



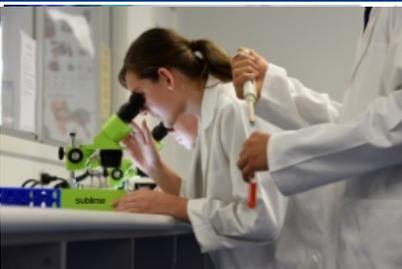
CANTERBURY
COLLEGE

Waterford Queensland
Australia



International Student Enrolment Information

Updated 1 June 2018



canterbury.qld.edu.au



The better prepared the stronger

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The acceptance and understanding of a culturally diverse world is paramount in enabling Canterbury College students to face the challenges of a global future.

Canterbury College welcomes enrolments from international students. Our international students experience our diverse range of extra-curricular, cultural, academic and pastoral programs within our Australian setting.

These students are an important group within the wider Canterbury community and the college recognizes the contribution they make to our student population. The College provides specialist staff trained in English as a Second Language for those students requiring support.

Canterbury College is bound by the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2007 under registration on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS).

CRICOS Registered Courses

High School Preparation	Non AQF Award	Course Code 085660E
Junior Secondary (Years 7-10)	Junior Secondary Studies	Course Code 086186G
Primary Education (Prep to Year 6)	Primary School Studies	Course Code 086185G
Senior Secondary Studies (Years 11-12)	Senior Secondary Certificate of Education	Course Code 023343J

Enrolment Criteria

Canterbury 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.

Procedure for International Student Enrolment

1. International students applying for enrolment at Canterbury College are required to provide the following documentation as well as evidence of satisfactory levels of academic achievement appropriate to the entry Year level requested on the Application Form:
 - a) Completed Canterbury College Application Form
 - b) Evidence of English language proficiency appropriate to the registered courses being offered (as described previously)
 - c) Certified translations into English of the student's Academic Transcripts for the past two years
 - d) Certified translations of any certificates of public examinations (where applicable)
 - e) A photocopy of the photo page of the student's passport.
 - f) If already enrolled at an Australian school, a Letter of Release from that school together with academic reports (if applicable).

An application for enrolment can only be processed when all information has been provided.

Applications from overseas students are processed according to established policy and procedures, and are dealt with on their merits. 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.

2. Return Application Form, Birth Certificate, certified copy of Passport, certified copy of current Student Visa, latest school report (translated into English) and English results to:

International Liaison Manager
 Canterbury College
 PO Box 616
 BEENLEIGH QLD 4207
 or email: ljewis@canterbury.qld.edu.au

3. Please refer to the Department of Immigration and Border Protection website for detailed information regarding visas. (www.immi.gov.au)

4. Upon approval, a letter of offer will be issued, advising the student what conditions they will need to meet before they are eligible to take up the offer.
5. If the student wishes to accept the offer, the Written Agreement is signed and noted, and returned together with the specified payment required.
6. An electronic Confirmation of Enrolment (eCoE) and Confirmation of Approved Accommodation and Welfare (CAAW) will be issued once the College is satisfied the enrolment conditions as specified in the Letter of Offer have been met.
7. An interview with the Dean of Senior School may be required prior to commencement at the College.

International Students Preliminary requirements

- (a) Depending on the student's English language ability, the student may be required to successfully complete an ELICOS (English Language Intensive Course for Overseas Students) course.
- (b) As a condition of enrolment, the student authorises Canterbury College to check visa entitlements electronically via VEVO (Visa Entitlement Verification Office) for the duration of enrolment on the Department of Immigration and Border Protection website.
- (c) As a condition of enrolment, from Year 10 onwards, the student agrees to allow Canterbury College to open a learning account in the student's name with the Queensland Curriculum and Assessment Authority (QCAA), and for the student to be assigned a Learning Unique Identifier (LU) for certification of studies purposes.
- (d) As a condition of enrolment, the student agrees to abide by all College policies for the duration of enrolment and to disclose any medical or health conditions that may affect studies or student welfare. These policies are in the International Student Enrolment Information booklet and include:
 - Accommodation Policy
 - Complaints and Appeals Policy
 - Course Progress and Attendance Policy
 - Behaviour Policy/Code of Conduct
 - Student Transfer Request Assessment Policy
 - Deferment, Suspension and Cancellation Policy
 - Refund Policy.
- (e) As a condition of enrolment, the student/Parents/Guardians agree to disclose any essential information relating to additional support or care the student might require because of an existing medical condition, including the need for prescribed medication; disability, including learning disorder, or other need for specialized support. Failure to do this may result in cancellation of enrolment.
- (f) As a condition of enrolment, the student/Parents/Guardians agree that all students for whom the provider holds a Confirmation of Accommodation and Welfare (CAAW) must maintain approved arrangements for the entire duration of enrolment, irrespective of the age of the student.

English Language Proficiency

As part of the application process, international applicants will need to provide evidence of the following:

- The student has attended an English speaking school in their own country and achieved sound results in both oral and written English, OR
- The student has attended an English preparation course in Australia and achieved sound results in both oral and written English; OR
- Students who do not have English as their first language will need to meet the following language requirements:

Year Level	AEAS	IELTS	TOEFL	Other Evidence
4-6	45	-	-	To be negotiated
7-9	50	-	450	To be negotiated
10-12	55	5.5	500	To be negotiated

Students should note that if their language proficiency is below that outlined above, they may be required to undertake an intensive English language course of High School Preparation before beginning mainstream studies.

Please note that the College will also conduct on-site Interviews and English Testing prior to prospective students commencing their study. This assists the College in determining the student's English levels across Reading, Writing, Listening and Speaking. It is a

requirement that the Head of College is satisfied that the student can immediately achieve sound English results for the appropriate year level of entry.

International Student: Tuition Fee Schedule 2018 *(as at 1 January 2018)*

- All fees are based on current fees and are indicative only. Fees are subject to an annual increase of from 2% to 6% depending on economic factors.
- All fees are to be paid in Australian dollars.

Compulsory Tuition Fees

Administrative Fees	
Note 1.	Application Fee \$250
Note 2.	Requested change to the terms of enrolment \$100
Note 3.	Enrolment Bond \$750
	Text Book Hire (Years 7 – 12) \$470
Note 4.	Administrative Service Fee \$900

Tuition Fees	
	Tuition Fee – Primary Education Years 1 – 6 (Course Code 086185G) \$20,825
	Tuition Fee – HSP Course (Intensive English) (Course Code 085660E) \$21,461
	Tuition Fee – Years 7 – 10 (Course Code 086186G) \$21,461
	Tuition Fee – Years 11 – 12 (Course Code 023343J) \$21,606

Compulsory Year Level Program Fees – Charged Semester 1	
	Year 6 \$977
	Year 11 - Biology \$315
	Year 11 - Hospitality Work Experience \$240
	Year 12 \$482

Compulsory Non-Tuition Fees

Note 6.	Uniforms* \$950
Note 7.	Homestay Retention Fee \$550
Note 8.	Homestay Fee* \$15,360
Note 9.	Storage of Possessions \$250
Note 10.	Homestay Internet Wi Fi (indicative only)* \$800
Note 11.	Homestay Placement Fee \$320
Note 12.	Homestay Transfers \$220
Note 13.	Overseas Student Health Cover (OSHC)* \$600
Note 14.	School Transfers \$300
Note 15.	Stationery* \$200
Note 16.	Queensland Curriculum and Assessment Authority (QCAA)* \$425
Note 17.	Student Welfare Fee* \$600
Note 18.	Bank Payment Fees \$25
Note 19.	English Proficiency Testing Fee \$250

* *Defines Annual Fee*

Notes

Note 1. Application Fee

An Application Fee is payable on submission of a formal Application for Enrolment to the College. This fee is non-refundable and covers the administration costs associated with the initial application.

Note 2. Changes to the terms of Enrolment

If the applicant requests a change to the date of commencement, or to the entry year which requires a new Letter of Offer or a new eCoE to be issued, an additional fee of \$100 will apply for each new set of documents.

Note 3. Enrolment Bond

Payable in the first year of enrolment only, irrespective of entry year. The Enrolment Bond is refundable as per the conditions of enrolment. It is not refundable in cases of cancellation of enrolment. The refund is processed via a bank transfer to your nominated account.

Note 4. Administrative Service Fee

Covers the cost of administering the International Students Program. This is an annual fee.

Note 5. Tuition Fee

All Tuition Fees are based on the current fees and are indicative only. Fees are subject to an annual increase of from 2% to 6% depending on the economic factors.

International Students shall incur a minimum charge of one semester Tuition Fee.

All Fees are invoiced in advance and per Semester. Adjustments will be made on the following Semester's invoice.

Note 6. Uniforms

Uniforms are compulsory. The price shown is an estimate only. Any purchase more than the \$950 allocation must be paid for at the time of purchase.

Note 7. Homestay Retention Fee

Payable in the first year of enrolment. This fee is refundable at the end of the home stay, subject to conditions including there being no damage to the Homestay, all Homestay fees have been paid in accordance with contractual obligations.

Note 8. Homestay Fee

This Fee covers homestay accommodation costs for one school year.

It is expected that international students will return to their home country within five (5) days of the end of the academic year and return to their homestay at least three (3) days prior to classes commencing at the start of the following academic year.

