or an education agent or third party engaged by St Hilda's School to deliver a service on behalf of St Hilda's School.

These internal procedures are a conciliatory and non-legal process.

## **2. Complaints against other students**

Grievances brought by a student against another student will be dealt with under the School's Communication Policy and manual.

## **3. Students**

- a) In the first instance, St Hilda's School requests there is an attempt to informally resolve the issue. If this is unsatisfactory or does not result in a resolution of the matter, St Hilda's School's internal formal complaints handling procedure will be followed
- b) Students should contact
  - i) for academic issues: the student's teacher or Head of Curriculum
  - ii) for boarding issues: the Head of Boarding
  - iii) for homestay issues: the CEO of Study Match t/a Australian Student Accommodationin the first instance to attempt mediation/informal resolution of the complaint.
- c) If the matter cannot be resolved through mediation, the matter will be referred to the Principal.

## **4. Formal Complaints Handling and Appeals Procedure**

- a) The process of this grievance procedure is confidential and any complaints or appeals are a matter between the parties concerned and those directly involved in the complaints handling process.
- b) The student must notify the School in writing of the nature and details of the complaint or appeal.
- c) Written complaints or appeals are to be lodged with the Principal.
- d) Where the internal complaints and appeals process is being accessed because the student has received notice by the School that the School intends to report her for unsatisfactory course attendance, unsatisfactory course progress or suspension or cancellation of enrolment, the student has 20 working days from the date of notification in which to lodge a written appeal.
- e) Complaints and appeals processes are available to students at no cost.
- f) Each complainant has the opportunity to present his/her case to the Principal.
- g) Students and/or the School may be accompanied or assisted by a support person at all relevant meetings.
- h) The formal internal complaints and appeals process will commence within 10 working days of lodgement of the complaint or appeal with the Principal/other and will be finalised within 15 working days or 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 she may decide to suspend or cancel the student's enrolment before the complaints and appeals process has been accessed or fully completed. In such cases, the student may still lodge a complaint or appeal, even if the student is offshore.

- j) Once the Principal has come to a decision regarding the complaint or appeal, the student will be informed in writing of the outcome and the reasons for the outcome and a copy will be retained on the student's file.
- k) If the grievance procedure finds in favour of the student, St Hilda's School will immediately implement the decision and any corrective and preventative action required, and advised the student of the outcome and action taken.
- l) St Hilda's School undertakes to finalise all grievance procedures within 14 working days.
- m) For the duration of the appeals process, the student's enrolment and attendance must be maintained.

In all processes of a complaint or grievance St Hilda's School will be guided by the Procedural Fairness Policy. Procedural

fairness is a basic right of all individuals. In cases where there is a perceived incongruence between an individual's actions and St Hilda's School Expectations and Policies, the School will aim for a fair decision reached by an objective decision making process.

**5. External Appeals Processes**

- a) If a student is dissatisfied with the conduct or result of the complaints procedure, she may seek redress through an external body at minimal or no cost. The external appeal process should be accessed within 2 weeks of the decision.
- b) If the student wishes to complain or to lodge an external appeal about a decision made or action taken by St Hilda's School, she may contact the Overseas Students Ombudsman at no cost. The Overseas Students Ombudsman offers a free and independent service for overseas students. Please see [www.oso.gov.au](http://www.oso.gov.au) or phone 1300 362 072 for more information.

**6. Other legal redress**

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

**7. Definitions**

- a) Working Day – any day other than a Saturday, Sunday or public holiday during term time
- b) Student – a student enrolled at St Hilda's School or the parent(s)/legal guardian where that student is under 18 years of age
- c) Support person – for example, a friend/teacher/relative not involved in the grievance

# DEFERMENT, SUSPENSION AND CANCELLATION POLICY

## 1. Communicating with families about changes in enrolment status

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

## Student Initiated changes in Enrolment

### 2. Deferment of commencement of study requested by student

- a) St Hilda's School will only grant a deferment of commencement of studies for compassionate and compelling circumstances. These include but are not limited to:
  - i) illness, where a medical certificate states that the student 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 school is willing to defer the student's commencement in the course until a later date when the required benchmark is achieved.
- b) All applications for deferment will be considered within 2 working days.
- c) The final decision for assessing and granting a deferment of commencement of studies lies with the Principal
- d) Deferment will be recorded on PRISMS dependent on the student's CoE status.

