



**Gold Coast
Christian
College**

CRICOS INTERNATIONAL STUDENT POLICY & PROCEDURE MANUAL

Seventh-day Adventist Schools (South Queensland) Ltd
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GOLD COAST CHRISTIAN COLLEGE POLICIES & PROCEDURES

1. FEES POLICY

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

2. REFUND POLICY

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

- 1) This policy outlines refunds applicable to course fees paid to the College including any course fees paid to an education agent to be remitted to the College.
- 2) Any service fees a student (or parent(s)/legal guardian if the student is under 18) pays directly to a third party are not within the scope of this refund policy.
- 3) The enrolment application fee is non-refundable.
- 4) Payment of Course Fees and Refunds
 - a. Fees are payable according to the College's Fees Policy
 - b. An itemised list of College fees is provided in the College's written agreement
 - c. All fees must be paid in Australian dollars.
 - d. If the student changes visa status (e.g. becomes a temporary or permanent resident) he/she will continue to pay full overseas student's fees for the duration of that year.
 - e. Refunds will be reimbursed in Australian dollars and the payment sent to the applicant's home country unless otherwise requested in writing.
 - f. Refunds will be paid to the person who enters into the written agreement unless the College receives written advice from the person who enters the written agreement to pay the refund to someone else.
- 5) All notification of withdrawal from a course, or applications for refunds, must be made in writing and submitted to the Principal.
- 6) Student Default because of visa refusal:
 - a. Gold Coast Christian College will refund within four weeks of receiving a written claim from the student the total amount of course fees received by the school before the student's default day, minus the lesser of
 - o 5% of the amount of course fees received, or
 - o AUD \$500

- b. If a student whose visa has been refused withdraws from the course after it has commenced, the school will retain the amount of tuition fees proportionate to the amount of the course the student has undertaken and will refund of any unused tuition fees* received by the school with respect to the student within the period of four weeks after the day of student default.

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

7) Student Default

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

- a) Non-tuition fees: will be refunded on a pro rata basis proportional to the amount of time the student was studying in the course, except where a non-refundable payment on behalf of the student has been made.
- b) Non – commencement with no notification of withdrawal: If the student does not provide written notice of withdrawal and does not start the course on the agreed starting date a maximum of ten weeks tuition fees will be retained from prepaid tuition fees.
- c) Non – commencement with notification of withdrawal:
- I. If the College receives written notification of withdrawal by the student (or parent(s) / legal guardian if the student is under 18) 4 or more weeks prior to commencement, the school will refund the amount of tuition fees received less an administration fee of \$1000.
 - II. If the College receives written notification of withdrawal by the student (or parent(s) / legal guardian if the student is under 18) less than 4 weeks prior to commencement of the course, the school will refund 80% of the tuition fee.
- d) Refunds after commencement of a course:
- I. *If tuition fees for up to 1 study period have been received in advance*: Where the student (or parent(s) / legal guardian if the student is under 18) notifies the College in writing of withdrawal before completing the relevant study period, no tuition fees will be refunded.
 - II. *If tuition fees for more than 1 study period have been received in advance*: If fees for more than one study period have been received in advance and the College receives written notification of withdrawal by the student (or parent(s) legal guardian if the student is under 18), the school will refund the amount of unused tuition fees less one term's fees, provided that at least 10 weeks written notice of withdrawal has been received.

NB: Where less than 10 weeks' notice of withdrawal is received, the College will retain a full terms fee in compensation for the lack of required notice.

- e) Refunds in the event of a provider initiated cancellation of enrolment: No refund of tuition fees will be made where a student's enrolment is cancelled for any of the following reasons:
- I. Failure to maintain satisfactory course progress (visa condition 8202).
 - II. Failure to maintain satisfactory attendance (visa condition 8202).
 - III. Failure to maintain approved welfare and accommodation arrangements (visa condition 8532).
 - IV. Failure to pay course fees.
 - V. Any behaviour identified as resulting in enrolment cancellation in Gold Coast Christian Colleges Student Code of Conduct (please see policy ref # 4.)

8.) Provider Default

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

- b) If for any reason the College is unable to continue offering a course after the student commences a course, and the student for some reason cannot be placed or refuses placement in an alternative course arranged by the College, a full refund of any unused tuition fees* received by the school with respect to the student will be made within 14 days of the course College's default day.
- c) In the event that the College is unable to fulfill its obligations of providing an agreeable alternative course for the student, or a refund, the student will receive assistance from the Australian government's Tuition Protection Service. For information on the TPS, please see: <https://tps.gov.au/StaticContent/Get/StudentInformation>

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

- 9.) This agreement, and the availability of complaints and appeals processes, does not remove the right of the student to take action under Australia's consumer protection laws.
- 10.) 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

Definitions of words and phrases used in this policy

- 1. **Tuition fees** – fees directly related to the provision of the student's course, including; School fees, Consumables, Textbook bond, School camp, Tablet / PC levy, IDT levy, Home Economics levy & Parents Association levy.
- 2. **Non-tuition fees** – fees not directly related to provision of the student's course, including; homestay, medical insurance and uniform costs.
- 3. **Course fees** – the sum of:
 - a) the tuition fees received by the school in respect of the student; and
 - b) the non-tuition fees received by the school in respect of the student in order for the student to undertake the course.
- 4. **Study period** is equal to one semester (two terms).