No adjustments are made to the Homestay Fee for School Holidays, or if the student leaves early, or fails to provide flight details.

The Homestay payment must be received before the first day of each Semester. A late fee of \$50.00 per week is charged on any balances owing after the first week of term

Note 9. Storage of Possessions

If a student's personal possessions remain in the homestay from the end of the academic year to the start of the following academic year, an additional fee of \$250 for storage of possessions in the student's absence, will be charged.

Note 10. Homestay Internet Wi-Fi

Students may wish to purchase an internet plan / pocket Wi-Fi for use in the homestay. Price is indicative only.

Note 11. Homestay Placement Fee

A Homestay Placement fee of \$320 is charged if a student requests a change in homestay.

Note 12. Homestay Transfers

May include transfer between Airport or Homestays.

Airport Pickups from Brisbane Airport, or relocation between Homestays is \$120.

Airport Pickup from the Gold Coast Airport is \$220.

Note 13. OSHC (Overseas Student Health Cover)

Medical Insurance is required for the duration of the student visa. Price per year is indicative only and subject to change by Medical Provider.

BUPA is the College's preferred supplier of medical insurance. This can be arranged through the College.

Note 14. School Transfers

Estimate of School/Rail Bus transport to and from school (if required). Price quoted is indicative only.

Note 15. Stationery

Stationery is required. Price quoted is indicative only.

Note 16. Queensland Curriculum and Assessment Authority (QCAA)

Queensland Studies Authority charges are applicable to students in Years 11 and 12. Price quoted is indicative only, subject to verification of price set by QCAA.

Note 17. Student Welfare Fee

This fee offsets the costs of the resources allocated to the management of student's welfare while in the care of Canterbury College.

Note 18. Bank Fees

A Bank Payment Fee is applicable if transferring a payment from an international bank account

Note 19. English Proficiency Testing Fee

A once off fee upon enrolment. The testing may be undertaken and charged at the discretion of the College

Course Credit

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

High School Preparation (Intensive English)

Our High School Preparation Course offers a comprehensive language foundation providing students with 6 hours a day of structure core content including ESL English, Mathematics, Science and Physical Education.

Students may move to a blended timetable of HSP subjects combined with mainstream classes in cases where their English is assessed as being competent in these subjects

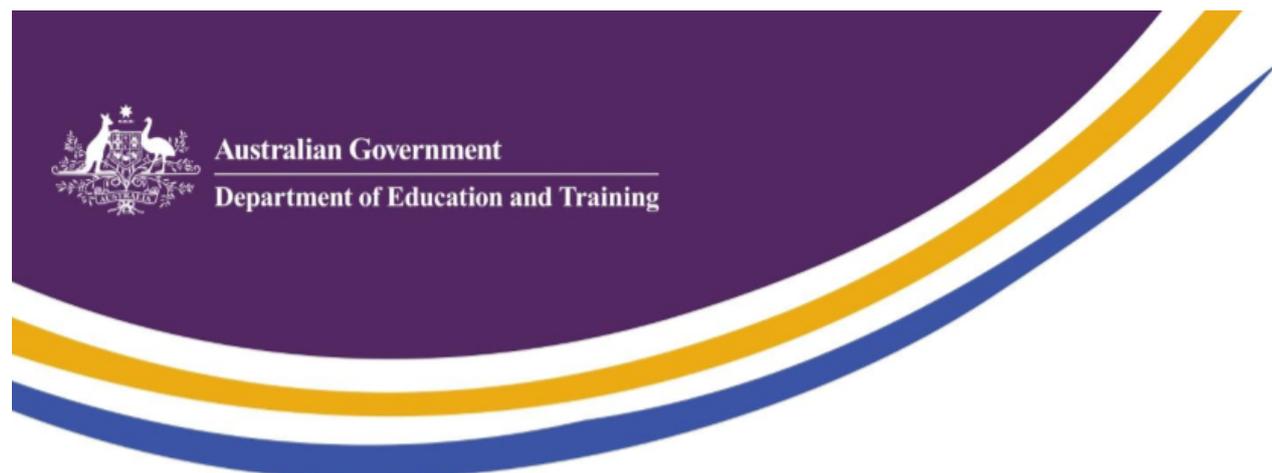
International Student Conditions of Enrolment

All students and Parents/Guardians are bound by all rules and regulations as issued by the Head of College, from time to time, for the conduct of the College. Parents/Guardians agree to ensure that their student obeys all rules and regulations.

The College reserves the right to suspend or dismiss from the College, or take any other disciplinary action against any student whose behaviour, conduct, attitude or effort is unsatisfactory, or who fails to obey the rules of the College.

- Parents/Guardians agree to ensure that their student honours all required College commitments - curricular, extra-curricular and Chapel.
- All students and their Parents/Guardians agree to ensure the participation in College teams/groups is given precedence over outside involvements.
- Parents/Guardians agree to ensure that their student is not absent from College unless medically unfit or unless leave has been granted by the Dean of the student's relevant year group. All term dates notified by the College are to be strictly observed.
- Parents/Guardians agree that neither the College nor the Board of Directors nor any member of the staff will be liable in damages for the loss by any student of any personal property.
- Parents/Guardians agree that images of their student may be used by the College for promotional and publicity purposes (unless Parents/Guardians notify the College to the contrary, in writing).
- It is expected that Parents/Guardians will provide the College with any relevant information on the special needs of their student (including medical specialist, and learning needs reports) upon application for enrolment and will advise the College of any changes to those special needs. Non-presentation of known needs at interview or when they subsequently arise could result in the cancellation of the student's enrolment at the College. It is expected that Parents/Guardians will work co-operatively with teaching staff to assist with their student's learning.
- It is the responsibility of all Parents/Guardians to advise the College of any changes in the applicant's health or development, to ensure all personal, sensitive, and health information relevant to the student and held by the College will remain current and up-to-date or changes in family circumstances, which may affect the student at Canterbury College.
- Parents/Guardians will make good any damage to College property or apparatus and any other property caused by their student.

Australian Government International Student Fact Sheet



International education: ensuring quality and protecting students

Australia welcomes international students

The Australian Government wants international students to have a rewarding and enjoyable experience when they come to Australia to study. Australia offers high quality education services and protects the rights of international students to ensure you make the most of your time here.

This fact sheet contains important information for student visa holders about living and studying in Australia, including your consumer rights and responsibilities as an international student and key things you should know before and during your study.

Australian laws protect international students

As a student on a student visa, you benefit from Australian laws that ensure high standards of education, facilities and support services while you are in Australia. You also have rights to information about your course and the institution you wish to study with before and during your enrolment. The Education Services for Overseas Students (ESOS) framework offers you financial protection in case your education institution does not deliver what it has promised you.

You can find out more about the framework at <https://internationaleducation.gov.au/regulatory-information/pages/regulatoryinformation.aspx>.

Before you begin your studies

Choosing a course to study

As an international student, you can only study a course with an education institution listed on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS). All institutions registered on CRICOS have met the quality standards set out in Australian law, which ensures you receive the best possible education services.

CRICOS is a good place to start when you want to find a course or education institution to study with, and can be found at <http://cricos.education.gov.au>.

Using an education agent

International students **do not** have to use an education agent. You can enrol directly with an Australian education institution. Information about what education institutions offer is usually on their websites.

If you want to use an education agent, it's best to pick one used by the institution you want to study at. You can find a list of education agents on the institution's website.

The law requires institutions to use only education agents that act honestly and with integrity. Agents must give you accurate advice about the courses on offer, including entry requirements, and information about living in Australia. You should still be careful and alert when dealing with agents to ensure you enrol in a course that is suitable for you and will help you achieve your learning goals.

In Australia, education agents cannot give you information on visa and immigration matters – only migration agents can do this. You can find out more about using migration agents at the Department of Immigration and Border Protection's website at www.border.gov.au/Trav/Visa/Usin.

If you think your education agent might be behaving dishonestly or unethically, you should stop using them immediately and contact your education institution directly.

Written agreements or contracts between the student and institution

Under Australian law an education institution must have a written agreement with you outlining the services they will provide, all the fees you are required to pay, and conditions for refunds of money you pay for the course.

The written agreement is a legal contract. You should read it carefully and make sure you fully understand what it says before signing it. You and your education institution must follow whatever is set out in the written agreement once you have accepted it, so you should keep a copy of it. Should you ever make a complaint about your institution, you will need to refer to your written agreement. You can find out more about making complaints on page 6 of this fact sheet, **Making complaints and getting help**.

Your rights before you enrol

Even before you enrol with an education institution, under Australian law you have the right to:

- receive current and accurate information about the courses, entry requirements, all fees and modes of study from your institution and your institution's agent before you enrol
- sign a written agreement with your institution before or at the time you pay fees. You do not have to pay the institution any money or fees until you accept the agreement
- seek a refund in certain situations for course money you have paid. Information about refund arrangements must be included in your written agreement
- get the education you paid for. The law includes tuition protections that will allow you to be placed in another course or receive a refund if your institution is unable to teach your course (known as a provider default), visit <https://tps.gov.au/> for more information
- access complaints and appeals processes
- request to transfer to another institution and have that request assessed by your institution.

