



**Gold Coast
Christian
College**

CRICOS INTERNATIONAL STUDENT POLICY & PROCEDURE MANUAL

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GOLD COAST CHRISTIAN COLLEGE POLICIES & PROCEDURES

1. FEES POLICY

- a. An itemised list of College fees is provided in the College's written agreement [*as per NC Standard 3.1.b*]
- b. All fees must be paid in Australian dollars.
- c. If the student changes visa status (e.g. becomes a temporary or permanent resident) he/she will continue to pay full overseas student fees for the duration of that year.
- d. Any refund of tuition fees or non-tuition fees in the event of visa refusal or school default is prescribed by legislation (Education Services for Overseas Students (ESOS Act 2000 and Regulations 2001). Refer to the refund policy available on our website at www.goldcoastchristiancollege.qld.edu.au and below.
- e. Any refund of tuition fees or non-tuition fees for student default will be paid as per Gold Coast Christian College's Refund Policy.
- f. Refunds will be reimbursed in Australian dollars and the payment sent to the student or the person specified in the written agreement unless otherwise requested in writing.

2. REFUND POLICY

A copy of this policy is provided to the student or parent(s)/legal guardian if the student is under 18 at a reasonable time prior to a written agreement being signed or an amount paid for a registered course, whichever happens first. **Any amount paid for a registered course must occur at the same time or after a Written Agreement is signed.**

- 1) This policy outlines refunds applicable to course fees paid to the College including any course fees paid to an education agent to be remitted 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 the College's Fees Policy
 - b. An itemised list of College fees is provided in the College's written agreement
 - c. All fees must be paid in Australian dollars.
 - d. 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.
 - e. Refunds will be reimbursed in Australian dollars and the payment sent to the applicant's home country unless otherwise requested in writing.
 - f. 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 Principal.
- 6) Student Default because of visa refusal:

- a. Gold Coast Christian College will refund within four weeks of receiving a written claim from the student the total amount of course fees received by the school before the student's default day, minus the lesser of
 - o 5% of the amount of course fees received, or
 - o AUD \$500
- b. If a student whose visa has been refused withdraws from the course after it has commenced, the school will retain the amount of tuition fees proportionate to the amount of the course the student has undertaken and will refund of any unused tuition fees* received by the school with respect to the student within the period of four weeks after the day of student default.

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

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 time the student was studying in the course, except where a non-refundable payment on behalf of the student has been made.
- b) Non – commencement with no notification of withdrawal: If the student does not provide written notice of withdrawal and does not start the course on the agreed starting date a maximum of ten weeks tuition fees will be retained from prepaid tuition fees.
- c) Non – commencement with notification of withdrawal:
 - I. If the College receives written notification of withdrawal by the student (or parent(s) / legal guardian if the student in under 18) 4 or more weeks prior to commencement, the school will refund the amount of tuition fees received less an administration fee of \$1000.
 - II. If the College receives written notification of withdrawal by the student (or parent(s) / legal guardian if the student if under 18) less than 4 weeks prior to commencement of the course, the school will refund 80% of the tuition fee.
- d) Refunds after commencement of a course:
 - I. *If tuition fees for up to 1 study period have been received in advance*: Where the student (or parent(s) / legal guardian if the student is under 18) notifies the College in writing of withdrawal before completing the relevant study period, no tuition fees will be refunded.
 - II. *If tuition fees for more than 1 study period have been received in advance*: If fees for more than one study period have been received in advance and the College receives written notification of withdrawal by the student (or parent(s) legal guardian if the student is under 18), the school will refund the amount of unused tuition fees less one term's fees, provided that at least 10 weeks written notice of withdrawal has been received.
 NB: Where less than 10 weeks' notice of withdrawal is received, the College will retain a full terms fee in compensation for the lack of required notice.
- e) Refunds in the event of a provider initiated cancellation of enrolment: No refund of tuition fees will be made where a student's enrolment is cancelled for any of the following reasons:
 - I. Failure to maintain satisfactory course progress (visa condition 8202).
 - II. Failure to maintain satisfactory attendance (visa condition 8202).

- III. Failure to maintain approved welfare and accommodation arrangements (visa condition 8532).
- IV. Failure to pay course fees.
- V. Any behaviour identified as resulting in enrolment cancellation in Gold Coast Christian Colleges Student Code of Conduct (please see policy ref # 4.)

8.) Provider Default

- a) If for any reason the College is unable to offer a course on an agreed starting day for the course, and the student for some reason cannot be placed or refuses placement in an alternative course arranged by the College, a full refund of any unused tuition fees* received by the school with respect to the student will be made within 14 days of the agreed course starting day.
- b) If for any reason the College is unable to continue offering a course after the student commences a course, and the student for some reason cannot be placed or refuses placement in an alternative course arranged by the College, a full refund of any unused tuition fees* received by the school with respect to the student will be made within 14 days of the course College's default day.
- c) In the event that the College is unable to fulfill 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 agreement, and the availability of complaints and appeals processes, does not remove the right of the student to take action under Australia's consumer protection laws.

