

# INTERNATIONAL Student Handbook



**IPSWICH**  
GRAMMAR SCHOOL

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## **1. Introduction**

Opening in 1863 with an initial enrolment of 16 students, Ipswich Grammar School is the oldest secondary school in Queensland with a current enrolment of 1,050 students. Ipswich Grammar School welcomes enrolments from international students. Our international students experience a diverse range of academic, extra-curricular, cultural and pastoral programs all within our Australian setting in Ipswich, centrally positioned as part of a national road network and is a 40 minute drive from Brisbane, one hour from the Gold Coast and 45 minutes from domestic and international air and sea ports. A train service is a short walk from the Ipswich Grammar School campus. Ipswich Grammar School is committed to providing and maintaining the highest professional standards in both the marketing and delivery of its education program. This includes safeguarding the welfare and interests of all students, providing adequate facilities and resources and using appropriate and effective methods of instruction. Board of Trustees of Ipswich Grammar School – trading as Ipswich Grammar School is an approved school under the Accreditation of Non-State Schools Act, 2001 and the Education Services for Overseas Students Act, 2000. Ipswich Grammar School is registered on the Commonwealth Register of Institutions and Courses for Overseas Student (CRICOS). The CRICOS Provider number is 00499A.

## **2. Mission Statement**

We will challenge ourselves and our boys to be exceptional performers. This is a statement of intent, an aspiration, and a call to action. We understand that we may falter at times but we are compelled to commit to this standard. In doing so we will generate the energy and purpose that are fundamental to great schools.

## **3. Procedure for Enrolment**

1. Complete Application for Enrolment form (one per student).
2. Return Application for Enrolment form together with certified copies of the following to:

Enrolments Officer

Email: [enrolments@ipswichgrammar.com](mailto:enrolments@ipswichgrammar.com)

Together with certified copies of:

- Passport
- Current Student Visa (if applicable)
- Latest School Reports (translated into English)
- English results

3. Upon approval, a Letter of Offer will be issued advising the student what conditions they will need to meet before they are eligible to accept the offer. This will include an English assessment with our ESL Teacher and an interview with our Deputy Headmaster.
4. If the student wishes to proceed with the offer, an Acceptance of Enrolment/Written Agreement will be prepared outlining details of the course/s they are undertaking and fees payable.
5. Once payment of the course fees has been received an electronic Confirmation of Enrolment (eCoE) will be issued. Please refer to the Department of Immigration and Border Protection website for detailed information regarding visas [www.immi.gov.au](http://www.immi.gov.au)

#### **4. Fees**

All current tuition and non-tuition fees can be found on our Scale of Fees issued in your enrolment pack and listed on our website [www.ipswichgrammar.com/enrolments/fees](http://www.ipswichgrammar.com/enrolments/fees)

#### **5. Policy on Written Entry Requirements for International Students**

1. Ipswich Grammar School will consider enrolment applications from students wishing to apply for a Student Visa, subject to compliance with minimum requirements and conditions set by the School, and with legislative requirements of the State of Queensland and the Commonwealth of Australia, including any requirements to undertake extra tuition to learn English to meet the English language proficiency standard needed to enter mainstream classes.
2. Applications for enrolment must be made on *the Application for Enrolment 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 if appropriate;
  - (d) Appropriate proof of identity and age;
  - (e) Written evidence of proficiency in English as a second language
  - (f) Photocopy or scanned copy of passport page with name, photo identification, passport number and expiry date
  - (g) Letter of Offer from another registered provider if applicable
3. Where the above documents are not in English, certified translations in English are required, with necessary costs to be met by the applicant.

4. An application for enrolment can only be processed when all of the above are in the hands of the Admissions Officer.
5. Applications from overseas students are processed according to established policy and procedures, and are dealt with on their merits.
6. Assessment procedures include an evaluation of reports from previous schools and of English language proficiency. In cases where report cards are not available or are inconclusive for any reason, the school may require relevant testing of the applicant to assess the application.
7. Onshore applications for Years 11-12, where the student is transferring from another CRICOS registered provider, will only be considered where the transfer, if accepted, allows the student to achieve a successful study outcome at the end of the enrolment.
8. Offshore applications for enrolment in Years 11-12 will not be considered after the Yr 11 course has commenced/ unless the student can complete course assessment before the end of the first semester of Year 11.

Ipswich Grammar School requires evidence that the applicant's academic ability and English proficiency is sufficient to successfully meet the entry and curriculum demands of the intended course. This is a requirement under the 2018 National Code of Practice, Part B Standard 2.

Minimum academic and English language requirements are as follows:

#### Academic Requirements

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

For Primary School:

- ii) Evidence of application to schoolwork and age-appropriate achievement in literacy and numeracy areas of the curriculum

Students applying to enter Year 7, 8, 9 or 10 must:

- a) Have a minimum of 6 months English language tuition from a recognised English language college, or come from a country where the school attended used English as the medium of instruction (eg Hong Kong, Singapore, Indonesia) or be coming from another school in an English speaking country where they have been in attendance for at least one year.

- b) Show basic language proficiency in the 4 main language skills of reading, writing, speaking and listening as tested by the School's ESL teacher prior to entry (such a test is only necessary for students who have been learning English or living in an English-speaking environment for less than 4 years now).
- c) Have an appropriate age for the year level applied for, e.g.
  - i. Year 7 – no older than 13 by the end of that year
  - ii. Year 8 – no older than 14 by the end of that year
  - iii. Year 9 – no older than 15 by the end of that year
  - iv. Year 10 – no older than 16 by the end of that year

The general belief is that students have the greatest chance for success if they experience as much of Years 7, 8, 9 and 10 studying in English language medium as possible, before facing the academic demands of Years 11 and 12 and take ESL as a compulsory subject if they have been learning English or living in an English-speaking environment for less than 4 years.

Students applying to enter Years 11 or 12 must:

- a) Show basic language proficiency in the 4 main language skills of reading, writing, speaking and listening as tested by the school's ESL teacher prior to entry (such a test is only necessary for students who have been learning English or living in an English-speaking environment for less than 4 years now).
- b) Have an appropriate age for the year level applied for, e.g.
  - v. Year 11 – no older than 17-18 by the end of that year
  - vi. Year 12 – no older than 19 by the end of that year
- c) Be aware that ESL assistance will be limited.
- d) Appropriate completion of approved academic study as determined by QCAA equivalency standards required for entry in Year 11 or 12.