3. ENTRY REQUIREMENT POLICY

- 1) **Gold Coast Christian College** will consider enrolment applications from students wishing to apply for a Student Visa, subject to compliance with minimum requirements and conditions set by the College, and with legislative requirements of the State of Queensland and the Commonwealth of Australia, including any requirements to undertake extra tuition to learn English to meet the English language proficiency standard needed to enter mainstream classes.
- 2) Applications for enrolment must be made on GCCC's Enrolment Application form. This must be correctly completed, and must be accompanied by the following documents to support the application:
 - o Copies of Student Report Cards from the previous 2 years of study, including a copy of the latest Student Report;
 - o A completed Reference Form from the student's current or most recent school Principal is also required if student Report Cards do not record student behaviour or commitment to studies;
 - o A completed Subject Choices Form for Years 9 – 12;
 - o Appropriate proof of identity and age;
 - o Written evidence of proficiency in English as a second language
 - o Photocopy or scanned copy of passport page with name, photo identification, passport number and expiry date
 - o Letter of Offer from another registered provider if applicable
 - o Completed Homestay Application Form

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

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

Minimum academic and English language requirements are as follows:

Academic Requirements

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

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

English Language Proficiency Requirements

1. Applicants are assessed individually based on the contents of their report cards and personal references and may also be required to undertake a language proficiency test set by the school.
2. If supplied, Gold Coast Christian College will assess evidence of English language proficiency presented by a student at the time of application but reserves the right to confirm the student's English language proficiency through additional tests.

- If not presenting appropriate evidence of English language proficiency at the time of application, Gold Coast Christian College will assess the student's application for entry based on satisfactory test results as follows:

Acceptable Test	Minimum Test Result	For Entry to
NLLIA ESL BandScales	Level 1	Primary Years Lower [Year 1 to Year 3]
NLLIA ESL BandScales	Level 2	Primary Years Upper [Year 4 to Year 6]
NLLIA ESL BandScales	Level 3	Secondary Years Junior [Year 7 & Year 8]
NLLIA ESL BandScales	Level 4	Secondary Years Junior/Middle [Year 9 & Year 10]
NLLIA ESL BandScales	Level 5	Secondary Years Senior [Year 11 – 12]

- Students should note that if their language proficiency is below that outlined above, they may be required to undertake an intensive English language course before beginning mainstream studies.
- If undertaking an intensive English language course before beginning mainstream studies, English language proficiency will be reassessed at the conclusion of the language course to ensure the student's level of proficiency is sufficient to allow them to commence their mainstream course.

4. TRANSFER REQUEST POLICY

Gold Coast Christian College's Overseas student transfer policy and processes apply to:

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

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

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

- a) Written evidence that the student's parent(s)/legal guardian supports the transfer application
 - b) Written confirmation that the receiving provider will accept responsibility for and communicate with the student about approving the student's accommodation, support, and general welfare arrangements from the proposed date of release where the student is not living with a parent / legal guardian or a suitable nominated relative
- 5) *Gold Coast Christian College* will NOT agree to the transfer before the student completes the first six months of their first registered school sector course in the following circumstances:
- a) The student's progress is likely to be academically disadvantaged
 - b) *Gold Coast Christian College* is concerned that the student's application to transfer is a consequence of the adverse influence of another party
 - c) The student has not had sufficient time to settle into a new environment in order to make an informed decision about transfer
 - d) The student has not accessed school support services which may assist with making adjustments to a new environment, including academic and personal counselling services
 - e) School fees have not been paid for the current term/semester.
- 6) To apply for transfer to another provider, students need to:
- a) Complete an Application for Student Transfer Form available from the Student Handbook or see the International Student Coordinator.
 - b) Give this completed application form and a valid offer of enrolment from another provider to International Student Coordinator for assessment.
 - c) If under 18 years of age, attach written confirmation of the parent/s or legal guardian/s support for the transfer to the nominated provider. In this case, the valid offer of enrolment must also confirm the new provider's acceptance of responsibility for approving the student's accommodation, support and general welfare arrangements from the proposed date of the student's release from *Gold Coast Christian College*, in accordance with Standard 5 (Younger overseas students) of the 2018 National Code of Practice for Providers of Education and Training for Overseas Students.
- 7) *Gold Coast Christian College* will assess the student's transfer request application and notify the student of a decision within 20 working days.
- 8) If *Gold Coast Christian College* grants the student's transfer request, the student will be notified and the decision will be reported to the Department of Home Affairs via PRISMS.
- 9) If *Gold Coast Christian College* intends to refuse the student's transfer application request, *Gold Coast Christian College* will provide the student with reasons for refusal in writing and include a copy of *Gold Coast Christian College* 's complaints and appeals policy (available in Student Handbook and on the College Website). The student has the right to access *Gold Coast Christian College* 's complaints and appeals process and has 20 working days to do this. The student's transfer request application will only be finalised in PRISMS after one of the following occurs:
- a) the student confirms in writing they choose not to access *Gold Coast Christian College* 's complaints and appeals process, or
 - b) the student confirms in writing they withdraw from any appeals process they have commenced, or

