



INTERNATIONAL STUDENTS POLICIES & PROCEDURES

CRICOS Provider Code: 01751G



Every Student has a place

Every Student has a pathway

Every Student will SHINE



Mount Gambier, South Australia AUSTRALIA

LET YOUR *light* SHINE

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Introduction

This Tenison Woods College document is a brief outline of our policies and guidelines for promoting, enrolling and maintaining a high-quality education for international students in a safe and secure environment. It honours the content of the:

- The National Code of Practice 2018;
- The Education Services for Overseas Students Act 2000 (ESOS); and
- Guidelines for South Australian School Providers.

Tenison Woods College does not desire to have large numbers of international students enrolled at any one time. We realise our strength lies in our ability to provide not only a high-quality education but a superior overall experience where international students are immersed in our Australian culture which we feel is better demonstrated in a regional centre such as Mount Gambier.

Our desire for this program is not driven by its remunerative returns. Rather our College wants to experience closer ties and relationships with the international community. This will provide valuable opportunities to all our students.

Tenison Woods College is an Early Learning (3 years of age) to Year 12 School situated in Mount Gambier. Mount Gambier is situated approximately 400 km's from both Melbourne and Adelaide with daily flights and bus services to these major cities. Mount Gambier is South Australia's second largest city with a population of nearly 30,000. It is a modern progressive city with a stable and varied economy.

For the purpose of this document Tenison Woods College may also be known as the "Provider" and follows the National Code of Practice for Providers of Education and Training to Overseas Students and any variations to our offerings to our International Students will abide by the Policies, Protocols and Processes that are governed by this code. Such variations will be submitted to ESOS for approval at least 30 days prior to the proposed change.

<https://internationaleducation.gov.au/Regulatory-Information/Pages/National-Code-2018-Factsheets-.aspx>

1. Marketing Information and Practices

Students and their parents are often first exposed to the Australian education system through our College's marketing information. It is important that this information is of a high standard, clear and unambiguous, so that intending students and their parents can make informed decisions about their preferred provider and course. The marketing practices of registered providers must also be ethical and uphold the reputation of Australian international education and training.

All forms of marketing must include the College name in full and the CRICOS registration number. It must not give false or misleading information in respect to:

- Claims of associations between providers.
- Employments or higher education outcomes with the course.
- Immigration outcomes.

All promotional material will be held in the Public Relations Office and will include:

- Promotional DVD in English with Chinese subtitles;
- Pamphlets in English and Chinese;
- Prospectus including enrolment forms in English and Chinese;
- Curriculum and Information Handbooks;
- Website which is updated regularly and includes:
 - Enrolment Forms (English Only) and information; and
 - links to local information.

The College must not recruit a student from another provider unless it meets our guidelines under Section 7 of this document.

2. Student Engagement Before Enrolment

It is important that the recruitment is ethical and upholds the integrity of Australian education and training. Intending students need to be able to access information about the course, fees, facilities, services and resources offered by the registered provider prior to enrolment in order to make an informed choice about their education options. At this point, the College also needs to be satisfied that the student's English language proficiency, qualifications and experience are appropriate for the course. The College will:

- Inform students of the modes of study through which the course may be offered including course content and duration, qualifications on offer, modes of study, and assessment methods.
- List the grounds on which the student's enrolment may be deferred, suspended, extended or cancelled.
- Give students a description of the ESOS framework prior to enrolment.
- Supply information about indicative course related fees, including the potential for fees to change.
- Supply relevant information on accommodation options and costs of living.
- Inform intending students of schooling obligations and options for school-aged dependents, including the school fees that may be incurred.
- Ensure documented procedures are in place for assessing students' qualifications, experience and English language proficiency – including latest report cards from their current school.
- Ensure a description of the ESOS framework, as provided by DEST, is provided to the student.

3. Formalising Enrolment

As a formalisation of enrolment, a written agreement is entered into by the College and student (or parent or guardian if the student is under 18 years of age) and is the final step of pre-enrolment. This agreement aims to ensure the obligations and rights of both the registered provider and student are clearly set out and include reference to the course money payable and services to be provided.

- Under the National Code 2018, the College is required to have written agreement with students, whereas under the National Code 2001 written agreements were optional. The College must not accept course money from the student before this agreement has been signed or otherwise accepted.
- The written agreement must:
 - include information about the College's refund policy – *the Enrolment form refers to this document (clauses 13 and 14). A copy of this document is available on the website and is included in the enrolment pack.*
 - Advise the student of his or her obligation to notify the provider of a change of address while enrolled in the course.
 - Every six months, the Enrolment Registrar will provide the Business Manager with student contact details including address, mobile phone number and email address. The Enrolment Registrar will place this information in the student file and the Business Manager will record any updates.
 - set out the circumstances in which personal information about the student may be shared with others.
 - Include the CRICOS Course Code: 026373A, Senior Secondary Level (6-12).

Tenison Woods College retains records of all written agreements as well as receipts of payments made by students under the written agreement for at least 2 years after the person ceases to be an accepted student.

4. Education Agents

Education Agents are often the first point of contact between the industry and intending students and their parents. Their activities and ethics are important to Australia's reputation as a desirable destination for students and registered providers have an interest in ensuring education agents act ethically and appropriately.

Under the National Code, the College is required to have written agreements with education agents who are formally engaged by the registered provider to recruit students on their behalf.