Canterbury College Charter of Values



CANTERBURY COLLEGE
The better prepared the stronger

Charter of Values

Respect
"Do to others as you would have them do to you."
Respect yourself and treat all others with respect, courtesy and consideration regardless of their position.

Integrity
"Be honest and trustworthy"
Be sincere and truthful as you do your best. Be accountable for your own actions and ensure consistency between what you say and what you do.

Compassion
"Care for others"
Show empathy by seeking to understand the viewpoint of others and how they are feeling.

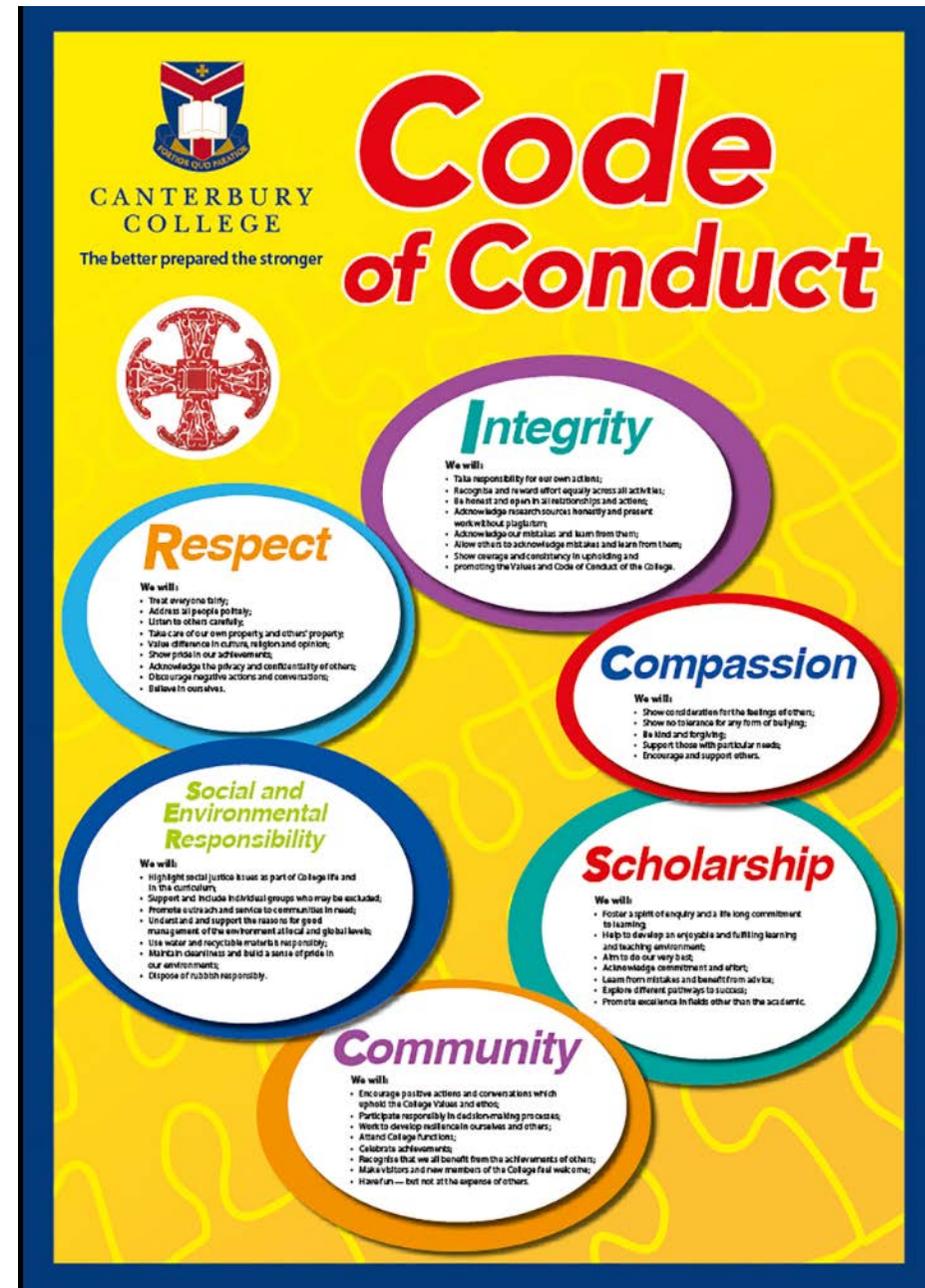
Scholarship
"Live to learn and learn to live"
Cultivate a love of knowledge and be diligent as you aim for excellence.

Social and Environmental Responsibility
"Justice for all"
Promote fairness, acknowledge the rights of others and make a difference for good. Act to protect the natural environment and support global justice.

Community
"Celebrate our life together"
Act for the good of the whole College community and seek to promote happiness for yourself and others in all common activities.

Conclusion
In applying these aspirational values we will practise them in a spirit of **grace** and **forgiveness** ready to acknowledge our mistakes, learn from them and give others the opportunity to do the same. Our determination to be true to these ideals will require **self-discipline** and **moral courage**.

Canterbury College Code of Conduct



CANTERBURY COLLEGE
The better prepared the stronger

Code of Conduct

Integrity
We will:
 • Take responsibility for our own actions;
 • Recognise and reward effort equally across all activities;
 • Be honest and open in all relationships and actions;
 • Acknowledge research sources honestly and present work without plagiarism;
 • Acknowledge our mistakes and learn from them;
 • Allow others to acknowledge mistakes and learn from them;
 • Show courage and consistency in upholding and promoting the Values and Code of Conduct of the College.

Respect
We will:
 • Treat everyone fairly;
 • Address all people politely;
 • Listen to others carefully;
 • Take care of our own property and others' property;
 • Value difference in culture, religion and opinion;
 • Show pride in our achievements;
 • Acknowledge the privacy and confidentiality of others;
 • Discourage negative actions and conversations;
 • Believe in ourselves.

Compassion
We will:
 • Show consideration for the feelings of others;
 • Show no tolerance for any form of bullying;
 • Be kind and forgiving;
 • Support those with particular needs;
 • Encourage and support others.

Scholarship
We will:
 • Foster a spirit of enquiry and a life-long commitment to learning;
 • Help to develop an enjoyable and fulfilling learning and teaching environment;
 • Aim to do our very best;
 • Acknowledge commitment and effort;
 • Learn from mistakes and benefit from advice;
 • Explore different pathways to success;
 • Promote excellence in fields other than the academic.

Social and Environmental Responsibility
We will:
 • Highlight social justice issues as part of College life and in the curriculum;
 • Support and include individual groups who may be excluded;
 • Promote civility and service to communities in need;
 • Understand and support the reasons for good management of the environment at local and global levels;
 • Use water and recyclable materials responsibly;
 • Maintain cleanliness and build a sense of pride in our environment;
 • Dispose of rubbish responsibly.

Community
We will:
 • Encourage positive actions and conversations which uphold the College Values and ethos;
 • Participate responsibly in decision-making processes;
 • Work to develop excellence in courses and others;
 • Attend College functions;
 • Celebrate achievements;
 • Recognise that we all benefit from the achievements of others;
 • Make visitors and new members of the College feel welcome;
 • Have fun — but not at the expense of others.

Campus Facilities and Campus Map

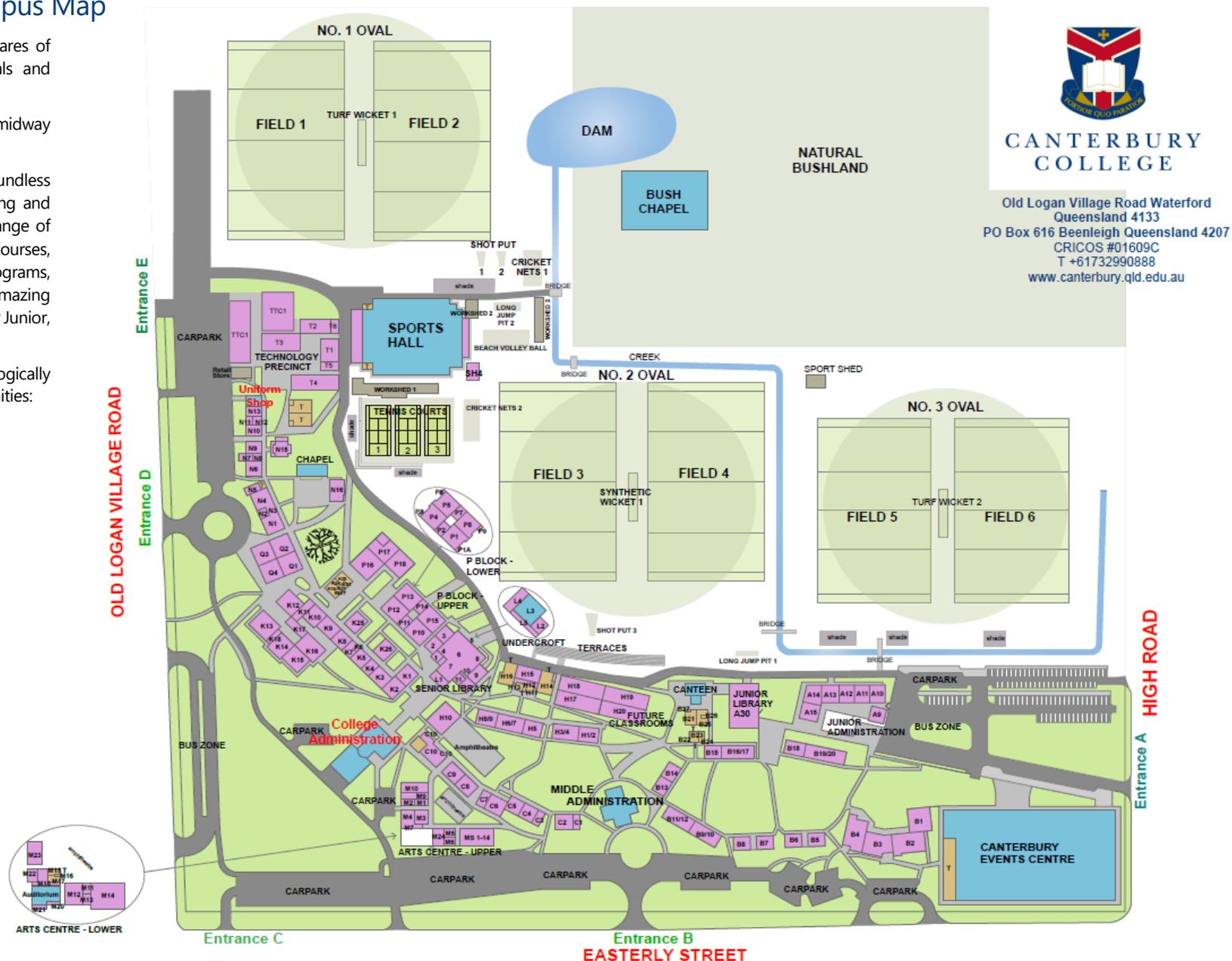
Canterbury College is located on 30.2 hectares of natural Australian bush land, grassed ovals and landscaped grounds in Logan City.

