

**Emmanuel**  
COLLEGE



# Overseas Student Handbook

Emmanuel College  
Trading as Emmanuel College  
Cricos Provider No. 00789B

# EMMANUEL COLLEGE POLICIES AND PROCEDURES

Document Ref:- Overseas Student Handbook  
Alteration Permissions: Principal(PEO); Deputy Principal ; Enrolments Registrar

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Amendment: Mar 2018  
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## Welcome

Dear Students/Parents /Guardians

As Principal of Emmanuel College I am delighted that you are interested in joining our College.

As a day school, we are unable to offer accommodation for our overseas students, but we still warmly welcome families from other countries around the world. As a college we are acutely aware that we are preparing all our students for life in a global community and economy, and feel that students with experience of life in other countries can only ever add to the richness of this globally-orientated philosophy.

I therefore look forward to you joining with our many other families and students as part of our College.

Patrick Innes-Hill  
**Principal: Emmanuel College**



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## About Us

### Emmanuel College

Emmanuel College is situated on 8.8 hectares of land at Carrara on the Gold Coast. It has modern, well furnished classrooms, including general classrooms, science laboratories, hospitality and design technology areas, and a well-resourced library. The school has advanced computer and performing arts complexes, a 25 metre swimming pool and extensive sporting fields. The College is well equipped with audio visual and computer equipment, and the library contains more than 78,000 items of print and electronic media. The bulk of the P-12 library collection (including 17,190 text hire items) is housed in one central location, with satellite collections in other locations. Students have access to a wide range of textbooks, English texts and library books, as well as an extensive range of computer software including the MS Office Suite and other specialist programs.

### The Gold Coast

Emmanuel College is located at the Gold Coast in Queensland, Australia.

Stretching along 57 kilometres of stunning coastline, the City of Gold Coast is best known for its surf, sand and sunshine, bordered by its lush hinterland. Our natural beauty, relaxed lifestyle and ideal location make the Gold Coast one of the most unique cities in which to live and work. While the Gold Coast remains a favourite tourism destination, attracting 12 million visitors each year, the city's economy is diversifying. Industries with a strong foothold now include education, sports, film, the arts, health, food production, IT, marine and advanced manufacturing. We're a city of opportunity, on the cusp of a transformational change thanks to the 2018 Commonwealth Games, which has instilled a new sense of city pride in all of us. The Gold Coast is the sixth largest and one of the fastest growing cities in Australia. Its current population is 513,954 residents\*. This is expected to continue to grow by 13,000 to 16,000 people per year, so that by 2026 City of Gold Coast will be home to more than 730,000 residents.

For more information on the city's population and demographics, please visit the [Gold Coast population profile](#)

#### Currency

Australian currency is dollars and cents (\$ and c).

#### Living Standards

Australia also offers excellent value for money and a standard of living which is among the highest in the world. Despite this, living expenses and tuition costs in Australia are considerably less expensive than in the UK and USA.

#### Cost of living in Australia

Living expenses on the Gold Coast vary widely depending on the type of accommodation arrangement

The websites below offer some further local information:

[www.qcbulletin.com.au](http://www.qcbulletin.com.au)

<https://www.realestate.com.au>

<http://www.visitgoldcoast.com/>



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## Who do you ask when you have a question?

### OFFICIAL FIRST POINT OF CONTACT FOR OVERSEAS STUDENTS:

**ENROLMENTS REGISTRAR:** Mrs Marianne Beverland  
(07) 5561 4021 or [mbeverland@emmanuel.qld.edu.au](mailto:mbeverland@emmanuel.qld.edu.au) or in person via reception

**TEACHERS:** Always tell your teachers when there is a problem in class, or when you don't understand schoolwork or homework. They are happy to help with other problems as well.

**RECEPTION: (07) 5561 4000** Mrs Monica Galloway

**ABSENCES:** Your parent/Guardian must phone the **Student Absentee Phone Line** (07 5561 4055) or **Student Services** (07 5561 4001) **before 9.00AM** when you are absent or late to school. If you are sick for more than two consecutive days or at any time during exam periods you will need a medical certificate from a Doctor.

**FEES** Mr Greg Cook

**DIRECTOR of JUNIOR YEARS (YR 4-7):** Mrs Deidre Austin

**DIRECTOR of STUDENT WELFARE – SENIOR SCHOOL:** Mrs Karen Prior Morrissey and Mrs Leonie Riley

**DIRECTOR of TEACHING AND LEARNING 1-6:** Mrs Helen Boyes

**DIRECTOR of STUDIES (Yr 7-12):** Mrs Charmaine Mullaly

**DIRECTOR of FINANCE:** Mr Phil O'Connor

**HEAD of JUNIOR SCHOOL(1-6):** Mr Jason Hewitt

**HEAD of SENIOR SCHOOL(7-12):** Mr Rowen Dick

**PERSONAL ASSISTANT to PRINCIPAL:** Mrs Elaine Partridge

**PRINCIPAL:** Mr Patrick Innes-Hill

### **SCHOOL CONTACT INFORMATION**

Emmanuel College  
Birmingham Road  
Carrara QLD 4211

#### **Postal:**

Locked Bag 5  
Nerang QLD 4211

#### **Telephone and Facsimile:**

Tel: (07) 5561 4000  
Fax: (07) 5561 4022

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



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## Feeling Safe

Every student has the right to feel safe and free from harm while at Emmanuel College. We expect you to respect your teachers and other students, and we expect that you will receive the same respect in return. You should **never** allow yourself to feel unsafe without reporting it to someone you trust.

### **Who should I tell if I am not feeling safe at school or at home?**

Emmanuel College has designated 2 staff members as Student Protection Contact Officers: Mrs Austin in the Junior School and Mrs Riley or Mrs Prior-Morrissey in the Senior School. Alternately, you may tell any staff member and if you do not feel like talking to a member of staff, you may like to write them a letter or send them an e-mail. The most important thing is to make sure that you let somebody at the College know you are not feeling safe. To address any staff member by email, use their first initial and their surname and the school's email address e.g. jsmith@emmanuel.qld.edu.au

### **What will happen if I report what is happening to a member of staff?**

If the concern is worrying you but not causing you immediate harm, then the member of staff will discuss with you ways to solve your problem. If the concern is serious and the member of staff believes that you are being harmed or in danger of being harmed, he or she will report it to the Principal immediately.

### **What if I don't want the member of staff to tell the Principal?**

The member of staff will try to keep your concerns confidential as much as possible. However, if the member of staff is aware or reasonably suspects that harm has been caused by anyone to a student of the College then Queensland law requires that the matter be reported to the Principal and it may have to be reported to the Police. If the staff member has no choice about reporting what you have told them to someone else, he or she will explain to you exactly what will happen next.

**Remember:** the most important thing is that you feel safe and free from harm. You must tell someone if you are being harmed or afraid that you will be harmed.

***A student has the right to be represented by a nominee if that student so chooses.***



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## Mandatory Conditions Relating to a Student's Visa

Learning to read your visa : [Australian Immigration Student Visa Conditions](#)

PLEASE NOTE: If you fail to satisfy the visa conditions below and/or the requirements of your course of study, Emmanuel College will notify the Department of Home Affairs (Immigration) of this in writing.

| No.          | Subclasses  | Description   |
|--------------|---|---|
| 8202         | Satisfactory Course Attendance/Academic Requirements                                      | <p>You <b>must</b> remain enrolled in a registered course <b>Note:</b> a registered course is one that is on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS).<br/><b>See:</b> <a href="#">CRICOS</a></p> <p>You <b>must</b> maintain satisfactory attendance in your course and course progress for each study period as required by your education provider.</p> <ul style="list-style-type: none"> <li>You must attend for at least 80% of the contact hours scheduled for your course based on attendance records.</li> <li>Contact hours means the total number of hours for which students are timetabled to attend classes for teaching purposes, course-related information sessions, supervised study sessions and examinations. (Please see below).</li> <li>You must achieve an academic result that is certified by Emmanuel College to be at least satisfactory for the duration of your course.</li> <li>You must meet college expectations in regard to conduct, effort and personal presentation as outlined in the Student Diary.</li> </ul> <p>Attendance requirements are calculated on a <b>term</b> basis. <b>Failure to attend at least 80% of your course will result in a report to the Department of Home Affairs (Immigration).</b></p> <p>Absences due to illness, medical appointments, visa applications, failing to arrive back in school for the start of a term or leaving school early at the end of a term all count as an absence.</p> <p>All absences need to be communicated to the College in writing, including illness. Medical certificates are required following absence of more than two days due to illness.</p> |
| 8101<br>8105 | Permission to Work<br>Mandatory only where Student visa granted on or after 26 April 2008 | <p>8101: You <b>cannot</b> work in Australia.<br/><b>Note:</b> You may apply for a new Student visa with Permission to Work when you have arrived in Australia and commenced your course.</p> <p>8105: You <b>cannot</b> work more than 40 hours per fortnight* when your course is in session (other than work which has been registered as a part of the course).<br/><b>Note:</b> No work limits apply during recognised periods of vacation offered by your education provider.</p> <p>You <b>cannot</b> undertake work until you have commenced your course in Australia.</p>  |



