



**GLEESON COLLEGE**  
**INTERNATIONAL STUDENT HANDBOOK**

**CRICOS Provider No 02873A**

## GLEESON COLLEGE INTERNATIONAL STUDENT HANDBOOK

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# WELCOME

## INTRODUCTION FROM THE PRINCIPAL

Thank you for choosing Gleeson College as your educator whilst furthering your education and experiencing Australia.

The home stay experience is regarded very highly by schools and parents; it enables you to gain an understanding of our culture in Australia and has the added bonus of allowing you to improve your conversational English during your academic pursuits.

The outcome for yourself, your family and your host family are both rewarding and possibly life changing. You will be exploring and experiencing cross-cultural relationships with the opportunity to make new friends. Many lifelong links have formed between students and their host families.

The following information is provided to assist you in preparation for your visit and to keep on hand as a reference for the duration of your stay.

We encourage you to read the following information and hope that this assists in allowing you to be prepared for the cross-cultural differences between your home country and Australia.

Kind regards,

**ANDREW BAKER**  
**GLEESON COLLEGE PRINCIPAL**

## IMPORTANT INFORMATION AND EMERGENCY CONTACTS

<b>PROGRAM COORDINATOR</b>		<b>HOMESTAY COORDINATOR</b>	
Contact School for Coordinator Information.		Mary Hennessy	08 8282 6629
Kirsty Jeffree	08 8282 6652		0458 017 896
<b>GLEESON COLLEGE PRINCIPAL</b>		Email: mary.hennessy@gleeson.catholic.edu.au	
Andrew Baker	08 8282 6607		
		<b>INTERNATIONAL STUDENT COORDINATOR</b>	
<b>EMERGENCY MEDICAL SERVICES</b>		Kirsty Jeffree	08 8282 8652
Dial	000	Email: kirsy.jeffree@gleeson.catholic.edu.au	
Then immediately contact Coordinator.			
<b>ROUTINE MEDICAL</b>			
Please make arrangements for the student to see your local GP.			

## APPLICATION STEP-BY STEP PROCESS

STEP	STAGE	NOTES
<b>STEP 1</b>	<b>Student enquiry and application</b> (Via agent or school website)	
<b>STEP 2</b>	Gleeson College registrar issues <b>'Offer of Place'</b>	
<b>STEP 3</b>	<b>Student acceptance</b> return signed forms and fees.	
<b>STEP 4</b>	Gleeson College registrar issues <b>Confirm of Enrolment and registers for OSHC health insurance card.</b>	
<b>STEP 5</b>	Student <b>finalises VISA conditions</b> with Department of Immigration and Border Protection (DIBP)	
<b>STEP 6</b>	Agents and Home Stay Coordinator makes <b>travel and/or accommodation arrangements.</b>	
<b>STEP 7</b>	Student <b>arrives in Australia.</b>	
<b>STEP 8</b>	International student <b>orientation at Gleeson College.</b>	
<b>STEP 9</b>	College and Student during orientation <b>sets up bank account, mobile phone, etc.</b>	
<b>STEP 10</b>	<b>Classes begin.</b>	

## INTERNATIONAL STUDENT - THINGS TO DO:

### COMPLETED

### BEFORE LEAVING HOME

- Apply for passport.
- Arrange student visa.
- Arrange for immunisations and medications from my Doctor.
- Apply for credit card and/or arrange sufficient funds.
- Confirm overseas access to your funds with your bank.
- Make travel arrangement/Agent.
- Advise institution of travel details/Agent.
- Confirm accommodation/Agent/Homestay Coordinator.
- Arrange transport from airport/Agent/Homestay Coordinator.

### COMPLETED

### MAKE SURE YOU PACK:-

- Enough Australian currency for taxis, buses, phone calls etc in the event of an emergency.
- THIS HANDBOOK.
- Passport.
- Letter of Offer.
- eCoE
- Student VISA.
- Certificated copies of qualifications and certificates.
- Travel Insurance Policy.
- ID Cards, Birth Certificate (or copy).