- c) the appeals process is completed and a decision has been made in favour of the student or *Gold Coast Christian College*.
- 10) Applications to transfer to another registered provider may have visa implications. The student is advised to contact the Department of Home Affairs office as soon as possible to discuss any implications. <https://immi.homeaffairs.gov.au/help-support/contact-us>

Student who are no longer subject to the transfer restriction but where Gold Coast Christian College holds welfare responsibility via a CAAW:

- 11) Students under 18 years of age MUST have:
- a) Written evidence that the student's parent(s)/legal guardian supports the transfer application
 - b) Written confirmation that the receiving provider will accept responsibility for and communicate with the student about approving the student's accommodation, support, and general welfare arrangements from the proposed date of release where the student is not living with a parent / legal guardian or a suitable nominated relative
- 12) To apply for transfer to another provider, students need to:
- a) Complete an Application for Student Transfer Form available from Student Handbook or the International Student Coordinator.
 - b) Give this completed application form and a valid offer of enrolment from another provider to Gold Coast Christian College for assessment and response within 20 working days.
 - c) If under 18 years of age, attach written confirmation of support for the transfer to the nominated provider by a parent/s or legal guardian/s.
- In this case, the valid offer of enrolment must confirm acceptance of responsibility for approving the student's accommodation, support and general welfare arrangements from the proposed date of the student's release from *Gold Coast Christian College* in accordance with Standard 5 (Younger overseas students) of the 2018 National Code of Practice for Providers of Education and Training for Overseas Students.
- 13) *Gold Coast Christian College* will negotiate the welfare transfer date with the receiving provider and will advise the student of the welfare transfer date within 20 working days.
- 14) Transfers to another registered provider may have visa implications. The student is advised to contact the Department of Home Affairs office as soon as possible to discuss any implications. See <https://immi.homeaffairs.gov.au/help-support/contact-us> Alternatively, students can contact the Department of Home Affairs through their web enquiry form: <https://www.homeaffairs.gov.au/about/contact/make-enquiry>.

4.1 GOLD COAST CHRISTIAN COLLEGE - STUDENT APPLICATION FOR TRANSFER

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

Student name:

Grade:

Current Address in Australia:

Address in home country:

Phone no:

Mobile Ph:

Email address:

Reason for transfer:

Please state why you wish to transfer to another school.

Attachments:

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

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

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

Attach any relevant supporting documentation.

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

Student signature

Date

5. COMPLAINTS AND APPEALS POLICY

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

1. Purpose
 - a. The purpose of Gold Coast Christian College's Complaints and Appeals Policy is to provide a student or parent(s)/legal guardian with the opportunity to access procedures to facilitate the resolution of a dispute or complaint involving *Gold Coast Christian College*, or an education agent or third party engaged by *Gold Coast Christian College* to deliver a service on behalf of *Gold Coast Christian College*.
 - b. The internal complaints and appeals processes are conciliatory and non-legal.
2. Complaints against other students
 - a. Grievances brought by a student against another student will be dealt with under the College's Student Code of Conduct.
3. Informal Complaints Resolution
 - a. In the first instance, Gold Coast Christian College requests there is an attempt to informally resolve the issue through mediation/informal resolution of the complaint.
 - b. Students should contact the teacher 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 Primary / Secondary Coordinator or Principal and Gold Coast Christian College's internal formal complaints and appeals handling procedure will be followed.
4. Formal Complaints Handling and Appeals Process
 - a. The process of this grievance procedure is confidential and any complaints or appeals are a matter between the parties concerned and those directly involved in the complaints handling process.
 - b. The student must notify the College in writing of the nature and details of the complaint or appeal.
 - c. Written complaints or appeals are to be lodged with the Principal or chosen delegate.
 - 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 Principal/ or their nominated delegate.
 - g. Students and / or the School may be accompanied and assisted by a support person at all relevant meetings.
 - h. The formal internal complaints and appeals process will commence within 10 working days of lodgement of the complaint or appeal with the Principal/or their nominated delegate and will be finalised within 20 working days or as soon as practicable.
 - i. For the duration of the internal complaints and appeals process the student's enrolment will be maintained, as required under the *National Code of Practice for Providers of Education and Training to Overseas Students 2018* and the student must continue to attend classes.