The College is situated approximately midway between Brisbane and the Gold Coast.

Canterbury College offers students the boundless potential of Science, Technology, Engineering and Maths (STEM) learning through a diverse range of engaging innovative academic courses, extracurricular, exciting extension programs, excursions, incursions, competitions and amazing STEM extracurricular opportunities across our Junior, Middle and Senior Schools

Our facilities include modern, technologically advanced classrooms with state-of-the amenities:

- NEXT Digital Technology Centre
- The Canterbury Events Centre,
- Performing Arts Centre,
- Science Precinct,
- English Language specialist Centre
- Farm for Rural Studies
- Two Sports Hall
- Auditorium
- Senior Library
- Junior Resource Centre
- Canteen
- Six playing fields
- Swimming Complex with Olympic



Subjects

Year 7 and Year 8

- English
- Mathematics
- Science
- Geography
- History
- HPE
- Spiritual Development
- Students will also study Languages (French and Japanese) and Art subjects (Art and Music) on a semester rotation.
- In Year 8 students also study ITD and FTS on a semester rotation

Year 9 and Year 10

Compulsory Subjects

- English
- Health and Physical Education
- History
- Mathematics
- Science
- Spiritual Development

Elective Subjects *(Choice of three subjects)*

- Business Education
- Dance
- Digital Technology
- Drama
- Extension English
- Extension Mathematics
- Extension Science
- Food and Technology Studies
- French
- Furnishing Certificate I
- Graphics
- ITD
- Languages
- Visual Art

Year 11 and Year 12

Compulsory Subjects

English

- English for ESL Learners
- English Communication

Mathematics

- Mathematics A
- Mathematics B
- Mathematics C
- Prevocational Mathematics

Elective Subjects *(Choice of four subjects)*

Arts

- Dance
- Drama
- Film, Television and New Media
- Music
- Music Extension (Year 12)
- Visual Art

Health and Physical Education

- Fitness Certificate III
- Health Education
- Physical Education

Languages

- Chinese
- French
- Japanese

Hospitality and Trades

- Early Childhood Certificate III
- Home Economics
- Hospitality Certificate II/Kitchen Operations Certificate II
- Events Certificate III/Tourism Certificate II

Science

- Biology
- Chemistry
- Physics

Social Sciences

- Accounting
- Ancient History
- Business Certificate III
- Geography
- Legal Studies
- Modern History

Technology and Trades

- Furniture Making Pathways Certificate II
- General Construction Certificate I Graphics
- Information and Communications Technology
- Information Processing and Technology

Rural Operations Certificate II

Spiritual Development

VET Pathway Subjects

- Business Certificate III
- Early Childhood Certificate III
- Events Certificate III/Tourism Certificate II
- Fitness Certificate III
- Furniture Making Pathways Certificate II
- General Construction Certificate I
- Hospitality Certificate II/Kitchen Operations Certificate II
- Rural Operations Certificate II
- English Communication
- Prevocational Mathematics

Extra Curricular Activities

Junior School

JTAS commences Year 5

Extra Curricular – optional for Year 4

Athletics	Junior Strings
Australian Football	Strings
Basketball	Netball
Chess	Public Speaking
Cricket	Rugby
Cross Country	Soccer
Debating	Softball
Gardening Club	Swimming
Junior TAS	Tennis
Junior Years Choir	Touch Football
Junior Years Wind Symphony	Wakakirri

Lunch activity clubs for Years 1 – 6 may include:

Board games	Lego
Craft	Photography
Computer and pen pals	Quizzes and puzzles
Construction	School magazine
Drama	Sewing
Guitar	Strategic games
Gardening	Touch football

Middle and Senior School

Australian Rules Football	Public Speaking
Athletics	Rowing
Basketball	Rugby
Bands	Soccer
Choir	Softball
Cricket	Strings
Cross Country	Swimming
Dance	Tennis
Debating	Touch Football
Equestrian	Volleyball
Hockey	Youth Theatre
Cheerleading	

Performing Arts

Bands:	Symphonic Band	Orchestras:	Symphony Orchestra
	Stage Band		Ritornello
	Concert Band		Symphonia
	Wind Band		String Orchestra
	Chapel Band		Junior Strings
Chamber Ensembles:	Senior & Intermediate	Choirs:	Senior Concert Choir
	Percussion Ensemble		Cantabile
	Flute Ensemble		Boys Vocal Group
	Junior Clarinet Choir		Treble Voices
	Senior Clarinet Choir		Junior Choir
	Guitar Ensemble		Junior Singers

Uniform Expectations

The College uniform is compulsory and a copy of the Canterbury College Uniform Policy and current pricelist is available from our website:



Hats

- College formal hats are to be worn at all times when travelling to or from the College.
- They are to be worn square on the head and girls' hairstyles must not interfere with the appropriate wearing of the hat.
- On formal occasions boys and girls in Prep – 3 wear the blue formal hat
- Boys in Years 4 – 12 wear the grey felt hat
- Girls from Years 4 – 12 wear the white hat
- During the College day students must wear a hat when they are outside the classroom. They may wear either the formal or sports hat.
- For sun safety, the legionnaires cap or wide brimmed hat is compulsory for students in Kindergarten – Year 3.
- Students in Years 4 – 12 have the choice of either the blue sports hat or the College cap for sportswear.

Shoes

- Students in Kindergarten and Prep wear white sports shoes. Velcro tabs are permitted for students in Kindergarten.
- Students in Years 1 – 12 are to wear standard black leather lace up shoes and white sport shoes.

Shirts

- Boys shirts are to be tucked in at all times.

Ties

- The wide end of boys' ties should be no lower than the belt.

- Girls ties are to be worn tucked under the collar.

Socks

- With shorts, boys in Years 4 – 12 are to wear long socks pulled up.
- Girls in years 4 to 12 are to wear the College girls socks

Shorts/Trousers

- Boys in Kindergarten – Year 3 wear navy shorts. (Tracksuit pants for Kindergarten & Prep and trousers for Years 1 – 3 in winter)
- Boys in Years 4 – 6 wear grey shorts with black belt and may wear trousers in winter.
- Boys in Middle and Senior School have the option of wearing shorts or long trousers in Terms 2 and 3.
- Boys in Middle and Senior School wear long grey tailored shorts with black belts in Terms 1 and 4.
- Boys in Middle and Senior School wear grey tailored trousers with black belt in Terms 2 and 3.

Blazers and Jumpers

- All students in Middle and Senior School must have a blazer with College badges on the left lapel. Blazer sleeves may not be pushed up
- All students in Junior School must have a jumper (blazers optional) and they are only compulsory on formal occasions.
- On days when the weather is very cold, Years Pre – 3 students may choose to wear their full tracksuit over their winter uniform, including jumper, to gain extra warmth.
- Years 7 – 12 students must NOT wear tracksuit tops over their formal uniform.



Optional uniform items throughout the year

- Navy trousers for Prep – 3.
- Grey trousers for Years 4 – 6.
- Ribbed navy tights for Prep – 6 girls.
- Stockings for Middle and Senior School girls except on formal occasions where they are compulsory. Colour – nearly black/charcoal



- Court shoes for Senior girls except on formal occasions when they are compulsory.
- Senior Jersey – Year 12 students (may not be worn as part of the formal uniform, except within the College grounds).
- Black or navy knitted gloves may be worn during winter.

Bags

- College school bags are compulsory for all years.
- Students in Years 4 – 12 have a College sports bag for PE.