Obligations and responsibilities include:

- The College must take all reasonable measures to ensure that their Education Agent has appropriate knowledge and understanding of the Australian international education service industry.
- Education Agents must be aware of and comply with the requirements of ESOS and the National Code.
- Neither the agent nor the provider can give migration advice.
- The provider is to ensure that the agent acts with integrity and honesty and must terminate the agreement if they become aware of an agent's behaviour that would be detrimental to the welfare of the student.
- The College must be prepared to take appropriate corrective and preventative actions regarding an agent if they are negligent, careless, incompetent, and dishonest, engage in misleading or unethical advertising or recruiting practices, or practices that will harm the integrity of Australian education and training.
- The provider must provide accurate and up-to-date marketing information to their agents.
- No agreement can be made with agents:
 - who are, or have been engaged in dishonest practice;
 - who knowingly facilitate the enrolment of students who are likely not to comply with visa conditions;
 - who misuse PRISMS in creating eCoEs for these students; or
 - who provide unauthorised migration advice.
- The College must publish a list of their Agents on the College website. Changes of the list are to be advised through the Business Manager who will request that Public Relations adjust the Website. The current list of Education Agents is:
 - Calvary English School, Maya Inoue, 7-3-6 Tamagawagakuen, Machido City, Tokyo, Japan 194-041, maya@eagles.co.jp
 - Beijing FuRuiXun Information Consulting Co Ltd, Snow Art, PO Box 1413 Mount Gambier, mart_snow@yahoo.com.au

5. Younger Overseas Students

The Australian Government must be satisfied that there is appropriate accommodation, support and general welfare arrangements in place for the period that the student will be under 18 while in Australia before a Visa can be granted.

Tenison Woods College accepts students under the age of 18 years of age through our Homestay program. Homestay accommodation means that every student resides with a family for the duration of their studies at the College and until they return to their home country or transfer to another location to undertake tertiary study.

As part of this arrangement the College will:

- Actively engage in pastoral care of U18 students (support, welfare and accommodation) for those students without a parent, guardian or suitable nominated relative to care for them. A Homestay Coordinator (Enrolment Registrar) is employed by the College to ensure that the student is provided with safe and good standard accommodation with a local family in a caring environment.

- Maintain documented procedures for checking the suitability of the accommodation arrangements, support and general welfare.
- Advise DHA as soon as possible if the under 18 student has changed his or her living arrangements or the registered provider no longer approves of the arrangements for the student using the specified PRISMS pro forma letter.
- A police check will be completed on the Homestay family to ensure the safety of the student.
- Provide a Grievance Flow Chart (Appendix 1a) to the International Student to enable them to follow the right processes if they are having difficulties with their Homestay Accommodation.

Students under 18 years of age who are living with their parents or suitable relative must also be monitored in the following capacity:

- Maintain records for each student living with a suitably nominated relative as approved by the parents.
- Monitor the living arrangements of the student and respond to concerns about the accommodation and welfare.

Full details of the Homestay program are included in the enrolment form and in **Appendix 1** of this document.

6. Student Support Services

The College has important responsibilities to provide access to support services and support staff to meet the needs of the students enrolled in their courses. Critical incident policies ensure the interests of the student and their families are managed appropriately. Such policies also ensure registered providers are prepared for such incidents and have a clear protocol to follow in what can be distressing and upsetting circumstances.

The College will:

- Provide enough student support personnel for the number of students enrolled.
- Maintain a Critical Incident Register documenting the reasons for listings, actions taken and result.
- Provide appropriate and well-informed support services including study and learning advice and help, language assistance, help with meeting and dealing with course requirements, attendance, and welfare issues.
- Maintain and deliver up-to-date and correct information for students relating to support services; study issues; emergency, legal and health services; and facilities and resources.
- Make accessible to students, information on institutional complaints and appeals procedures.
- Regularly review and deliver a comprehensive orientation program that includes all the above as well as information on course progress and attendance visa conditions.
- Provide welfare-related support services at no cost to the students including referrals to any additional services.
- If the College is no longer able to approve the welfare of a student, the College will make all reasonable efforts to ensure that the student's parents or legal guardians are notified.
- If the College is unable to contact a student and has concerns for their welfare, the College will make all reasonable efforts to locate the student, including notifying the Police and any other relevant Commonwealth, State or Territory agencies immediately.

Full details of our Student Support Services are included in **Appendix 2** of this document.

7. Transfer Between Registered Providers

Registered providers are restricted from enrolling transferring students for the *first six months from the commencement of the student's principle course of study*, except for circumstances outlined below. A registered provider, from whom the student is seeking to transfer, is responsible for assessing the student's request to transfer within the restricted period. It is expected that the student's request will be granted where the transfer will not be to the detriment of the student.

Obligations and responsibilities:

- 7.1 The receiving registered provider must not knowingly enrol the student wishing to transfer from another registered provider's course prior to the student completing six months of his or her principle course of study except where:
- a) the original registered provider has ceased to be registered or the course in which the student is enrolled has ceased to be registered;
 - b) the original registered provider has provided a written letter of release;
 - c) the original registered provider has had a sanction imposed on its registration by the Australian Government or state or territory government that prevents the student from continuing his or her principle course; or
 - d) any government sponsor of the student considers the change to be in the student's best interest and has provided written support for that change.
- 7.2 The College must have and implement a documented student transfer request assessment policy and procedure, which is available to staff and students. The policy must specify:
- a) the circumstances in which a transfer will be granted
 - b) the circumstances the registered provider considers as providing reasonable grounds for refusing the student's request, including when a transfer can be considered detrimental to the student, and
 - c) a reasonable timeframe for assessing and replying to the student's transfer request having regard to the restricted period.
- 7.3 The College must grant a letter of release only where the student has:
- a) provided a letter from another registered provider confirming that a valid enrolment offer has been made; and
 - b) where the student is under 18;
 - I. the registered provider has written confirmation that the student's parent or legal guardian supports the transfer, and
 - II. where the student is not being cared for in Australia by a parent or suitable nominated relative, the valid enrolment offer also confirms that the registered provider will accept that responsibility for approving the student's accommodation, support and general welfare arrangements as per Section 5 of this document.
- 7.4 A letter of release, if granted, must be issued at no cost to the student and must advise the student of the need to contact DHA to seek advice on whether a new student visa is required.
- 7.5 Where the registered provider does not grant a letter of release, the student must be provided with written reasons for refusing the request and must be informed of his or her right to appeal the registered provider's decision in accordance with Section 8 of this document.
- 7.6 The College will not finalise the student's refusal status in PRISMS until the appeal finds in favour of the registered provider, or the overseas student has chosen not to access the complaints and appeals processes within the 20 working day period, or the overseas student withdraws from the process.
- 7.7 The registered provider must maintain records for 2 years of all requests from students for a letter of release and the assessment of, and decision regarding, the request on the student's file.
- 7.8 If it is the student's decision to transfer, it is considered a default because they are defaulting on their enrolment. The College will retain an equivalent of one (1) term's fees to cover administration costs, otherwise the College will refund fully all monies based on a pro-rata rate of the term of study.