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

- j. Once the Principal/or their nominated delegate has come to a decision regarding the complaint or appeal, the student will be informed in writing of the outcome and the reasons for the outcome, and a copy will be retained on the student's file.
- k. If the complaints and appeals procedure finds in favour of the student, *Gold Coast Christian College* will immediately implement the decision and any corrective and preventative action required, and advise the student of the outcome and action taken.
- l. Where the outcome of a complaint or appeal is not in the student's favour, the school will advise the student within 10 working days of concluding the internal review of the student's right to access the external appeals process.

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

5. External Appeals Processes

If the student is dissatisfied with the conduct or result of the complaints procedure, he/she may seek redress within 10 working days through an external body at minimal or no cost.

- a. If the student wishes to complain or to lodge an external appeal about a decision made or action taken by Gold Coast Christian College, he/she may contact the Overseas Students Ombudsman at no cost. The Overseas Students Ombudsman offers a free and independent service for overseas students. Please see: <http://www.ombudsman.gov.au/How-we-can-help/overseas-students> or phone 1300 362 072 for more information.
- b. If the student wishes to appeal a decision made by Gold Coast Christian College that relates to:
 - i. refusal to approve a transfer application (under Standard 7), or
 - ii. suspension or cancellation of the student's enrolment (under Standard 9)

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

6. Other legal redress

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

7. Definitions

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

6. COURSE PROGRESS & ATTENDANCE POLICY

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

1. Course Progress

- a) The College will monitor, record and assess the course progress of each student for the course in which the student is currently enrolled.
- b) The course progress of all students will be assessed the end of each study period /semester of enrolment according to Gold Coast Christian College's course assessment requirements.
- c) Students who have begun part way through a study period / semester will be assessed according to Gold Coast Christian College's course assessment requirements after completing one full study period.
- d) To demonstrate satisfactory course progress the College acknowledges that ESL students who do not meet age-related benchmarks when assessed against learning area achievement standards are not necessarily 'underperforming', but rather they are achieving at levels commensurate with their phase of English language learning. We honour the silent time as students observe and adapt to being immersed in the English-speaking environment. We respect the 3-5 year period it takes to become orally proficient in English as a Second Language and the 4-7 year period it takes to become academically proficient. While many of our applicants have been studying English in another country for a number of years before applying to our College, we need a graduated set of progress requirements to accommodate for a range of backgrounds, yet we need to ensure the students in the higher grades are equipped to study at a senior level.

At the end of the first full study period:

- i. Year P-6 students must achieve a satisfactory or above for effort.
 - ii. Year 7-8 students must achieve a C grade or above for Maths and be working at Level 3 in English (Bandscales).
 - iii. Year 9 students must achieve a C grade or above for Maths and be working at Level 4 in English (Bandscales).
 - iv. Year 10 students must achieve a C grade or above for Maths and be working at Level 5 in English (Bandscales). They must not fail more than 2 elective subjects to proceed to Year 11 and 12.
 - v. Year 11-12 students must achieve a satisfactory or above for at least 80% of their subjects and they must meet the senior attendance requirements.
- e) If at the end of a study period a student does not achieve satisfactory course progress as described above, the International Student Coordinator will formally contact the parent(s) to advise that the student is at risk of breaching the course progress requirement and that there will be a meeting with the student to develop an intervention strategy for academic improvement. This may include;
- i) After hours tutorial support
 - ii) Subject tutorial support in class time
 - iii) Mentoring
 - iv) Additional ESL support
 - v) Change of subject selection, or reducing course load (without affecting course duration)
 - vi) Counselling – time management

- vii) Counselling -academic skills
 - viii) Counselling - personal
 - ix) other intervention strategies as deemed necessary which may incur additional costs to the student
- f) A copy of the student's individual strategy for academic improvement and any relevant progress reports will be forwarded to parents.
 - g) The student's individual strategy for academic improvement will be monitored over the following study period by Primary Coordinator or Secondary Coordinator or their nominee and records of student response to the strategy will be kept. Parents will be kept informed of the student's academic progress while the student is receiving formal intervention.
 - h) The College may take into consideration a students' effort and behavior when assessing overall achievement, if the academic requirements are not met, based on working through a supported intervention plan as in point e) i. – ix. Effort may include:
 - i. Handing in assessments on time
 - ii. The use of extra tutorial support
 - iii. Timely completion of homework
 - iv. Communicating to the teacher when struggling with assessment tasks
 - i) If the student does not achieve satisfactory course progress by the end of the next study period, Gold Coast Christian College will advise the student in writing of its intention to report the student for breach of visa condition 8202, and that he/she has 20 working days in which to access the school's internal complaints and appeals process. Student will be notified within 10 days of intention to report. The notification of intention to report will be issued to the student prior to the commencement of the next semester. Following the outcome of the internal process, if the student wishes to complain or lodge an external appeal about a decision made or action taken by Gold Coast Christian College, he/she may contact the Overseas Student Ombudsman at no cost. Please see Gold Coast Christian College's Complaints and Appeals Policy for further details.
 - j) The College will notify THE NATIONAL ESOS AUTHORITY via PRISMS of the student not achieving satisfactory course progress as soon as practicable where:
 - i. the student does not access the complaints and appeals process within 20 days, or the student withdraws from the complaints and appeals process by notifying the Principal of Gold Coast Christian College in writing, or
 - ii. the complaints and appeals process results in a decision in favour of the College