NOTE: Make sure you leave any originals or copies of these documents safely with family in your home community in case of loss.

## **GLEESON COLLEGE INFORMATION**

Gleeson College was established in 1989 and is named after the late Archbishop James Gleeson, and as a College we take great pride in the strong values deeply imbedded in our faith-filled community. Together, we endeavour to create and sustain an environment which encompasses the Gleeson 10; a set of Core Values which are the foundation upon which the students, staff, parents and friends of our Catholic Co-Educational community follow and uphold.

Our motto, Learning-Community-Mission, stands to encompass all aspects of education, service and personal development. Students at Gleeson College are provided the ability to develop their faith and talents through the education and extracurricular opportunities offered to all students.

## **ARRANGING VISAS**

International students wanting to study in Australia require a student visa. Many students apply for a visa themselves on-line or via the Australian diplomatic Mission in their country. The visa application process can be complicated and for students from some countries it may be better to submit an application with the assistance of an accredited agent due to their familiarity and experience in this field. Check with the education provider in Australia for their accredited agents details.

In order to apply for a visa you will need a valid passport, an electronic Confirmation of Enrolment (eCoE) and any other documentation required by the Australian diplomatic post with which you lodge your application. If you are under 18 you must have a completed CAAW form, to ensure your accommodation and welfare is approved by your education provider.

You must allow enough time for processing between lodging your application and the start of your academic program as it can be a lengthy process depending on your country of origin.

## **DEPARTMENT OF IMMIGRATION AND BORDER PROTECTION**

The Australian Government's Department of Immigration and Border Protection provides comprehensive information about student visa requirements and the application process, as well as application document checklists to assist you with your application. Visit <http://www.immi.gov.au/students/visa-conditions.htm> for the latest information.

## **DEPARTMENT OF FOREIGN AFFAIRS AND TRADE (DFAT)**

The Department of Foreign Affairs and Trade website [www.dfat.gov.au/embassies](http://www.dfat.gov.au/embassies) has a comprehensive list of Australian embassies, high commissions, consulates and representative offices around the world.

## VISA CONDITIONS

If you are granted a visa, you must abide by its conditions. Failure to comply with these conditions could result in the cancellation of your visa. These conditions include (but are not limited to):-

- Complete the course within the duration specific in the CoE.
- Maintain satisfactory academic progress.
- Maintain approved Overseas Student Health Cover (OSHC) while in Australia.
- Remain with the principal education provider for 6 calendar months, unless issued a letter of release from the provider to attend another institution.
- Notify your training provider of your Australian address and any subsequent changes of address within 7 days.

### ARRANGING TRAVEL

You will need to make your own travel arrangements to Australia. Please try to arrive at least 1-2 days before the start of term to allow enough time for settling-in, adjusting to the climate and overcoming jet-lag.

### DOCUMENTS

You should prepare a folder of official documents to bring with you to Australia, including:-

- Valid passports with Student Visa.
- Offer of a place/admission letter.
- Confirmation of Enrolment (eCoE) issued by Gleeson College.
- Receipts of payments (e.g.: tuition fees, OSHC, Bank Statements etc.)
- Insurance policies.
- Original or certified copies of your academic transcripts and qualifications.
- Other personal identification documents, e.g. birth certificate, ID card.
- Medical records and/or prescriptions.
- CAAW if you are under 18 years of age.

Keep all documents in your carry-on luggage. In case you lose the originals, make copies that can be left behind with family and sent to you.

## WHAT TO BRING

If you're in doubt about whether your goods are prohibited or not, declare it anyway on the Incoming Passenger Card which you will receive on the plane. Students have received on the spot fines for not declaring items. Visit the Australian Quarantine and Inspection Service (AQIS) home page <http://www.customs.gov.au/individuals/goingthroughtheborder/default.asp> for further information.

Check the baggage allowances flying into Australia as they vary depending on the carrier.