8. Complaints and Appeals

These processes will enable students to firstly seek recourse using the registered provider's internal processes, and then, if needed, through an independent, external person or body. The complaints and appeals requirements stipulated in Section 8 of this document may be satisfied by the processes established by the registered provider to satisfy other regulatory requirements. As the student's stay in Australia is subject to the period of his or her student visa, the timeliness of decision making is a consideration in the development of appropriate complaints and appeals policies, procedures and practices.

Obligations and responsibilities:

- The College must provide clear and accurate documentation about a formal complaint and appeals policy and processes and that is communicated effectively to international students. *Refer Appendix 3 for an easy to follow Flow Chart that will be supplied to the student if they or the College initiate complaints proceedings.*
- There must be minimal or no cost to the student for both internal and external processes.
- A support person can attend and assist each party at any relevant meetings.
- A written statement must be provided to the student of the outcome, and related reasons, of their complaint or appeal.
- The process must start within 10 working days of the formal lodgement of the complaint or appeal. Every effort must be made to finalise the process as soon as practicable.
- The institution must have arrangements in place for either:
 - an independent person or panel to hear the complaint or appeal that arises from the provider's internal complaints and appeals process, or
 - referring students to an existing body that is appropriate for that complaint or appeal.
- A provider must advise the student of their right to access the external appeals process.
- A student's enrolment must be maintained while they are accessing the provider's complaints and appeals processes.
- If a decision favours the student, the institution must carry out corrective or preventative action immediately.

9. Course Duration Expectations

The National Code supports the integrity of the Australian Government's migration laws by requiring students to complete their course within its expected duration. This duration is to be based on the normal time required to complete the course.

It also recognises that students may not always be able to complete the course within the expected duration of study and provides for extensions in a limited range of circumstances.

Obligations and responsibilities:

- A student's CoE cannot exceed the CRICOS registered course duration except in the circumstances outlined below.
- In monitoring a student's workload, the provider must ensure that a student is studying at least one unit in each compulsory study period for the course that is not by distance or online learning.
- If it becomes clear that a student will not complete their course within the CRICOS registered time, a student's course can only be extended for certain reasons:
 - compassionate or compelling circumstances
 - the implementation of a provider's intervention strategy for students at risk of not meeting satisfactory course progress
 - the granting of an approved deferment or suspension of study as per Section 13 of this document.
- A student can undertake:
 - no more than 25% of the total course in which they are enrolled by distance education or online study;
 - Cannot be enrolled exclusively in distance or online learning units in any compulsory study period.
- No student will be disadvantaged by the cost of additional resources that are not published at the time of enrolment.

10. Monitoring Course Progress

The College must monitor the progress of students and their attendance where applicable. This monitoring enables students at risk of not progressing, or not participating, where applicable, to be identified and offered support so that they are assisted to achieve their educational goals.

Obligations and responsibilities:

- The provider must act proactively in notifying and counselling students at risk of failing to meet course requirements.
- The College must monitor, record and assess a student's course progress in each enrolled unit. The Principal is to confirm his satisfaction on each student's course progress and attendance.
- The College must have and implement documented course progress policies and procedures for each course offered.
- Each student's course progress must be assessed in accordance with the institution's course progress policies and procedures at the end of every study period.
- The College must be able to identify and assist students, via a documented intervention strategy, who have failed or are deemed not yet competent in 50% or more of the units attempted in any study period.
- Where the College intends to report to DESE those students failing to achieve satisfactory course progress, they must inform the student of that intention and alert them that they have 20 working days to access the provider's complaints and appeals process.

11. Monitoring Attendance

The College must monitor the progress of students and their attendance where applicable. This monitoring enables students at risk of not progressing, or not participating, where applicable, to be identified and offered support so that they are assisted to achieve their educational goals.

Obligations and responsibilities:

- The College acts proactively in notifying and counselling students at risk of failing to meet attendance requirements.
- The College, using their attendance policies and procedures, must systematically monitor and assess students' attendance for compliance with related student visa conditions. This applies where the student is enrolled in:
 - an accredited vocational and technical education course – EXCEPTION: not applicable if the provider implements the DESE and DHA approved course progress policy and procedures for these courses;
 - an accredited school course;
 - an accredited or non-award ELICOS course.
- Under section 19 of the ESOS Act, the provider must report students who have breached the attendance requirements to DESE via PRISMS.
- The College must have and implement documented attendance policies and procedures for each course offered.
- The College must be able to identify and counsel students who have been absent for more than five consecutive days without approval, or who are at risk of not attending for at least 80 per cent of the course's scheduled contact hours.
- The Principal will check the Attendance Records at the end of each term and sign for verifying this and detail any action taken if needed.
- Where the College intends to report to DESE those students failing to achieve satisfactory course attendance, the student must be informed in writing of that intention and alerted that they have 20 working days to access the provider's complaints and appeals process.
- The College may use discretion in reporting students whose attendance falls between 70 and 80 per cent where:
 - that decision is consistent with its documented attendance policies and procedures;
 - the student records clearly indicate that the student is maintaining satisfactory course progress; and
 - the College confirms that the student is attending at least 70% of the scheduled course contact hours for the course in which he or she is enrolled.