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|      |  | *A fortnight means any period of 14 days commencing on a Monday and ending at the end of the second following Sunday.   |
| 8533 | Notifying address, change of address, change of education provider | <p>You <b>must</b> notify Emmanuel College of your residential address in Australia within 7 days of arriving in Australia. You <b>must</b> notify Emmanuel College of any change in your residential address within 7 days of the change. You <b>must</b> notify your education provider of a change of education provider within 7 days of receiving the electronic Confirmation of Enrolment certificate or evidence of enrolment.</p> <p>Emmanuel College is required by <b>law</b> to keep your residential address. If you do not abide by this condition and Emmanuel College needs to contact you with regard to unsatisfactory attendance/academic requirements, it may lead to the automatic cancellation of your student visa</p>  |
| 8532 | Change of Accommodation and General Welfare Arrangements           | <p>If you have not turned 18 you must maintain adequate arrangements for your accommodation, support and general welfare for the duration of your stay in Australia.</p> <p>To maintain adequate arrangements for welfare you must stay in Australia with:</p> <ul style="list-style-type: none"> <li>Your parent or legal custodian or</li> <li>A relative who has been nominated by your parents or custodians who is aged over 21 and is of good character.</li> </ul> <p>An eligible relative to be nominated as a carer/guardian means a brother, sister, step-parent, step-brother/sister, grandparent, aunt, uncle, niece, nephew, step-grandparent, step-aunt, step-uncle, step-niece/nephew.</p> <ul style="list-style-type: none"> <li>Arrangements that have been approved by your education provider.</li> </ul> <p><b>Note:</b> You <b>must</b> not change those arrangements without the written approval of your education provider.</p> <p>If your welfare arrangements are approved by your education provider you must not travel to Australia until your welfare arrangements are due to commence.</p> <ul style="list-style-type: none"> <li><b>If you wish to change these arrangements</b>, you must obtain written permission from the Admissions Registrar <i>prior</i> to the proposed change.</li> <li>Once the change has been approved, a standard letter titled <b>'Student Visa Application Under 18— Education Provider's Confirmation of Appropriate Accommodation/Welfare'</b> will be completed. A copy will be placed on your file and the original sent to Department of Home Affairs (Immigration).</li> </ul> |
| 8501 | Adequate arrangements for health insurance                         | <p>You <b>must</b> maintain adequate arrangements for health insurance during your stay in Australia.</p> <p><b>Note:</b> Under policy, this means that you must maintain Overseas Student Health Cover (OSHC).</p> <ul style="list-style-type: none"> <li>Upon commencement of your course, you must have secured adequate Overseas Student Health Cover (OSHC). Information regarding OSHC can be found on the Department of Home Affairs (Immigration) Website <a href="https://www.homeaffairs.gov.au/Trav/Stud/More/Health-Insurance-for-Students">https://www.homeaffairs.gov.au/Trav/Stud/More/Health-Insurance-for-Students</a></li> </ul>  |





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|      |  | <p><b>PLEASE NOTE:</b></p> <ul style="list-style-type: none"> <li>• If you allow your Overseas Student Health Cover to expire, you are in breach of your visa conditions and the College will report this breach to the Department of Home Affairs (Immigration)</li> <li>• <b><i>It is your responsibility to renew your health insurance if it expires</i></b></li> <li>• <b><i>On renewal, please bring evidence of the renewal to the office for updating our records</i></b></li> </ul> |
| 8516 | Continue to satisfy your visa requirements | You <b>must</b> continue to satisfy the requirements for grant of your student visa. This means, for example, that your main course of study must continue to be a course in the education sector that matches your student visa, and that you must continue to have sufficient financial capacity to support your study and stay in Australia.  |

**IMPORTANT:** There are other conditions which need to be upheld as well as the main ones listed above. You can gain information about these from the Department of Home Affairs (Immigration) website: <https://www.homeaffairs.gov.au/>



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## Course Details

### MODE OF STUDY:

Emmanuel College does not have any arrangements with other providers to provide courses or any part of its courses.

All courses offered by the College are full-time. Unless advised otherwise, students are expected to attend all scheduled classes and events during term time as per the school calendar. Scheduled classes normally take place between 8.30am and 3.15pm each week day. Some students may be required to attend ESL classes which are held before or after school

### YEAR 11 – 12 COURSE INFORMATION – **COURSE NO. 086177G**

#### Course Content

- (i) Students will study a course of general education including compulsory English, Mathematics and Christian Education, and a number of elective subjects to Year 12 level. ESL is compulsory where deemed necessary by the College. Students are given the opportunity to be involved in a range of sporting, cultural and performing arts activities.
- (ii) On completion of Year 12 students will be eligible for a Queensland Studies Authority **Senior Certificate**. Students who meet eligibility requirements may also receive a **Tertiary Entrance Statement**. Students wishing to study Academic English and higher level Mathematics and Science subjects at Years 11 – 12 need to meet the required pre-requisite standards.
- (iii) The Course Duration is 2 years.
- (iv) Teaching methods include teacher instruction, group work, discussions, research work, excursions and fieldwork. All teaching is presented from a Christian Perspective.
- (v) Assessment methods include exams, tests, assignments, oral presentations, laboratory reports and excursion reports.

#### Minimum Level of English Competency

The minimum level of English Competency required for entry into Year 11 and 12 is Level 7 (on the NLLIA Bandscales).

### YEAR 7-10 COURSE INFORMATION – **COURSE NO. 086176J**

#### Course Content

- (i) Students will study a course of general education including compulsory English, Mathematics and Christian Education. Students also study Science, Studies of Society and the Environment, and Physical Education, as well as a number of elective subjects. ESL is compulsory where deemed necessary by the College. Students are given the opportunity to be involved in a range of sporting, cultural and performing arts activities.
- (ii) On completion of Year 10 students will be eligible to proceed into the Year 11 and 12 course which results in a Queensland Studies Authority **Senior Certificate** at the end of Year 12. Students who meet eligibility requirements may also receive a Tertiary Entrance Statement.



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- (iii) The Course Duration is 4 years.
- (iv) Teaching methods include teacher instruction, group work, discussions, research work, excursions and fieldwork. All teaching is presented from a Christian Perspective.
- (v) Assessment methods include exams, tests, assignments, oral presentations, laboratory reports and excursion reports.

## Minimum Level of English Competency

The minimum level of English Competency required for entry in Year 7 is Level 4 (on the NLLIA Bandscales). The minimum entry level into Year 9 is Level 5.

## YEAR 1 – 6 COURSE INFORMATION – COURSE NO. 086175K

### Course Content

- (i) Students will study a course of general education including compulsory English, Mathematics, Christian Education, Science, Studies of Society and the Environment, Physical Education, and Music. ESL is compulsory where deemed necessary by the College. Students are given the opportunity to be involved in a range of sporting, cultural and performing arts activities.
- (ii) On completion of Year 6 students may proceed into the Year 7-10 and then Year 11 - 12 courses. The Year 12 course results in a Queensland Studies Authority Senior Certificate at the end of Year 12. Students who meet eligibility requirements would also receive a Tertiary Entrance Statement.
- (iii) The Course Duration is 6 years.
- (iv) Teaching methods include teacher instruction, group work, discussions, research work, excursions and fieldwork. All teaching is presented from a Christian Perspective.
- (v) Assessment methods include exams, tests, assignments, oral presentations and excursion reports.

### Minimum Level of English Competency

There is no minimum level of English competency for students entering at Year 1 – 6. The minimum level for entry into Year 7 is Level 4 on the NLLIA Primary Bandscales.