### English Language Proficiency Requirements

1. Applicants are assessed individually based on the contents of their report cards and personal references, and may also be required to undertake a language proficiency test set by the school.
2. If supplied, Ipswich Grammar School will assess evidence of English language proficiency presented by a student at the time of application, but reserves the right to confirm the student's English language proficiency through additional tests.
3. If not presenting appropriate evidence of English language proficiency at the time of application, Ipswich Grammar School will assess the student's application for entry based on satisfactory test results as follows:

Council of Europe Language Levels/ALTE	ELICOS Levels		TESTS AND EXAMINATIONS							
			NLLIA	ISLPR	AEAS	IELTS	TOEIC	TOEFL	TOEFL IBT	Cambridge
C2 Mastery/ Level 5	Level 7 (Proficient)		7	4+		7.5+	901+	607+	101+	CPE
C1 Effective operational Proficiency/ Level 4	Level 6 (Advanced)		6	3+ -4	70+	6.5-7	751 – 900	567 – 603	86 – 100	CAE
B2 Vantage/ Level 3	Level 5 (Upper-Intermediate)	MINIMUM ENTRY LEVEL YEARS 10-12	5	2+ -3	61 – 70	5 – 6	526 – 750	527 – 563	71 – 85	FCE
B1 Threshold/ Level 2	Level 4 (Intermediate)	MINIMUM ENTRY LEVEL YEARS 7-9	4	1+ -2	53 – 60	4 – 5	401 – 525	473 – 523	52 – 70	PET

- 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.
- If undertaking an intensive English language course before beginning mainstream studies, English language proficiency will be reassessed at the conclusion of the language course to ensure the student's level of proficiency is sufficient to allow them to commence their mainstream course.

## 6. Course Credit

Ipswich Grammar School will assess all applications for entry into the School. Course Credit may only be offered as outlined below:

- Students transferring from interstate, up to Year 10 entry, the School does not offer course credit and entry into any course is subject to the assessment of the School.
- Students transferring from interstate in Years 11 and the beginning of Year 12, the student may receive course credit for units completed based on evidence provided of studies undertaken under the relevant state or territory curriculum assessment authority or nationally accredited framework.

## 7. Sport and Activities

Ipswich Grammar School is proud to offer a wide range of co-curricular activities that enhance the curriculum and enrich the lives of students. These fulfilling, character-building activities help students develop their natural talents. Boys enjoy sporting, cultural, intellectual and artistic activities and are valued for their participation.

Students are encouraged to become actively involved in some form of sport or co-curricular activity. All activities are played outside school hours under the supervision of qualified coaches.

The many sports available are swimming, cricket, volleyball, cross-country, football, tennis, rugby, basketball and track and field.

Also on offer is a large program of music, debating, public speaking and chess. Students can also become involved in clubs or groups such as Duke of Edinburgh, Tournament of Minds and Interact.



## 8. Uniforms

The wearing of the School uniform is compulsory. Shirts must be tucked in at all times, long socks pulled up; trousers or shorts worn not below the hips and jumpers worn with hands out.

The Clothing Store is open every Monday, Wednesday and Friday from 8.00 am to 3.30 pm during term time and the last Friday of each school holiday break prior to term commencement by appointment.

The current Clothing Store Price List is included in the enrolment pack and is also available on our website [www.ipswichgrammar.com/community/clothing-store](http://www.ipswichgrammar.com/community/clothing-store)

## 9. Booklists

Booklist requirements for each year level are available on our website [www.ipswichgrammar.com](http://www.ipswichgrammar.com)

## 10. Private Health Cover

It is compulsory for all international students to contribute to private health cover for the duration of their course up to and including 15 March after course completion. Ipswich Grammar School uses the services of **ahm** for student cover. Health Cover must be paid in advance as per the Acceptance of Enrolment/Written Agreement.

## 11. Campus Facilities and Map

The Ipswich Grammar School campus includes a Precinct of The Arts, Auditorium, Instrumental Music block, Science building, classroom complex, Information and Technology Centre, Library and Resource Centre, Junior School, Industrial Technology and Design workshops, gym, heated pool, Sports Dome and Junior School Library.

Less than 5 kms from campus is the Brassall Sporting Complex which hosts GPS cricket, football, rugby and tennis fixtures.

## 12. School Map

A map of the campus is available at [www.ipswichgrammar.com/our-school/campus](http://www.ipswichgrammar.com/our-school/campus)

## 13. School Building Names

**LADLEY CENTRE** (Administration Block) Named for Mr A M Ladley M.A., B.Ed., M.A.C.E., Headmaster 1969-1989

**BRADFIELD HOUSE** (Boarding Masters' Residence) Named for John C Bradfield – Old Boy, engineer of Sydney Harbour Bridge and Brisbane Storey Bridge

**GREAT HALL** Original school building designed by A Backhouse

**FOX TOWER** (Boarders' Residence) Named for Matron Edith Fox – O.B.E. Matron of Ipswich Grammar 1940-1976

**HANCOCK TOWER** (Boarders' Residence) Named for Mrs Viv E Hancock – Benefactor and Member of the Board of Trustees

**HANCOCK OVAL** (No. 4 Oval Main Oval – Rugby) Named for John Hancock – Benefactor and Builder of Oval

**MAUD KERR OVAL** (No. 1 Oval – Cricket) Named for Wife of R A Kerr (Longest serving Headmaster) 1915-1945.

**CLIVE WYMAN BUILDING** (Classroom and Library block) Named for Clive Wyman – twenty-five years service and seven as Chairman of the Board of Trustees

**WAR MEMORIAL AUDITORIUM** Dedicated to the Old Boys of IGS who paid the supreme sacrifice during World Wars I and II, other campaigns and Vietnam

**R G EDMONDSON MEMORIAL OPEN AIR THEATRE** (At the end of No. 1 oval) Named for R G Edmondson former Old Boy and Member of the Board of Trustees

**GILMORE WILSON MEMORIAL MUSIC SCHOOL** (Overlooking No. 1 oval) Named for Gilmore Wilson – Old Boy

**IVOR G MORRIS PHYSICAL EDUCATION COMPLEX** (P1, P2 Classroom Area) Named for Ivor G Morris - Old Boy and Ex-Chairman of The Board of Trustees

**B FLEWELL-SMITH SWIMMING POOL** Named for Bernard Flewell-Smith, -Old Boy, Benefactor, Past President of IGS Old Boys' Association and former member of the Board of Trustees

**WILLIAM W HARLAND GYMNASIUM** Named for William W Harland - Old Boy, Past President of IGS Old Boys' Association and Benefactor

**CLARY A TURNER MANUAL ARTS COMPLEX** Named for Clary A Turner - Former member of the Board of Trustees

**HARRY G WILSON SCIENCE BLOCK** Named for Dr Harry Wilson – Old Boy and former member of Trustees

**SENIOR QUADRANGLE** (bordered by Bradfield House, the Great Hall and Art Block)

**EDGAR MURRAY HANCOCK MEMORIAL ART COMPLEX** Named for Edgar Murray Hancock - Student (1940-1943) POW killed during World War II – 1945

**M EARLE WILLIAMS SENIOR COMMON ROOM** Named for M Earle Williams - Student (1939-1941) Captain of IGS (1941) Teacher (1955-1988)

**GORDON SMITH MEMORIAL COURTYARD** (Outside S9) Named for Gordon Smith - Ex-teacher and Boarding House Master, Woodlands

## **14. 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 as well as comprising part of student's written agreement.

This policy outlines refunds applicable to course fees paid to the school including any course fees paid to an education agent to be remitted to the school.

Any service fees a student (or parent(s)/legal guardian if the student is under 18) pays directly to a third party are not within the scope of this refund policy.

The enrolment application fee is non-refundable.

## **Payment of Course Fees and Refunds**

The school year is made up of two semesters and each semester consists of two terms.

Accounts are sent on a term basis and are payable according to charges stated on the issued statement.