### 3. Suspension of study requested by student

- a) Once the student has commenced the course, St Hilda's School will only grant a suspension of study for compassionate and compelling circumstances. These include but are not limited to;
  - i) illness, where a medical certificate states that the student was unable to attend classes
  - ii) bereavement of close family members such as parents or grandparents (where possible a death certificate should be provided)
  - iii) major political upheaval or natural disaster in the home country requiring emergency travel that has 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 school as soon as possible to discuss the concern so that appropriate support can be put in place. Where deemed necessary, this may involve temporarily suspending the student's enrolment so that matters can be resolved without having a negative impact on the student's ability to satisfy their visa conditions.
- c) Temporary suspensions of study cannot exceed 6 months duration.
- d) Suspension will be recorded on PRISMS within 14 days of being granted.
- e) The period of suspension will not be included in attendance calculations.
- f) The final decision for assessing and granting a suspension of studies lies with the Principal.
- g) Some examples of circumstances that are not considered compassionate and compelling at St Hilda's School include:
  - i. Requests for early departure or late return from vacation, including inability to secure cheap flights

- ii. Leaving early to 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.

#### **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 St Hilda's School's Refund Policy for information regarding refunds.
- b) A student will be deemed to have inactively notified St Hilda's School of cancellation of enrolment where:
  - i. The student has not yet finished her course/s of study with the school and
  - ii. Does not resume studies at the school within 14 days after the holiday break and
  - iii. The student has not previously provided the school with one term's written notification of withdrawal
- c) Student initiated cancellation of enrolment, including "inactive" cancellation of enrolment in 4.b), above, is not subject to St Hilda's School's Complaints and Appeals Policy.

#### **5. Assessing requests for deferment or suspension of studies**

- a) Applications will be assessed on merit by Principal.
- b) All applications for deferment or suspension will be considered within 10 working days.

#### **6. Exclusion from class (1 – 28 days)**

- a) St Hilda's School may exclude a student from class studies on the grounds of misbehaviour by the student. Exclusion will occur as the result of any behaviour identified as resulting in exclusion in St Hilda's School's Expectations or Policies. This includes smoking, drinking of alcohol and possession or taking of drugs.
- b) Students may also be excluded from class for failure to pay fees that she was required to pay in order to undertake or continue the course, as stated in the written agreement.
- c) Where St Hilda's School intends to exclude a student from class it will first issue a letter which notifies the student and parents of this intention. The letter will provide details of the reason/s for the intended exclusion, as well as information about how to access St Hilda's School's internal appeals process. Further information about the appeals process in the event of a school-initiated exclusion from class is outlined below.
- d) Excluded students must abide by the conditions of their exclusion from studies which will depend on the welfare and accommodation arrangements in place for each student and which will be 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 recorded on PRISMS.
- g) Periods of 'exclusion from classes will not be included in attendance calculations as per St Hilda's School's Course Progress and Attendance Policy.

#### **7. School initiated suspension of studies (28 days +)**

- a) St Hilda's School may initiate a suspension of studies for a student on the grounds of misbehaviour by the student. Suspension will occur as the result of any behaviour identified as resulting in suspension in St Hilda's School's Expectations or Policies.
- b) Students may also be suspended for failure to pay fees that he/she was required to pay in order to undertake or continue the course, as stated in the student's written agreement.
- c) Where St Hilda's School intends to suspend the enrolment of a student, it will first issue a letter that notifies the student and parents of this intention. The letter will provide details of the reason/s for the intended suspension, as well as information about how to access St Hilda's School's internal appeals process. Further information about the appeals process in the event of a school-initiated suspension is outlined below.
- d) Suspended students must abide by the conditions of their suspension from studies which will depend on the welfare and accommodation arrangements in place for each student and which will be determined by the Principal.
- e) Students who have been suspended for more than 28 days may need to contact DIBP (Please see contact details at: <http://www.border.gov.au/about/contact/offices-locations>.)
- f) If special circumstances exist, the student must abide by the conditions of his or her suspension which will depend on the welfare and accommodation arrangements in place for each student and which will be determined by the Principal.
- g) Suspensions will be recorded on PRISMS **within 14 days of cancellation**
- h) The period of suspension will not be included in attendance calculations.