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## Course Entry Requirements

1. Emmanuel College will consider enrolment applications from students wishing to apply for a Student Visa, subject to compliance with minimum requirements and conditions set by the College, and with legislative requirements of the State of Queensland and the Commonwealth of Australia, including any requirements to undertake extra tuition to learn English to meet the English language proficiency standard needed to enter mainstream classes.
2. Emmanuel College does not reserve places for overseas students and therefore these applications are placed on the waiting list in the same manner as for local applications.
3. Applications for enrolment must be made using the *College's Application for Enrolment* form which can be downloaded from the website and is included in the enrolment information pack. 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 twelve month period of study, including a copy of the latest Student Report;
  - b) A copy of any recent results of studies in English;
  - c) A completed Reference Form from the student's current or most recent school Principal is also required if student's Report Cards do not record student behaviour or commitment to studies;
  - d) A completed Subject Choices Form if appropriate ;
  - e) Appropriate proof of identity and age such as a photocopy or scanned copy of passport page with name, photo identification, passport number and expiry date;
  - f) Written evidence of proficiency in English as a second language
  - g) Indication as to what accommodation arrangement is requested;
  - h) Enrolment Application Fee
4. Where the above documents are not in English, certified translations in English are required, with necessary costs to be met by the applicant.
5. An application for enrolment can only be processed when all of the above are in the hands of the Enrolments Registrar.
6. Emmanuel College does not assess students for course placement based on any prior learning, educational qualifications or work experience and, therefore, course credit is not offered by the College



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7. Applications from overseas students are processed according to established policy and procedures, and are dealt with on their merits.
8. Assessment procedures include an evaluation of reports from previous schools and of English language proficiency. In cases where report cards are not available or are inconclusive for any reason, the College may require relevant testing of the applicant to assess the application. Minimum academic and English language requirements are as follows:

## Academic Requirements

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 College in a Letter of Offer. The student's results in their previous school will be used to assist in determining their year level of entry and what subjects they may study. The placements of students in any particular year level is based solely on general academic abilities and student interest in a given subject area and availability of a place in that year level. Minimum academic performance requirements are as follows:
  - a) For Year 1-6:
    - Evidence of application to school work and age-appropriate achievement in literacy and numeracy areas of the curriculum
  - b) For Year 7 – 12 students:
    - A pass level or "C" grade or better for the majority of core subjects

## English Language Proficiency Requirements

1. Emmanuel College requires evidence of sufficient proficiency in English to successfully meet the curriculum demands of the enrolled course. This is a requirement under the 2007 National Code of Practice, Section D Standard 2. Evidence presented by a student as part of the student visa application process as evidence of English language proficiency will be noted. Should the student fail to meet to NLLIA criteria the student will not be offered enrolment at the College.
2. Emmanuel College accepts results from the following test instruments:

| Acceptable Test | Minimum Band Scale  | For Entry to Year |
|-----------------|---|-------------------|
|                 | No minimum requirement. Assessed individually on content of reports, but may be asked to undertake language proficiency test. | Years 1-6         |
| NLLIA           | 4   | 7/8               |
| NLLIA           | 5   | 9                 |
| NLLIA           | 5+  | 10                |
| NLLIA           | 7   | 11                |
| NLLIA           | 7   | 12                |



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## Statement regarding Course Credit

Emmanuel College does not offer course credit and entry into any course is subject to the assessment of the College. This also applies to on-shore school transfers, either within the state or from interstate.



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## College Refund Policy

1. This policy outlines refunds applicable to course fees paid to the College.
2. Any service fees a student (or parent(s)/legal guardian if the student is under 18) pays directly to a third party are not within the scope of this refund policy.
3. The enrolment application fee is non-refundable.
4. Payment of Course Fees and Refunds:
  - a) Fees are payable according to College Fees Policy
  - b) An itemised list of school fees is provided in the College's written agreement as per NC Standard 3.3.4.
  - c) All fees must be paid in Australian dollars unless requested otherwise. Refunds will be reimbursed in the same currency as fees were received.
  - d) Refunds will be paid to the person who enters into the written agreement unless the College receives written advice from the person who enters the written agreement to pay the refund to someone else.
5. All notification of withdrawal from a course, or applications for refunds, must be made in writing and submitted to the Enrolments Registrar.
6. Student default because of visa refusal
  - a) If a student produces evidence of visa refusal (or provides permission for the College to verify visa refusal with the Department of Home Affairs (Immigration)) and the student cannot undertake the course, the College will refund within four weeks the total amount of course fees received by the College before the student's default day.
  - b) If a student whose visa has been refused withdraws from the course after it has commenced, the College will retain the amount of tuition fees proportionate to the amount of the course the student has undertaken and will refund any unused tuition fees\* received by the College with respect to the student within the period of four weeks after the day of student default.

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

### 7. Student default

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

- a) Non-tuition fees will be refunded on a pro rata basis proportional to the amount of



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time the student was studying in the course, except where a non-refundable payment on behalf of the student has been made.

- b) If the student does not provide written notice of withdrawal and does not start the course on the agreed starting date, a maximum of ten weeks tuition fees will be retained from tuition fees received by the College and the remainder will be refunded.
- c) If tuition fees for up to two semesters have been received in advance by the College and the College receives written notification of withdrawal by the student (or parent(s)/legal guardian if the student is under 18), the College will refund within four weeks of receiving the written notification the amount of tuition fees paid by or on behalf of the student less the amounts to be retained as agreed and detailed below:
  - i. If written notice is received up to four weeks prior to commencement of the course, the college will be entitled to retain an administration fee of up to 20%.
  - ii. If written notice is received less than four weeks prior to commencement of the course, 30% of the tuition fee will be retained by the College, with the remaining 70% to be refunded.
  - iii. If written notice is received within six months following the commencement date of the student's course, a maximum of 10 weeks fees will be retained by the College.
  - iv. No amount will be refunded if written notice is received after 1 semester of the payment period has passed.
- d) If more than two semester's tuition fees have been received in advance in one amount, refund provisions under (c) will apply for tuition fees paid for the first two semesters, and any remaining unspent tuition fees after this will be refunded.
- e) No refund of tuition fees will be made where a student's enrolment is cancelled for any of the following reasons:
  - i. Failure to maintain satisfactory course progress (visa condition 8202). Please see Course Progress and Attendance Policy.
  - ii. Failure to maintain satisfactory attendance (visa condition 8202). Please see Course Progress and Attendance Policy.
  - iii. Failure to maintain approved welfare and accommodation arrangements (visa condition 8532). Please see Deferment, Suspension and Cancellation Policy.
  - iv. Failure to pay course fees.





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v. Any behaviour identified as resulting in enrolment cancellation in Emmanuel College's *Welfare and Discipline Policy* which can be found on the College e-learning gateway, "School Box", and in the Student Diary.

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

## 8. Provider Default

Any default by the College must be compliant with the current provisions of the ESOS Act 2000 and the ESOS regulations 2001.

a) If for any reason the College is unable to offer a course on an agreed starting day for the course, and the student for some reason cannot be placed or refuses placement in an alternative course arranged by the College, a full refund of any unused tuition fees\* received by the College in respect to the student will be made within 14 days of the agreed course starting day.

b) If for any reason the College is unable to continue offering a course after the student commences a course, and the student for some reason cannot be placed or refuses placement in an alternative course arranged by the College, a full refund of any unused tuition fees\* received by the College in respect to the student will be made within 14 days of the course school's default day.

c) In the event that the College is unable to fulfil its obligations of providing an agreeable alternative course for the student, or a refund, the student will receive assistance from the Australian government's Tuition Protection Service. For information on the TPS, please see: <https://tps.gov.au/StaticContent/Get/StudentInformation>.

\*Calculation of the refund due in this case is prescribed by a legislative instrument (s.7 of Education Services for Overseas Students (Calculation of Refund) Specification 2014). <http://www.comlaw.gov.au/Details/F2014L00907>.

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

- a. **Non-tuition fees** – fees not directly related to provision of the student's course, including book hire fees, co-curricular tutoring and activities.
- b. **Tuition fees** – fees directly related to the provision of the student's course.
- c. **Course fees** – the sum of tuition fees and non-tuition fees received by the College in respect of the student in order for the student to undertake the course.
- d. **Term** – One quarter of the academic year – 8 – 10 weeks.
- e. **Semester** – Two terms.

NB. If the student changes visa status (e.g. becomes a temporary or permanent resident) he/she will continue to pay full overseas student's fees for the duration of that year.



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## Complaints and Appeals Policy

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

### 1. Purpose

- a. The purpose of Emmanuel College's *Complaints and Appeals Policy* is to provide a student or parent(s)/legal guardian with the opportunity to access procedures to facilitate the resolution of a dispute or complaint involving Emmanuel College, or an education agent or third party engaged by Emmanuel College to deliver a service on behalf of Emmanuel College.
- b. The internal complaints and appeals processes are conciliatory and non-legal.

### 2. Complaints against other students

- a) Grievances brought by a student against another student will be dealt with under the College's *Welfare and Discipline Policy*.