Definitions

- **Non-tuition fees** – fees not directly related to provision of the student's course, including; homestay, medical insurance and uniform costs.
- **Tuition fees** – fees directly related to the provision of the student's course, including; School fees, Consumables, Textbook bond, School camp, Tablet / PC levy, IDT levy, Home Economics levy & Parents Association levy.
- **Course fees** – the sum of tuition fees and non-tuition fees received by the school in respect of the student in order for the student to undertake the course.
- **Study period** – One Semester

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.

2. ENTRY REQUIREMENT POLICY

- 1) **Gold Coast Christian 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) Applications for enrolment must be made on GCCC's enrolment application form. This must be correctly completed, and must be accompanied by the following documents to support the application:
 - a. Copies of Student Report Cards from the previous 2 years of study, including a copy of the latest Student Report;
 - b. A completed Reference Form from the student's current or most recent school Principal is also required if student Report Cards do not record student behaviour or commitment to studies;
 - c. A completed Subject Choices Form for Years 9 – 12;
 - d. Appropriate proof of identity and age;
 - e. Written evidence of proficiency in English as a second language
 - f. Photocopy or scanned copy of passport page with name, photo identification, passport number and expiry date
 - g. Completed Homestay or Boarding Application Form
 - h. Enrolment Application Fee
 - i. Application for Course Credit
 - 3) Where the above documents are not in English, certified translations in English are required, with necessary costs to be met by the applicant.
 - 4) An application for enrolment can only be processed when all of the above are in the hands of the Admissions Officer.
 - 5) Applications from overseas students are processed according to established policy and procedures, and are dealt with on their merits.
 - 6) Assessment procedures include an evaluation of reports from previous schools and of English language proficiency. In cases where report cards are not available or are inconclusive for any reason, the school may require relevant testing of the applicant to assess the application.

Minimum academic and English language requirements are as follows:

2.1 Academic Requirements

Students must provide evidence of satisfactory academic performance appropriate to entry to the Year level requested on the Application for Enrolment or offered as an alternative point of entry by the school in a Letter of Offer.

- a. For Primary School (Prep – Year 6) students:
 - i. Evidence of application to school work and age-appropriate achievement in literacy and numeracy areas of the curriculum
- b. For Junior Secondary (Year 7 – 10) students:
 - i. A pass level or "C" grade or better for the majority of core subjects
- c. For Senior (Year 11 & 12) students:
 - i. A pass level or "C" grade or better for the majority of core subjects

2.2 English Language Proficiency Requirements

1. Gold Coast Christian 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:
 - a. For Primary School (Prep – Year 6) students:

- i. Although not a requirement, it is advisable for Primary students to have undertaken English Language testing in order for the College to determine their current ability
- b. For Junior Secondary (Year 7 – 10) students:
 - i. A level 3 score or above in IELTS with an equivalent score in TOEIC, AEAS or NLLIA also acceptable
- c. For Senior (Year 11 & 12) students:
 - i. A level 5.5 score or above in IELTS with an equivalent score in TOEIC, AEAS or NLLIA also acceptable
- d. If applicable, Gold Coast Christian College can assess evidence of English language proficiency presented by a student at the time of application.
- e. Students should note that if their language proficiency is below that outlined above, they may be required to undertake an intensive English language course before beginning mainstream studies.
- f. Students wishing to enter the College below year 10 level are assessed individually based on the contents of their report cards and personal references, and may also be required to undertake a language proficiency test set by the College.

3. TRANSFER REQUEST POLICY

- 1) Overseas students are restricted from transferring from their principal course of study for a period of six months. This restriction also applies to any course(s) packaged with their principal course of study. Exceptions to this restriction are:
 - a) If the student's course or College becomes unregistered
 - b) The College has a government sanction imposed on its registration
 - c) A government sponsor (if applicable) considers a transfer to be in the student's best interests
 - d) If the student is granted a Letter of Release
- 2) Students can apply to the Principal for a Letter of Release at no charge to enable them to transfer to another education provider. However, if a student has not completed the first 6 months of the principal course of study or is under 18 years of age, conditions apply.
- 3) Gold Coast Christian College will only provide a letter of release to students-before completing the first six months of their principal course in the following circumstances:
 - a) The student has changed welfare and accommodation arrangements and is no longer within a reasonable travelling time of the College
 - b) It has been agreed by the College the student would be better placed in a course that is not available at Gold Coast Christian College.
 - c) Any other reason stated in the policies of Gold Coast Christian 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
 - b) Written confirmation that the new provider will accept responsibility for approving the student's accommodation, support, and general welfare arrangements where the student is not living with a parent / legal guardian or a suitable nominated relative
 - c) Evidence that the student is always in DIAC approved welfare and accommodation arrangements.
- 5) *Gold Coast Christian College* will NOT provide a letter of release to students before completing the first six months of their principal course in the following circumstances:
 - a) The student's progress is likely to be academically disadvantaged
 - b) *Gold Coast Christian College* is concerned that the student's application to transfer is a consequence of the adverse influence of another party
 - c) The student has not had sufficient time to settle into a new environment in order to make an informed decision about transfer
 - d) The student has not accessed College support services which may assist with making adjustments to a new environment, including academic and personal counselling services
 - e) College fees have not been paid for the current study period.
- 6) In order to apply for a letter of release, all students must first have a letter of offer from the receiving provider.
- 7) Applications to transfer to another registered provider may have visa implications. The student is advised to contact the Department of Immigration and Border Protection office as soon as possible to discuss any implications. The address of the nearest office is:

Ground Floor
299 Adelaide Street
Brisbane Qld 4000
- 8) See <http://www.immi.gov.au/contacts/australia/index.htm> for street addresses of Department of Immigration and Border Protection Offices in Brisbane, Cairns and Gold Coast. Other contact details for Department of Immigration and Border Protection are:

Tel: 131 881 and E: student.centre@immi.gov.au

- 9) If a letter of release is provided by this School it will give information about whether the student has demonstrated a commitment to studies during the course, had a good attendance record for the course, and paid all fees for the course.
- 10) All applications for transfer will be considered within 10 working days and the applicant notified of the decision.
- 11) Students whose request for transfer has been refused will be notified in writing of the reasons for refusal and may appeal the decision in accordance with Gold Coast Christian College's complaints and appeals policy (found in this document and on our website: www.goldcoastchristaincollege.qld.edu.au).

3.1 GOLD COAST CHRISTIAN COLLEGE - STUDENT APPLICATION FOR TRANSFER

Please read the attached Student Transfer Request Assessment Policy before filling out this form to see if you meet the requirements to be granted a letter of release for transfer.

Student name:

Grade:

Current Address in Australia:

Address in home country:

Phone no:

Mobile Ph:

Email address:

Reason for transfer:

Please state why you wish to transfer to another school.

Attachments:

Attach a letter of offer from the institution to which you wish to transfer. If you are under 18 years of age and not in the care of a parent or suitable nominated relative, the letter of offer must also show that the institution will accept responsibility for approving your accommodation, support and general welfare arrangements.

If there are any gaps between school approved accommodation, support and general welfare arrangements please detail any Department of Immigration approved interim arrangements.

If you are under 18 years of age, please attach a letter from your parents to indicate that you have their permission to transfer.

Attach any relevant supporting documentation.

This application will be assessed once all documentation has been received. The school may ask for more documentation if it requires it. Applications are usually processed in 10 working days.

Student signature

Date

4. 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.

4.1 Purpose

- a) The purpose of Gold Coast Christian 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.
- b) The internal complaints and appeals processes are conciliatory and non-legal.

4.2 Complaints against other students

- c) Grievances brought by a student against another student will be dealt with under the College's Student Code of Conduct.

4.3 Informal Complaints Resolution

- d) In the first instance, Gold Coast Christian College requests there is an attempt to informally resolve the issue through mediation/informal resolution of the complaint.
- e) Students should contact the teacher in the first instance to attempt mediation/informal resolution of the complaint.
- f) If the matter cannot be resolved through mediation, the matter will be referred to the Primary / Secondary Co-ordinator or Principal and Gold Coast Christian College's Internal formal complaints and appeals handling procedure will be followed.

4.4 Formal Complaints Handling Procedure

- g) 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.
- h) The student must notify the College in writing of the nature and details of the complaint or appeal.
- i) Written complaints or appeals are to be lodged with the Principal or chosen delegate.
- j) Where the internal complaints and appeals process is being accessed because the student has received notice by the school that the school intends to report 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.
- k) Complaints and appeals processes are available to students at no cost.
- l) Each complainant has the opportunity to present his/her case to the Principal/other.
- m) Students and / or the School may be accompanied and assisted by a support person at all relevant meetings.
- n) The formal grievance process will commence within 10 working days of the lodgement of the complaint or appeal with the Principal/other.
- o) Once the Principal/other has come to a decision regarding the complaint or appeal, the student will be informed in writing of the outcome and the reasons for the outcome, and a copy will be retained on the student's file.

- p) If the grievance procedure finds in favour of the student, Gold Coast Christian College will immediately implement the decision and any corrective and preventative action required, and advise the student of the outcome.
- q) Gold Coast Christian College undertakes to finalise all grievance procedures within 10 working days.
- r) For the duration of the appeals process, the student's enrolment and attendance must be maintained.

4.5 External Appeals Processes

- s) If the student is dissatisfied with the conduct or result of the complaints procedure, he/she may seek redress within 10 working days through an external body at minimal or no cost.
- t) If the student wishes to complain or to lodge an external appeal about a decision made or action taken by Gold Coast Christian College, he/she may contact the Overseas Students Ombudsman at no cost. The Overseas Students Ombudsman offers a free and independent service for overseas students. Please see: www.oso.gov.au or phone 1300 362 072 for more information.