12. Course Credit

Course credit may be granted to students who are able to demonstrate appropriate prior learning or experience. In the interests of ensuring students are fully informed, the College is to provide students a copy of the course credit for their records. Where course credit is granted, the duration in which the student is expected to complete the course must reflect any consequent reduction in the period of study.

We do not envisage any occasions where this will occur in our courses offered for secondary school students.

13. Deferring, Suspending, Extending or Cancelling a Student's Enrolment

Students may, through formal agreement with the College, be given permission to defer commencement, take a leave of absence or temporarily suspend their studies during the course. Such absences, however, may affect the student's visa status. The registered provider may also seek to cancel the student's enrolment.

Obligations and responsibilities:

- The College can only defer or suspend a student's enrolment in limited circumstances:
 - compassionate or compelling circumstances,
 - or misbehaviour by the student.
- In granting a student's deferment, suspension, extension or cancellation of enrolment, the College must:
 - notify DESE (via PRISMS), and
 - inform the student that their student visa may be affected, and that they contact Immigration.
- If the College initiates the termination, suspension or cancellation of a student's enrolment:
 - the student must be informed that they have 20 days to access the provider's internal complaints and appeals process (Standard 8)
 - until the internal process is completed, the termination, suspension or cancellation cannot take effect unless there are extenuating circumstances relating to the welfare of the student.
- 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.

A quick reference guide on Deferring, Suspending or Cancelling a Student's Enrolment is contained in Appendix 5 of this document.

14. Student or Provider Default/Refunds

A commencing student who withdraws from a program

This includes the following reasons for cancelling:

14.1 *Unable to obtain a Study Visa.*

Proof of Visa refusal must be provided. All Tuition Fees paid will be refunded except for the Enrolment Fee of \$100. This is to compensate for administration time in setting up the enrolment for the international student.

14.2 *Deciding not to study in Australia for personal reasons or by deciding to enrol at another school in Australia*

- All withdrawals must be in writing and signed by the student.
- If withdrawal is 4 weeks or more prior to start of the course, all paid course fees will be refunded.
- If withdrawal is less than 4 weeks prior to the start of the course, 50% of paid course fees will be refunded.
- If withdrawal is after the start of the course, then there is no refund.

14.3 For Student misbehaviour or breaches of their enrolment

No refund may be given for the fees paid.

The College will always take a sympathetic view to withdrawals in cases of hardship or family tragedies.

If a student cancels their Health Insurance cover prior to arrival in Australia, Medibank will refund the OSHC amount paid. For students who cancel OSHC cover after arrival in Australia, Medibank will refund the OSHC amount paid, less a minimum cover of three months. Students who use other healthcare providers should consult their provider about refund provisions in the event of cancellation.

14.4 A student who does not commence on the agreed starting date

No fees will apply if the enrolment is simply delayed.

14.5 A commencing student whose provisional enrolment is cancelled for non-payment of all fees and charges

A student whose enrolment is cancelled for non-payment of all on-going fees and charges will have their enrolment terminated.

14.6 College Default

In the event of a program not being delivered, the College is unable to deliver a course in full or the College is unable to deliver suitable advisory support, then the College will refund the course fees in full.

14.7 Application for and Payment of Refunds

Requests for Tuition Fee refunds must be made in writing to the College Principal.

14.8 Processing of Refunds

All refunds are processed within 28 days of the College receiving the approved refund request.

Given the age of the students, all refunds are generally made to the parents or through the student's Agent. Refunds can be paid into a nominated Australian bank account or transferred to a nominated overseas bank account.

15 **Staff Capability & Educational Resources**

15.6 Staff are to be suitably qualified to meet the needs of the students.

- Through the Human Resources Officer, the Principal is to ensure that all teaching staff are registered, suitably qualified and have suitable experience to be able to provide a quality education. Copies of these details are to be kept on the staff files. This includes Leadership, Heads of Schools, Counsellors etc.
- The Business Manager is to ensure that all staff dealing with International Students including the Enrolment Registrar is aware of the Policies & Procedures of the College and the National Code.

15.7 Staff teaching overseas students are to be inducted specifically with how to cater for the overseas student as distinct from a local student.

15.8 The College must keep records on its CRICOS registration and the capacity of its enrolment intake that should not be exceeded.

16 **Change of Registered Ownership, Management or Premises**

16.6 The College must notify PRISMS and the EECSRSB (Education & Early Childhood Services Registration & Standards Board of South Australia) of any intention to **relocate its premises** at least 3 months prior to the relocation.

- Enrolled overseas students must be simultaneously advised of this relocation.
- Students that are enrolling but have not yet commenced are also be advised of this change.

16.7 The College must notify PRISMS and the EECSRSB of any **change of ownership** within 7 days of change.

16.8 The College must notify PRISMS and the EECSRSB of any **change of Principal** within 10 days of change.

16.9 **Travel**

Tenison Woods College International students are not permitted to travel overseas during term time. Travel will only be approved for weekends, term breaks, the summer holidays and at the end of the student's course.

Independent travel or travel unaccompanied by an adult is not permitted unless a student is returning to his / her country. All travel must be jointly approved by the parent and the College at least 2 weeks before departure. When students are returning to their home country to visit family, they are required to provide a copy of their tickets to the College. We ask that this arrangement is done in conjunction with the Enrolment Registrar.