### 3. Informal Complaints Resolution

- a) In the first instance, Emmanuel College requests there is an attempt to informally resolve the issue through mediation/informal resolution of the complaint.
- b) Students should contact their Year Level Co-ordinator or Director of Student Welfare in the first instance to attempt mediation/informal resolution of the complaint. The student may be referred to other College personnel in positions of authority in an area relevant to the matter at hand. For example:
  - Academic/Course Issues – Director of Studies
  - Financial Matters – Business Department
  - Attendance – Director of Student Welfare
- c) If the matter cannot be resolved through mediation, the matter will be referred to the Principal and Emmanuel College's internal formal complaints and appeals handling procedure will be followed.

### 4. Formal Internal Complaints Handling and Appeals Process



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- a) The process of this grievance procedure is confidential and any complaints or appeals are a matter between the parties concerned and those directly involved in the complaints handling process.
- b) The student must notify the college in writing of the nature and details of the complaint or appeal.
- c) Written complaints or appeals are to be lodged with the Principal.
- d) Where the internal complaints and appeals process is being accessed because the student has received notice by the College that the College intends to report him/her for unsatisfactory course attendance, unsatisfactory course progress or suspension or cancellation of enrolment, the student has 20 working days from the date of receipt of notification in which to lodge a written appeal.
- e) Emmanuel College's internal Formal and Informal Complaints and Appeals processes are available to students at no cost.
- f) Each complainant has the opportunity to present his/her case to the Principal.
- g) Students and/or the College may be accompanied and assisted by a support person at all relevant meetings.
- h) The formal internal complaints and appeals process will commence within 10 working days of lodgement of the complaint or appeal with the Principal/other and will be finalised as soon as practicable.
- i) For the duration of the internal complaints and appeals process the student's enrolment will be maintained, as required under the *National Code of Practice for Providers of Education and Training to Overseas Students 2018* and the student must continue to attend classes.

However, if the Principal/other deems that the student's health or the well-being of others is at risk he/she may decide to suspend or cancel the student's enrolment before the complaints and appeals process has been assessed 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 complaints and appeals procedure finds in favour of the student, Emmanuel College will immediately implement the decision and any corrective and preventative



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action required, and advise the student of the outcome and action taken.

- l) Where the outcome of a complaint or appeal is not in the student's favour, the College will advise the student within 10 working days of concluding the internal review of the student's right to access the external appeals process.

However, the College is only obliged to await the outcome of an external appeal if the matter relates to a breach of course progress or attendance requirements. For all other issues, the College may take action (including making changes to the student's enrolment status in PRISMS) in accordance with the outcome of the internal appeal.

## 5. External Appeals Processes

- a) If the student is dissatisfied with the conduct or result of the internal complaints and appeals procedure, he/she may contact and / or seek redress through the Overseas Students Ombudsman at no cost. Please see: <http://www.ombudsman.gov.au/about/overseas-students> or phone 1300 362 072 for more information.
- b) If the student wishes to appeal a decision made by Emmanuel College that relates to being reported for a breach of course progress or attendance requirement (under Standard 8), the student must lodge this appeal with the Overseas Student Ombudsman's office within 10 working days of being notified of the outcome of his/her internal appeal.
- c) If the student wishes to appeal a decision made by Emmanuel College that relates to:
  - i) refusal to approve a transfer application (under Standard 7), or
  - ii) suspension or cancellation of the student's enrolment (under Standard 9)any choice to lodge an external appeal with the Overseas Student Ombudsman is at the student's discretion. The College need not await the outcome of any external appeal lodged, before implementing the outcome of the internal appeal.

## 6. Other legal redress

- a) Nothing in the College's *Complaints and Appeals Policy* negates the right of an overseas student to pursue other legal remedies.

## 7. Definitions

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



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## College Deferment, Suspension and Cancellation Policy

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

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

## STUDENT-INITIATED CHANGES IN ENROLMENT

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

- a) Emmanuel College will only grant a deferment of commencement of studies for compassionate and compelling circumstances. These include but are not limited to:
  - i. illness, where a medical certificate states that the student was unable to attend classes
  - ii. bereavement of close family members such as parents or grandparents (where possible a death certificate should be provided)
  - iii. major political upheaval or natural disaster in the home country requiring emergency travel that has impacted on studies
  - iv. a traumatic experience which has impacted on the student (these cases should be where possible supported by police or psychologists' reports).
  - v. After undertaking ELICOS studies, the student has not/will not meet the English language benchmark required for entry into the desired course, and the College is willing to defer the student's commencement in the course until a later date when the required benchmark is achieved.
- b) All applications for deferment will be considered within 10 working days.
- c) The final decision for assessing and granting a deferment of commencement of studies lies with the Principal. Where a student's request to defer his/her commencement of studies is refused, the student has a right of appeal (see the College Complaints and Appeals policy).



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d) Deferment will be recorded on PRISMS within 14 days of being granted.

### 3. Suspension of study requested by student

- a) Once the student has commenced the course, Emmanuel College will only grant a suspension of study for compassionate and compelling circumstances. These include but are not limited to:
- i. illness, where a medical certificate states that the student was unable to attend classes
  - ii. bereavement of close family members such as parents or grandparents (where possible a death certificate should be provided)
  - iii. major political upheaval or natural disaster in the home country requiring emergency travel that has impacted on studies
  - iv. a traumatic experience which has impacted on the student (these cases should be where possible supported by police or psychologists' reports).
  - v. Student returns to their home country to sit a university exam (or similar assessment) which impacts upon their education
- b) Where there is a significant issue impacting upon a student's attendance or course progress, it is essential that the student or parents contact the College as soon as possible to discuss the concern so that appropriate support can be put in place. Where deemed necessary, this may involve temporarily suspending the student's ability to satisfy their visa conditions.
- c) Temporary suspensions of study cannot exceed 6 months duration.
- d) Suspensions will be recorded on PRISMS within 14 days of being granted if the student is under 18 years of age, and within 31 days if the student is over 18 years of age.
- e) The period of suspension will not be included in attendance calculations.
- f) 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 Emmanuel College include:
- a. Requests for early departure or late return from vacation, including inability to secure cheap flights
  - b. Leaving early or returning late from holidays in order to attend festivals in the student's home country
  - c. Returning home to attend family gatherings that occur during term time.
- h) As part of any assessment of a request to defer or temporarily suspend studies, the impact of the request on the student's ability to complete their intended course of study in accordance with their CoE/s and student visa will be considered. Any implications will be communicated to



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students.

- i) All applications for suspension will be considered within 10 working days.
- j) The final decision for assessing and granting a suspension of studies lies with the Principal. Where a student's request to suspend studies is refused, the student has a right of appeal (see Emmanuel College's Complaints and Appeals policy).

## 4. Student initiated cancellation of enrolment

- a) All notification of withdrawal from a course, or applications for refunds, must be made in writing and submitted to the Enrolments Registrar. Please see the Emmanuel College Refund Policy for information regarding refunds.
- b) A student will be deemed to have inactively notified Emmanuel College of cancellation of enrolment where:
  - i. The student has not yet finished his/her course/s of study with the College, and
  - ii. Does not resume studies at the College within 14 days after a holiday break, and
  - iii. The student has not previously provided the College with written notification of withdrawal.
- c) Student-initiated cancellation of enrolment, including "inactive" cancellation of enrolment in 4.b above, is not subject to Emmanuel College's Complaints and Appeals Policy.

## COLLEGE INITIATED CHANGES IN ENROLMENT

### 5. College initiated exclusion from class ( 1 – 28 days)

- a) Emmanuel College may exclude a student from class studies on the grounds of misbehaviour by the student. Exclusion will occur as the result of any behaviour identified as resulting in exclusion in Emmanuel College's Welfare and Discipline Policy.
- b) Students may also be excluded from class for failure to pay fees that he/she was required to pay in order to undertake or continue the course, as stated in the written agreement.
- c) Where Emmanuel College intends to exclude a student from class it will first issue a letter which notifies the student and parents of this intention. The letter will provide details of the reason/s for the intended exclusion, as well as information about how to access Emmanuel College's internal appeals process. Further information about the appeals process in the event of a College 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 or Director of Studies of Head of School.



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- 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 class' for up to 5 days will not be included in attendance calculations as per Emmanuel College's Course Progress and Attendance Policy

## 6. College initiated suspension of studies (28 days +)

- a) Emmanuel College may initiate a suspension of studies for a student on the grounds of misbehaviour by the student. Suspension will occur as the result of any behaviour identified as resulting in suspension in Emmanuel College's Welfare and Discipline Policy.
- 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 Emmanuel College intends to suspend the enrolment of a student, it will first issue a letter that notifies the student and parents of this intention. The letter will provide details of the reason/s for the intended suspension, as well as information about how to access Emmanuel College's internal appeals process. Further information about the appeals process in the event of a College 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 Department of Home Affairs (Immigration). See contact details at: <https://www.homeaffairs.gov.au/>
- 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.
- h) The period of suspension will not be included in attendance calculations.