### SEASONAL CONSIDERATIONS

Summer in Australia is from December to February, autumn from March to May, winter from June to August, and spring from September to November. For most of the country the hottest months are January and February.

### CLOTHING

During all of the school day students will be wearing school uniform which you will receive during orientation.

Outside school hours usually dress informally. Jeans or shorts with t-shirts or blouses, sneakers or "running shoes" are almost standard dress. It is acceptable for both men and women to wear shorts and sleeveless t-shirts. This is common during the hotter months.

### ELECTRICITY

The standard voltage for electrical items in Australia is 240v. Electric plugs have three flat pins one of which is an earth pin. You may need to buy an adaptor or have the plugs changed when you arrive. Note: In the picture the line (normally in red) indicates that the switch is on and power is flowing through the socket.



### BRINGING YOUR COMPUTER

Bringing a PC or laptop into Australia may be a little more complicated.

Items owned and used for more than 12 months prior to arrival are allowed in tax-free. Proof of the date of purchase and purchase price may be required. Computers which are less than 12 months old and over AUD \$400 may attract Goods and Services tax (GST) at a rate of 10%. Consideration is given as to whether or not you intend to export the computer at the conclusion of your studies.

To satisfy the Customs Officer that you will be taking the computer out of Australia you should bring along a statutory declaration (a written declaration witnessed by the certifying authority in your country) stating that the computer is for use during your studies in Australia, and that you intend to take it back with you when you complete your studies. You may be required to give an undertaking under Section 163 to this effect and provide a cash security to Australia Customers upon arrival.



### **MOBILE PHONES & LAPTOP**

If you are considering bringing a mobile phone, laptop or any communication devices we suggest that you visit the Australian Communications and Media Authority [www.acma.gov.au](http://www.acma.gov.au) before making any purchases. Some students have brought their own laptops with internal modems only to discover that they were unable to use their modem in Australia. Any external or built-in modems must be Austel Approved in order to function in Australia.

### **ON YOUR FLIGHT**

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

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

## **ENTRY INTO AUSTRALIA**

### **AUSTRALIAN IMMIGRATION**

When you first arrive in Australia you will be required to make your way through Australian Immigration (follow the signs for Arriving Passengers as you leave the plane). An Immigration Officer will ask to see your completed Incoming Passenger Card (given to you on the plane) along with your passport and student visa evidence. The Immigration Officer will check your documents and may ask you a few questions about your plans for your stay in Australia.

### **BAGGAGE CLAIM**

Once you have passed through the immigration checks you will move to baggage claim (follow the signs) and collect your luggage. Check that nothing is missing or damaged. If something is missing or damaged go to the Baggage Counter and advise them of your problem. Staff at the Baggage Counter will help you to find your belongings or lodge a claim for damage.

### **DETECTOR DOGS**

You may see a Quarantine Detector Dog at the baggage carousel or while waiting in line or pass through immigration, screening luggage for food, plant material or animal products. If you see a detector dog working close to you, please place your bags on the floor for inspection. These dogs are not dangerous to humans and are trained to detect odours. Sometimes a dog will sit next to your bag if it sniffs a target odour. Sometimes dogs will detect odours left from food you have had in the bag previously. A quarantine officer may ask about the contents of your bag and check you are not carrying items that present a quarantine risk to Australia.

### **AUSTRALIAN CUSTOMS AND QUARANTINE**

Once you have your luggage you will go through Customs. Be careful about what you bring into Australia. Some items you might bring from overseas can carry pests and diseases that Australia doesn't have. You must declare ALL food, meat, fruit, plants, seeds, wooden souvenirs, animal or plant material or their derivatives.

Australia has strict quarantine laws and tough on-the-spot fines. Every piece of luggage is now screened or x-rayed by quarantine officers, detector dog teams and x-ray machines. If you fail to declare or dispose of any quarantine items, or make a false declaration, you will get caught. In

addition to on-the-spot fines, you could be prosecuted and fined more than AU \$60,000 and risk 10 years in prison. All international mail is also screened.