If staying in a Homestay, students must pay a room holding fee before departing. This fee ensures the student's accommodation and belongings are secured for the period they are absent.

A student breaching this policy may have their enrolment cancelled and be reported to the Commonwealth on the basis that Tenison Woods College is unable to guarantee the student's welfare arrangements.

Appendix 1

HOMESTAY ACCOMMODATION INFORMATION

Tenison Woods College has a great reputation as a very dynamic, modern school that educates students in a family friendly environment. Our school motto is 'Let Your Light Shine'. This means that we are very committed to welcoming all new students into a safe, supportive environment that gently helps international students to adapt to the Australian culture and lifestyle.

Homestay accommodation means that every student resides with a family for the duration of their studies at the College. The following outlines the role and responsibilities of the Local family providing the Homestay accommodation and the International student and their family. Please read these details carefully and contact the Enrolment Registrar if you have any concerns or questions.

Role and responsibilities - the Local family

Each Homestay family must:

- Support the Tenison Woods College expectations concerning student welfare.
- Have a genuine interest in providing quality accommodation for overseas students.
- Establish clear guidelines for payment of board and use of the telephone, internet etc.
- The Enrolment Registrar will help you with any cross-cultural misunderstanding which may arise e.g. dietary habits, male/female roles etc.
- Commit to meeting the student at the airport with a member of the College's Leadership Group.
- Be prepared to offer transport to school and for excursions if public transport is inaccessible and make a special effort to ensure that your new student settles in smoothly to your family life and routines.

Accommodation – to be provided by the Local family

Each Homestay family must ensure that the overseas student has the following:

Board

- A fully furnished bedroom
- Heating and cooling facilities
- A study table, lamp and bookcase

Meals

On school days, recess and lunch must be packed and breakfast and dinner are full meals.

On weekends, some flexibility is available: breakfast and dinner are full meals, and a light lunch might be served.

Illness

Homestay providers must notify the College if the student will be absent. If the student is ill, then appropriate medical attention must be sought. If the student becomes ill at school, then the Enrolment Registrar will contact the Homestay family.

Role and responsibilities – International students

International students enjoy the family friendly aspects of Australian life and culture and quickly adjust to differences in lifestyle if they are interested in managing the excitement and the challenges of studying and living in a different culture. Most overseas students are keen to study at University when they leave school and the Homestay experience is a great preparation for the next step in their study goals.

Every international student is expected to:

1. Pay board and other agreed expenses on time. We suggest a rent book is kept for the Homestay parent(s) to sign or ask for a receipt.
2. Ensure that overseas phone calls and/or email arrangements are agreed upon to prevent costly bills or unexpected expenses.
3. Notify the Homestay parent of any allergies or special dietary requirements.
4. Notify the College Registrar if they are ill or absent from school, as the government has strict attendance requirements for international students studying in Australia.
5. Become involved in the Homestay family's activities – within the home and on weekends where possible. This will help to improve relationships with the family as well as increase the students' English language proficiency

Living Arrangements – International Students

In Australia, most young people are expected to help with housework. The student will be expected not to waste water and to recycle papers, bottles and other materials to avoid polluting the environment. The student will be expected to:

1. Keep their bedroom tidy and make their bed each morning. The student's room should be cleaned once a week.
2. Share in household duties such as dusting, vacuuming or doing the dishes.
3. Limit phone calls to 15 minutes' maximum if using the family's home phone.
4. Always turn off lights / gas / power when not in use.
5. Avoid having long showers or spending too much time in the bathroom. Always hang out wet towels to dry.
6. Be on time for meals. The student should let the family know in advance if they will be late or will not be home for any meals.
7. Always stay with the Homestay family unless it is agreed for the student to spend a day or evening with friends.
8. Go straight home after school, unless the Homestay family is aware of after school activities. The student should let the Homestay family know if they are going to be late and/or where they are going to be if they plan to be late.

By closely following these guidelines, we can ensure that International students are always safe and well cared for. If students experience any difficulties with their Homestay arrangements, they must contact the Enrolment Registrar so that she can review the arrangements and make any changes necessary to ensure that the student gains the most benefits from their Homestay experience.

Homestay Financial arrangements – International Students

Homestay payments are arranged between the student and the Homestay family. The College accepts no responsibility for overseeing such payments. To avoid embarrassment, it is very important that both the student and their Homestay parents agree to the exact fees, time and method of payment and that accurate records are kept of all payments and any refunds.

The following procedures are recommended:

1. The normal accommodation fee is AUD\$230 per week. This includes all meals, laundry and use of the shared household facilities.
2. Each student pays AUD\$920 bond and two weeks rent to the school in advance from the first day of arrival. The bond money will be refunded at the end of the Homestay period provided that all outstanding expenses have been paid by the student.
3. Establish an agreed day and time for the regular payment of accommodation fees and always keep a receipt and a record of all payments.
4. If the student seeks to move to new Homestay accommodation, they must organise this with the Tenison Woods College Enrolment Registrar and give at least two weeks' notice to their Homestay family.
5. If the accommodation payments have been made several weeks in advance, the Homestay family must refund these monies should the student decide to move to new accommodation.
6. During holidays if the students are not staying with the family, they normally pay the family AUD\$50 a week in advance for each week they are away.

Counselling and pastoral care support

Living with a new family may be very different from the student's own family and can sometimes be a challenging process. The Tenison Woods College Enrolment Registrar is keen to ensure that all international students settle in quickly and form a friendly, happy relationship with their homestay family. If any disagreements or difficulties occur, the student is encouraged to contact the Enrolment Registrar to help sort out any concerns.