4.6 Other legal redress

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

4.7 Definitions

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

5. COURSE PROGRESS & ATTENDANCE POLICY

5.1 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.
- c) Students who have begun part way through a semester will be assessed after one full study period of attendance.
- d) To demonstrate satisfactory course progress, students will need to achieve a "C" grade or above for 50% of the units studied in a study period. Effort may also be taken into consideration as in H. i – iv. below.
- e) If a student does not achieve the standard for that course of study and is at risk of failing to demonstrate satisfactory course progress in a study period, which means the student will be deemed not competent if they do not achieve a 'C' grade in a minimum of 50% of the units in any one study period. The Head of High School / Head of Primary or appointed nominee will formally contact the parent(s) to advise there will be a

- meeting with the student to develop an intervention strategy for academic improvement. This may include;
- i. After hours tutorial support
 - ii. Subject tutorial support in class time
 - iii. Mentoring
 - iv. Additional ESL support
 - v. Change of subject selection, or reducing course load (without affecting course duration)
 - vi. Counselling – time management
 - vii. Counselling -academic skills
 - viii. Counselling - personal
 - ix. other intervention strategies as deemed necessary which may incur additional costs to the student
- f) A copy of the student’s individual strategy and progress reports in achieving improvement will be forwarded to parents.
 - g) The student’s individual strategy for academic improvement will be monitored over the following study period by Head of Primary or Head of High School or their nominee and records of student response to the strategy will be kept.
 - h) The College may take into consideration a students’ effort and behavior when assessing overall achievement, if the academic requirements are not met, based on working through a supported intervention plan as in point e) i. – ix.. Effort may include:
 - i. Handing in assessments on time
 - ii. The use of extra tutorial support
 - iii. Timely completion of homework
 - iv. Communicating to the teacher when struggling with assessment tasks
 - i) If the student does not improve sufficiently academically and achieve satisfactory course progress by the end of the next study period, Gold Coast Christian 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. 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 *Gold Coast Christian College*, he/she may contact the Overseas Student Ombudsman at no cost. This must be done within 10 working days. Please see Gold Coast Christian College’s Complaints and Appeals Policy for further details
 - j) The College will notify THE NATIONAL ESOS AUTHORITY 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
 - ii. withdraws from the complaints and appeals process, or
 - iii. the complaints and appeals process results in favour of the College

5.2 Completion within expected duration of study

- a) As noted in 1.a., the College will monitor, record and assess the course progress of each student for the course in which the student is currently enrolled.
- b) Part of the assessment of course progress at the end of each semester will include an assessment of whether the student’s progress is such that they are expected to complete their course within the expected duration of the course.
- c) The College will only extend the duration of the student’s study where it is clear that the student will not be able to complete their course by the expected date because of:
 - i. compassionate or compelling circumstances

- ii. student participation in an intervention strategy as outlined in 1.e.
 - iii. an approved deferment or suspension of study has been granted in accordance with Gold Coast Christian College's Deferment, Suspension and Cancellation Policy (found in this handbook and on the College website).
- 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.

5.3 Monitoring Course attendance

- a) Satisfactory course attendance is attendance of 80% of scheduled course contact hours.
- b) Student attendance is:
 - i. checked and recorded daily
 - ii. assessed regularly
 - iii. recorded and calculated over each study period.
- c) **Late arrival at the College will be recorded and will be included in attendance calculations.**
- d) All absences from College will be included in absentee calculations and should be accompanied by a medical certificate, an explanatory communication from the student's carer or evidence that leave has been approved by the Principal/Head of College.
- e) Any absences longer than 5 consecutive days without approval will be investigated.
- f) Student attendance will be monitored by the class teacher or home room teacher every week 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.
 - ii. Any period of exclusion from class *will not be* included in student attendance calculations.
- g) Parents of students at risk of breaching Gold Coast Christian College's attendance requirements will be contacted by *email or phone* and students will be counselled and offered any necessary support when they have absences totaling 15% of any study period.
- h) If the calculation at 3.f. indicates that the student has passed the attendance threshold for the study period, Gold Coast Christian College will 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 except in the circumstances outlined in 3.j.
- 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. withdraws from the complaints and appeals process
 - iii. the complaints and appeals process results in a decision for the College.
- j) Students will not be reported for failing to meet the 80% attendance threshold for a study period where:
 - i. the student produces documentary evidence clearly demonstrating compassionate or compelling circumstances e.g., medical illness supported by a medical certificate or as per Definition, below, and
 - ii. the student has not fallen below 70% attendance for a study period.
- k) The method for calculating 70% attendance is the same as that outlined in 3.f. with the following change; number of study days x contact hours x 30%.

- l) If a student is assessed as having nearly reached the threshold of 70% attendance for a study period, the class teacher / home room teacher will assess whether a suspension of studies is in the interests of the student as per Gold Coast Christian College's Deferment, Suspension and Cancellation Policy.
- m) If the student does not obtain a suspension of studies under the Gold Coast Christian College's Deferment, Suspension and Cancellation Policy, and falls below the 70% threshold 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.