## 7. College initiated cancellation of enrolment

- a) Emmanuel College will cancel the enrolment of a student under the following conditions:
  - i. Any breach of an agreed condition of enrolment as outlined in the student's written





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agreement, including failure to disclose a pre-existing condition requiring a high degree of specialised support or care

- ii. Failure to pay course fees
  - iii. Failure to maintain approved welfare and accommodation arrangements (visa condition 8532)
  - iv. Any behaviour identified as resulting in cancellation under Emmanuel College's Welfare and Discipline Policy.
- b) Where Emmanuel College intends to cancel the enrolment of a student it will first issue a letter which notifies the student and parents of this intention. The letter will also provide details of the reason/s for the intended cancellation, as well as information about how to access Emmanuel College's internal appeals process. Further information about the appeals process in the event of a College-initiated cancellation is outlined below.
- c) Emmanuel College is required to report any confirmed breach of course progress and attendance requirements to the Department of Home Affairs (Immigration). Where a student is reported for breach of visa condition, his/her enrolment at Emmanuel College will be cancelled and this may impact on the student's visa. Further information can be found in Emmanuel College's Course Progress and Attendance Policy.
- d) For the duration of the internal appeals process, Emmanuel College will maintain the student's enrolment and the student will attend classes as normal. The Principal or Head of School will determine if participation in studies will be in class or under a supervised arrangement outside of classes.
- e) If a student decides to access Emmanuel College's complaints and appeals process because they have been notified of a College initiated suspension or cancellation of enrolment under Standard 9, the change in enrolment status will not be reported in PRISMS until the internal complaints and appeals process is finalised, unless extenuating circumstances relating to the welfare of the student apply (see Definitions below).
- f) Where extenuating circumstances are deemed to exist, a student may still access the complaints and appeals process, but Emmanuel College need not await the outcome of this process before changing the student's enrolment status in PRISMS.
- g) The use of extenuating circumstances by Emmanuel College to suspend or cancel a student's enrolment prior to the completion of any complaints and appeals process will be supported by appropriate evidence.
- h) The final decision for evaluating extenuating circumstances lies with the Principal.

## 8. Student to seek information from Department of Home Affairs (Immigration)



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

## 9. Definitions

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

Examples include:

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



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## Overseas Student Transfer Request Policy

Emmanuel College's Overseas student transfer policy and processes apply to:

- overseas students requesting to transfer prior to completing the first six months of their first registered school sector course or

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

1. Overseas students are restricted from transferring from their first registered school sector course of study for a period of six months. This restriction also applies to any course(s) packaged with their first registered school sector course of study. Exceptions to this restriction are:
  - a) If the student's course or school becomes unregistered
  - b) The school has a government sanction imposed on its registration
  - c) A government sponsor (if applicable) considers a transfer to be in the student's best interests
  - d) If the student is granted a release in PRISMS.
2. Students can apply to be released by submitting a Student Transfer Request Application at no charge to enable them to transfer to another education provider. However, if a student has not completed the first six months of the first registered school sector course of study or is under 18 years of age, conditions apply.
3. Emmanuel College will only release a student before completing the first six months of their first registered school sector course in the following circumstances:
  - a) The student has changed accommodation arrangements and is no longer within a reasonable travelling time of the school.
  - b) The student will be reported because they are unable to achieve satisfactory course progress at the level they are studying, even after engaging with Emmanuel College's intervention strategy to assist them in accordance with Standard 8 (Overseas student visa requirements).
  - c) The student provides evidence of compassionate or compelling circumstances.
  - d) Emmanuel College fails to deliver the course as outlined in the written agreement.
  - e) The student provides evidence that their reasonable expectations about their current course are not being met.
  - f) The student provides evidence that he / she was misled by Emmanuel College or an education or migration agent regarding Emmanuel College or its course and the course is therefore unsuitable to his/her needs and/or study objectives.
  - g) An appeal (internal or external) on another matter results in a decision or recommendation to



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release the student.

- h) Any other reason stated in the policies of Emmanuel College.
4. Students under 18 years of age MUST also have:
- a) Written evidence that the student's parent(s)/legal guardian supports the transfer application
  - b) Written confirmation that the receiving provider will accept responsibility for and communicate with the student about approving the student's accommodation, support, and general welfare arrangements from the proposed date of release if the student will no longer be living with a parent / legal guardian or a suitable nominated relative after release.
5. Emmanuel College will NOT agree to the transfer before the student completes the first six months of their first registered school sector course in the following circumstances:
- a) The student's progress is likely to be academically disadvantaged
  - b) Emmanuel College is concerned that the student's application to transfer is a consequence of the adverse influence of another party
  - c) The student has not had sufficient time to settle into a new environment in order to make an informed decision about transfer
  - d) The student has not accessed school support services which may assist with making adjustments to a new environment, including academic and personal counselling services
  - e) School fees have not been paid for the current term/semester.
6. To apply for transfer to another provider, students need to:
- a) Complete an Application for Student Transfer Form available from the College Registrar.
  - b) Give this completed application form and a valid offer of enrolment from another provider to the Principal for assessment.
  - c) If under 18 years of age, attach written confirmation of the parent/s or legal guardian/s support for the transfer to the nominated provider.  
In this case, if the student will no longer be living with a parent/legal guardian or suitable nominated relative after release, 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 Emmanuel College, in accordance with Standard 5 (Younger overseas students) of the 2018 National Code of Practice for Providers of Education and Training for Overseas Students.
7. Emmanuel College will assess the student's transfer request application and notify the student of a decision within 10 working days.
8. If Emmanuel College grants the student's transfer request, the student will be notified and the decision will be reported to the Department of Home Affairs (Immigration) via PRISMS.
9. If Emmanuel College intends to refuse the student's transfer application request, Emmanuel College will provide the student with reasons for refusal in writing and include a copy of Emmanuel College's complaints and appeals policy (available in the Overseas Student Handbook). The student has the right



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to access Emmanuel College's complaints and appeals process and has 20 working days to do this. The student's transfer request application will only be finalised in PRISMS after one of the following occurs:

- a) the student confirms in writing they choose not to access Emmanuel College's complaints and appeals process, or
- b) the student confirms in writing they withdraw from any appeals process they have commenced, or
- c) the appeals process is completed and a decision has been made in favour of the student or Emmanuel College.

10. Applications to transfer to another registered provider may have visa implications. The student is advised to contact the Department of Home Affairs (Immigration) office as soon as possible to discuss any implications. The address of the nearest Office is: Gold Coast International Airport Eastern Avenue, Coolangatta Airport, Gold Coast Qld 4225 - See <https://www.homeaffairs.gov.au/about/contact/offices-locations/australia>. Alternatively, students can contact the Department of Home Affairs (Immigration) through their web enquiry form: <https://www.homeaffairs.gov.au/about/contact/make-enquiry>.



## Course Progress and Attendance Policy

This policy is available to staff and to students.

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

### 1. Course Progress

- a) The College will monitor, record and assess the course progress of each student for the course in which the student is currently enrolled.
- b) The course progress of all students will be assessed at the end of each study period/semester of enrolment according to Emmanuel College's course assessment requirements.
- c) Students who have begun part way through a study period/semester will be assessed according to Emmanuel College's course assessment requirements after completing one full study period/semester.
- d) To demonstrate satisfactory course progress, students in Years 7-10 and Years 11-12 will need to demonstrate a competency of Sound Achievement (SA), which is 55% in all subjects studied in any study period/semester otherwise the College will intervene as appropriate. An SA is expected for all Junior Years 1-6 learning areas in any one study period/semester; otherwise the College will intervene as appropriate.
- e) If at the end of a study period a student does not demonstrate Sound Achievement in all units in a study period, the Director of Studies (Years 7-10 and Year 11-12) and the Director of Teaching and Learning (Year 1-6) will formally contact the parent(s) to advise that the student is at risk of breaching the course progress requirement and that there will be a meeting with the student to develop an intervention strategy for academic improvement. This may include:

- i. After hours tutorial support*
- ii. Subject tutorial support in class time*
- iii. Mentoring*
- iv. Additional ESL support*
- v. Change of subject selection*
- vi. Counselling – time management*
- vii. Counselling -academic skills*
- viii. Counselling - personal*
- ix. other intervention strategies as deemed necessary*



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- f) A copy of the student's individual strategy for academic improvement and any relevant progress reports will be forwarded to parents.
- g) The student's individual strategy for academic improvement will be monitored over the following study period by the Director of Studies 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 study period, Emmanuel College will advise the student in writing of its intention to report the student for breach of visa condition 8202, and that he/she has 20 working days in which to access the College's internal complaints and appeals process. The notification of intention to report will be issued to the student prior to the commencement of the next semester. Following the outcome of the internal process, if the student wishes to complain or lodge an external appeal about a decision made or action taken by Emmanuel College, he/she may contact the Overseas Student Ombudsman at no cost. Please see Emmanuel College's Complaints and Appeals Policy for further details.
- i) The College will notify the ESOS agency via PRISMS of the student not achieving satisfactory course progress as soon as practicable where:
  - i. the student does not access the complaints and appeals process within 20 days, or the student withdraws from the complaints and appeals process by notifying the Principal of Emmanuel College in writing, or
  - ii. withdraws from the complaints and appeals process, or
  - iii. the complaints and appeals process results in a decision in favour of the College

## 2. Completion within expected duration of study

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



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## Emmanuel College's *Deferment, Suspension and Cancellation Policy.*

- d) Where the College decides to extend the duration of the student's study, the College will report this change via PRISMS within 14 days and/or issue a new COE if required. In this case, the student will need to contact the Department of Home Affairs (Immigration) to seek advice on any potential impacts on their visa, including the need to obtain a new visa.