2. Completion within expected duration of study

- a) As noted in 1.a., the College will monitor, record and assess the course progress of each student for the course in which the student is currently enrolled.
- b) Part of the assessment of course progress at the end of each semester will include an assessment of whether the student's progress is such that they are expected to complete their studies within the expected duration of the course.
- c) The College will only extend the duration of the student's study where it is clear that the student will not be able to complete their course by the expected date because of:
 - i. the student can provide evidence of compassionate or compelling circumstances
 - ii. the student has, or is, participating in an intervention strategy as outlined in 1.e.
 - iii. an approved deferment or suspension of study has been granted in accordance with Gold Coast Christian College's Deferment, Suspension and Cancellation Policy (found in this handbook and on the College website).
- d) Where the College decides to extend the duration of the student's study, the College will report this change via PRISMS within 14 days and/or issue a new COE if required. In this case, the student

will need to contact the Department of Home Affairs to seek advice on any potential impacts on their visa, including the need to obtain a new visa.

3. Monitoring Course attendance

- a) Satisfactory course attendance is attendance of 80% of scheduled course contact hours. [NB the National Code St 8 specifies a minimum attendance requirement of 80%, or under certain conditions, of 70% as outlined in St 8.15. School policy can require a higher minimum attendance rate.]
- b) Student attendance is:
 - i. checked and recorded daily
 - ii. assessed regularly
 - iii. recorded and calculated over each study period.
- c) **Late arrival at the College will be recorded and will be included in attendance calculations.**
- d) All absences from College will be included in absentee calculations and should be accompanied by a medical certificate, an explanatory communication from the student's carer or evidence that leave has been approved by the Principal/Head of College.
- e) Any absences longer than 3 consecutive days, and no longer than 5 days, without approval will be investigated.
- f) Student attendance will be monitored by the class teacher or home room teacher every week over a study period to assess student attendance using the following method:
 - i. Calculating the number of hours the student would have to be absent to fall below the attendance threshold for a semester e.g. number of study days x contact hours x 20%. For example, a 20 week study period with 5 contact hours a day would equal 500 contact hours. 20% of this is 100 hours. Gold Coast Christian College calculates attendance using a formula based on the number of days absent. For example, a 20 week study period with 5 days a week would equal 100 school days. 20% of this is 20 school days.]
 - ii. Attendance for any period of exclusion from class will be assessed under *Gold Coast Christian College's* Deferment, Suspension and Cancellation Policy.
- g) Parents of students at risk of breaching Gold Coast Christian College's attendance requirements will be contacted by *email or phone* and students will be counselled and offered any necessary support when they have absences totaling 10% in any study period.
- h) If the calculation at 3.f. indicates that the student has passed the attendance threshold for the study period, Gold Coast Christian College will assess the student against the provisions of Item 3.i. (below). Where the student has failed to meet the minimum attendance requirement, and Item 3.i. does not apply, the school will promptly advise the student of its intention to report the student for breach of visa condition 8202, and that he/she has 20 working days in which to access the College's internal complaints and appeals process except in the circumstances outlined in 3.j.
- i) The College will notify THE NATIONAL ESOS AUTHORITY via PRISMS of the student not achieving satisfactory course attendance as soon as practicable where:
 - I. the student does not access the complaints and appeals process within 20 days
 - II. the student withdraws from the complaints and appeals process by notifying the Principal of Gold Coast Christian College in writing,
 - III. the complaints and appeals process results in a decision in favour of the College.

[If allowing a 70% attendance threshold for compelling or compassionate circumstances under NC St 8.15, include the following:]

- j) Students will not be reported for failing to meet the 80% attendance threshold for a study period where:
 - i. the student produces documentary evidence clearly demonstrating compassionate or compelling circumstances e.g., medical illness supported by a medical certificate or as per Definition, below, and
 - ii. the student has not fallen below 70% attendance for a study period.
- k) The method for calculating 70% attendance is the same as that outlined in 3.f. with the following change; or number of study days x number of days per week x 30%.
- l) If a student is assessed as having nearly reached the threshold of 70% attendance for a study period, the class teacher / home room teacher will assess whether a suspension of studies is in the interests of the student as per Gold Coast Christian College's Deferment, Suspension and Cancellation Policy.
- m) If the student does not obtain a suspension of studies under the Gold Coast Christian College's Deferment, Suspension and Cancellation Policy, and falls below the 70% threshold for the study period, the process for reporting the student for unsatisfactory attendance (breach of visa condition 8202) will occur as outlined in 3.h – 3.i.