#### **8. Cancellation of enrolment**

- a) St Hilda's School will cancel the enrolment of a student under the following conditions;
  - i. Failure to pay course fees
  - ii. Failure to maintain approved welfare and accommodation arrangements (visa condition 8532)
  - iii. Any behaviour identified as resulting in cancellation in St Hilda's School's Behaviour Policy/Code of Conduct. This includes smoking, drinking of alcohol and possession or taking of drugs.
- b) Where St Hilda's School intends to cancel the enrolment of a student it will first issue a letter which notifies the

student and parents of this intention. The letter will also provide details of the reason/s for the intended cancellation, as well as information about how to access St Hilda's School's internal appeals process. Further information about the appeals process in the event of a school-initiated cancellation is outlined below.

- c) St Hilda's School 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, her enrolment at St Hilda's School will be cancelled and this may impact on the student's visa. Further information can be found in St Hilda's School's Course Progress and Attendance Policy.
- d) St Hilda's School is required to report failure to maintain satisfactory course progress and failure to maintain satisfactory attendance to DIBP which will result in automatic cancellation, which may impact on a student's visa.
- e) St Hilda's School may cancel the enrolment of a student for failure to disclose a pre-existing condition requiring a high degree of specialised support or care.
- f) Students who have had enrolment cancelled are advised to contact Department of Immigration. (Please see contact details at: <http://www.border.gov.au/about/contact/offices-locations>.)

## 9. Complaints and Appeals

- a) Student requested deferment and suspension are not subject to St Hilda's School's Complaints and Appeals (Grievance) Procedures.
- b) Exclusion from class is subject to St Hilda's School's Complaints and Appeals Policy.
- c) School initiated suspension, where the suspension is to be recorded in PRISMS, and cancellation are subject to St Hilda's School's Complaints and Appeals Policy.
- d) For the duration of the appeals process, the student is required to maintain enrolment and attendance at all 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 students access St Hilda's School's complaints and appeals process regarding a school initiated suspension, where the suspension is recorded in PRISMS, or cancellation, the suspension or cancellation will not be reported in PRISMS until the complaints and appeals process is finalised, unless extenuating circumstances relating to the welfare of the student apply.
- f) Extenuating circumstances include;
  - vi) the student refuses to maintain approved welfare and accommodation arrangements (for students under 18 years of age)
  - vii) the student is missing
  - viii) the student has medical concerns or severe depression or psychological issues which lead the school to fear for the student's wellbeing
  - ix) the student has engaged or threatened to engage in behaviour that is reasonably believed to endanger the student or others
  - x) is at risk of committing a criminal offence, or
  - xi) the student is the subject of investigation relating to criminal matters
- g) The use of extenuating circumstances by St Hilda's School to suspend or cancel a student's enrolment prior to the completion of any complaints and appeals process will be supported by appropriate evidence.
- h) The final decision for evaluating extenuating circumstances lies with the Principal.