### 3. Monitoring Course Attendance

- a) Satisfactory course attendance is attendance of 80% of scheduled course contact hours.
- b) Student attendance is:
  - i. checked and recorded daily
  - ii. assessed regularly
  - iii. recorded and calculated over each study period
- c) Late arrival at school will be recorded and will be included in attendance calculations.
- d) All absences from school will be included in absentee calculations and should be accompanied by a medical certificate, an explanatory communication from the student's carer or evidence that leave has been approved by the Principal/Head of School.
- e) Any absences longer than 5 consecutive days without approval will be investigated
- f) Student attendance will be monitored by the Director of Studies every two weeks over a study period to assess student attendance using the following method:
  - i. Calculating the number of hours the student would have to be absent to fall below the attendance threshold for a semester e.g. number of study days x contact hours x 20%. [For example, a 20 week study period with 5 contact hours a day would equal 500 contact hours. 20% of this is 100 hours. Alternatively, a school may choose to calculate attendance using a formula based on the number of days absent. For example, a 20 week study period with 5 days a week would equal 100 school days. 20% of this is 20 school days.]
  - ii. Attendance for any period of exclusion from class will be assessed under Emmanuel College's Deferment, Suspension and Cancellation Policy.
- g) Parents of students at risk of breaching Emmanuel College's attendance requirements will be contacted by email and phone and students will be counselled and offered any necessary support when they have absences totalling 10% in any study period.
- h) If the calculation at 3.f. indicates that the student has failed the attendance threshold for





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the study period, Emmanuel College will assess the student against the provisions of item 3.i. (below). Where the student has failed to meet the minimum attendance requirement, and item 3.i. does not apply, the College will promptly advise the student of its intention to report the student for breach of visa condition 8202, and that he/she has 20 working days in which to access the College's internal complaints and appeals process.

- i) The College will notify THE NATIONAL ESOS AUTHORITY via PRISMS of the student not achieving satisfactory course attendance as soon as practicable where:
  - i. the student does not access the complaints and appeals process within 20 days
  - ii. the student withdraws from the complaints and appeals process by notifying the Principal of Emmanuel College in writing,
  - iii. the complaints and appeals process results in a decision in favour of the College.
- j) Students will not be reported for failing to meet the 80% threshold where:
  - i. the student produces documentary evidence clearly demonstrating compassionate or compelling circumstances e.g., medical illness supported by a medical certificate or as per Definition, below , and
  - ii. 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%, or number of study days x number of days per week x 30%.
- l) If a student is assessed as having nearly reached the threshold for 70% attendance, the Director of Studies will assess whether a suspension of studies is in the interests of the student as per Emmanuel College's *Deferment, Suspension and Cancellation Policy*.
- m) If the student does not obtain a suspension of studies under Emmanuel College's *Deferment, Suspension and Cancellation Policy*, and falls below the 70% threshold for attendance for the study period, the process for reporting the student for unsatisfactory attendance (breach of visa condition 8202) will occur as outlined in 3.h – 3.i.

## 4. Definitions

- a) *Compassionate or compelling circumstances* - circumstances beyond the control of the student that are having an impact on the student's progress through a course. These could include:
  - i. serious illness, where a medical certificate states that the student was unable to attend classes
  - ii. bereavement of close family members such as parents or grandparents (with



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- evidence of a death certificate if possible)
- iii. major political upheaval or natural disaster in the home country requiring their emergency travel that has impacted on their studies
  - iv. a traumatic experience which has impacted on the student (these cases should be where possible supported by police or psychologists' reports)
  - v. where the College was unable to offer a pre-requisite unit
  - vi. inability to begin studying on the course commencement date due to delay in receiving a student visa.

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

- b) *Expected duration* – the length of time it takes to complete the course studying full-time. This is the same as the registered course duration on CRICOS.
- c) *School day* – any day for which the College has scheduled course contact hours.
- d) *Study period* – Emmanuel College defines a “study period” for the purposes of monitoring course attendance and progress as a *semester*.

## Other intervention and support processes for overseas students

Emmanuel College provides students with support services to assist them adjust to study life in Australia and to enable them to achieve expected learning outcomes.

In addition to the intervention processes identified, Emmanuel College provides a safe environment for students and identifies and supports students at risk in these ways:

- Deans of year level and school counsellor Mrs Shannon Sosinski maintain regular pastoral contact with students and advises on matters of concern or directs students to the appropriate person for advice.
- Student “buddy” system. A responsible current student is assigned to help the new student settle in by showing him or her around the campus, explaining and assisting with daily routines and introducing him or her to other students. This program is organised by the classroom teacher for Junior School students and by the Dean of Year for senior school students. The buddy program may also be introduced by the Dean of Year, school counsellor or classroom teacher later in enrolment if it is identified the student would benefit from further peer support
- Provides to senior students, opportunities for guidance about educational decisions through attending seminars offered by local TAFE/Universities. These opportunities are organised by Career Guidance Specialist Mrs Sheree Malarski.
- Provides Career Guidance with specialist teacher Mrs Sheree Malarski
- Provides students with specialist English as a Second Language (ESL) instruction in small groups before and after school hours as deemed appropriate according to the student's



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ability. There is no additional cost for this service.

## Emmanuel College Student Code of Conduct

Emmanuel College strives to operate on this **First Principle of College Behaviour: *No-one in this school has the right to hinder anyone else from learning, or to make them feel unsafe.*** College staff will act to protect this principle at all times, sometimes taking into account the developmental stage of the students involved.

### Mistreatment of Others

The popular media frequently confuse Bullying and Aggressive Behaviour. Bullying happens when an individual or group tries to pressure, control, humiliate or harass others.

**Bullying** has the following features:

- It is intentional, uninvited and selective;
- It is persistent and repetitive;
- It deliberately intends to hurt, to belittle, to isolate or to marginalise;
- It may be emotional, verbal, physical or organisational.

**Aggressive Behaviour** has the following features:

- It may be in response to a minor provocation;
- It is occasional or a 'one-off' behaviour;
- It may result from 'hot' anger or be in response to external influences.

Both of these are unacceptable, but will often receive different consequences. Bullying is invariably intolerable, because of its malicious intent. Aggressive Behaviour, although it must be punished, may be tolerated because of the circumstances or the person's history or record.

### Examples of Bullying and/or Aggressive Behaviour:

Any of the following could be either one or the other. College staff will always try to distinguish between Bullying (repetitive, deliberate, hurtful actions) and Aggressive Behaviour (reactive, single-issue actions). Any of these may be physical, verbal or cyber. The punishment or consequences for any of these could vary significantly depending on which type of behaviour College staff determine it to be.

**Physical:** hitting; pushing; tripping; kicking; spitting on others.

**Verbal:** teasing; using offensive names; yelling or screaming abuse; constant criticism of a person; inappropriate comments about a person's appearance, religion or manner.

**Non-verbal:** writing offensive comments, in any medium; graffiti about others; rude gestures; staring.



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- Psychological:* spreading rumours; hiding or damaging possessions; malicious use of information technologies, such as using e-mail or text messaging to hurt others; using internet or mobile telephones to spread rumours or misinformation; malicious or mischievous use of camera phones to embarrass or defame others.
- Exclusion:* deliberately excluding others from a group; refusing to sit next to someone; overtly encouraging other people to actively ignore or avoid a person.
- Extortion:* threatening to take someone's possessions; food or money.
- Property:* stealing; hiding; damaging or destroying property.