5.4 Definitions

- a) Compassionate or compelling circumstances - circumstances beyond the control of the student that are having an impact on the student's progress through a course. These could include:
 - i. serious illness, where a medical certificate states that the student was unable to attend classes
 - ii. bereavement of close family members such as parents or grandparents (with evidence of death a certificate if possible)
 - iii. major political upheaval or natural disaster in the home country requiring their emergency travel that has impacted on their studies
 - iv. a traumatic experience which has impacted on the student (these cases should be where possible supported by police or psychologists' reports)
 - v. where the College was unable to offer a pre-requisite unit
 - vi. inability to begin studying on the course commencement date due to delay in receiving a student visa.

For other circumstances to be considered as compassionate or compelling, evidence would need to be provided to show that these were having an impact on the student's progress through a course.
- b) Expected duration – the length of time it takes to complete the course studying full-time. This is the same as the registered course duration on CRICOS.
- c) College day – any day for which the College has scheduled course contact hours.
- d) Study period – a discrete period of study within a course which cannot exceed 24 weeks. Gold Coast Christian College defines a "study period" for the purposes of monitoring course attendance and progress as a *semester*.

6. DEFERMENT, SUSPENSION & CANCELLATION POLICY

6.1 Deferment of commencement of study requested by student

- a) Gold Coast Christian 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).
- a) The final decision for assessing and granting a deferment of commencement of studies lies with the Principal.

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

6.2 Suspension of study requested by student

- a) Once the student has commenced the course, Gold Coast Christian 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).
- b) Suspensions will be recorded on PRISMS within 14 days of being granted. .
- c) The period of suspension will not be included in attendance calculations.
- d) The final decision for assessing and granting a suspension of studies lies with the Principal.

6.3 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 Bursar. Please see Gold Coast Christian College's Refund Policy for information regarding refunds.

6.4 Assessing requests for deferment or suspension of studies

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

6.5 College initiated exclusion from class (1 – 28 days)

- a) Gold Coast Christian 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 Gold Coast Christian College's Student Code of Conduct.
- b) 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.
- c) 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.
- d) Exclusions from class will not be recorded on PRISMS.
- e) Periods of 'exclusion from class' for up to 5 days will not be included in attendance calculations as per Gold Coast Christian College's Course Progress and Attendance Policy

6.6 College initiated suspension of studies (28 days +)

- a) Gold Coast Christian 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 Gold Coast Christian College's Code of Conduct.
- b) 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.
- c) Students who have been suspended for more than 28 days may need to contact Department of Immigration and Border Protection. (Please see contact details at: <http://www.immi.gov.au/contacts/australia/index.htm>.) 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 Head of Primary or Head of High School.
- d) Suspensions will be recorded on PRISMS.
- e) The period of suspension will not be included in attendance calculations.

6.7 College initiated cancellation of enrolment

- a) Gold Coast Christian College will cancel the enrolment of a student under the following conditions:
 - i. Failure to pay course fees
 - ii. Failure to maintain approved welfare and accommodation arrangements (visa condition 8532)
 - iii. Any behaviour identified as resulting in cancellation in Gold Coast Christian College's Student Code of Conduct.
- b) Gold Coast Christian College is required to report failure to maintain satisfactory course progress and failure to maintain satisfactory attendance to DIAC, which may impact on a student's visa.
- c) Gold Coast Christian College may cancel the enrolment of a student for failure to disclose a pre-existing condition requiring a high degree of specialised support or care.

6.8 Complaints and Appeals

- a) Student requests for deferment, and suspension and cancellation of enrolment are not subject to Gold Coast Christian College's Complaints and Appeals Policy.
- b) Exclusion from class is subject to Gold Coast Christian College's Complaints and Appeals Policy.
- c) College initiated suspension, where the suspension is to be recorded in PRISMS, and cancellation is subject to Gold Coast Christian College's Complaints and Appeals Policy.
- d) For the duration of the internal appeals process, the school will maintain the student's enrolment and the student will attend classes as normal. The Principal will determine if participation in studies will be in class or under a supervised arrangement outside of classes.
- e) If students access Gold Coast Christian College's complaints and appeals process regarding a College initiated suspension, where the suspension is recorded in PRISMS, or cancellation, the suspension or cancellation 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. NB: Students may still access the external complaints and appeals process, but the school need not await the outcome of this process before changing the student's enrolment status in PRISMS. However, if the school has issued a CAAW for a student, welfare provisions under NC St 5.3 are applicable.

6.9 Extenuating circumstances include:

- i. the student refuses to maintain approved welfare and accommodation arrangements (for students under 18 years of age)
 - ii. the student is missing
 - iii. the student has medical concerns or severe depression or psychological issues which lead the College to fear for the student's wellbeing
 - iv. the student has engaged or threatened to engage in behaviour that is reasonably believed to endanger the student or others
 - v. is at risk of committing a criminal offence, or
 - vi. the student is the subject of investigation relating to criminal matters.
- f) The use of extenuating circumstances by Gold Coast Christian 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.
- g) The final decision for evaluating extenuating circumstances lies with the Principal.