## 10. Student Advice

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

## 11. Definitions

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

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

# CRITICAL INCIDENT POLICY AND PROCEDURES

1. St Hilda's School recognises the duty of care owed to its students and that planning for the management of a critical incident is essential.
2. A critical incident is a traumatic event, or the threat of such (within or outside Australia) which causes extreme stress, fear or injury. This may include but is not limited to:
  - a) Serious injury, illness or death of a student or staff
  - b) Students or staff lost or injured on an excursion
  - c) A missing student
  - d) Severe verbal or psychological aggression
  - e) Physical assault
  - f) Student or staff witnessing a serious accident or incident of violence
  - g) Natural disaster e.g. earthquake, flood, windstorm, hailstorm or extremes of temperature
  - h) Fire, bomb threat, explosion, gas or chemical hazard
  - i) Social issues e.g. drug use, sexual assault
3. **Critical Incident Committee**
  - a) St Hilda's School has a Critical Incident Committee to assist the Principal in the prevention and management of critical incidents at the school, or off campus in the case of an overseas student for whom the school has undertaken care responsibilities.
  - b) Deputy Principal is the critical incident team leader.
  - c) The Critical Incident Committee also includes:
    - i) Principal
    - ii) Senior Leadership Team
    - iii) School Counsellor
    - iv) School Council
  - d) The responsibilities of the committee include:
    - i) risk assessment of hazards and situations which may require emergency action ii) analysis of requirements to address these hazards
    - iii) establishment of liaison with all relevant emergency services e.g. police, fire brigade, ambulance, hospital, poisons information centre, community health services
    - iv) 24 hour access to contact details for all students and their families and emergency contacts provided by student's family (for schools with overseas students this will also include agents, homestay families, carers, consular staff, embassies and interpreting services if necessary)
    - v) 24 hour access to contact details for all relevant staff members needed in the event of a critical incident e.g. school counsellor, Heads of Sub Schools, legal services, school security
    - vi) development of a critical incident plan for each critical incident identified including arranging emergency or alternative accommodation arrangements if necessary
    - vii) dissemination of planned procedures
    - viii) organisation of practice drills

- ix) regular review of the critical incident plan
  - x) assisting with implementation of the critical incident plan
  - xi) arranging appropriate staff development
  - xii) budget allocation for emergencies
- xiii) ensuring written records of any critical incident and remedial action taken by St Hilda's School are kept on file for at least two years after the student ceases to be enrolled.

#### 4. Critical Incident Plans

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

#### 5. Resources

- a) The nature of critical incidents is such that resources cannot always be provided in anticipation of events.

The critical incident committee uses its discretion to provide adequate resources – both physical and personnel – to meet the needs of specific situations. Staff will be reimbursed for any out-of-pocket expenses.

## 6. Managing the Media

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

## 7. Evaluation and review of management plan

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

### **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 Principal's EA or Head of Admissions, should get as much information as possible regarding the nature of the critical incident.*
  - i) *Where did the injury occur? On campus or off?*
  - ii) *How severe is the nature of the injury?*
  - iii) *Where is the student now?*
  - iv) *Is the student in hospital?*
  - v) *Has an ambulance been called?*
  - vi) *Is an interpreter required?*
- c) *The information should be documented for further reference.*
- d) *Notification of the critical incident committee/team leader*
- e) *The person who is initially notified of the incident should notify the critical incident team leader immediately.*
- f) *Assignment of duties to school staff*
  - i) *The critical incident team leader will identify the staff member responsible for any immediate action*

- ii) *The incident will then be referred to the identified staff member.*
  - iii) *The responsible staff member should keep in close contact with the critical incident team leader and any other staff members as required.*
- g) *Implement the appropriate management plan or action strategy*
- i) *If the student is on campus*
    - *Ensure appropriate intervention to minimise additional injury*
    - *Provide first aid where necessary*
    - *Ascertain seriousness of injury*
    - *Call ambulance if required*
    - *If ambulance is required, accompany student to hospital*
    - *Ascertain seriousness of injury from hospital staff*
    - *If ambulance is not required accompany student to relevant medical service e.g. doctor*
  - ii) *If the student is off-campus*
    - *If situation appears serious, call an ambulance and either meet the ambulance at the student's location or at the hospital*
    - *Otherwise go to location of student*
    - *Provide first aid where necessary*
    - *Ascertain seriousness of injury*
    - *Call ambulance if required*
    - *If ambulance is required, accompany student to hospital*
    - *Ascertain seriousness of injury from hospital staff*
    - *If ambulance is not required accompany student to relevant medical service e.g. doctor*
  - iii) *If the student has already been taken to hospital*
    - *Go to hospital*
    - *Ascertain seriousness of injury from hospital staff*
- h) *Dissemination of information to parents and family members*
- i) *When there are a number of people to contact such as when a student is in a homestay, the school*
    - should attempt to simultaneously contact all parties.*
  - ii) *Contact the parents/legal guardian of the student*
  - iii) *Contact the carer of the student e.g. they may be living with a relative*
  - iv) *Contact the emergency contacts provided by the student's family*
  - v) *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 school should enlist aid of overseas consular staff to assist the family if they are travelling to Australia, with interpreting services to aid in communication with the relevant medical services and with counselling services if required.*
- n) *The school should assess whether other staff and students have been affected by the incident and provide support and counselling as required.*
- o) *The school should also contact Department of Immigration and Border Protection 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)*
  - xii) *Provide staff and students with factual information as appropriate*
  - xiii) *Depending on the nature of the incident, it may be appropriate for the Principal to address the school and inform them of the facts of the incident and the condition of the student concerned.*
- b) *Restore normal functioning and school delivery*
  - i) *Where the incident occurred on school premises, there will be other procedures to follow in relation to any possible safety issues and the school's legal obligations. The critical incident committee should identify the appropriate staff member to follow up these issues.*