4. Definitions

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

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

7. DEFERMENT, SUSPENSION & CANCELLATION POLICY

1. Communicating with families about changes in enrolment status

- a) All communications regarding changes to enrolment status will be made directly with students and parents, in accordance with the latest contact details provided to the school.
- b) Parents must therefore keep Gold Coast Christian College informed of their current contact details, as per the conditions of the student visa.
- c) Where relevant and where approved by the parents, the school may also share copies of correspondence with the child's education agent to help facilitate communication about any changes in enrolment status. However, the parents with whom the school has a formal written

agreement are the primary contact for the school in such matters. The school will not act on any decision affecting the student's enrolment that is not made by the parents.

STUDENT-INITIATED CHANGES IN ENROLMENT

2. Deferment of commencement of study requested by student

- a) Gold Coast Christian College will only grant a deferment of commencement of studies for compassionate and compelling circumstances. These include but are not limited to:
 - i) illness, where a medical certificate states that the student was unable to attend classes
 - ii) bereavement of close family members such as parents or grandparents (where possible a death certificate should be provided)
 - iii) major political upheaval or natural disaster in the home country requiring emergency travel that has impacted on studies
 - iv) a traumatic experience which has impacted on the student (these cases should be where possible supported by police or psychologists' reports).
 - v) after undertaking ELICOS studies, the student has not/will not meet the English language benchmark required for entry into the desired course, and the school is willing to defer the student's commencement in the course until a later date when the required benchmark is achieved
- b) All applications for deferment will be considered within 10 working days.
- c) The final decision for assessing and granting a deferment of commencement of studies lies with the Principal. Where a student's request to defer his/her commencement of studies is refused, the student has a right of appeal (see *Gold Coast Christian College's* Complaints and Appeals policy).
- d) Deferment will be recorded on PRISMS within 14 days of being granted.

3. Suspension of study requested by student

6. Once the student has commenced the course, Gold Coast Christian College will only grant a suspension of study for compassionate and compelling circumstances. These include but are not limited to:
 - i. illness, where a medical certificate states that the student was unable to attend classes
 - ii. major political upheaval or natural disaster in the home country requiring emergency travel that has impacted on studies
 - iii. a traumatic experience which has impacted on the student (these cases should be where possible supported by police or psychologists' reports).
 - iv. Student return to their home country to sit a university exam (or similar assessment) which impacts upon their education

7. Where there is a significant issue impacting upon a student's attendance or course progress, it is essential that the student or parents contact the school as soon as possible to discuss the concern so that appropriate support can be put in place. Where deemed necessary, this may involve temporarily suspending the student's enrolment so that matters can be resolved without having a negative impact on the student's ability to satisfy their visa conditions.
8. Temporary suspensions of study cannot exceed 6 months duration.
9. Suspensions will be recorded on PRISMS within 14 days of being granted.
10. The period of suspension will not be included in attendance calculations.
11. The final decision for assessing and granting a suspension of studies lies with the Principal.
12. Some examples of circumstances that are not considered compassionate and compelling at Gold Coast Christian College include:
 - i. Requests for early departure or late return from vacation, including inability to secure cheap flights
 - ii. Leaving early or returning late from holidays in order to attend festivals in the student's home country
 - iii. Returning home to attend family gatherings that occur during term time.
13. As part of any assessment of a request to defer or temporarily suspend studies, the impact of the request on the student's ability to complete their intended course of study in accordance with their CoE/s and student visa will be considered. Any implications will be communicated to students.
14. All applications for suspension will be considered within 10 working days.
15. The final decision for assessing and granting a suspension of studies lies with the Principal or their nominated delegate. Where a student's request to suspend studies is refused, the student has a right of appeal (see *Gold Coast Christian College's* Complaints and Appeals policy).

4. Student initiated cancellation of enrolment

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

COLLEGE-INITIATED CHANGES IN ENROLMENT

5. College-initiated exclusion from class

- a) *Gold Coast Christian College* may exclude a student from class studies on the grounds of misbehaviour by the student. Exclusion will occur as the result of any behaviour identified as resulting in exclusion in *Gold Coast Christian College's* Behaviour Policy/Code of Conduct.
- b) Students may also be excluded from class for failure to pay fees that he/she was required to pay in order to undertake or continue the course, as stated in the written agreement.
- c) Where *Gold Coast Christian College* intends to exclude a student from class it will first issue a letter which notifies the student and parents of this intention. The letter will provide details

of the reason/s for the intended exclusion, as well as information about how to access Gold Coast Christian College's internal appeals process. Further information about the appeals process in the event of a school-initiated exclusion from class is outlined below.

- d) Excluded students must abide by the conditions of their exclusion from studies and must adhere to any welfare and accommodation arrangements in place, as determined by the Principal or their nominated delegate.
- e) Where the student is provided with homework or other studies for the period of the exclusion, the student must continue to meet the academic requirements of the course.
- f) Exclusions from class will not be included in attendance calculations for the study period and will not be recorded on PRISMS.