Some products may require treatment to make them safe. Items that are restricted because of the risk of pests and disease will be seized and destroyed by the Australian Quarantine and Inspection Service (AQIS).

### **ARRIVALS HALL**

You will be able to leave the restricted area and enter the Arrivals Hall once you have cleared Customs. Here you will find a number of retail and food outlets along with public telephones, an information booth and money exchange facilities. If you arrive on a weekend, you may like to exchange money here as most banks are not open on Saturdays and Sundays.

If you do not have a direct flight to Adelaide and arrive in the International Arrival Hall you will need to transfer to the Domestic terminal. Once in the Domestic terminal re-check your luggage for your domestic flight to Adelaide and check the flight departure time.

### **KEEPING IN CONTACT**

Before you leave home, you should provide your family and friends, and your education providers in Australia with your details of your flights to Australia. Once you have arrived in Australia you should then let your family and friends know that you have arrived safely. It is important to always let someone know where you are and how you can be contacted.

### **ACCESSING MONEY**

You should read this section carefully, and discuss the issues raised in this section with the bank or financial institution in your home country before you leave. All banks operate differently and you should be aware of all fees, charges, ease of access to your funds, and safety of the way in which you will access those funds.

### **HOW MUCH TO BRING**

You will need to make sure you have enough funds to support you when you first arrive. You should bring most of this money as either Traveller's Cheques or on an international credit card. Traveller's cheques can be cashed at any bank or currency exchange in Australia.

Please note that it is not safe to bring large sums of money with you. Lost credit cards or traveller's cheques can be replaced, but very few travel insurance companies will replace lost or stolen cash. Do not ask someone you have just met to handle your cash for you or to take your cash to make payments for you. Not even someone who may indicate they are studying at the same education institution.

### **CURRENCY EXCHANGE**

Only Australian currency can be used in Australia. If you have not brought some with you, you will need to do so as soon as possible after arrival. You can do this at the airport. Once you have arrived in Adelaide you can also change money at any bank.

### **ELECTRONIC TRANSFER**

You can transfer money into Australia by electronic telegraph or telegraphic transfer at any time. This is a fast option and will take approximately 48 hours, but the bank will charge a fee on every transaction.

### **ATM'S**

Automatic Teller Machines are located everywhere (including at the airport and you can immediately withdraw cash from your overseas bank account at ATM's displaying the Cirrus Logo (if your ATM card has international access). Check this with your financial institution before leaving home.

### **CREDIT CARDS**

All major international credit cards are accepted in Australia but you must remember that repayments to many of these cards can only be made in the country where they were issued. Do not rely on being able to get a credit card once you arrive in Australia because this is very difficult due to credit and identification laws.

## **AUSTRALIAN HOME STAY FAMILIES**

Home Stay is a term that means accommodation in a private home that offers full board.

By its nature it is different from home to home. It will also be very different from where you have come from and sometimes it takes some time to feel normal to you.

The host families have been carefully selected and every effort has been made to match them with your needs and requests. (See attached Application and Accreditation for the provision of Homestay Families for International Students – Page 47-50)

Please recognize that you are a guest in the family home. It is not like a hotel and there should not be an expectation that the home stay service you as a client. Most hosts want to accept a student into their family and provide a comfortable environment where you can succeed in your studies, develop your English language skills and experience home life in Australia.

Australia is a multi-cultural society where women and men are equal and the definition of family is broad. Your host family may include one of the following:

- couple with children
- couple with no children
- couple with grown-up children
- single parents
- single person
- widow

### **FOOD AND MEAL TIMES**

You will need to discuss with your home stay family whether they are comfortable with you helping yourself to food from the refrigerator or pantry. Also, some families may not like you to have food or drink in your bedroom.

If you find you frequently dislike the food that your family provides, please discuss your likes and dislikes and make some suggestions. If you have any allergies or sensitivities to food, it is important to let your home stay family know this as soon as possible.

If you are not home for dinner or would like to invite a friend to eat with you please seek permission from your home stay family.