## **3. Follow-up – monitoring, support, evaluation**

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

- i) *Depending on the nature of the incident, it may be appropriate for the Principal to address the school and inform them of the facts of the incident and the condition of the student concerned.*
- e) *Evaluation of critical incident management*
  - i) *The critical incident committee should be held to evaluate the critical incident report and the effectiveness of the management plan and to make modifications if required.*
- f) *Be aware of any possible longer term effects on the school and student well-being e.g. inquests, legal proceedings*

## **Code of Conduct - Students**

### **1. Code of Conduct**

- 1.1 This Code of Conduct is a summary of what the School expects of every student. These expectations are spelt out in more detail in the School Expectations.
- 1.2 St. Hilda's is a Christian school. Its motto, Non Nobis Solum (Not for Ourselves Alone), forms the basis on which regulations regarding behaviour are founded. Human relationships should be characterised by care and concern for the other person, whether a staff member or another student. Bullying and harassing behaviour is never acceptable and students who offend may be asked to leave the School.
- 1.3 All students have a right to learn. Behaviour in our School should at all times be conducive to learning. Disruptive behaviour will not be tolerated.
- 1.4 Respect for property is a value of our society. Each student is expected to help to maintain and protect the school's property and environment and her own property. Respect must be shown for the property of others. The School reserves the right to inspect student property and lockers and confiscate, where appropriate, items which are banned under the School Expectations or Code of Conduct.
- 1.5 Care and concern for others should be extended to members of the public, within the School grounds, on public transport and in public places.
- 1.6 A community depends on every member to contribute to its functioning. Every girl should contribute to the happiness and sense of community. Courtesy, punctuality and orderly behaviour in and out of the classroom are required.
- 1.7 Girls should show pride in themselves and the School. All students are required to wear the correct uniform at all times. The manner in which it is worn should reflect the values of personal dignity, respect for others, and identification with our Anglican School community.

- 1.8 Respect for the law as well as the health and wellbeing of the individual is important. Smoking, possession or drinking of alcohol and possession or taking of drugs are strictly forbidden. Students who do not respect the law in relation to these matters may be asked to leave the School.
- 1.9 Valuables are not to be brought to school. The School takes no responsibility for valuables or money that is brought to School. Any items which are of personal significance and need special care should be signed in and out with the staff in Junior, Middle and Senior School Reception areas.