An itemised list of school fees is provided in the school's written agreement

All fees must be paid in Australian dollars unless requested otherwise. Refunds will be reimbursed in the same currency as fees were received.

Refunds will be paid to the person who enters into the written agreement unless the school receives written advice from the person who enters the written agreement to pay the refund to someone else.

All notification of withdrawal from a course, or applications for refunds, must be made in writing and submitted to Mr Richard Morrison, Headmaster / CEO.

Student default because of visa refusal

If a student produces evidence of visa refusal (or provides permission for the school to verify visa refusal with the Department of Immigration) and fails to start a course on, or withdraws from the course on or before the agreed starting day, the school 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

5% of the amount of course fees received, or

AUD \$500.

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).*

## **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).

Non-tuition fees will be refunded in Australian Dollars to the person/s responsible for the payment of the student's fees except where a non-refundable payment on behalf of the student has been made.

If the student, does not provide written notice of withdrawal, and does not start the course on the agreed starting date, the confirmation fee of AUD\$750 and acceptance deposit of AUD\$1,500 will not be refunded.

If up to one semester (two terms) tuition fees have been prepaid, and the school receives written notification of withdrawal by the student (or parent(s)/legal guardian if the student is under 18), the school will:

Retain an administration fee of AUD\$150 for the application fee, AUD\$750 Confirmation Fee and acceptance deposit of AUD\$1500 and refund the balance of the tuition fees if written notice is received up to four weeks prior to commencement of the course.

*Refund 50 % of one semester of tuition fees received if written notice is received less than four weeks prior to commencement of the course.*

*Refund 50 % of one semester of tuition fees received, if written notice is received before one (1) term of the payment period has passed.*

*No refund will be provided if written notice is received after 1 term of the payment period has passed.*

If tuition fees have been received for more than two study periods, refund provisions under (d) will apply for the first two study periods and any balance of unused tuition fees after this will be refunded.

No refund of tuition fees will be made where a student's enrolment is cancelled for any of the following reasons as per the School Refund Policy:

Failure to maintain satisfactory course progress (visa condition 8202).

Failure to maintain satisfactory attendance (visa condition 8202).

Failure to maintain approved welfare and accommodation arrangements (visa condition 8532). Failure to pay course fees.

Failure to pay course fees.

Any behaviour identified as resulting in enrolment cancellation in Ipswich Grammar School's Code of Conduct.

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

### **Provider default**

Any default by the school must be compliant with the current provisions of the ESOS Act 2000 and the ESOS regulations 2001 (as amended).

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

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

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

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

This 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**

Non-tuition fees – fees not directly related to provision of the student's course, including acceptance fee, Boarding Fee, Overseas Health Cover, School Uniforms, Text Books and Year 12 expenses.

Tuition fees – fees directly related to the provision of the student's course, including technology levy, application fee and tuition fee.

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 – the period of time students are assessed in their chosen subjects

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

## **15. IGS 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 Ipswich Grammar School's Complaints and Appeals Policy is to provide a student or parent(s)/legal guardian with the opportunity to access procedures to facilitate the resolution of a dispute or complaint involving Ipswich Grammar School, or an education agent or third party engaged by Ipswich Grammar School to deliver a service on behalf of Ipswich Grammar School.
- 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 school's Behaviour Policy/Code of Conduct.

### **3. Informal Complaints Resolution**

- a) In the first instance, Ipswich Grammar School requests there is an attempt to informally resolve the issue through mediation/informal resolution of the complaint.
- b) Students should contact the Head of Year in the first instance to attempt mediation/informal resolution of the complaint.
- c) If the matter cannot be resolved through mediation, the matter will be referred to the Deputy Headmaster and Ipswich Grammar School's internal formal complaints and appeals handling procedure will be followed.

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

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

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

- j) Once the Headmaster 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, Ipswich Grammar School will immediately implement the decision and any corrective and preventative action required, and advise the student of the outcome and action taken.
- l) Where the outcome of a complaint or appeal is not in the student's favour, the school will advise the student within 10 working days of concluding the internal review of the student's right to access the external appeals process.
- m) However, the school 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 school 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-student-ombudsman-landing-page> or phone 1300 362 072 for more information.
- b) If the student wishes to appeal a decision made by Ipswich Grammar School 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.  
If the student wishes to appeal a decision made by Ipswich Grammar School 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)



- c) any choice to lodge an external appeal with the Overseas Student Ombudsman is at the student's discretion. The school need not await the outcome of any external appeal lodged, before implementing the outcome of the internal appeal.

## **6. Other legal redress**

Nothing in the School'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 Ipswich Grammar School 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.

# **16. Monitoring Course Duration, Progress and Attendance Policy and Procedures**

*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.

Ipswich Grammar School has systems in place to effectively monitor individual student's progress and provides both practical and directed support to students both academically and socially.

## **1. Course Progress**

- a) The school will monitor, record and assess the course progress of each student for the course in which the student is currently enrolled.
- b) The course progress of all students will be assessed at the end of each study period /semester of enrolment according to Ipswich Grammar School's course assessment requirements.
- c) Students who have begun part way through a study period / semester will be assessed according to Ipswich Grammar School's course assessment requirements after completing one full study period.
- d) Students in the senior phase of schooling (Year 10 to 12) are working towards the achievement of the QCE (Queensland Certificate of Education). Students are continually monitored at regular intervals (per semester in Years 10 and 11 and in Year 12 every term) to ensure that students are meeting the requirements for achieving a QCE at the completion of Year 12. Satisfactory course progress is continually monitored and weaknesses identified. Students are monitored both

in terms of meeting literacy and numeracy standards as well as meeting credit requirements. Intervention strategies are put in place for students to achieve minimum standards required. When a student is identified at risk of not meeting course progress requirements, one or more of the following intervention strategies will be activated depending on the year level and support needs of the student:

- i) For Junior School - Head of Junior will cover mentoring, additional ESL support, academic and time management, counselling.
  - ii) For Secondary School – General support is provided by the Director of Boarding, Heads of Towers, Boarding Masters, Heads of Year, Dean of Students, Dean of Teaching and Learning, International Liaison Officer, Learning Support Team and School Counsellor.
  - iii) For all students a satisfactory level of achievement is determined by achieving a C standard, in core subjects. In the junior and middle years of schooling, successful progression is achieved by meeting appropriate national benchmarks that will allow a student to continue to develop across core learning areas. Students are not restricted to year levels in the junior years but rather than by age.
- e) If at the end of a study period a student does not achieve satisfactory course progress as described above, the Deputy Headmaster will formally contact the parent(s) to advise that the student is at risk of breaching the course progress requirement and that there will be a meeting with the student to develop an intervention strategy for academic improvement. This may include;
- i. After hours tutorial support
  - ii. Subject tutorial support in class time
  - iii. Mentoring
  - iv. Additional ESL support
  - v. Change of subject selection, or reducing course load (without affecting course duration)
  - vi. Counselling – time management
  - vii. Counselling - academic skills
  - viii. Counselling - personal
  - ix. other intervention strategies as deemed necessary
- f) A copy of the student’s individual strategy for academic improvement and any relevant progress reports will be forwarded to parents.
- g) The student’s individual strategy for academic improvement will be monitored over the following study period by the Head of Year and records of student response to the strategy will be kept. Parents will be kept informed of the student’s academic progress while the student is receiving formal intervention.
- h) If the student does not achieve satisfactory course progress by the end of the next study period, Ipswich Grammar School will advise the student in writing of its intention to report the student for breach of Visa condition 8202, and that he

has 20 working days in which to access the school'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 Ipswich Grammar School, he may contact the Overseas Student Ombudsman at no cost. Please see Ipswich Grammar School's Complaints and Appeals Policy for further details.