Jewellery

- No jewellery is to be worn to College, except one pair of plain gold or silver sleeper or stud (round in shape) earrings if necessary (girls only). One earring only is to be worn in each ear lobe.
- Watches may have either a black, brown, gold or silver band. Brightly coloured bands must not be worn.
- Tooth jewellery is not permitted.
- Students are not permitted to wear body piercing such as eyebrow, nostril, lip and tongue piercing. Plastic studs for body piercings are not permitted.

Tattoos

- **Tattoos are not permitted on any part of the body.**

Grooming

- Boys are expected to be clean shaven at all times
- Side burns may be no lower than the bottom of the ears.
- Boys' hair is to be consistently cut and styled in a conservative manner – hair products, exaggerated hairstyles, stepped cuts, wedges and undercuts are not permitted.
- All hair is to be neatly brushed.
- Boys' hair must be cut off at the collar and must not cover the eyebrows or ears.
- Hair ribbons may be navy, red or white.
- Small elastic hair bands for pony tails must be black or navy.
- Only headbands purchased from the college Uniform Shop are allowed to be worn.
- Students may not attend College with hair that is not their natural colour. This includes streaks and tips. (If a student does attend College with dyed hair, parents will be contacted and the hair will need to be returned to a natural colour as soon as possible.)
- Make up and nail enamel are not permitted to be worn at any time.
- Lip gloss is to be clear and untinted.



Refund Policy

1. This refund policy applies to all course fees paid to the school and includes any course fees paid to an education agent to be remitted to the school.
2. Fees for services paid to education agents by students (or parent(s)/legal guardian if the student is under 18) are not covered by this refund policy.
3. The Application Fee is non refundable.
4. The College's standard Enrolment Bond refund conditions apply. Refer Fees Policy 3.1.
5. Payment of Course Fees and Refunds
 - a) Fees are payable 1 Study Period (6 months) in advance.
 - 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's fees for the duration of that year.
 - d) Refunds will be reimbursed in Australian dollars and the payment sent to the applicant's home country address unless otherwise stated in writing.
 - e) 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.
 - f) Payment of any refund due will be made within 28 days of receiving the written application for refund.
 - g) Transaction fees associated with the transfer of funds for refunds will be deducted from the eligible refund amount.
6. All notification of withdrawal from a course, or application for refunds, must be made in writing and submitted to the Head of College. Such requests should be received by the Head of College within 5 days of either the student's failure to commence the Course or withdrawal from the Course.
7. Unsuccessful Enrolment/Visa Rejection
 - a) Canterbury College will refund all Tuition and Non Tuition Fees paid where the student's application for enrolment is refused by the school.
 - b) Canterbury College will refund all Tuition and Non Tuition Fees paid where the student produces evidence that the application made by the student for a Student Visa has been rejected by the Australian Immigration Authorities.
8. Student Default
 - a) Canterbury College will refund within 28 days tuition fees received (payment net of Bank Transfer Fees) by or on behalf of the student as detailed below.
 - i. If written notice is received at least 28 days prior to commencement of the course:
 1. 50% of the Tuition Fee will be refunded.
 2. 50% of the Homestay Fee will be refunded.
 3. 100% of all other Non Tuition Fees will be refunded
 - ii. If written notice is received less than 28 days prior to commencement of the course:
 1. 0% of the Tuition Fee will be refunded.
 2. 25% of the Homestay Fee will be refunded
 3. 100% of all other Non Tuition Fees will be refunded
 - iii. If the student does not commence studies on the agreed commencement date and does not provide notice of withdrawal after the commencement date:
 1. 0% of the Tuition Fee will be refunded.
 2. 0% of the Homestay Fee will be refunded.
 3. 100% of all other Non Tuition Fees will be refunded
 - iv. If written notice of withdrawal is received after the commencement date of the Course but before completing the Course:

Current Study Period Fees and Charges

1. No refund of the current Study Period Tuition Fee will be refunded.
2. No refund of the current Study Period Homestay Fee will be refunded.
3. No refund of other Non Tuition Fees will be refunded.

In Advance of Current Study Period Fees and Charges

- a. Tuition Fees and Non Tuition Fees all of which that have been paid in advance of the current Study Period, will only be refunded if 1 Terms' notice has been given, otherwise 4 weeks Tuition

and Non Tuition Fees will be deducted from the amount in balance for Tuition, and Non Tuition Fees.

- b) Where a student's enrolment is cancelled for any of the following reasons:
- i. Failure to maintain satisfactory course progress (visa condition 8202)
Please refer to Monitoring Attendance and Progress policy.
 - ii. Failure to maintain satisfactory attendance (visa condition 8202)
 - iii. Failure to maintain approved welfare and accommodation arrangements (visa condition 8532). Please see Student Welfare and Accommodation policy.
 - iv. Failure to pay course fees.
 - v. Any behaviour identified as resulting in enrolment cancellation in Canterbury College's Conditions of Enrolment. Please see Conditions of Enrolment.
 1. Current Study Period Fees and Charges
 1. No refund of the current Study Period Tuition Fee will be refunded.
 2. No refund of the current Study Period Non Tuition Fees will be refunded.
 2. In Advance of Current Study Period Fees and Charges
 1. Tuition Fees and Non Tuition Fees all of which that have been paid in advance of the current Study Period, will be refunded less 4 weeks Total Fees being deducted from the amount in balance for Tuition and Non Tuition Fees.
9. Provider Default
- a) If for any reason the school is unable to offer a course on an agreed starting day for the course, and the student for some reason cannot be placed or refuses placement in an alternative course arranged by the school, a full refund of any unused tuition fees* 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 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.
 - c) In the event that the school is unable to fulfil its obligations of providing an agreeable alternative course for the student, or a refund, the student 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>.
10. 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

- (a) Application Fee – the amount paid at time of submitting an application for Enrolment to Canterbury College.
- (b) Tuition Fee – the amount paid to Canterbury College for the core education course.
- (c) Non Tuition Fee – the amount paid to Canterbury College for additional education costs such as health insurance, homestay fees, stationery and uniforms.
- (d) Course Fee – The total cost of the course is Tuition Fees plus Non Tuition Fees

International Student Welfare and Accommodation Policy

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

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

In this case:

- (i) The School does not provide a welfare letter (CAAW) via PRISMS. The student's family provides proof of relationship to Department of Immigration 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:
 - o 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
 - o advising the Department of Immigration of any change of address, passport or other changes of circumstances.

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 advise the student to contact the Department of Immigration to ensure visa implications are understood. (See Department of Immigration office addresses at: <http://www.immi.gov.au/Help/Locations/Pages/Australia.aspx>.)

School approved accommodation options for Student Visa 500 students under 18 years of age include:

- (i) Homestay Program operated by Canterbury College
- (ii) Private accommodation and care arrangements approved by the School which meet all requirements under relevant state and commonwealth legislation.

For School vacation periods, the following accommodation options are available to Student Visa 500 students under 18 years of age for whom the School has issued a CAAW:

- (iii) Student returns home to parents
- (iv) Student continues to live in / is placed in Homestay arranged and approved by the school
- (v) Student may spend vacation with relatives or a friend's family if all requirements are met in order to attain school approval.
- (vi) Student may attend a supervised excursion, camp, etc., if all requirements are met in order to attain school approval.

School approved accommodation options for Student Visa 500 students 18 years and older include:

- (vii) Homestay Program
- (viii) Private accommodation arrangements approved by Canterbury College

For School vacation periods, the following accommodation options are available to Student Visa 500 students who are 18 years or older:

- (i) Student returns home to parents
- (ii) Student continues to live in / is placed in Homestay, details of which are recorded 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 and it is approved by Canterbury College
- (v) Student may travel unaccompanied during vacation periods, provided details are given and it is approved by Canterbury College

Homestay / Private Accommodation Arrangements:

The Homestay / private accommodation arrangements operated by Canterbury College / approved by Canterbury 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.

Student Guardian Visas

Canterbury 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.

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.

1. Guidelines/Procedure/Process

1.1. Responsibilities

The Head of College is responsible for the welfare of all students.

Complaints and Appeals Policy

1. Purpose

- (a) The purpose of Canterbury 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.

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, Canterbury College requests there is an attempt to informally resolve the issue through mediation/informal resolution of the complaint.
- (b) Students should contact their Form Patron, Year Level Coordinator, Dean of Middle and Senior School or Homestay Co-ordinator 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 Head of College and Canterbury College's internal formal complaints and appeals handling procedure will be followed.

1. The student should contact the appropriate staff member for an appointment to discuss the issue within 5 days. Written notes of the discussion will be kept for the student's file.		
For Academic/Subject Concerns	For Personal Problems	For Homestay Problems
<ul style="list-style-type: none"> • Dean of Middle/Senior School • Year Level Coordinator • Curriculum Coordinator • Deputy Head of College 	<ul style="list-style-type: none"> • Year Level Co-Ordinator • Homestay Co-ordinator • Year Level Coordinator • Deputy Head of College 	<ul style="list-style-type: none"> • Homestay Co-ordinator • Year Level Co-ordinator • Dean of Middle/Senior School • Deputy Head of College
2. If there is no resolution, the student should make an appointment to discuss the issue with the Dean. The student should take a written statement outlining any issues or concerns to this meeting. The Dean will refer to previous notes from the student's file.		
3. If there is still no resolution, the student should make an appointment to discuss the issue with the Head of College.		
4. If there is a resolution, details will be noted on the student's file. If there is no resolution, the student will be made aware of other steps available to him/her, and his/her rights under legislation in the State of Queensland and the Commonwealth of Australia.		