***It must be noted that anyone who stands by and observes these actions, films them or in any other way does not take a stand against them, or removes themselves from association, will be regarded as being equally guilty as the persons doing these things.***

## Students

### **If you are hurt by others:**

- Tell them to stop;
- Report the incident to a teacher;
- Ask for help from friends and adults (but only after you have told a teacher)

### **If you see others being hurt:**

- Actively disapprove and tell them to stop;
- Refuse to support/watch it;
- Report it to a teacher;

### **If you hurt others:**

- Recognise that you have broken our First Principle of College Behaviour;
- Accept a punishment;
- You may also be asked to participate in counselling or interpersonal skills development e.g. anger management, conflict resolution

## Parents

### **We recommend that you:**

- Support the school by telling us if there is a problem of aggressive behaviour, whether your child wants you to tell us or not;
- Recognise that there is very likely to be another version of the events your child has told you;
- Work with school to develop strategies to help and support your child;
- Model non-confrontational resolution of conflicts for your child.



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## Privacy / Use of Personal Information

Information is collected on this form and during your enrolment 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, and 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 on this form and during your enrolment can be provided, in certain circumstances, to the Australian Government and designated authorities and, if relevant, the Tuition Protection Service 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 information about the Australian Government Department of Education and Training's privacy policy can be obtained at <http://education.gov.au/privacy>. Please also see Emmanuel College's Privacy Policy and Statement at <http://www.emmanuel.qld.edu.au/policies>.



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## POLICY AND PROCEDURES FOR APPROVING ACCOMMODATION, SUPPORT AND WELFARE ARRANGEMENTS FOR STUDENTS UNDER THE AGE OF 18

### Care for younger students under 18 years

Emmanuel College is a CRICOS-registered provider which enrolls younger students under 18 years of age.

As part of its registration obligations Emmanuel College must satisfy Commonwealth and state legislation, as well as any other regulatory requirements, relating to child welfare and protection for any overseas student enrolled who is under 18 years of age.

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

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

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

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

Emmanuel College approves the following accommodation and care options for overseas students:

#### **The student will live with a parent or relative approved by the Department of Home Affairs (Immigration).**

In this case:

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



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passport or other changes of circumstances.

Emmanuel College requires holders of Student Guardian Visas to:

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

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

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



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## APPENDIX A : Fee Schedule for Overseas Students

### ANCILLARY FEES:

(These fees are payable once only and are non-refundable)

- An application fee of \$77 (including GST) is to be paid when submitting an enrolment application.
- An assessment fee of \$80 is payable for costs of Language Test if required.
- An enrolment fee of \$100 is payable to confirm acceptance of place (after interview and assessment) and is requested in writing in the formal letter of offer.
- A Capital Contribution Payment\* of \$600 per student (see below for sibling rates) is payable prior to commencement to confirm acceptance of place and is requested in writing in the formal letter of offer.

### TUITION FEES:

The fees below are **annual** (they represent two study periods, i.e. semesters) and are subject to a fee increment each year throughout the duration of a course.

### FEE SCHEDULE FOR OVERSEAS STUDENTS

| Course code | Course name                 | Fee per annum | Per Semester | Text Hire Fee Per Annum | Course duration in weeks |
|-------------|-----------------------------|---------------|--------------|-------------------------|--------------------------|
| 086175K     | Primary Years 1-6           | \$21,000      | \$10,000     | Nil                     | 312                      |
| 086176J     | Secondary Junior Years 7-10 | \$24,000      | \$12,000     | \$150-\$250             | 208                      |
| 086177G     | Secondary Senior Years      | \$24,000      | \$12,000     | \$150-\$250             | 104                      |

Prior to commencement of a course, one full semester's fees must be paid in advance and every subsequent semester's fees paid on presentation to the student of the College's account which will not be more than 2 weeks before the start of the student's next study period. If fees are not paid by the due date, the student and/or the parents will be given two written reminders. The College will then send a written advice by fax or electronic mail with a demand to pay the fees within 7 days.

Fees are payable in \$AUD by way of Cash/Bank Cheque, EFTPOS, and Bank transfer.

### NON-TUITION FEES:

#### Uniforms

(Please refer to the accompanying uniform schedule)

Uniforms must be paid for by cash, cheque or EFT at point of sale.

#### Textbooks and Stationery

Initial costs for Years 1-6 are included in the above fee schedule.





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**Stationery Items** for students in Years 7-12 such as exercise books, folders etc. Costs for these will depend on subject electives and may range between AU\$100-\$300 annually.

**Queensland Studies Authority Fee** for students in Years 11-12 \$430 per annum.

**Overseas Student Health Cover (OSHC)** Approximately \$550 per annum for Visa duration



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## APPENDIX B: SCHOOL UNIFORM PRICES

| BOYS: YR1- YR 3                        |       | GIRLS: YR1 – YR 3                        |       |
|--|-------|--|-------|
| FORMAL UNIFORM                         | PRICE | FORMAL UNIFORM                           | PRICE |
| Dark Grey Junior Shorts (Elastic back) | 32.00 | Checked Dress                            | 70.00 |
| White Shirt (size 6-12)                | 35.00 | EC Ankle socks (8-12) (13-3)             | 8.00  |
| School Tie (yr1 and 2 only)            | 20.00 | Ink Navy Tights<br>(Optional Term 2 & 3) | 7.50  |
| Emmanuel White Ankle socks (Yr1 – Yr2) | 8.00  | Royal Blue Satin Pigtails (Pack of two)  | 7.00  |
| Knee High Socks (8-12) (13-3)          | 9.00  | Alice Bands (royal blue)                 | 4.50  |
| Garters                                | 5.00  | Hat – Bucket Sport Hat                   | 13.00 |
| Hat – Bucket Sport Hat                 | 13.00 | Hat – Formal (from yr 3 only)            | 30.00 |
| Hat – Formal (from yr 3 only)          | 30.00 | College Bag (Small)                      | 58.00 |
| College Bag (Small)                    | 58.00 | College Bag (Small)                      | 58.00 |
| Formal Jumper (size 5 -10)             | 67.50 | Cardigan (size 5 -10)                    | 67.50 |
| Knitted Vest (optional)                | 45.50 | Jumper (size 5-10)                       | 67.50 |
| Art Smock (House Colours)              | 20.00 | Art Smock (House Colours)                | 20.00 |
| Library Bag (House Colours)            | 8.50  | Library Bag (House Colours)              | 8.50  |
| SPORT UNIFORM                          |       | SPORT UNIFORM                            |       |
| PE Shirt                               | 35.00 | PE Shirt                                 | 35.00 |
| EC Navy Sport Shorts                   | 26.00 | EC Navy Sport Shorts                     | 25.50 |
| EC Fleecy zip up jacket                | 26.00 | EC Fleecy zip up jacket                  | 26.00 |
| Fleecy track pants (optional)          | 16.50 | Fleecy track pants (optional)            | 16.50 |
| EC boys long swimmers                  | 45.00 | EC Girls swimmers (Size 4,6)             | 45.00 |
| House Swim Caps                        | 10.00 | EC Girls swimmers (Size 8-14)            | 50.00 |
| Drawstring sports bag                  | 12.50 | House Swim Caps                          | 10.00 |
|  |       | Drawstring sports bag                    | 12.50 |

Shoes: Black lace up leather shoes from Yr 1.

No soft jogger or Mary Jane styles

Sport Shoes: White or mostly White with Navy Trim. Lace Up from Year 1.

**Prices are subject to change without notice**



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| BOYS: YR 4 – YR 6                               |            | GIRLS: YR 4 – YR 6  |            |
|---|------------|---|------------|
| FORMAL UNIFORM                                  | PRICE      | FORMAL UNIFORM  | PRICE      |
| Dark Grey Junior Shorts (Elastic back)          | 32.00      | Checked Dress   | 70.00      |
| Dark Grey Trousers (optional for winter ,YR4-6) | 45.00      | EC Ankle socks  | 8.00       |
| White Shirt (Size 6-12)                         | 35.00      | Ink Navy Tights (optional Term 2 & 3)                         | 7.50       |
| White Shirt (Size14-22)                         | 38.00      | Royal Blue Satin Pigtails (Pack of two)                       | 7.00       |
| School Tie -Junior                              | 20.00      | Alice Bands (royal blue)                                      | 4.50       |
| Knee High Socks                                 | 9.00       | Scrunchies -royal blue with gold piping                       | 6.50       |
| Garters   | 5.00       | Scrunchies - plain  | 4.00       |
| Formal Jumper                                   | 67.50      | Cardigan or Formal Jumper                                     | 67.50      |
| Hat – Bucket Sport Hat                          | 13.00      | Hat – Bucket Sport Hat  | 13.00      |
| Hat - Formal (SML/M/LG)                         | 30.00      | Hat - Formal (SML/M/LG)                                       | 30.00      |
| Library bag –Yr 3 only (house colours)          | 8.50       | Library bag –Yr 3 only (house colours)                        | 8.50       |
| Art smock – Yr 3 only (house colours)           | 20.00      | Art smock – Yr 3 only (house colours)                         | 20.00      |
| College Bag (Med)                               | 70.00      | College Bag (Med)   | 70.00      |
| SPORT UNIFORM                                   |            | SPORT UNIFORM   |            |
| PE Shirt  | 35.00      | PE Shirt  | 35.00      |
| EC Navy Sport Shorts (Size4-14)                 | 25.50      | EC Navy Sport Shorts (Size4-14)                               | 25.50      |
| EC Sports Jacket                                | 77.00      | EC Sports Jacket  | 77.00      |
| Sports Track Pants (optional)                   | 35.00      | Sports Track Pants (optional)                                 | 35.00      |
|   |            |   |            |
| EC Boys long swimmers                           | 45.00      | EC Girls swimmers (age 8-14)<br>EC Ladies swimmers (Size8-16) | 55.00      |
| House Swim Caps                                 | 10.00      | House Swim Caps   | 10.00      |
| House Shirts                                    | 25.00      | House Shirts  | 25.00      |
| EC Sport Kit Bag - small (YR4-6)                | 30.00      | EC Sport Kit Bag - small (YR4-6)                              | 30.00      |
| APS Competition shirt/singlets (YR4-6)          | From 45.00 | APS Competition shirt/singlets (YR4-6)                        | From 45.00 |