- i) The school 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 Headmaster of Ipswich Grammar School in writing, or
  - ii. the complaints and appeals process results in a decision in favour of the school.

## **2. Completion within expected duration of study**

- a) As noted in 1.a., the school will monitor, record and assess the course progress of each student for the course in which the student is currently enrolled.
- b) Part of the assessment of course progress at the end of each semester will include an assessment of whether the student's progress is such that they are expected to complete their studies within the expected duration of the course.
- c) The school will only extend the duration of the student's study where 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 Ipswich Grammar School's Deferment, Suspension and Cancellation Policy.
- d) Where the school decides to extend the duration of the student's study, the school will report 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 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. [NB the National Code St 8 specifies a minimum attendance requirement of 80%, or under certain conditions, of 70% as outlined in St 8.15. School policy can require a higher minimum attendance rate.]

- 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 Headmaster.
- e) Any absences longer than [5] consecutive days without approval will be investigated. Student attendance will be monitored by the Head of Year every 5 days over a study period to assess student attendance using the following method:
  - i. Calculating the number of hours the student would have to be absent to fall below the attendance threshold for a study period e.g. number of study days x contact hours x 20%. Attendance for any period of exclusion from class will be assessed under *Ipswich Grammar School's* Deferment, Suspension and Cancellation Policy.
- f) Parents of students at risk of breaching Ipswich Grammar School's attendance requirements will be contacted by *email* and students will be counselled and offered any necessary support when they have absences totalling 10 % in any study period.
- g) If the calculation at 3.f. indicates that the student has passed the attendance threshold for the study period, Ipswich Grammar School will assess the student against the provisions of Item 3.i. (below). Where the student has failed to meet the minimum attendance requirement, and Item 3.i. does not apply, the school will promptly advise the student of its intention to report the student for breach of visa condition 8202, and that he has 20 working days in which to access the school's internal complaints and appeals process
- h) The school will notify the ESOS agency 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 Ipswich Grammar School in writing,
  - iii. the complaints and appeals process results in a decision in favour of the school.
- i) 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's attendance has not fallen below 70% for the study period.
- j) 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%.
- k) If a student is assessed as having nearly reached the threshold of 70% attendance for a study period, the Deputy Headmaster will assess whether a suspension of studies is in the interests of the student as per Ipswich Grammar School's Deferment, Suspension and Cancellation Policy.
- l) If the student does not obtain a suspension of studies under the Ipswich Grammar School's Deferment, Suspension and Cancellation Policy, and falls below the 70% threshold for attendance for the study period, the process for reporting the student for unsatisfactory attendance (breach of visa condition 8202) will occur as outlined in 3.h – 3.i.

#### **4. Definitions**

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

For other circumstances to be considered as compassionate or compelling, evidence would need to be provided to show that these were having an impact on the student's progress through a course.
- b) Expected duration – the length of time it takes to complete the course studying full-time. This is the same as the registered course duration on CRICOS.
- c) School day – any day for which the school has scheduled course contact hours.
- d) Study period - Ipswich Grammar School defines a "study period" for the purposes of monitoring course attendance and progress as a semester.

## **17. School Deferment, Suspension and Cancellation Policy**

The policy below for deferring, suspending or cancelling a student's enrolments is based on the ISCA 2007 National Code Transition handbook at [www.isca.edu.au](http://www.isca.edu.au).

### **1. Deferment of commencement of study requested by student**

- a) Ipswich Grammar School will only grant a deferment of commencement of studies for compassionate and compelling circumstances. These include but are not limited to:
  - illness, where a medical certificate states that the student was unable to attend classes
  - bereavement of close family members such as parents or grandparents (where possible a death certificate should be provided)
  - major political upheaval or natural disaster in the home country requiring emergency travel that has impacted on studies
  - a traumatic experience which has impacted on the student (these cases should be where possible supported by police or psychologists' reports).
- b) The final decision for assessing and granting a deferment of commencement of studies lies with the Headmaster.
- c) Deferment will be recorded on PRISMS within 14 days of being granted.

### **2. Suspension of study requested by student**

- a) Once the student has commenced the course, Ipswich Grammar School will only grant a suspension of study for compassionate and compelling circumstances. These include but are not limited to:
  - illness, where a medical certificate states that the student was unable to attend classes
  - bereavement of close family members such as parents or grandparents (where possible a death certificate should be provided)
  - major political upheaval or natural disaster in the home country requiring emergency travel that has impacted on studies
  - 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.
- a) The final decision for assessing and granting a suspension of studies lies with the Headmaster.

### **3. Student initiated cancellation of enrolment**

All notifications of withdrawal from a course, or applications for refunds, must be made in writing and submitted to the Headmaster. Please see Ipswich Grammar School's Refund Policy for information regarding refunds.

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

- a) Applications will be assessed on merit by the Headmaster.

- b) All applications for deferment or suspension will be considered within five working days.

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

- a) Ipswich Grammar School may exclude a student from class studies on the grounds of misbehaviour by the student. Exclusion will occur as the result of any behaviour identified as resulting in exclusion in Ipswich Grammar School's 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 Headmaster.
- 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' will not be included in attendance calculations as per Ipswich Grammar School's Course Progress and Attendance.

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

- a) Ipswich Grammar School may initiate a suspension of studies for a student on the grounds of misbehaviour by the student. Suspension will occur as the result of any behaviour identified as resulting in suspension in Ipswich Grammar School'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 Headmaster.
- c) Students who have been suspended for more than 28 days may need to contact Department of Immigration. (Please see contact details at: <http://www.immi.gov.au/contacts/australia/index.htm>)
- d) 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 Headmaster.
- e) Suspensions will be recorded on PRISMS.
- f) The period of suspension will not be included in attendance calculations.

#### **7. School initiated cancellation of enrolment**

- a) Ipswich Grammar School will cancel the enrolment of a student under the following conditions:
- Failure to pay course fees
  - Failure to maintain approved welfare and accommodation arrangements (visa condition 8532)
  - Any behaviour identified as resulting in cancellation in Ipswich Grammar School's Code of Conduct.
- b) Ipswich Grammar School is required to report failure to maintain satisfactory course progress and failure to maintain satisfactory attendance to Department of Immigration, which may impact on a student's visa.

School initiated cancellation of enrolment is subject to Ipswich Grammar's School's Complaints and Appeals Policy. Please see below.