## **WORKING TOGETHER**

As you are part of a new household, you should offer to assist with small household chores. It is your responsibility to keep your room clean and tidy and help with other family duties, such as washing or drying the dishes after a meal, vacuuming your room, washing and ironing your clothes. Each family will vary in their expectations and it is important to discuss household guidelines with your family.

## **INTERNET USE**

Most families have internet access. However, the cost of the internet is not included in your home stay fee. The cost varies according to the use and the plan your home stay family has contracted with the internet service provider. As a guide, you can expect to pay between \$5 and \$10 per week.

There are concerns about students spending long periods of time on the internet, late into the evening. Please ensure that your studies do not suffer as a result of excessive periods of on-line gaming or watching movies. It is also important that you get adequate sleep and that you are alert during lesson periods.

Your host family may also have guidelines about appropriate time for the use of the internet.

## **LAUNDRY**

Your home stay provider will do the laundry such as bed linen and towels. Most will also do the clothes washing. Most have a laundry routine and a washing basket. Some families may ask you to assist in hanging out the washing to dry.

You may wish to be involved in the care of your clothes. Please talk to your home stay family about where and how you can do your laundry.

Home stay providers are not expected to do ironing.

Please take care and ask directions if using an iron.

## **SUN SAFETY**

Skin cancer and skin damage are caused by being exposed to the sun's harmful ultraviolet radiation (UVR). The key to preventing skin cancer is to protect your skin from the sun by practicing sun safe behaviors.

There are six simple steps you can follow to reduce your risk of skin cancer and protect your skin:-

- Minimise your time in the sun between 10am and 3pm.
- Seek shade.
- Wear suitable clothing that provides good sun protection.
- Choose a broad brim, legionnaire-style or bucket-style hat that will protect your face, neck and ears.
- Wear UV protective sunglasses.
- Apply SPF 30+ broad spectrum, water-resistant sunscreen 20 minutes before you go out into the sun.

## **GUESTS**

You must ask you Home Stay Provider before you ask your friends over to visit, eat or sleep over. As a general rule, sleepovers are only acceptable on Friday and Saturday nights and with the agreement of your home stay family. You should only make arrangements to stay over with Gleeson Home Stay families.

## **CHANGING HOME STAY**

If you wish to change your home stay, you should let the home stay coordinator know. It is useful for the College to know the reasons for wanting to change to allow the College to work through the reasons and come to a suitable outcome. Your request will be considered and your wishes met if appropriate and there is another home stay family available. As a general rule, at least two weeks notice is required. The administration would update the change of home stay on the PRISM website.

## **HOLIDAYS**

During the holiday breaks you must have written permission to travel or spend time away from your home stay accommodation.

You are able to stay with you home stay during the holiday period.

## **GLEESON COLLEGE STUDENT CODE OF CONDUCT**

All homestay students will be expected to adhere to the attached Code of Conduct (see page 19).

## **TIME ZONE**

Adelaide is GMT+8 hr 30 minutes.

This is a useful link to set up a time to talk to your family if you are unsure of the time difference.

<http://www.timeanddate.com/worldclock/>

## **LIFESTYLE**

Adelaide has a generally relaxed lifestyle, with many weekend activities to participate in. There are many eating out places in Adelaide and a very large range of international foods available.

## **TELEPHONES**

Calling Emergency Services: Dial 000

In Australia dial 000 from any phone for fire, police or ambulance services. 112 may also be dialled from mobile phones. Emergency Services operators answer this number quickly and to save time will say "Police, Fire or Ambulance". If you are unsure of what emergency service you need tell the operator what the emergency is.

If you are concerned about your English, remain calm and work with the operators who are very experienced with all cultures.

## **MAKING PHONE CALLS IN AUSTRALIA**

### **INTERNATIONAL PHONE CALLS**

Dial – international access code (0011) + the country code + the area code (if required) + phone number (when adding a country code to a number, any leading 0 (zero) on the area code following it is NOT dialled).