## **2 School Expectations**

- 2.2 Girls are expected to be at School by 8.15am and to remain until 3.25 p.m. They must be present at Assemblies, Chapel Services, Pastoral Care and House meetings Girls arriving after 8.20 a.m. are required to report to Student Reception, or the Junior School Administration Office.
- 2.3 Students are required to be present and on time for all lessons, Assemblies, Chapel Services, Pastoral Care and House meetings and to move quickly and directly from one lesson to the next.
- 2.4 Food and drinks must not be consumed inside the School buildings. Gum is forbidden at all times in all places. Alcohol, cigarettes, drugs or any other illicit substances must not be brought onto School premises or to School activities, at any time. Where students are found to be in possession of prohibited substances, such as illicit drugs, the item will be confiscated and the student's parents and the police (where appropriate) will be contacted. The student's place in the School will be under review.
- 2.4 Classrooms are to be vacated during recess and lunch breaks, unless a teacher is in attendance. The buildings are to remain empty till the end of the lunch break or recess.
- 2.5 Students may not leave the School grounds between 8.15 a.m. and 3.25 p.m. without teacher permission.
- 2.6 Medical, dental and other appointments should be made in the student's own time. In case of emergency, a letter requesting permission to use school time should be emailed by the parent/guardian to the Head of Junior, Middle or Senior School, and a copy handed to Student Reception (Middle and Senior School), or to the Form Teacher (Junior School), at the start of the day of the appointment.
- 2.7 Acceptance for enrolment at St Hilda's School carries the obligation of full attendance at School and camps. Exemption from attendance can only be given by the Head of Junior, Middle or Senior Schools and must be requested in advance where possible. Leave will only be granted in exceptional circumstances during term time, particularly for recreational purposes. If absence is unavoidable, through illness or other cause, the parent/guardian is asked to phone 5577 7216 (Middle/Senior School) or 5577 7230 (Junior School) by 9.00 a.m., to notify the School. A note of explanation must be sent from the parent/guardian to the Head of Junior, Middle or Senior School on the student's return, even if the absence is only of one day's duration. Such notes should be handed to Junior School Reception, or Student Reception for Middle and Senior School students.
- 2.8 If a Year 12 student wishes to drive a car to school the following will be adhered to:

### **Day Girls:**

1. In the interest of the wellbeing of all students, the following must be completed before driving to/from school:
  - a) Letter of permission from parent/guardian.
  - b) Written authority from the Head of Senior School.
  - c) A separate letter of approval from parents of any passengers who are not siblings.
2. If parent/s wish their daughter to be driven to school by another student, both sets of parents are expected to come into the Senior School Centre to complete and sign a letter acknowledging they are aware of the arrangement.
3. Under no circumstances may another student from St Hilda's (other than a sibling) travel as a passenger in a car driven by a St Hilda's student, to or from School without prior written approval.
4. Cars are to be parked only in the area designated for students behind the Netball courts. The carpark should be entered from Gate 7 on Cougal Street and exited via High Street, Southport. This also includes days when there is Saturday sport. There is no other parking on the School grounds for students, and students must not drive or park anywhere else in the School grounds.
5. Students are not to return to cars at any time during the School day without permission from the Head of Senior School.
6. Details of any cars driven must be provided.
7. A copy of the student's driver's licence will be kept on file.
8. Cars are parked at their owner's risk; the School is not responsible for any damage.

### **Boarders:**

In the interest of the wellbeing of all students, the following must be completed before Boarders drive to/from school:

- a) Letter of permission from parent/guardian
- b) Written authority from the Principal

Further information for Boarding students is available from the Head of Boarding.

- 2.9 Relationships between students and staff, and between students, should be marked by courtesy and concern for each other and by respectful language.
- 2.10 Every girl is expected to contribute to the maintenance of the physical environment of the School by taking care with property, furniture, equipment and gardens. Bins are provided for litter and must be used.

- 2.11 School property may not be moved from one area to another without permission. Musical instruments and all musical equipment, including music books, may be used only with permission and must be returned by the student who borrowed the equipment.
- 2.12 Girls are expected to care for their own property, to make good use of their lockers, and to respect the property rights of others. All articles should be labelled with the student's name.
- In the Junior School, missing property should be reported to the Form Teacher and students must check the Lost Property Box located in the Junior School Library.
  - Students in the Middle and Senior Schools should check with Student Reception for lost property.
  - Student Reception will email girls regarding named-lost property received. Students are expected to collect these items promptly from Student Reception.
  - Valuables are not to be brought to the School. The School takes no responsibility for valuables that are brought to School. Any items which are of personal significance and need special care should be signed in and out with the staff in Junior, Middle and Senior School Reception Areas.