6.10 Student to seek advice from DIAC

- 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 will be informed to contact the Department of Immigration and Border Protection for advice. Please see: <http://www.immi.gov.au/contacts/australia/index.htm>.)

6.11 Definitions

- a) Day – *any day including weekends and public holidays in or out of term time*

6.12 GOLD COAST CHRISTIAN COLLEGE - STUDENT APPLICATION FOR DEFERMENT OF COMMENCEMENT OR SUSPENSION OF STUDIES

Please read the attached Deferment, Suspension and Cancellation Policy before filling out this form to see if you meet the requirements to be granted a deferment of commencement or suspension of studies.

Student name:

Grade:

Current Address in Australia:

Address in home country:

Phone no:

Mobile Ph:

Email address:

I am applying for

- A deferment of commencement of studies
- A suspension of studies

Please state why you wish to defer/suspend your studies:

Attachments:

Attach any relevant supporting documentation.

This form will be assessed once all documentation has been received. The school may ask for more documentation if required. Applications are usually processed in 10 working days.

Students are required to maintain the condition of their visa, including maintaining enrolment in a registered course of study. Deferment, suspension and non-commencement of enrolment can have an effect on a student's visa as a result of changes to enrolment status. The Department of Immigration Website www.immi.gov.au provides further detail regarding the conditions of the visa and obligations of students.

Students who have not yet commenced their studies at Gold Coast Christian College will also need to contact Department of Immigration in case there is any effect on their student visa as a result of changes to enrolment or CoE status.

Student signature

Date

7. STUDENT CODE OF CONDUCT

7.1 Rationale:

At Gold Coast Christian College we strive to provide all students with a safe and orderly working environment that will encourage students in their learning and work towards achieving their potential. In accordance with Gold Coast Christian College's Student Welfare policy all students have the right to work and play without interference or harassment. Teachers should expect to be able to teach in an atmosphere of order and co-operation.

Students at Gold Coast Christian College respect the rights of others and understand that they have a responsibility to act to promote environmental safety, equal access to education and individual well being.

7.2 Standards of Behaviour:

The students at Gold Coast Christian College will:-

- Acknowledge that our Christian beliefs form the basis of all expectations and underpin every action and behaviour, and
- Acknowledge that the College rules are in place for their protection and safety and that of others:-

Therefore, they will:-

- Follow Directions
- Work quietly. Do not disturb others who are working.
- Respect others. Be nice with your words and actions.
- Work and play safely
- Respect personal and College property

Students are responsible for:-

- Wearing the correct uniform
- Setting a good example at all times
- Helping to ensure the College is tidy
- Treating each other with respect
- Trying to do their best
- Listening attentively
- Tolerating opposing opinions, no put downs
- Sharing play areas, equipment and resources
- Taking pride in personal and College achievements
- Being willing to participate in conflict resolution
- Being punctual and co-operative
- Getting enough sleep so that they are ready for learning when at College
- Eating a healthy meal at the appropriate times to give them the energy to participate
- Leaving chewing gum and jewelry at home
- Saying sorry when in the wrong
- Attending College on a regular basis
- Completing classroom and homework accurately and on time

- Preparing for quizzes, tests and assignments
- Contributing to a safe College free from fear. Acts of violence, weapons and contraband are never acceptable.

7.3 What happens if a student does not work within the Code?

Certain behaviors are unacceptable in the course of or in connection with being a student at **Gold Coast Christian College**. While it is not possible to list all of them, the following are examples, but are not exclusive, of behaviour that may result in the possibility of a child's immediate suspension or enrolment being terminated:

- Misuse or unauthorised use of College property
- Refusing or failing to carry out any reasonable instruction given by a teacher
- Coming to College under the influence of alcohol or illegal drugs
- Possession, distribution, sale, transfer or use of alcohol or illegal drugs in the College
- Undertaking any illegal activity in the College
- Bringing inappropriate material to College in the form of pornography, being, digital, printed or other
- Wilfully or habitually violating health and safety regulations
- Engaging in horseplay or other disorderly conduct which endangers the safety of others or themselves
- Fighting or threatening violence in the College
- Possession of dangerous or unauthorised materials such as explosives, firearms or weapons of any kind on the College property
- Wilfully damaging, destroying or stealing property belonging to the College
- Theft of College property or inappropriate removal or possession of College property

8. BEHAVIOUR POLICY

8.1 Introduction

Workers (including **employees, volunteers and students**) have a duty to take reasonable care for their own health and safety and to take reasonable care not to adversely affect the health and safety of other persons. Workers (including employees, volunteers and students) must comply with any reasonable instruction and cooperate with any reasonable policy or procedure relating to health and safety at the workplace (Prevention of Workplace Harassment Code of Practice 2004).

School behaviour includes bullying, discrimination, sexual harassment, and harassment.

8.2 Bullying

Seventh-day Adventist Schools (South Queensland) Ltd is committed to providing a safe and caring environment that fosters respect for others. Bullying in all of its forms is not tolerated.