### **DOMESTIC PHONE CALLS**

Dial the area code + phone number:-

- 02 – ACT/NSW
- 03 – VIC/TAS
- 07 – QLD
- 08 – SA/WA and NT

Visit [www.whitepages.com.au](http://www.whitepages.com.au) and [www.yellowpages.com.au](http://www.yellowpages.com.au) for directories of residential, commercial and government phones numbers; and for a list of country codes and area codes for international calls.

### **CALL AUSTRALIA FROM OVERSEAS**

To contact Australia, first dial the international access code from that country (this will vary in each country), then Australia's country code prefix (61) followed by the area code without the first zero (for instance Adelaide would be 8 instead of 08, and then dial the required number.

Example:       International access number +61 8 9999 3662

### **MOBILE/CELL PHONES**

Before bringing your mobile phone to Australia check with the Australian Communication and Media Authority [www.acma.gov.au](http://www.acma.gov.au) to make sure it can operate here. Some countries, such as Japan and the USA, use mobile phone network that are not available in Australia. If not, you can buy your mobile phone in Australia. Australian telecommunications providers offer a wide range of services which provide a mobile phone within the cost of using that service. There are many differences to the services provided. You should understand what deal you are accepting before signing a contract with a provider.

### **COMPUTER AND INTERNET ACCESS**

On campus you are able to access the internet and email via your student login code and password. Gleeson College also provides the opportunity to access school laptop computers or the option to bring your own device.

### **BICYCLES**

If ever riding a bicycle in Australia you must wear an approved helmet whilst doing so.

### **SHOPPING**

When shopping in Australia you generally don't bargain or barter (also called haggling) for the prices of an item. The displayed price for items is fixed and if Australian GST (Goods & Services Tax) is applicable it will already be included in the display price. However, there are exceptions to this rule.

### **PURCHASING ITEMS**

The most common method of purchasing items are by cash or EFTPOS. EFTPOS (Electronic Funds Transfer at Point of Sale) allows you to use the card attached to your Australian bank account to make purchases and withdraw cash at the same time (at the retailer's discretion).

You will receive a printed receipt after each purchase; if you have used your EFTPOS card you will also have a record of your purchases on your statement.

### **HEALTH**

Emergencies – Dial 000

The Triple Zero (000) service is called in a life threatening or emergency situation only. Emergency lines should not be used for general medical assistance.

### **POLICE**

In Australia police protect people and properties, detect and prevent crime, and preserve peace for everyone. They are not connected to the military or politics. The police will help you.

## **FIRE**

The fire brigade extinguishes fires, rescues people from fires in cars and buildings, and helps in situations where gas or chemicals become a danger. As soon as a fire starts call 000 no matter how small or large the fire may be.

## **AMBULANCE**

Ambulances provide immediate medical attention and emergency transportation to hospital. Dial 000. There is a cost involved with calling an Ambulance and insurance cover can be taken out for this service. <http://www.saambulance.com.au/ProductsServices/AmbulanceCover.aspx>

## **LIFELINE**

Lifeline's 13 11 14 service is staff by trained volunteer telephone counsellors who are ready to take calls 24 hours a day, any day of the week from anywhere in Australia. Anyone can call Lifeline. The service offers a counselling service that respects everyone's right to be heard, understood and cared for. They are trained to offer emotional support in times of crisis or when you may be feeling low or in need of advice.

## **EMERGENCY TRANSLATION**

For translation service in an emergency situation dial 1300 655 010.

# **OVERSEAS STUDENT HEALTH COVER (OSHC)**

Overseas student health cover (OSHC) is insurance that provides cover for the costs of medical and hospital care which international students may need while in Australia and is mandatory for international student visa holders. OSHC will also cover the cost of emergency ambulance transport and most prescription drugs.

Further information on OSHC can be found at:

<http://www.privatehealth.gov.au/healthinsurance/overseas/>

Your local education advisor will lodge your OSHC form and payment at time of processing your enrolment to study in Australia. This cover will then extend for the length of your approved visa period.