4. Formal Complaints Handling Procedure

- (a) The process of this grievance procedure is confidential and any complaints or appeals are a matter between the parties concerned and those directly involved in the complaints handling process.
- (b) The student must notify the school in writing of the nature and details of the complaint or appeal.
- (c) Written complaints or appeals are to be lodged with the Head of College/Dean.
- (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/her case to the Head of College/Dean.
- (g) Students and / or the School may be accompanied and assisted by a support person at all relevant meetings.
- (h) The formal grievance process will commence within 10 working days of the lodgment of the complaint or appeal with the Principal/other.
- (i) Once the Head of College/Dean. 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.
- (j) If the grievance procedure finds in favour of the student, Canterbury College will immediately implement the decision and any corrective and preventative action required, and advise the student of the outcome.
- (k) Canterbury College undertakes to finalise all grievance procedures within 14 working days
- (l) For the duration of the appeals process, the student's enrolment and attendance must be maintained.

5. External Appeals Processes

- (a) If the student is dissatisfied with the conduct or result of the complaints procedure, he/she may seek redress through an external body at minimal or no cost.
- (b) If the student wishes to complain or to lodge an external appeal about a decision made or action taken by Canterbury 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.
- (c) If a student is concerned about the actions of the school they may approach the chief executive of the Department of Education, Training and Employment, who, under part 2, division 2 of the Education (Overseas Students) Act 1996, may suspend or cancel the registration of a provider or a course if a breach of the requirements of registration provision is proved. Concerns or complaints about the conduct of a registered provider should be addressed in writing to:

The Manager
International Quality (Schools) Unit
DETE
LMB 527
BRISBANE QLD 4001

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

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

Monitoring Progress and Attendance Policy

1.1 Course Progress

- a) Canterbury 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 of enrolment.
- c) Students who have begun part way through a study period will be assessed after one full study period.
- d) To demonstrate satisfactory course progress, students will need to achieve competency (in competence based subjects) or a C grade in 50% of subjects studied. Where the benchmark is not being met, the College will give consideration to the effort made by the student. This is exemplified through demonstrated improvement in the use of the English language, student engagement in class, reasonable completion of student homework and submission of assessment pieces.
- e) If a student does not achieve satisfactory course progress in at least 50% of subjects studied in an assessment period, the Dean will meet with the student to develop an intervention strategy for academic improvement. This may include:

- i. additional supervised study periods
 - ii. tutorial assistance
 - iii. other intervention strategies as deemed necessary
- f) A copy of the student's individual strategy 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 the Dean and records of student response to the strategy will be kept.
- h) If the student does not improve sufficiently academically and achieve satisfactory course outcomes by the end of the next assessment period, Canterbury 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 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 Canterbury College, he/she may contact the Overseas Student Ombudsman at no cost. This must be done within 10 working days.
- i) The school 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 school.

1.2 Completion within expected duration of study (course progression)

- a) As noted in 1a, 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 study period 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) Canterbury College will only extend the duration of the student's study where the student has not completed their course within the expected duration due to:
- i. compassionate or compelling circumstances;
 - ii. student participation in an intervention strategy as outlined in 1e or an approved deferment or suspension of study has been granted in accordance with Canterbury's Conditions of Enrolment.
- d) Where the school decides to extend the duration of the student's study, the school will report via PRISMS and/or issue a new COE if required.

1.3 Course attendance

- a) Satisfactory course attendance is attendance of 80% of the scheduled course contact hours.
- b) Student attendance is:
- i. checked and recorded daily;
 - ii. assessed regularly;
 - iii. recorded and calculated over each study period.
- c) Late arrival at school will be recorded and will be included in attendance calculations.
- d) All absences from school should be accompanied by a medical certificate, an explanatory communication from the student's carer, or evidence that leave has been approved by the Dean or Head of College.
- e) Any absences longer than 3 consecutive days without approval will be investigated.
- f) Student attendance will be monitored by the Year Level Coordinator/Dean each 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 study period 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
 - ii. Any period of exclusion from class will not be included in student attendance calculations.
- g) Students at risk of breaching Canterbury College's attendance requirements will be counselled and offered any necessary support when they have been absent for more than 5 days in one school term.
- h) If the calculation at 3f indicates that the student has not passed the attendance threshold for the study period, Canterbury 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 school's internal complaints and appeals process except in the circumstances outlined in 3j.

- i) Canterbury 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 favour of the school.
- j) Students will not be reported for failing to meet the 80% threshold where:
 - i. the student produces documentary evidence clearly demonstrating compassionate or compelling circumstances e.g. medical illness supported by a medical certificate; and
 - ii. has not fallen below 70% attendance.
- k) The method for calculating 70% attendance is the same as that outlined in 3f 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, the Head of College will assess whether a suspension of studies is in the interests of the student as per Canterbury College's Deferment, Suspension and Cancellation Policy.
- m) If the student does not obtain a suspension of studies under Canterbury College's Deferment, Suspension and Cancellation Policy, and falls below the 70% threshold for attendance, the process for reporting the student for unsatisfactory attendance (breach of visa condition 8202) will occur as outlined in 3h – 3i.

2. Definitions

- a) *Compassionate or compelling circumstances* – circumstances beyond the control of the student that are having an impact on the student's progress through a course. These could include:
 - i. serious illness, where a medical certificate states that the student was unable to attend classes;
 - ii. bereavement of close family members such as parents or grandparents;
 - iii. major political upheaval or natural disaster in the home country requiring 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 psychologist 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's 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* – First to last day of each school semester – 2 terms in each semester and 2 semesters in one school year.

Deferment, Suspension and Cancellation Policy

1. Deferment of commencement of study requested by the Student

- a) Canterbury College will only grant a deferment of commencement of studies for compassionate and compelling circumstance. These may include:
 - Bereavement of close family members such as parents or grandparents (where possible a death certificate should be provided)
 - Illness, where a medical certificate states that a student is unable to attend class
 - Major political upheaval or natural disaster in the home country requiring emergency travel
 - A traumatic experience which has impacted on the student. (These cases should be where possible, reported to the police or psychologists' report provided.)
- b) The Head of College will make the final decision assessing and approving a deferment of the commencement of studies.
- c) Deferment will be recorded on PRISMS within 14 days of being granted.

2. Suspension of study requested by a Student

- a. Canterbury College will only grant a suspension of study once the student has commenced the course for compassionate and compelling circumstances. These may include:
 - Bereavement of close family members such as parents or grandparents (where possible a death certificate should be provided)
 - Illness, where a medical certificate states that a student is unable to attend class
 - Major political upheaval or natural disaster in the home country requiring emergency travel
 - A traumatic experience which has impacted on the student. (These cases should be where possible, reported to the police or psychologists' report provided.)
- b. The period of suspension will not be included in attendance calculations.
- c. The Head of College will make the final decision assessing and approving a suspension of study.
- d. Suspension will be recorded on PRISMS within 14 days of suspension commencement.

3. Student initiated cancellation of enrolment

All notification withdrawal from a course, or application for refunds, must be made in writing and submitted to the Head of College. Please refer to Canterbury College's Refund Policy for information about Refunds.

4. Assessing requests for deferment or suspension of studies

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

5. School initiated exclusion from class (1-28 days)

- a. Canterbury College may exclude a student from class studies on the grounds of misbehavior by the student. Exclusion will occur as the result of any behavior identified as resulting in exclusion in Canterbury College's Code of Conduct.(refer page 21).
- 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 which will be determined by the Head of College.
- c. Where the student is provided with homework or other studies for the period of 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 Canterbury College's Course Progress and Attendance Policy.

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

- a. Canterbury College may initiate a suspension of studies for a student on the grounds of misbehavior by the student. Suspension will occur as the result of any behaviour identified as resulting in suspension in Canterbury 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 Head of College.
- c. Students who have been suspended for more than 28 days should contact Department of Immigration to see if their visa is affected by the suspension. Contact details are available at <http://www.immi.gov.au/contacts/>
- 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 Head of College.
- e. Suspensions will be recorded on PRISMS.
- f. The period of suspension will not be included in attendance calculations.

7. College Cancellation of enrolment

- a. Canterbury 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 Canterbury College's Code of Conduct.
- b. Canterbury 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. Canterbury College may cancel the enrolment of a student for failure to disclose a

pre-existing condition requiring a high degree of specialized care or support.

8. Complaints and Appeals

- a. Student requests for deferment, and suspension and cancellation of enrolment are not subject to Canterbury College's Complaints and Appeals Policy.
- b. Exclusion from class is subject to Canterbury College's Complaints and Appeals Policy.
- c. School initiated suspension, where the suspension is to be recorded in PRISMS, and cancellation are subject Canterbury College's Complaints and Appeals Policy.
- d. For the duration of the internal appeals process, Canterbury College will maintain the student's enrolment and the student will attend classes as normal. Canterbury College will determine if participation in studies will be in class or under a supervised arrangement outside of classes.
- e. If students access Canterbury College's complaints and appeals process regarding a school initiated suspension or cancellation of enrolment under Standard 13, the change in enrolment status will not be reported in PRISMS until the internal complaints and appeals process is finalised, unless extenuating circumstances relating to the welfare of the student apply. 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.