Bullying Definitions

Bullying is a systematic and repeated abuse of power. Bullying can be planned or spontaneous, by individuals or groups of an incessant or isolated nature. In general, bullying may be defined as:

- dominating or hurting someone
- unfair action by the perpetrator(s) due to an imbalance of power
- a lack of adequate defence by the target and feelings of oppression and humiliation.
-

Bullying can take on many forms. Five kinds of bullying have been identified:

Physical bullying

This is when a person (or group of people) uses physical actions to bully, such as hitting, poking, tripping or pushing, making rude gestures and forcing someone to do something they don't want to do such as handing over money or other personal belongings.

Repeatedly and intentionally damaging someone's belongings is also physical bullying.

Verbal bullying

Repeated or systematic name calling, insults, threats, teasing, mocking, and verbal abuse.

Covert bullying

Such as lying about someone, spreading rumours, playing a nasty joke that makes the person feel humiliated or powerless, mimicking, ostracising and isolating an individual, singling out and treating an individual differently from others, inappropriately threatening the loss of employment or a cut back in work hours.

Psychological bullying

For example, threatening, manipulating or stalking someone.

Cyber bullying

Using technology, such as email, mobile phones, chat rooms, social networking sites to bully verbally, socially or psychologically.

Cyber bullying can be identified as:

- **Flaming:** online fights using electronic messages with angry or vulgar messages
- **Harassment:** repeatedly sending nasty, mean or insulting messages
- **Denigration:** Posting or sending gossip or rumours about a person to damage his/her reputation or friendships
- **Outing:** sharing someone's secrets or embarrassing information or images online
- **Exclusion:** Intentionally and cruelly excluding someone from an online group
- **Cyber stalking:** repeated, intense harassment and denigration that includes threats or creates significant fear.

It is also important to identify what bullying is not. Although the following behaviours are often upsetting to those involved, they do not constitute bullying:

- mutual arguments and disagreements (where there is no power imbalance)
- not liking someone or a single act of social rejection
- one-off acts of meanness or spite
- isolated incidents of aggression, intimidation or violence.
- Reasonable management actions of the employer including discipline and performance management.

Although these behaviours are not considered bullying (because they do not involve deliberate and repeated harm and a power imbalance) with the exception of reasonable management action, they will be addressed in the same way as other inappropriate behaviours.

8.3 Effects of bullying on the school and individuals

Bullying has detrimental effects on the school and on individuals.

Bullying can occur between School Staff, staff and students or vice versa, and between students. The effects of bullying may cause:

- The loss of highly skilled, experienced and talented workers
- Increased costs associated with staff turnover and absenteeism
- Increased costs of recruitment and training of new staff
- Reduced efficiency and productivity in the school
- Poor morale, erosion of employee loyalty and commitment
- An unsafe working environment
- Legal risks and costs for the school

Individuals being bullied can become stressed, anxious, depressed, physically ill, sleep deprived, withdrawn, aggressive and vengeful or can lose self-confidence and self esteem. The detrimental effects on work output are seldom limited to one person and can often spread across the school.

8.4 Response to bullying

- Help children and staff members feel confident about coming forward
- Protect victim's anonymity where possible
- Encourage teachers to not show partiality - this can instigate bullying because of jealousy
- Be as sure as possible about the incident involved – to be fair to both victim and supposed bully
- Keep written records of offences in the Discipline or Personnel Record
- Keep parents informed when bullying of a student takes place
- Foster a culture of inclusiveness in order to reduce a person's perceptions of feeling isolated
- Treat all complaints seriously
- Increase supervision where possible

8.5 Responsibilities of staff and administrators

- Commit to promoting a school culture of anti-bullying by providing a safe and caring environment and fostering respect for others
- Model non-bullying behaviour in discipline and interaction with students and staff.
- Undertake training or professional development to better manage bullying situations that arise amongst students.
- Monitor ongoing relationships between students and staff
- Advise students and staff of more appropriate behaviours – bullying will not be tolerated.
- Deal with all reported and observed incidents of bullying as set out in this policy
- Ensure that students are adequately supervised within the boundaries of the law
- Promptly report incidents of bullying to Administration where warranted
- Provide counselling services as required

8.6 Responsibilities of students

- Tell if they are being bullied or if they see someone else being bullied – both at school and on the way to and from school
- Help and support someone who is being bullied
- Avoid bullying others
- Come to the aid of anyone they think is being bullied

8.7 Responsibilities of parents

- Familiarise themselves with Seventh-day Adventist Schools (South Queensland) Ltd. policy on Bullying
- Teach their children traditional values – honesty, tolerance and right and wrong. Be prepared to learn more by attending information sessions
- Give their children ideas on how to solve friendship and social problems themselves. Children need opportunities to solve their own problems. This is part of becoming an effective citizen.
- Teach boundaries of behaviour
- Watch for signs that their child may be being bullied
- Support their child emotionally if they are being bullied – let them know it is unacceptable and will improve
- Speak to someone on staff at the school if their child is being bullied, or they suspect that this is happening
- Instruct their children to “tell” if they are bullied

8.8 Responding to Reported Incidents of Bullying by Students

The Discipline Committee may be brought into play if the bullying reaches a third or fourth recurrence and will decide on the severity of the offence and action to be taken.