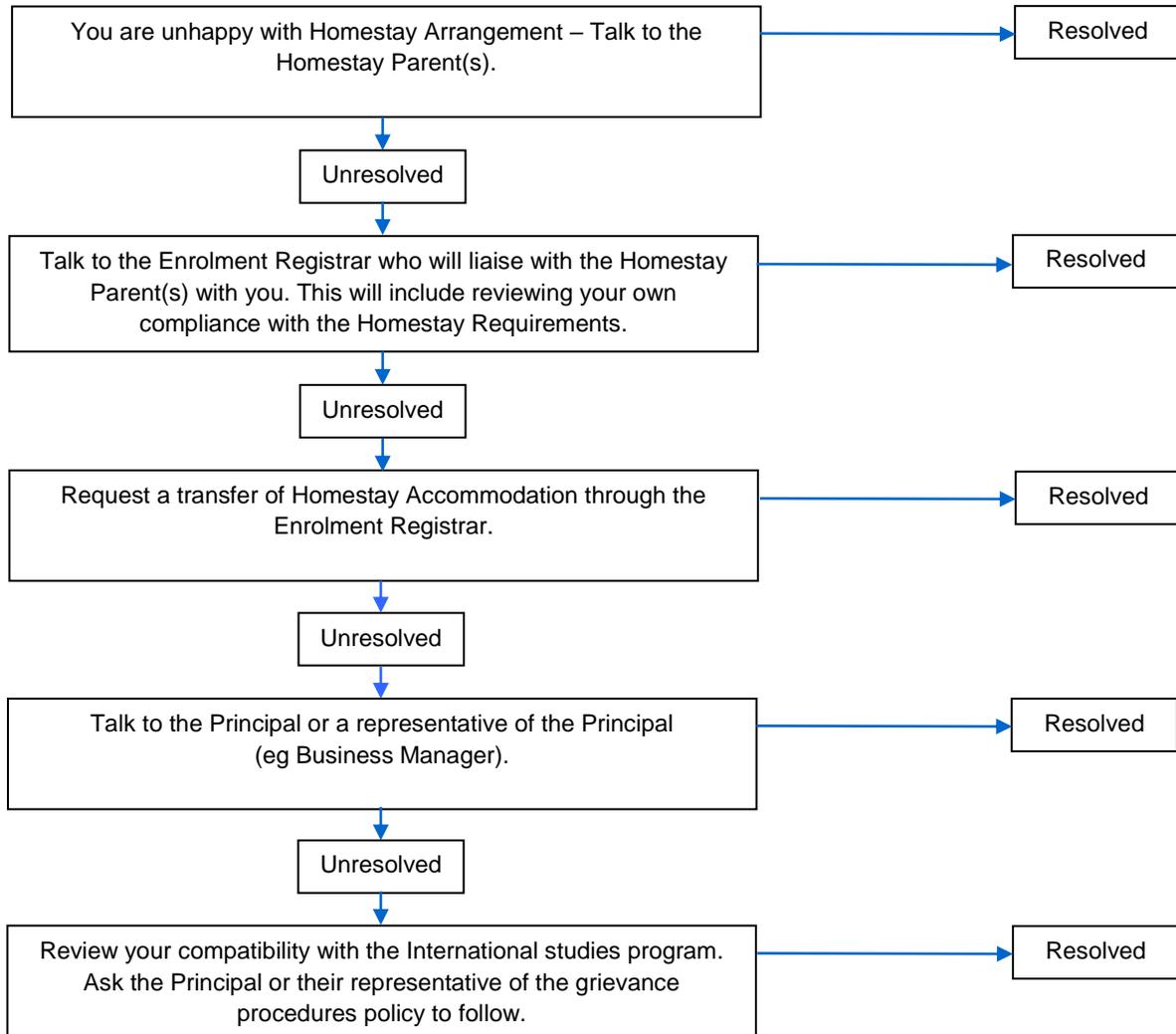
Enrolment Registrar

Our Enrolment Registrar, Mrs Tracey Davey, is employed by the College to ensure the safety, comfort and wellbeing of the students. Mrs Davey is based at the College and is available throughout the day and after hours. Mrs Davey can be contacted during the day on (08) 8725 5455 or after hours via email at davet@tenison.catholic.edu.au.

The Principal, Mr David Meziniec, is available 24 hours a day if the Enrolment Registrar cannot be contacted.

Appendix 1a

HOMESTAY COMPLAINTS Grievance Flow Chart for International Students



Appendix 2

STUDENT SUPPORT SERVICES

Tenison Woods College supports students to adjust to study and life in Australia. This will ultimately help them achieve their learning goals.