## 8. Complaints and Appeals

- a) Student requests for deferment, suspension and cancellation of enrolment are not subject to Ipswich Grammar School's Complaints and Appeals Policy.
- b) Exclusion from class is subject to Ipswich Grammar School's Complaints and Appeals Policy.
- c) School initiated suspension, where the suspension is to be recorded in PRISMS, and cancellation are subject to Ipswich Grammar School's Complaints and Appeals Policy.
- d) For the duration of the appeals process, the student will remain enrolled and must attend school to maintain enrolment and attendance at all classes as normal. The Headmaster will determine if participation in studies will be in class or under a supervised arrangement outside of classes.
- e) If students access Ipswich Grammar School's complaints and appeals process regarding a school initiated suspension, where the suspension is recorded in PRISMS, or cancellation, the suspension or cancellation will not be reported in PRISMS until the complaints and appeals process is finalised, unless extenuating circumstances relating to the welfare of the student apply.
- f) Extenuating circumstances include:
  - the student refuses to maintain approved welfare and accommodation arrangements (for students under 18 years of age)
  - the student is missing
  - the student has medical concerns or severe depression or psychological issues which lead the school to fear for the student's wellbeing
  - the student has engaged or threatened to engage in behaviour that is reasonably believed to endanger the student or others
  - is at risk of committing a criminal offence, or
  - the student is the subject of investigation relating to criminal matters.
- g) The use of extenuating circumstances by Ipswich Grammar School to suspend or cancel a student's enrolment prior to the completion of any complaints and appeals process will be supported by appropriate evidence.
- h) The final decision for evaluating extenuating circumstances lies with the Headmaster.

## 9. Student to seek information from Department of Immigration

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

## 18. Transfer Request Policy

Ipswich Grammar School provides information to overseas students and staff about the School's transfer policy.

Ipswich Grammar School's Overseas student transfer policy and processes apply to:

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



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

Under NC B St 7.3.1, if a student is under 18 years of age, there must be written confirmation that the parent or legal guardian supports the transfer, and the receiving provider's Letter of Offer must confirm acceptance of welfare responsibilities from the date of student release under Standard 5 (if applicable) to ensure there are no welfare gaps before the student's request can be assessed.

Information about the School's transfer policy is provided to students and staff at time of enrolment and is included in the pre-enrolment pack.

The Transfer Policy appears in

- a) Pre-enrolment information
- b) International Students' Handbook
- c) In School's website

Ipswich Grammar School's Overseas student transfer policy and processes apply to:

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

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

1. Overseas students are restricted from transferring from their 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. Ipswich Grammar School will only release a student before completing the first six months of their first registered school sector course in the following circumstances:
  - a) The student has changed welfare and accommodation arrangements and is no longer within a reasonable travelling time of the school.
  - b) The student will be reported because they are unable to achieve satisfactory course progress at the level they are studying, even after engaging with Ipswich Grammar School'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) Ipswich Grammar School 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 was misled by Ipswich Grammar School or an education or migration agent regarding Ipswich Grammar School or its course and the course is therefore unsuitable to his needs and/or study objectives.
  - g) An appeal (internal or external) on another matter results in a decision or recommendation to release the student.
  - h) Any other reason stated in the policies of Ipswich Grammar School.
4. Students under 18 years of age MUST also have:
  - a) Written evidence that the student's parent(s)/legal guardian supports the transfer application
  - b) Written confirmation that the receiving provider will accept responsibility for and communicate with the student about approving the student's accommodation, support, and general welfare arrangements from the proposed date of release where the student is not living with a parent / legal guardian or a suitable nominated relative
5. Ipswich Grammar School 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) Ipswich Grammar School is concerned that the student's application to transfer is a consequence of the adverse influence of another party
  - c) The student has not had sufficient time to settle into a new environment in order to make an informed decision about transfer
  - d) The student has not accessed school support services which may assist with making adjustments to a new environment, including academic and personal counselling services
  - e) School fees have not been paid for the current term/semester.
6. To apply for transfer to another provider, students need to:

- a) Complete an Application for Student Transfer Form available in the International Students' Handbook and on the School's website
  - b) Give this completed application form and a valid offer of enrolment from another provider to the Deputy Headmaster for assessment.
  - c) If under 18 years of age, attach written confirmation of the parent/s or legal guardian/s support for the transfer to the nominated provider. In this case, the valid offer of enrolment must also confirm the new provider's acceptance of responsibility for approving the student's accommodation, support and general welfare arrangements from the proposed date of the student's release from Ipswich Grammar School, in accordance with Standard 5 (Younger overseas students) of the 2018 National Code of Practice for Providers of Education and Training for Overseas Students.
7. Ipswich Grammar School will assess the student's transfer request application and notify the student of a decision within 5 working days.
8. If Ipswich Grammar School grants the student's transfer request, the student will be notified and the decision will be reported to the Department of Immigration via PRISMS.
9. If Ipswich Grammar School intends to refuse the student's transfer application request, Ipswich Grammar School will provide the student with reasons for refusal in writing and include a copy of Ipswich Grammar School's complaints and appeals policy (available in the International Students' Handbook and on the School's website). The student has the right to access Ipswich Grammar School's complaints and appeals process and has 20 working days to do this. The student's transfer request application will only be finalised in PRISMS after one of the following occurs:
- a) the student confirms in writing they choose not to access Ipswich Grammar School's complaints and appeals process, or
  - b) the student confirms in writing they withdraw from any appeals process they have commenced, or
  - c) the appeals process is completed and a decision has been made in favour of the student or Ipswich Grammar School.

Applications to transfer to another registered provider may have visa implications. The student is advised to contact the Department of Immigration office as soon as possible to discuss any implications. The address of the nearest Office is: *Brisbane Office*. See <http://www.border.gov.au/about/contact/offices-locations/australia>. Alternatively, students can contact the Department of Immigration through their web enquiry form: <https://www.border.gov.au/about/corporate/information/forms/online/student-visa-enquiry-form>

Student who are no longer subject to the transfer restriction but Ipswich Grammar School where holds welfare responsibility via a CAAW.

10. Students under 18 years of age MUST have:

- a) Written evidence that the student's parent(s)/legal guardian supports the transfer application
  - b) Written confirmation that the receiving provider will accept responsibility for and communicate with the student about approving the student's accommodation, support, and general welfare arrangements from the proposed date of release where the student is not living with a parent / legal guardian or a suitable nominated relative
11. To apply for transfer to another provider, students need to:
- a) Complete an Application for Student Transfer Form available from the International Students' Handbook
  - b) Give this completed application form and a valid offer of enrolment from another provider to Ipswich Grammar School for assessment and response within 5 working days.
  - c) If under 18 years of age, attach written confirmation of support for the transfer to the nominated provider by a parent/s or legal guardian/s.

In this case, the valid offer of enrolment must confirm acceptance of responsibility for approving the student's accommodation, support and general welfare arrangements from the proposed date of the student's release from Ipswich Grammar School in accordance with Standard 5 (Younger overseas students) of the 2018 National Code of Practice for Providers of Education and Training for Overseas Students.

12. Ipswich Grammar School will negotiate the welfare transfer date with the receiving provider and will advise the student of the welfare transfer date within 10 working days.
13. Transfers to another registered provider may have visa implications. The student is advised to contact the Department of Immigration office as soon as possible to discuss any implications. See <http://www.border.gov.au/about/contact/offices-locations/australia>. Alternatively, students can contact the Department of Immigration through their web enquiry form: <https://www.border.gov.au/about/corporate/information/forms/online/student-visa-enquiry-form>.