8.9 Reporting of Bullying by Students

Incidents of bullying by students can be reported to any teacher or Administration by children and their parents or to the Principal or Education Director when the bullying involves staff of the school. Any bullying incidents that are dealt with will be recorded and this record will be kept.

8.10 Responding to Reported Incidents of Bullying by Students

The following graded sanctions or other similar measures specified by the school will be implemented.

First Offence	Verbal warning indicating that behavior exhibited needs attention
Second Offence	Written warning, parents/guardians notified, referral to Chaplain
Third Offence	Second written warning, parents/guardians notified, referral to Chaplain, possible suspension
Fourth Offence	Suspension from class and referral to Discipline Committee, parents/guardians notified, referral to Chaplain or final written warning in the case of a staff member.

Any subsequent offence will result in the student being considered for expulsion.

9. WELFARE & ACCOMODATION POLICY

Gold Coast Christian College approves the following accommodation options for overseas students:

1. The student will live with a parent or relative as permitted by DIAC. In this case:
 - i. The College does not provide a welfare letter (CAAW) via PRISMS. The student’s family provides proof of relationship to DIAC for the purposes of visa application.
 - 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 580), all obligations and conditions of this visa must be met, including:

- not leaving Australia without the nominating student unless the School has first approved alternative welfare and accommodation arrangements for the student for the adult's period of absence, and
 - advising the Department of Immigration and Border Protection of any change of address, passport or other changes of circumstances.
- 2. The student will live in school approved accommodation and care arrangements and the School will generate the welfare letter (CAAW) via PRISMS to accompany the student's Confirmation of Enrolment (CoE).**
- In this case:
- i. Any accommodation, welfare and other support arrangements for the student must be approved by the School, including arrangements provided by third parties
 - ii. Any changes to approved arrangements must also be approved by the School. **This includes any requests by students under 18 years of age to attend "Schoolies Week" on completion of Year 12.**
 - iii. If a student for whom the School has issued a CAAW refuses to maintain approved arrangements, the School will report this to the Department of Immigration and Border Protection and advise the student to contact the Department of Immigration and Border Protection to ensure visa implications are understood. (See Department of Immigration and Border Protection office addresses at:
<http://www.immi.gov.au/Help/Locations/Pages/Australia.aspx> .)
- School approved accommodation options for full fee paying 571 visa subclass students under 18 years of age include:
- i. Homestay Program operated by Gold Coast Christian College.
 - ii. Private accommodation and care arrangements approved by the School which meet all requirements under relevant state and commonwealth legislation.
- 3. For School vacation periods, the following accommodation options are available to full fee paying 571 visa subclass students under 18 years of age for whom the School has issued a CAAW: [Delete any which do not apply]**
- i. **Student** returns home to parents
 - ii. Student continues to live in / is placed in Homestay arranged and approved by the school
 - iii. Student may spend vacation with relatives or a friend's family if all requirements are met in order to attain school approval.
 - iv. **Student may attend a supervised excursion, camp, etc., if all requirements are met in order to attain school approval.**
- 4. Accommodation options for full fee paying 571 visa subclass students 18 years and older include:**
- i. **Homestay Program**
 - ii. **Private accommodation arrangements**
- 5. For School vacation periods, the following accommodation options are available to full fee paying 571 visa subclass students 18 years or older:**
- i. **Student returns home to parents**
 - ii. **Student continues to live in / is placed in Homestay, details of which are recoded by the School**

- iii. Student may spend vacation with friend's family or relatives, provided details are given
- iv. Student may attend a supervised excursion, camp, etc., provided details are given
- v. Student may travel unaccompanied during vacation periods, provided details are given.

Additional Information:

9.1 HOMESTAY / PRIVATE ACCOMMODATION ARRANGEMENTS:

The Homestay / private accommodation arrangements operated by *Gold Coast Christian College* approved by Gold Coast Christian College meets Queensland legislative requirements for child protection as well as Standard 5 of the National Code. These include

- Continuous dates for approved welfare arrangements
- Documented procedures for checking suitability of accommodation, support and general welfare arrangements
 - Guidelines for selecting family and ensuring the family can provide a stable environment for the duration of the student's enrolment at the school
 - Criteria about accommodation services to be provided, and contract for arrangements about providing accommodation services
 - Orientation program for families new to provision of homestay services
 - Compliant Homestay risk management strategy, reviewed annually, undertaken by operator of the homestay program
- Bluecard for adults living in the homestay / private arrangement other than overseas students.

9.2 STUDENT GUARDIAN VISAS

Gold Coast Christian 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 School of any change to address or contact details
- iii. immediately advise the School if there are any compassionate or compelling reasons to travel overseas or not be at home for an extended period of time to care for the student.

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

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