Orientation Program

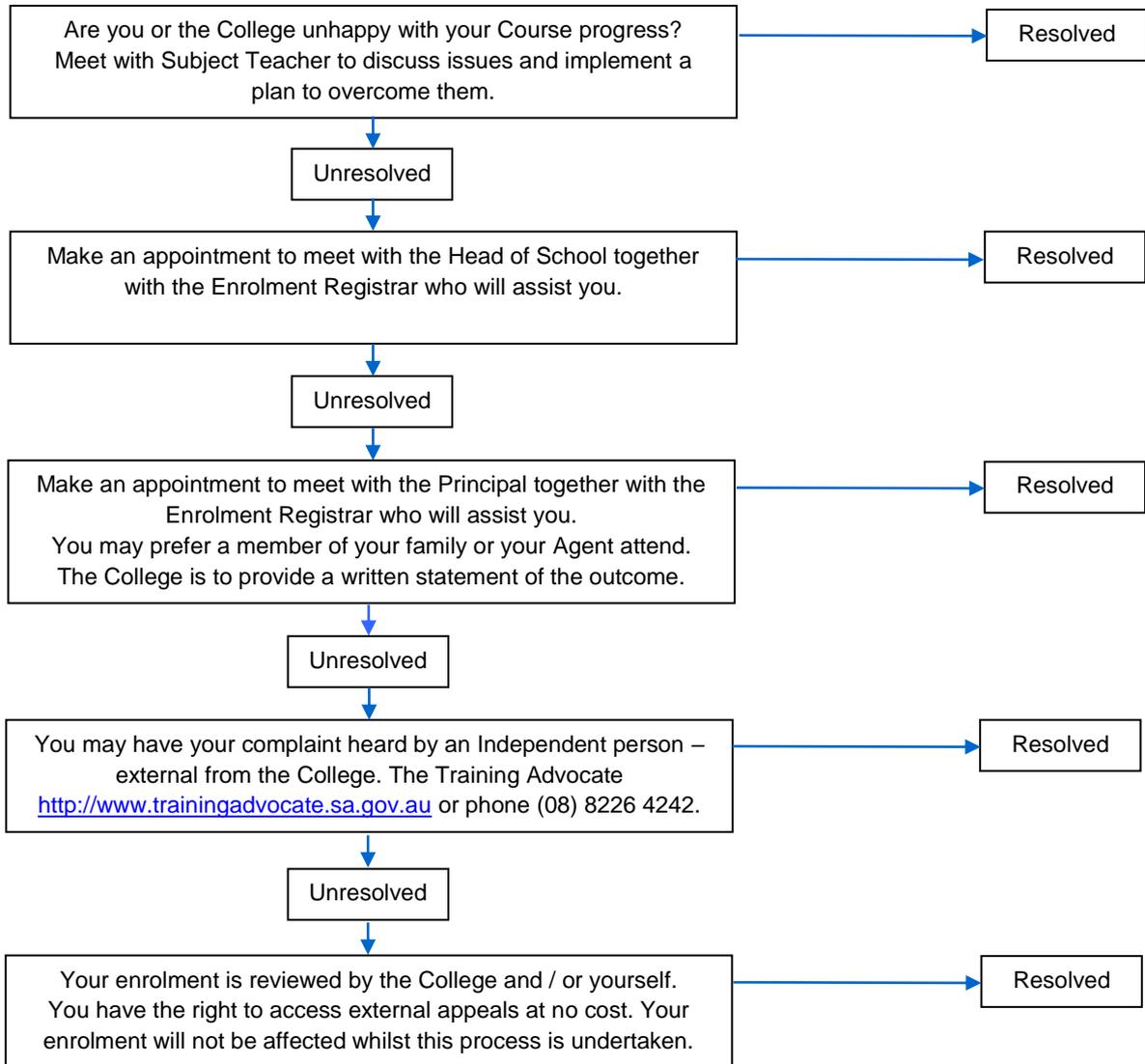
The Enrolment Registrar will outline the following to new students:

- Student services available to students including:
 1. Reporting to the main administration office if they fall ill, or arrive late or leave early.
 2. How/where to hand in assignments or work that is due.
 3. Where the Enrolment Registrar is located.
 4. Where the school counsellors are located.
- How to go about attending to health issues by:
 1. Reporting to the Enrolment Registrar and Parent.
 2. How to use their Private Health Insurance card in cases of need.
- Where the College facilities and resources are located and key local institutions such as the library. Supply a map of the College grounds to the student for future reference.
- The complaints and appeals process including:
 1. Homestay issues being reported to the Enrolment Registrar.
 2. Curriculum or study issues being reported to the Homegroup Teacher and then to the Wellbeing Coordinator (making sure they are identified for the student).
 3. The ability to meet with the Principal if they are still not satisfied with the outcomes.
- Student Visa conditions, course progress and attendance requirements (80%).

The Enrolment Registrar will complete a checklist of all these items verifying that the student is aware of our support for them and what is available.