9. Student Advice

Deferment, suspension and cancellation of enrolment can have an effect on a student's visa as a result of changes to the enrolment status. Students can visit the DIAC website for further information about their visa conditions and obligations. Details are available at

<http://www.immi.gov.au/contacts/australia/index.htm>

10. Definitions

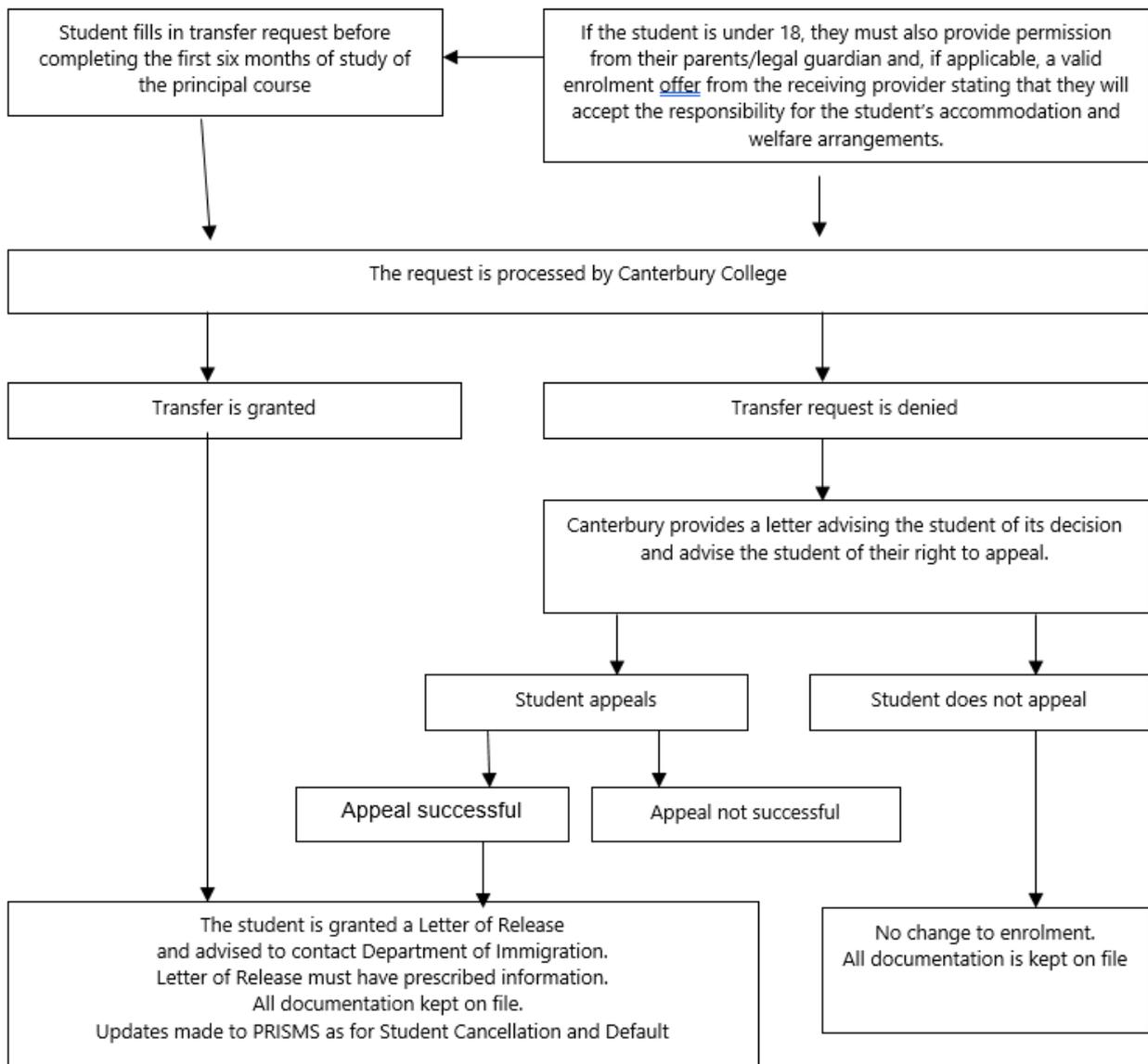
- a. School day – any day for which the school has scheduled course contact hours.
- b. Study period – First to last day of each school semester – 2 terms in each semester and 2 semesters in one school year

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 school becomes unregistered
 - b) The school has a government sanction imposed on its registration
 - c) A government sponsor (if applicable) considers a transfer to be in the student's best interests
 - d) If the student is granted a Letter of Release.
2. Students can apply to the Head of College 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 six months of the *principal course of study* or *is under 18 years of age*, conditions apply.
3. *Canterbury 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 school
 - b) It has been agreed by the school the student would be better placed in a course that is not available at Canterbury College
 - c) Any other reason stated in the policies of Canterbury 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 Department of Immigration approved welfare and accommodation arrangements.
5. Canterbury 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) Canterbury College is concerned that the student's application to transfer is a consequence of the adverse influence of another party
 - c) The student has not had sufficient time to settle into a new environment in order to make an informed decision about transfer
 - d) The student has not accessed school support services which may assist with making adjustments to a new environment, including academic and personal counselling services
 - e) School fees have not been paid for the current 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 office as soon as possible to discuss any implications. The address of the nearest Office is: Ground Floor, 299 Adelaide Street, Brisbane, Qld
 Other contact details for Department of Immigration are: Tel: 131 881 and E: student.centre@immi.gov.au
 8. 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.
 9. All applications for transfer will be considered within 10 working days and the applicant notified of the decision.
 10. 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 Canterbury College's Complaints and Appeals policy. The complaints and appeals policy is available in the International Student Enrolment Information booklet.

Transfer Request Assessment Flow Chart



Extract from Critical Incident Policy

A critical incident is broadly defined as any situation faced by the College community causing its members to experience unusually strong reactions, which have the potential to interfere with their ability to function either at the time the situation arises or later. The necessity of responding promptly and appropriately in such a situation is important in protecting the mental health of students, staff and family.

The full version of the Critical Incident Policy is available upon request: enrolments@canterbury.qld.edu.au

Emergency Evacuation Procedures

Canterbury College uses a system of three alarms that will indicate to staff that there is an emergency situation that needs to be addressed. The warning bell indicates that there is a problem and a meeting needs to take place with the Emergency Committee.

Once an action plan has been established and depending on the incident (fire, bomb threat, gas leak, intruder etc) the staff and students will stay in classrooms, gather in year groupings or meet as an entire school. Emergency procedure Drills are held each term.

International students will receive further information at their student orientation session upon commencement at Canterbury College.

Arrangements with Agents

Canterbury College has arrangements with selected agents.

Please refer to the College website www.canterbury.qld.edu.au for further details.

Living and Studying in Australia

You are encouraged to visit www.studyinaustralia.gov.au, which is the official Australian Government website for advice on studying and living in Australia.

This website provides impartial information on:

Courses
Education institutions
Study costs

Living costs
Application process
Visa requirements

Employment
Money Matters
Help centres in your own country



Australia welcomes international students

The Australian Government wants international students to have a rewarding, enjoyable and safe experience when they come to Australia to study. Australia's education and training system offers high quality services and protection for international students to ensure they make the most of their time here.

Australia offers all levels of education to international students—from school (with some limitations depending on age and support from their family in Australia), through foundation and English language intensive courses, to vocational education and training (VET) and higher education.

The laws that protect international students form the Education Services for Overseas Students (ESOS) framework. They include the *Education Services for Overseas Students Act 2000* and the ESOS National Code.

The ESOS Act ensures that education providers are registered by the Australian Government. Under ESOS, education providers must meet certain obligations as part of their registration on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS). They must act in accordance with principles designed to support the best possible services for our international students. As an international student on a student visa, you must study a course with an education provider that can be found on CRICOS at <http://cricos.deewr.gov.au>.

The ESOS framework also ensures that students have access to tuition assurance (which acts like consumer protection) and that they can get appropriate refunds.

As well as enhancing Australia's quality education and training services, ESOS supports Australia's migration laws as they relate to international students.

You can find out more about Australia's education system by visiting the Study in Australia website at <http://www.studyinaustralia.gov.au/> and Australian Education International's website at <https://aei.gov.au/Pages/default.aspx>.

The ESOS National Code is available at <https://aei.gov.au/Regulatory-Information/Education-Services-for-Overseas-Students-ESOS-Legislative-Framework/National-Code/Pages/default.aspx>.

What you need to know about being an international student in Australia

The ESOS standards cover a range of information you have a right to know about and the services that must be offered to you by Australian education providers. These include:

- orientation to help you understand the course and more about the place you are studying, as well as access to support services that can help you study and adjust to life in Australia
- the education provider's contact officer or officers for overseas students
- what your provider's requirements are for satisfactory attendance
- what your provider's requirements are for satisfactory progress in the courses you study and what support is available if you are not progressing well
- if you can apply for course credit and the circumstances in which your enrolment can be deferred, suspended or cancelled
- a complaints and appeals process.