6. College-initiated suspension of studies

- a) Gold Coast Christian College may initiate a suspension of studies for a student on the grounds of misbehaviour by the student. Suspension will occur as the result of any behaviour identified as resulting in suspension in Gold Coast Christian College's Behaviour Policy/Code of Conduct.
- b) Students may also be suspended for failure to pay fees that he/she was required to pay in order to undertake or continue the course, as stated in the student's written agreement.
- c) Where Gold Coast Christian College intends to suspend the enrolment of a student, it will first issue a letter that notifies the student and parents of this intention. The letter will provide details of the reason/s for the intended suspension, as well as information about how to access Gold Coast Christian College's internal appeals process. Further information about the appeals process in the event of a school-initiated suspension is outlined below.
- d) Suspended students must abide by the conditions of their suspension from studies and must adhere to any welfare and accommodation arrangements in place, as determined by the Principal or nominated delegate.

Students who have been suspended for more than 28 days may need to contact Department of Home Affairs (Please see contact details at: <https://immi.homeaffairs.gov.au/help-support/contact-us>)

- e) Suspensions will be recorded on PRISMS.
- f) The period of suspension will not be included in attendance calculations.

7. College-initiated cancellation of enrolment

- a) Gold Coast Christian College will cancel the enrolment of a student under the following conditions:
 - i) Any breach of an agreed condition of enrolment as outlined in the student's written agreement, including failure to disclose a pre-existing condition requiring a high degree of specialised support or care
 - ii) Failure to pay course fees
 - iii) Failure to maintain approved welfare and accommodation arrangements (visa condition 8532) [Alternatively schools may decide that they will not cancel enrolment for this reason]
 - iv) Any behaviour identified as resulting in cancellation in Gold Coast Christian College's Behaviour Policy/Code of Conduct
- b) Where Gold Coast Christian College intends to cancel the enrolment of a student it will first issue a letter which notifies the student and parents of this intention. The letter will also provide details of the reason/s for the intended cancellation, as well as information about how to access Gold Coast Christian College's internal appeals process. Further information about the appeals process in the event of a school-initiated cancellation is outlined below.

- c) Gold Coast Christian College is required to report any confirmed breach of course progress and attendance requirements to the Department of Home Affairs. Where a student is reported for breach of visa condition, his/her enrolment at Gold Coast Christian College will be cancelled and this may impact on the student's visa. Further information can be found in Gold Coast Christian College's Course Progress and Attendance Policy.
- d) For the duration of the internal appeals process, Gold Coast Christian College will maintain the student's enrolment and the student will attend classes as normal. The Principal or nominated delegate will determine if participation in studies will be in class or under a supervised arrangement outside of classes.
- e) If a student decides to access Gold Coast Christian Colleges' complaints and appeals process because they have been notified of a school-initiated suspension or cancellation of enrolment under Standard 9, the change in enrolment status will not be reported in PRISMS until the internal complaints and appeals process is finalised, unless extenuating circumstances relating to the welfare of the student apply (see Definitions below).
- f) Where extenuating circumstances are deemed to exist, a student may still access the complaints and appeals process, but Gold Coast Christian College need not await the outcome of this process before changing the student's enrolment status in PRISMS. If the school has issued a CAAW for such a student, welfare provisions under Standard 5.6 are applicable.
- g) The use of extenuating circumstances by Gold Coast Christian College to suspend or cancel a student's enrolment prior to the completion of any complaints and appeals process will be supported by appropriate evidence.
- h) The final decision for evaluating extenuating circumstances lies with the Principal or their nominated delegate.

8. Student to seek information from Department of Home Affairs

- a) Deferment, suspension and cancellation of enrolment can have an effect on a student's visa as a result of changes to enrolment status. Students can visit the Department of Home Affairs website <https://immi.homeaffairs.gov.au/visas/getting-a-visa/visa-listing/student-500> for further information about their visa conditions and obligations.

9. Definitions

- a) Day – any day including weekends and public holidays in or out of term time
- b) Extenuating circumstances - if the student's health or wellbeing, or the wellbeing of others, is likely to be at risk.
Examples include:
 - the student refuses to maintain approved welfare and accommodation arrangements (for students under 18 years of age)
 - the student is missing
 - the student has medical concerns or severe depression or psychological issues which lead the school to fear for the student's wellbeing
 - the student has engaged or threatened to engage in behaviour that is reasonably believed to endanger the student or others
 - is at risk of committing a criminal offence, or
 - the student is the subject of investigation relating to criminal matters.

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

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

Student name:

Grade:

Current Address in Australia:

Address in home country:

Phone no:

Mobile Ph:

Email address:

I am applying for

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

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

Attachments:

Attach any relevant supporting documentation.