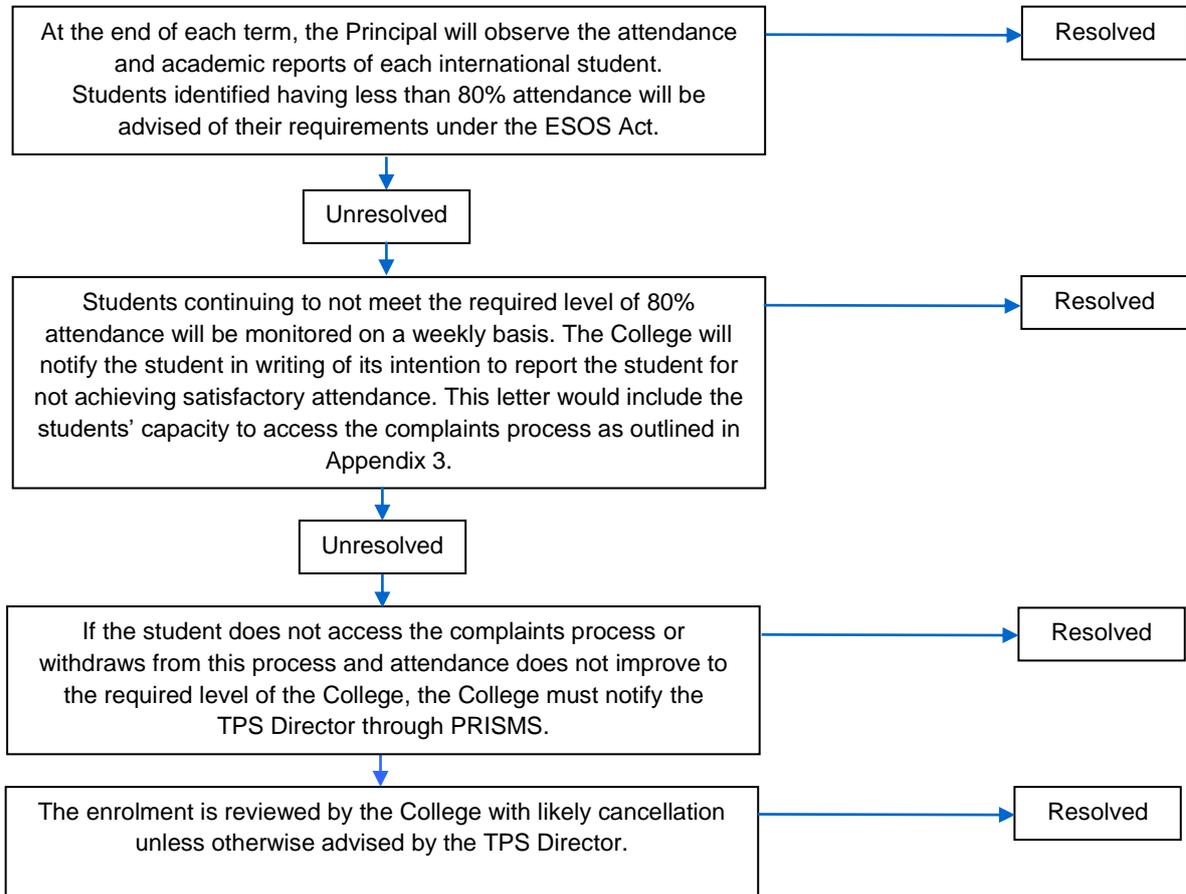
Appendix 3

COMPLAINTS – STUDY PROGRAM Grievance Flow Chart for International Students



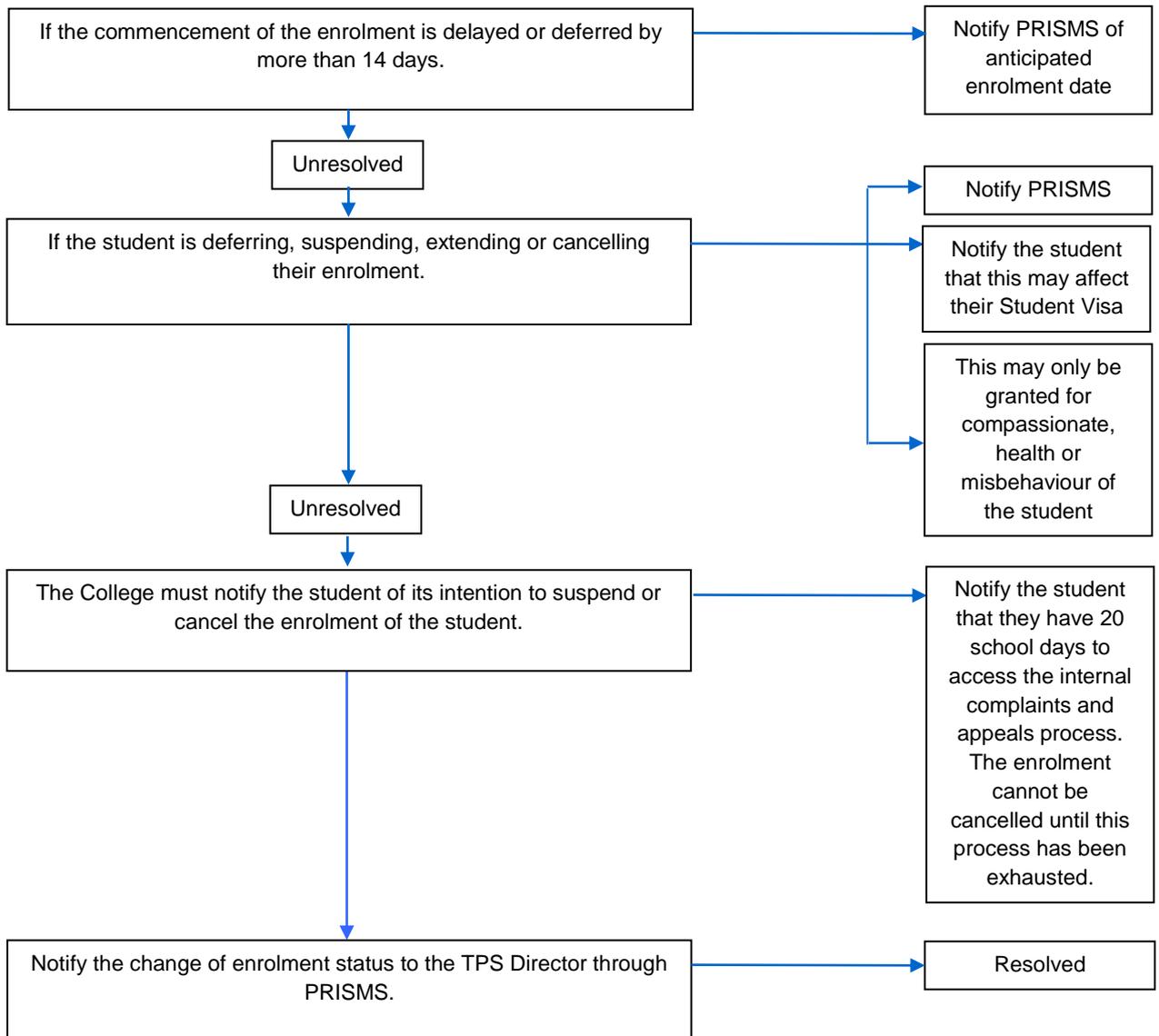
Appendix 4

MONITORING ATTENDANCE Flow Chart for International Students



Appendix 5

DEFFERING, SUSPENDING, EXTENDING OR CANCELLING AN ENROLMENT Flow Chart for International Students



Appendix 6

Organisational Structure for International Students