## **19. IGS School Accommodation and Welfare Policy**

### **Care for younger students under 18 years**

Ipswich Grammar School is a CRICOS-registered provider which enrolls younger students under 18 years of age.

As part of its registration obligations Ipswich Grammar School 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:

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

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

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

Ipswich Grammar School approves the following accommodation and care options for overseas students:

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

In this case:

- i. The School does **not** provide a welfare letter (CAAW) via PRISMS. The student's family completes Form 157N and provides proof of relationship to Department of Immigration at the time of visa application for approval of these arrangements. The Department of 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:
  - not leaving Australia without the nominating student unless there are compassionate and compelling circumstances and the School has first approved alternative welfare and accommodation arrangements for the student for the adult's period of absence, and
  - advising the Department of Immigration of any change of address, passport or other changes of circumstances.

Ipswich Grammar School 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 to the student's guardian and for the Department of Immigration via PRISMS.

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

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

Accommodation options that may be approved by Ipswich Grammar School for full fee paying 500 (formerly 571) visa subclass students under 18 years of age include:

- i. School Boarding House
- ii. Private accommodation and care arrangements requested by the parent but approved by the School which meet all requirements under relevant state and commonwealth legislation.

Ipswich Grammar School will maintain approval of accommodation and care arrangements until:

- i. The student completes the course and departs Australia
- ii. the student turns 18 years
- iii. any appeals processes in relation to Ipswich Grammar School's intentions to cancel the student's enrolment has been finalised (including suspensions, cancellations, course progress and attendance)
- iv. the student has alternative welfare arrangements approved by another registered provider
- v. a parent or nominated relative approved by the Department of Immigration assumes care of the student
- vi. Ipswich Grammar School has notified the Department of Immigration that it is no longer able to approve the student's welfare arrangements and has taken the required action after not being able to contact the student.

Any accommodation, welfare and other support arrangements for the student must be approved by Ipswich Grammar School, including arrangements provided by third parties.

Accommodation and care arrangements are checked prior to approval and at least every six months thereafter to ensure they are appropriate to the student's age and needs.

Any adults involved in or providing accommodation and welfare arrangements to the student have a blue card as appropriate (<https://www.bluecard.qld.gov.au/> ).

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" on completion of Year 12.

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

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 advise the student to contact the Department of Immigration to ensure visa implications are understood. (See Department of Immigration office addresses at: <http://www.border.gov.au/about/contact/offices-locations/australia>).

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

**3. For School vacation periods, students under 18 years of age for whom Ipswich Grammar School has issued a CAAW will:**

- i. return home to parents, or
- ii. apply for approval to spend the vacation with relatives or a friend's family, or

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

- i. School Boarding House

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

- i. Student returns home to parents

Student may spend vacation with friend's family or relatives, provided details are given

## **20. Code of Conduct**

It is one of the aims of this School to continue the training in decency and good manners received by students at home from their parents and to further their training so that the student's character is readily recognisable as that of a gentleman.

Accordingly, rules and regulations are defined to ensure that:

- (a) a student's conduct, through self control and moderation reflects credit on the student, himself, his parents and on this School.

(b) the comfort, rights and safety of all School members are protected.

Day boys are reminded that they are subject to School discipline from the time they leave home to attend School or a School function until the time they return to their homes at the expiration of the School day or School function.

Boarders are reminded that they are subject to School discipline at all times other than when they are under the direct control of their parents or guardians. The Code of Conduct exists for both Students and Staff. The following list is a sample of some of these regulations.

1. Students will at all times respect and follow instructions given by all staff and senior leaders.
2. A student's personal appearance will be beyond reproach at all times. He will conform to the standard of dress prescribed.
3. No student is permitted to smoke or drink alcoholic liquor on School premises, when wearing School uniform or when attending a function as a member of the School. Boarders are not to have in their possession any tablets, medicine or drugs of any description. Any prescription drugs, vitamins or herbal medicines are to be handed to the Health Centre for care and distribution.
4. The theft of, or the wilful damage or destruction of, any item of private, public or School property will not be tolerated and serious consequences will ensue.
5. Matches, cigarette lighters, knives, firearms, fireworks, aerosol cans and pornographic material as well as the instructions for or materials for the preparation, or the actual preparation of explosives are strictly forbidden. Any form of substance abuse will be treated as an extremely serious offence.
6. Any form of bullying will not be tolerated.
7. Students are expressly forbidden to play games or loiter in the vicinity of motor cars belonging to visitors or to any members of the School's academic, administrative, domestic or ancillary staff.
8. Students may drive motor cars to and from the school only by complying with the legislation laid down. For further directions on this matter they will report to the Year 12 Master.
9. Students may not go beyond the School boundaries without obtaining an Exeat.
10. Each Student must attend as a spectator or participant at two of the three GPS Championship events (Swimming, Cross Country, Track and Field).
11. Cheating is regarded as a very serious offence and will be dealt with accordingly.
12. Our main aim in the discipline is to ensure students exhibit behaviours that identify them as young gentlemen and that no student interferes with the right of another to learn. To achieve this, a wide variety of deterrents exist. These include: lunchtime detentions, loss of privileges, letters of apology, behaviour contracts, work cards, suspension and exclusion.



## **21. Student Services**

Ipswich Grammar School will ensure that students have access to:

- Orientation on arrival
- Accommodation services
- Assistance and information about their academic progress
- Information regarding entry to further study
- Ongoing counselling as required in relation to health and family matters
- A designated student officer (staff member, teacher, Head of Year, member of Leadership Team) who will assist the student to adjust to life and study at an Australian Institution and to help resolve problems
- A copy of the School Dispute Resolution Policy

## **22. Privacy of Personal Information**

Ipswich Grammar School will meet all requirements of the Privacy Act 2001 in relation to the way it handles personal and sensitive information about students.

## **23. Student Grievances**

Ipswich Grammar School will have a fair and transparent process for dealing with student grievances. In the event that such grievances cannot be resolved internally, Ipswich Grammar School will advise students of the appropriate bodies from which they can seek further assistance.

## **24. 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 (ESOS) Act 2000 and the National Code 2007. Please see <https://docs.education.gov.au/system/files/doc/other/esosstudentfactsheetv3.pdf>

## **25. Dispute Resolution Policy**

In the event of a dispute or grievance, students should first try to solve problems through the School's internal dispute resolution processes. Students should follow this process:

1. The student should contact the appropriate staff member for an appointment to discuss the issue.

<b>Academic/Curriculum Concerns</b>	<b>Personal Issues</b>	<b>Boarding Issues</b>
↓ <b>Head of Year</b> ↓ <b>Deputy Headmaster</b>	↓ <b>Head of Year</b> ↓ <b>Head of Year (Junior/Middle/Senior)</b>	↓ <b>Director of Boarding</b>

2. If there is no resolution, the student should make an appointment to discuss the issue with the Deputy. The student should take a written statement outlining any issues or concerns to this meeting. The Deputy Headmaster will refer to previous notes from the student's record

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

4. The student should discuss the problem with the Headmaster. If there is a resolution, details will be noted on the student's record. If there is no resolution, the student will be made aware of other steps available to him and his rights under legislation in the State of Queensland and the Commonwealth of Australia.