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

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

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

Student signature

Date

8. STUDENT CODE OF CONDUCT

8.1 Rationale:

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

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

8.2 Standards of Behaviour:

The students at Gold Coast Christian College will:-

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

Therefore, they will:-

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

Students are responsible for:-

- Wearing the correct uniform
- Setting a good example at all times
- Helping to ensure the College is tidy
- Treating each other with respect
- Trying to do their best
- Listening attentively
- Tolerating opposing opinions, no put downs
- Sharing play areas, equipment and resources
- Taking pride in personal and College achievements
- Being willing to participate in conflict resolution
- Being punctual and co-operative
- Getting enough sleep so that they are ready for learning when at College
- Eating a healthy meal at the appropriate times to give them the energy to participate
- Leaving chewing gum and jewelry at home
- Saying sorry when in the wrong
- Attending College on a regular basis
- Completing classroom and homework accurately and on time
- Preparing for quizzes, tests and assignments
- Contributing to a safe College free from fear. Acts of violence, weapons and contraband are never acceptable.

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

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

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

9. BEHAVIOUR POLICY

9.1 Introduction

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

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

9.2 Bullying

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

Bullying Definitions

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

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

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

Physical bullying

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

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

Verbal bullying

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

Covert bullying

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

Psychological bullying

For example, threatening, manipulating or stalking someone.

Cyber bullying

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

Cyber bullying can be identified as:

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

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

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

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

9.3 Effects of bullying on the school and individuals

Bullying has detrimental effects on the school and on individuals.

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

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

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

9.4 Response to bullying

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

9.5 Responsibilities of staff and administrators

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

9.6 Responsibilities of students

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

9.7 Responsibilities of parents

- Familiarise themselves with Seventh-day Adventist Schools (South Queensland) Ltd. policy on Bullying
- Teach their children traditional values – honesty, tolerance and right and wrong. Be prepared to learn more by attending information sessions
- Give their children ideas on how to solve friendship and social problems themselves. Children need opportunities to solve their own problems. This is part of becoming an effective citizen.
- Teach boundaries of behaviour

- Watch for signs that their child may be being bullied
- Support their child emotionally if they are being bullied – let them know it is unacceptable and will improve
- Speak to someone on staff at the school if their child is being bullied, or they suspect that this is happening
- Instruct their children to “tell” if they are bullied

9.8 Responding to Reported Incidents of Bullying by Students

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

9.9 Reporting of Bullying by Students

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

9.10 Responding to Reported Incidents of Bullying by Students

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

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

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

10. WELFARE & ACCOMODATION POLICY

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

1. The student will live with a parent or relative as permitted by DIAC. In this case:
 - i. The College does not provide a welfare letter (CAAW) via PRISMS. The student’s family provides proof of relationship to DIAC for the purposes of visa application.
 - ii. If the adult responsible for the welfare, accommodation and other support arrangements for a student under 18 years holds a Student Guardian visa (subclass 580), all obligations and conditions of this visa must be met, including:
 - 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 and Border Protection of any change of address, passport or other changes of circumstances.
2. **The student will live in school approved accommodation and care arrangements and the School will generate the welfare letter (CAAW) via PRISMS to accompany the student’s Confirmation of Enrolment (CoE).**

In this case:

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

- ii. Any changes to approved arrangements must also be approved by the School. **This includes any requests by students under 18 years of age to attend “Schoolies Week” on completion of Year 12.**
- iii. If a student for whom the School has issued a CAAW refuses to maintain approved arrangements, the School will report this to the Department of Immigration and Border Protection and advise the student to contact the Department of Immigration and Border Protection to ensure visa implications are understood. (See Department of Immigration and Border Protection office addresses at:
<http://www.immi.gov.au/Help/Locations/Pages/Australia.aspx> .)

School approved accommodation options for full fee paying 571 visa subclass students under 18 years of age include:

- i. Homestay Program operated by Gold Coast Christian College.
 - ii. Private accommodation and care arrangements approved by the School which meet all requirements under relevant state and commonwealth legislation.
3. For School vacation periods, the following accommodation options are available to full fee paying 571 visa subclass students under 18 years of age for whom the School has issued a CAAW: *[Delete any which do not apply]*
- i. **Student** returns home to parents
 - ii. Student continues to live in / is placed in Homestay arranged and approved by the school
 - iii. Student may spend vacation with relatives or a friend’s family if all requirements are met in order to attain school approval.
 - iv. **Student may attend a supervised excursion, camp, etc., if all requirements are met in order to attain school approval.**
4. **Accommodation options for full fee paying 571 visa subclass students 18 years and older include:**
- i. **Homestay Program**
 - ii. **Private accommodation arrangements**
5. **For School vacation periods, the following accommodation options are available to full fee paying 571 visa subclass students 18 years or older:**
- i. **Student returns home to parents**
 - ii. **Student continues to live in / is placed in Homestay, details of which are recoded by the School**
 - iii. **Student may spend vacation with friend’s family or relatives, provided details are given**
 - iv. **Student may attend a supervised excursion, camp, etc., provided details are given**
 - v. **Student may travel unaccompanied during vacation periods, provided details are given.**

Additional Information:

10.1 HOMESTAY / PRIVATE ACCOMMODATION ARRANGEMENTS:

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

- o Continuous dates for approved welfare arrangements
- o 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.

10.2 STUDENT GUARDIAN VISAS

Gold Coast Christian College requires holders of Student Guardian Visas to:

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

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

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