Your responsibilities as an international student in Australia

As an international student on a student visa, you are responsible for:

- complying with your student visa conditions
- ensuring you have and continue to maintain your Overseas Student Health Cover (OSHC) for as long as you stay in Australia as a student
- telling your provider if you change your address or other contact details
- meeting the terms of the written agreement with your education provider
- meeting the restriction on transfer between registered providers
- maintaining satisfactory course progress
- maintaining satisfactory attendance where applicable.

Information about visa conditions for student visa holders is available on the Department of Immigration and Border Protection's website at <http://www.immi.gov.au/students/visa-conditions.htm>.

Requirements for younger students (under 18)

If you are under 18 years of age, to ensure your safety you will only be granted a visa if there are adequate arrangements in place for your accommodation, support and general welfare for the length of your student visa or until you turn 18. This is a requirement of the Department of Immigration and Border Protection. Under Australia's immigration laws, student visa applicants under the age of 18 must be able to demonstrate that they will be accompanied by a parent or a legal custodian or an eligible relative, or that their education provider approves of other arrangements made for the student's accommodation, support and general welfare while he or she is in Australia on a student visa.

Under the ESOS National Code, education providers must advise the Department of Immigration and Border Protection as soon as possible where a student under 18 years old changes their living arrangements or where the education provider no longer approves of the arrangements for the student's accommodation, support and general welfare.

If your living arrangements have been approved by your education provider, but you wish to change them, you should seek approval for any change from your provider beforehand. If the provider agrees to you changing your living arrangements, the provider must then inform the Department of Immigration and Border Protection of the change. If your provider has approved the change, the Department of Immigration and Border Protection will not take any action. However, if your provider does not approve the change or the arrangements, then you will be in breach of your student visa condition 8532 and your visa may be cancelled.

More comprehensive information about specific visa requirements for students under 18 years of age is available on the Department of Immigration and Border Protection's website at <http://www.immi.gov.au/Visas/Pages/570.aspx> (under eligibility).

Using an education agent

Under the ESOS Act all education providers must list their education agents on their website. All education providers must also have a written agreement with their agents, and they must ensure that the agents they use have a good knowledge of Australia's international education system and that their agents behave honestly and with integrity.

Education agents are not the same as migration agents. A migration agent is responsible for giving you information on visa and immigration matters. You can also visit the Department of Immigration and Border Protection's website for more information at <http://www.immi.gov.au/Study/Pages/Study.aspx>.

International students do not have to use an education agent. You can lodge an enrolment application directly with the Australian education provider of your choice. You should consider contacting your education provider directly to see if they can help you with putting in your student enrolment application.

Finding the right education provider for you

You can find out more about Australia's education system through Austrade and their website at www.austrade.gov.au/Education/Services.

CRICOS is a good place to start when you want to find out more about what courses and education providers are being offered in Australia. Visit the CRICOS website for more information at <http://cricos.deewr.gov.au/>.

Written agreements or contracts between the student and provider

When you have been accepted to enrol with an education provider, under the ESOS National Code your education provider must enter into a written agreement with you. The written agreement is like a contract, and you and the provider are required to do the things outlined in that agreement once you sign or indicate to the provider that you accept the agreement with them. You do not have to pay the provider or their agent any money or fees until you have signed the agreement.

Under the ESOS Act and the National Code you have certain rights to information, even before you enrol with an education provider. You have the right to:

- Receive current and accurate information about the courses, entry requirements, all fees, modes of study and other information from your provider and your provider's agent before you enrol
- sign a written agreement with your provider before or at the time you pay fees, setting out the services they are providing, the fees you are required to pay and information about refunds of the money you paid for the course and the circumstances in which this would be appropriate. You should keep a copy of your written agreement
- get the education you paid for. The ESOS framework includes tuition (consumer) protection that will allow you to receive a refund or to be placed in another course if your provider is unable to teach your course (that is, the provider defaults)
- access complaints and appeals processes
- request to transfer to another provider and have that request assessed.

Transferring between education providers

Under the ESOS National Code, a student must meet certain conditions before they can enrol with another education provider if they are not happy with the course they are doing.

The National Code says you must have a letter of release from your education provider before you can enrol with a new provider if you have NOT completed 6 months of your principal course (the main course of study you are undertaking). If you want to transfer before you have completed six months of your principal course, you need your provider's permission.

However, if you do wish to transfer, your education provider must assess or consider your request to transfer.

All education providers must have documented procedures on their transfer policy. You should make sure you understand that policy, and what your written agreement says you must do, before you make the decision to enrol with an education provider.

If you are thinking about changing your course, you need to ensure that you continue to meet the conditions of your student visa. Further information about changing courses or education providers is available on the Department of Immigration and Border Protection's website at <http://www.immi.gov.au/Study/Pages/changing-courses.aspx>.

For more details about transferring and the requirements under the ESOS National Code, you can:

- Visit <https://aei.gov.au/Regulatory-Information/Education-Services-for-Overseas-Students-ESOS-Legislative-Framework/National-Code/nationalcodepartd/Pages/ExplanatoryguideD7.aspx>
- Read Standard 7 in the National Code at <https://aei.gov.au/Regulatory-Information/Education-Services-for-Overseas-Students-ESOS-Legislative-Framework/National-Code/Pages/default.aspx>.

Support for international students

Under the ESOS National Code all education providers must offer their international students support to help them adjust to study and life in Australia, achieve their learning goals and achieve satisfactory progress in their learning. This support is available because we recognise that Australia is a new environment for students, as well as a different culture, with different laws and systems. Your education provider must ensure that advice is provided on:

- support and welfare services available at their institution
- legal services
- emergency and health services
- facilities and resources
- complaints and appeals processes
- any student visa condition that relates to the course you are studying.

Tuition protection

The ESOS framework includes elements of protection for students so that they can receive a refund if they do not complete a course. The Tuition Protection Service (TPS) helps international students whose education providers are unable to fully deliver their course of study. The TPS ensures that international students are able to either:

- complete their studies in another course or with another education provider or
- receive a refund of their unspent tuition fees (the amount that is equal to the amount of the course the student has NOT undertaken).

More information on the Tuition Protection Service is available at <https://tps.gov.au/Home/NotLoggedInIn>

Making complaints and getting help

All education providers registered under CRICOS must have in place complaints and appeals processes to help students resolve their issues. These processes must be independent. They must also be easily and immediately available to students and be as inexpensive as possible. Making a complaint should not affect your enrolment.

If you cannot resolve your complaint with a provider, and your provider is a private organisation, you can approach the Overseas Students Ombudsman. Visit the website of the Overseas Students Ombudsman for more information about what they do and how they help students at <http://www.oso.gov.au/>

If you are studying with a public provider you should contact your relevant state/territory or the Commonwealth ombudsman. You can find the contact details of all Australian ombudsmen's offices at <http://www.ombudsman.gov.au/pages/related-sites/state-and-territory-ombudsmen.php>

More about Australia

Australia offers a very modern, vibrant and multicultural lifestyle. It is a popular tourist destination for people from all over the world. You can learn more about Australia's history and its indigenous heritage at <http://www.australia.com/about/culture-history/history.aspx>. More information about Australia is available at www.Australia.gov.au

Collection of Information Privacy Policy

1. The College collects personal information, including sensitive information about students and parents or guardians before and during the course of a student's enrolment at the College. The primary purpose for collecting information is to enable the college to provide schooling for your son/daughter.
2. Some of the information we collect is to satisfy the college's legal obligations, particularly to enable the college to discharge its duty of care.
3. Certain laws governing or relating to the operation of schools (e.g. Public Health and Child Protection) require that specific information is collected.
4. Health information about pupils is sensitive information within the terms of the National Privacy Principles under the Privacy Act. We ask you to provide medical reports about pupils from time to time.
5. The College, from time to time, discloses personal and sensitive information to others for administrative and educational purposes. This includes to other schools, other discrete bodies within Canterbury College such as the Canterbury Foundation, government departments, Anglican Schools Commission, medical practitioners, and people providing services to the College, including specialist visiting teachers, coaches and volunteers.
6. If we do not obtain the information referred to above we may not be able to enroll or continue the enrolment of your son/daughter.
7. Personal information collected from students is regularly disclosed to their parents or guardians. On occasions, information such as academic and sporting achievements, pupil activities, and other news is published in College newsletters, magazines, on our website, and in the general media for example newspapers, television).
8. Parents may seek access to personal information collected about them and their son/daughter by contacting the College. Pupils may also seek access to personal information about themselves. However, there will be occasions when access is denied. Such occasions would include where access would have an unreasonable impact on the privacy of others, where access may result in a breach of the college's duty of care to the student, or where students have provided information in confidence.
9. We may include your contact details in a class list and College Directory. If you do not agree to this you must advise us now.
10. If you provide the college with the personal information of others, such as doctors or emergency contacts we encourage you to inform them that you are disclosing the information to the college and why. That they can access that information if they wish and that the College does not usually disclose information to third parties.



**CANTERBURY
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The better prepared the stronger

**Canterbury College Ltd trading as
CANTERBURY COLLEGE**

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