Shoes: Black lace up leather shoes No soft jogger or Mary Jane styles.  
Sport Shoes: Mostly White lace up (blue trim acceptable) with white ankle socks  
**Prices subject to change without further notice**



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|--|-----------|--|-----------|
| FORMAL UNIFORM   | PRICE     | FORMAL UNIFORM                           | PRICE     |
| Dark Grey Senior Shorts (with belt loops)                                      | 42.00     | Checked Skirt                            | 50.00     |
| Dark Grey Trousers – Term 2&3<br>Yr 10 -12 : compulsory<br>Yr 7 – 9 : optional | 45.00     | White formal blouse                      | 38.00     |
| Black leather belt   | 20.00     | Checked tie- Yrs 7-9                     | 10.00     |
| White Shirt (size 6-26)  | 35.00     | Senior tie - Yrs 10-12                   | 22.00     |
| Senior School Tie -Plain (7-9)   | 20.00     | EC Ankle socks                           | 8.00      |
| Senior School Tie - Striped (10-12)  | 20.00     | Ink navy stockings (optional Term 2 & 3) | 7.50      |
| Knee High Socks  | 9.00      | Girls Blazer - Yrs 10-12                 | 220.00    |
| Boys Blazer - Yrs 10-12  | 220.00    | Formal Jumper                            | 67.50     |
| Formal Jumper  | 67.50     | Hat – bucket sport hat                   | 13.00     |
| Hat – bucket sport hat   | 13.00     | Hat - Formal (SML/M/LG)                  | 30.00     |
| Hat - Formal (SML/M/LG)  | 30.00     | College Bag (Med)                        | 70.00     |
| College Bag (Med)  | 70.00     | College Bag (Large)                      | 77.00     |
| College Bag (Large)  | 77.00     | College Bag (Trolley)                    | 120.00    |
| College Bag (Trolley)  | 120.00    | Ribbons - white or blue                  | 1.00      |
| SPORT UNIFORM  |           | SPORT UNIFORM                            |           |
| PE Shirt   | 35.00     | PE Shirt                                 | 35.00     |
| EC Navy Sport Shorts   | 26.50     | EC Navy Sport Shorts                     | 26.50     |
| Emmanuel White Sport Socks   | 8.00      | Emmanuel White Sport Socks               | 8.00      |
| EC Sports Jacket   | 77.00     | EC Sports Jacket                         | 77.00     |
| Sports Track Pants (optional)  | 35.00     | Sports Track Pants (optional)            | 35.00     |
| EC boys long swimmers  | 45.00     | EC ladies swimmers                       | 55.00     |
| House Swim Caps  | 10.00     | House Swim Caps                          | 10.00     |
| House Shirt  | 25.00     | House Shirt                              | 25.00     |
| EC Sport Kit Bag - small   | 30.00     | EC Sport Kit Bag - small                 | 30.00     |
| EC Sport Kit Bag - large   | 40.00     | EC Sport Kit Bag - large                 | 40.00     |
| APS Competition shirt/singlets   | From \$45 | APS Competition shirt/singlets           | From \$45 |

Shoes: Black lace up leather shoes No soft jogger styles.

Sport Shoes: Mostly White lace up (blue trim acceptable) with white ankle socks

**Prices subject to change without further notice**



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## APPENDIX C : The ESOS Framework



The Australian Government wants overseas students in Australia to have a safe, enjoyable and rewarding place to study. Australia's laws promote quality education and consumer protection for overseas students. These laws are known as the ESOS framework and they include the *Education Services for Overseas Students (ESOS) Act 2000* and the National Code 2007.

### [ESOS Factsheet](#)

#### Protection for overseas students

As an overseas student on a student visa, you must study with an education provider and in a course that can be found on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) at <http://cricos.deewr.gov.au>. CRICOS registration guarantees that the course and the education provider at which you study meet the high standards necessary for overseas students. Please check carefully that the details of your course – including its location – match the information on CRICOS.

#### Your rights

The ESOS framework protects your rights, including:

- your right to receive, before enrolling, current and accurate information about the courses, fees, modes of study and other information from your provider and your provider's agent. If you are under 18, to ensure your safety, you will be granted a visa only if there are arrangements in place for your accommodation, support and welfare.
- your right to sign a written agreement with your provider before or as you pay fees, setting out the services to be provided, fees payable and information about refunds of course money. You should keep a copy of your written agreement.
- your right to get the education you paid for. The ESOS framework includes consumer protection that will allow you to receive a refund or to be placed in another course if your provider is unable to teach your course.

The ESOS framework sets out the standards Australian providers offering education and training services to overseas students must meet. These standards cover a range of information you have a right to know and services that must be offered to you, including:

- orientation and access to support services to help you study and adjust to life in Australia
- who the contact officer or officers is for overseas students
- if you can apply for course credit
- when your enrolment can be deferred, suspended or cancelled



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- what your provider's requirements are for satisfactory progress in the courses you study and what support is available if you are not progressing well
- if attendance will be monitored for your course
- a complaints and appeals process.

One of the standards does not allow another provider to enrol a student who wants to transfer to another course but who has not completed six months of the final course of study in Australia. If you want to transfer before you have completed six months of your final course you need your provider's permission.

## Your responsibilities

As an overseas student on a student visa, you have responsibilities to:

- satisfy your student visa conditions
- maintain your Overseas Student Health Cover (OSHC) for the period of your stay
- meet the terms of the written agreement with your education provider
- inform your provider if you change your address
- maintain satisfactory course progress
- If attendance is recorded for your course, follow your provider's attendance policy, and
- If you are under 18, maintain your approved accommodation, support and general welfare arrangements.

## Contact Details

| Who?   | Why?  | How?   |
|--|---|--|
| Your provider  | For policies and procedures that affect you | Speak with your provider<br>Tel: +61 7 5561 4000<br>Go to your provider's website<br><a href="http://www.emmanuel.qld.edu.au">www.emmanuel.qld.edu.au</a>                                  |
| Department of Industry, Innovation, Science, Research and Tertiary Education (DIISRTE) | For your ESOS rights and responsibilities   | <a href="http://www.aei.gov.au">www.aei.gov.au</a><br>ESOS Helpline +61 2 6240 5069  |
| Department of Home Affairs (Immigration) and Citizenship                               | For visa matters                            | <a href="https://www.homeaffairs.gov.au/">https://www.homeaffairs.gov.au/</a><br>Phone 131 881 in Australia<br>Contact the Department of Home Affairs (Immigration) office in your country |



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## APPENDIX D : Accommodation Arrangements

Emmanuel College offers the following accommodation alternatives if enrolment is offered to an overseas student:

- (a) Students reside with their parent/legal guardian
- (b) Students reside with a nominated relative approved by Department of Home Affairs (Immigration)

### Change of Address/Accommodation Arrangement

The student is obliged to notify the College within seven (7) days of any change of address while enrolled at the school. This is to ensure that any notifications sent to the student advising of visa breaches are sent to the student's current address.

Either:

- a) **Relative approved by Department of Home Affairs (Immigration).**  
The student must not change accommodation arrangement without the prior approval of the College and parent. The student must notify the College of any change in address within seven (7) days.
- b) **If the student is living with a parent/legal guardian or is 18 years or over, he/she is must notify the College within seven (7) days of any change of address on arrival or during enrolment at the College.**