#### **Students should also be aware:**

1. He may nominate a support person to accompany him at any stage of the dispute resolution process.

2. Outside assistance may be requested if it is not possible to resolve the dispute internally via the process above. The School will arrange for and organise an independent body to mediate the dispute. At all times, the school will discuss options with the students and will also approach the Dispute Resolution Branch, Department of Justice and Attorney-General, to examine possibilities for mediation. There are six Dispute Resolution Centres throughout Queensland. The Brisbane Centre is located at:

Level 1, Brisbane Magistrates Court,

363 George Street, Brisbane, Qld 4000.

Tel: +61 7 3239 6007

Fax: +61 7 3239 6284

Students outside Brisbane may call the Toll Free No: 1800 017288. At present there is no fee for use of this service, but this may change.

3. Nothing in the School's Dispute Resolution Policy negates the right of any overseas student to pursue other legal remedies.

4. If all other attempts at resolution prove unsuccessful, the student may approach the Registering Authority, which has the power to cancel the School's registration if a breach of registration provision is proved. Concerns about the conduct of the School should be addressed to:

The Senior Education Officer

Queensland Department of Education, Office of Non-State Education

PO Box 10533, City East, Qld , 4002

Tel: +61 7 3237 9947

Fax: +61 7 3237 0004

## 26. School Contacts

Headmaster	Mr Richard Morrison <b>Email:</b> headmasterpa@ipswichgrammar.com	(61+7) 3813 9602
Deputy Headmaster	Mr Tony Dosen <b>Email:</b> tdosen@ipswichgrammar.com	(61+7) 3813 9603
Head of Year 12	Mr Nigel Lucas <b>Email:</b> nlucas@ipswichgrammar.com	(61+7) 3813 9613
Head of Year 11/Careers Counsellor	Mr Robert Charles <b>Email:</b> rcharles@ipswichgrammar.com	(61+7) 3813 9615
Head of Year 10	Mr Michael Stjepcevic <b>Email:</b> mstjepcevic@ipswichgrammar.com	(61+7) 3813 9614
Head of Year 9	Mr Michael Wellings <b>Email:</b> mwellings@ipswichgrammar.com	(61+7) 3813 9610
Head of Year 8	Mr Alex McArdle <b>Email:</b> amcardle@ipswichgrammar.com	(61+7) 3813 9616
Head of Year 7	Mr Mark Fancourt <b>Email:</b> mfancourt@ipswichgrammar.com	(61+7) 3813 9612
Head of Junior School	Mr Ben Gates <b>Email:</b> bgates@ipswichgrammar.com	(61+7) 3813 9630
Director of Boarding	Mr Stewart Drinkeld <b>Email:</b> sdrinkeld@ipswichgrammar.com	(61+7) 3813 9640
Director of Sport and Activities	Mr Nigel Greive <b>Email:</b> ngreive@ipswichgrammar.com	(61+7) 3813 9670
International Student Liaison Officer	Mrs Jessica Kwok <b>Email:</b> jkwok@ipswichgrammar.com	(61+7) 3813 9606
Student Counsellor	Dr Mark Taylor <b>Email:</b> mtaylor@ipswichgrammar.com	(61+7) 3813 9680
Health Centre	Mrs Anne Usher <b>Email:</b> healthcentre@ipswichgrammar.com	(61+7) 3813 9639
Director of Finance	Mrs Donna Patterson <b>Email:</b> dpatterson@ipswichgrammar.com	(61+7) 3813 9621
School Fees Officer	Mrs Wendy Townsley <b>Email:</b> accounts@ipswichgrammar.com	(61+7) 3813 9622
Enrolments	Mrs Larissa Cross <b>Email:</b> enrolments@ipswichgrammar.com	(61+7) 3813 9604
Clothing Store	<b>Email:</b> clothingstore@ipswichgrammar.com	(61+7) 3813 9692
Student Services	<b>Email:</b> studentservices@ipswichgrammar.com	(61+7) 3813 9611

## **27. Additional Information on School Organisation**

### **Accidents and Illness**

To report ill, a student must first see his Boarding Master to be referred to the Health Centre. The Health Centre will determine if the student can be treated and sent back to class or if he should stay in the Health Centre. In the case of an accident, the student will be sent directly to the Health Centre.

### **Haircuts**

The following guidelines about hair are non-negotiable and the School reserves the right to remove educational services to any boy who is unwilling to meet the required standard. In the case of a Boarder, the Director of Boarding (or an appointed representative) will organise a hair stylist to rectify non-conforming haircuts. Please contact your son's Head of Year before proceeding with a change of hair style if you are unsure of the requirements.

1. Hair is to be cut short so that it can be kept neat and tidy at all times.
2. Hair should not be cut any shorter than an equivalent blade 3 comb.
3. No artificial colouring is acceptable.
4. Sideburns should be no lower than  $\frac{3}{4}$  length of the ear.
5. Hair is to be cut so it sits off the ears and collar. Fringes, when brushed forward, should not be any longer than the line of the eyebrows. Appropriate to length of side.
6. No abrupt change in length; cut-in designs or tracking; etc. will be unacceptable.
7. Hair products will not be used to spike hair to achieve an 'unkempt' look.
8. The School reserves the right to direct a student to get a haircut if the style is deemed unacceptable.
9. A Head of Year/Head of School has the final judgment on the appropriate length and style of each student's hair.

### **Jewellery**

Apart from watches, no jewellery, e.g. rings, earrings, bracelets, necklaces, etc, is to be worn unless for religious purposes. A note needs to be provided for consideration.

### **Library Resource Centre**

Each boy, whilst a student of Ipswich Grammar School, can borrow books throughout the year including holidays, except when he has an overdue book.

### **Lockers**

Each student is issued with a locker for their school supplies.

### **Lost Property**

Students who lose property during the school day are to check with Reception. If there is significant reason to believe the property may have been appropriated by another student, the Deputy Headmaster should be informed.

### **Health Centre**

The Health Centre is staffed by qualified nurses and is open Monday - Friday 7.30am to 8pm and Saturday 8am to 8pm. On Sundays and after hours (8pm-7.30am) a registered nurse is on call.

### **Valuables**

In general, no valuables should be brought to school. No boy should carry a large sum of money. If there is a reason to deviate from this rule, the valuables or money should be taken to the Accounts Office for safekeeping while the boy is at school.

## **28. Laws and Safety in Australia**

### **What to Bring**

Students are often surprised by how strict Australian Customs Services and Quarantine can be. If you are in doubt about whether material you are carrying is prohibited or not, declare it anyway on the Incoming Passenger Card which you will receive on the plane. Students have received on-the-spot fines for not declaring items. Visit the Australian Quarantine and Inspection Service (AQIS) homepage [www.aqis.gov.au](http://www.aqis.gov.au), read "What can I take into Australia?" Also let your family and friends know "What can be mailed to Australia" as outlined on the site.

Baggage allowances for flying into Australia will vary according to your carrier, flight class and country of origin. Please check with your carrier prior to departure. Economy passengers are generally permitted 1x checked luggage (20kg) and 1 carry-on (7kg) for international flights, and 20kg of checked luggage on domestic flights within Australia. This will significantly limit the number of items you can bring, especially if you fly within Australia to get to your final destination.

Therefore, it is essential to think the packing process through very carefully. You will be able to purchase most things upon arrival in Australia.

### **Obeying the Law**

One of the reasons we have such a wonderful lifestyle in Australia is due to our representative democracy, the separation of powers, and our respect for the rule of law. We have a lot of laws in Australia and as a result, society runs smoothly.

Having been granted a visa to study in Australia, you signed a document (Australian Values Statement Temporary) agreeing to respect Australian values and obey the laws of Australia for the duration of your stay. Failure to comply with the laws of this land (including State and Territory laws) could result in a fine or the cancellation of your visa and possible deportation back home. If you are convicted of a serious crime, it could result in imprisonment.

### **Beach Safety**

When visiting the beach, only swim between the red and yellow flags, raise your hand in the air if you require assistance whilst in the water and always listen to the lifeguards on duty.

## **29. Australian Culture - Social Customs**

### **Greeting People**

When meeting people for the first time, it is usual to shake the person's right hand with your right hand. People who do not know each other generally do not kiss or hug when meeting. When you first meet someone, it is polite not to talk about personal matters. Many Australians look at the eyes of the people that they are talking with. They consider this a sign of respect and an indication that they are listening but do not stare at the person for a long time.

### **Polite Behaviour**

"Please" and "Thank you" are words that are very helpful when dealing with other people and buying goods or services. When asked if you would like something, like a cup of tea, it is polite to say, 'Yes please' or just 'please' if you would like it, or "No thank you" if you do not. Australians tend to think that people who do not say 'please' and 'thank you' are being rude.

### **Australian Slang**

Much common word usage or 'slang' may seem strange to people new to Australia. Slang words start from many different sources. Some words are shortened versions of longer words. Many were expressions already used by migrants who came from the north of

England. If you are unsure what an expression means, it is alright to ask the person who said it to explain.

Some common expressions are:

- **Bring a Plate:** When you are invited to a party and asked to 'bring a plate' this means to bring a dish of food to share with your host and other guests. Take the food to the party in any type of dish, not just a plate, and it is usually ready to serve. If you are unsure what to bring, you can ask the host.
- **BYO:** When an invitation to a party says BYO, this means 'bring your own' drink.
- **Arvo:** This is short for afternoon. 'Drop by this arvo', means please come and visit this afternoon.
- **Barbecue, BBQ, Barbie:** Outdoor cooking, usually meat or seafood over a grill or hotplate using gas or coals. The host serves the meat with salads and bread rolls.
- **Snag:** The sausages usually cooked at a barbecue. They can be made of pork, beef or chicken.
- **Chook:** The term chook means a chicken, usually a hen.
- **Cuppa:** A cup of tea or coffee. 'Drop by this arvo for a cuppa' means please come and visit this afternoon for a cup of tea or coffee.
- **Fair Dinkum:** Honest, the truth. 'Fair Dinkum?' When used as a question means, 'Is it really true?'
- **To be Crook:** To be sick or ill.
- **Flat Out:** Busy.
- **Bloke:** A man. Sometimes if you ask for help, you may get an answer 'See that bloke over there'
- **How ya goin?** 'How are you going?' This means "How are you?", or "How do you do?" It does not mean "What form of transport you are taking?".

### 30. Public Holidays and Special Celebrations

Australians hold certain days each year as special days of national meaning. We may recognise the day with a holiday for everyone or we can celebrate the special day as a nation with unique events. Most States and Territories observe some of the public holidays on the same date. They have others on different dates or have some days that only their State or Territory celebrates. In larger cities, most shops, restaurants and public transport continue to operate on public holidays. In smaller towns, most shops and restaurants close.

#### New Year

Australians love to celebrate New Year. There are festivals, celebrations and parties all over the country to welcome in the New Year. New Year in Australia is often celebrated with a fireworks display. January 1 is a public holiday.

## **Australia Day**

Australia Day, January 26, is the day we as a people and place celebrate our nationhood. The day is a public holiday which marks the founding of the first settlement in our nation by European people.

## **ANZAC Day**

ANZAC Day is on April 25, the day the Australian and New Zealand Army Corps (ANZAC) landed at Gallipoli in Turkey in 1915 during World War 1.

This day is set apart to hold dear the memory of those who fought for our nation and those who lost their lives to war. The day is a public holiday. We remember the fallen with ceremonies, wreath laying and military parades. You will find many towns have an ANZAC Day parade and ceremony culminating in the laying of memorial wreaths at a monument or war memorial. These services can be very moving and a wonderful way of experiencing some Australian National pride, as the courage of our fallen soldiers is commemorated. As Australia is such a multicultural country, these days it is common to see many other countries also represented in these parades.

ANZAC Day is the only day of the year where it may be possible to attend an RSL (Return Servicemen's League) Club to experience a traditional game of "Two Up". It is a game of chance played by the ANZACs where money is waged on the toss of three coins for a resulting combination of 2 out of 3 being either heads or tails. RSL Clubs are crammed with returned soldiers and their families and friends on this day. The atmosphere is one of 'mateship' and friendliness to all and the experience of a game of two-up is a memorable one.

## **31. Information for Students about Living in Australia**

### **Setting up a Bank Account**

You can choose to open a bank account in any bank, credit union or building society in Australia. Ipswich Grammar School banks with Westpac Banking Corporation.

To open a bank account you will need the following:

- Passport (with arrival date stamped by Australian immigration)
- Student ID Card
- Money to deposit into the account (this can be as little as \$10)

### **On your Flight**

Wear comfortable, layered clothing so that you are able to make adjustments according to the local weather. Remember if you are flying from a Northern Hemisphere winter into the



Australian summer it will be very hot so wear lightweight clothing underneath and have a pair of sandals or lighter shoes in your hand luggage if you need cooler footwear. Alternatively extra clothing may be required if flying into the Australian winter season.

### **Seasonal Considerations**

Summer in Australia is from December to February, Autumn from March to May, Winter from June to August, and Spring from September to November. For most of the country the hottest months are January and February. If you arrive in June or July, the coldest months of the year, you may need to bring or buy winter clothing and blankets.

Before landing in Australia, passengers are given an Incoming Passenger Card to fill in. This is a legal document. You must tick ✓ YES if you are carrying any food, plant material including wooden souvenirs, or animal products. This includes fruit given to you during your flight. If you have items you do not wish to declare, you can dispose of them in quarantine bins in the airport terminal. Don't be afraid to ask airline staff if you have any questions.

If you are carrying more than AU\$10,000 in cash, you must also declare this on your Incoming Passenger Card. It is strongly recommended, however, that you do not carry large sums of cash but arrange for an electronic transfer into your Australian bank account.

### **Keeping In Contact**

Before you leave home, you should provide your family and friends and your education provider in Australia with details of your flights to Australia and where you will be staying when you arrive. Do not change these details without informing them. Once you have arrived in Australia, you should then let your family and friends know that you have arrived safely. It is important to always let someone know where you are and how to contact you by phone or by post.



Ipswich Grammar School

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