If you need to visit a doctor or medical centre, show your card at the end of the visit. You will be charged the doctor's fee and the government component of that may be processed by the medical centre. If the medical centre is not able to process the government fee, pay the total amount, keep the receipt and you can claim the government fee back from your OSHC provider.

## **AUSTRALIAN HOSPITALS**

Most Australians rely on the public hospital system. If you attend an Emergency Department in hospital you will be attended to immediately by a triage nurse for information about you, your cover, and your current health condition. The triage nurse will determine the urgency of your condition in comparison to others in need in the emergency room and it is likely that you will remain at the emergency room for several hours.

## **GENERAL PRACTITIONERS (GP's)**

If you have woken up in the morning feeling unwell and would like to see a doctor that day you will need to phone the doctor's surgery early in the morning for an appointment. Liaise with your home stay family who can direct you to their family clinic.

## **INTERPRETER SERVICES**

If you are having difficulty communicating with your doctor the Translation and Interpreter Service (TIS) can be used. For further information: [www.immi.gov.au](http://www.immi.gov.au) or phone 131 450.

## **SAFETY WHEN CARRYING MONEY**

The first and fundamental rule of safety when carrying money is:-

- “Don’t carry large amounts of cash!”

Here are some helpful tips for money safety:-

- Divide your cash into different locations on your person.
- Keep your wallet in one of your front pockets at all times.
- Do not carry cash in a backpack or back pocket.
- Divide your bank/credit cards and keep them in separate locations.
- Do not place money or valuables in lockers
- Be very careful how you carry your handbag, and never leave it open for someone to slip their hand inside.

## **WORKING IN AUSTRALIA**

For a full list of mandatory and discretionary student visa conditions please visit [www.immi.gov.au/students/index.htm](http://www.immi.gov.au/students/index.htm)

If you are able to work within the conditions of your visa you will be required to obtain a Tax File Number to be able to work in Australia. A Tax File Application Form will be provided to you by your employer or you can apply online at [www.ato.gov.au](http://www.ato.gov.au) or phone 13 28 61. For the ATO translating and interpreter service phone: 13 14 50.

## **PERSONAL SAFETY**

When you are out and about it is important to be alert and aware of your personal safety.

If you are going out a night remember:-

- Think ahead – consider how you are going to get home – what about pre-booking a taxi or arranging transport with a friend or home stay family member?
- Never hitch-hike.
- Make sure that you stay with your party and that someone knows where you are at all times.
- Make sure you have enough money to get home or to phone.
- Keep away from trouble – if you see any trouble or suspect that it might be about to start – move away from the scene if you can. The best thing you can do is to alert the police and keep away.
- Walk purposely and try to appear confident. Be wary of casual requests from strangers, like someone asking for a cigarette or change – they could have ulterior motives.
- Try not to carry your wallet in your back pocket where it is vulnerable and in clear view.



If you are out and about:-

- Be alert to your surroundings and the people around you, especially if you are alone or it is dark.
- Whenever possible, travel with a friend or as part of a group.
- Stay in well-lit areas as much as possible.
- Walk confidently and at a steady pace.
- Make eye contact with people when walking – let them know that you have noticed their presence.
- Do not respond to conversation from strangers on the street or in a car – continue walking.
- Be aware of your surroundings, and avoid using personal stereos – you might not hear trouble approaching.
- Always keep your bag in view and close to your body.
- Be discrete with your cash or mobile phone.
- When going to your car or home, have your keys in your hand and easily accessible.

### **PUBLIC TRANSPORT SAFETY**

- Travelling on public transport should be a safe and comfortable experience.

### **BUSES**

#### **Waiting for a bus:**

- Avoid isolated bus stops.
- Stand away from the curb until the bus arrives.
- Don't open your purse or wallet while boarding the bus – have your money/pass already in your hand.
- At night, wait in well-lit areas near other people.
- Check timetables to avoid long waits.

#### **Riding on the bus:**

- Sit as close to the bus driver as possible.
- Stay alert and be aware of the people around you.
- If someone bothers you, change seats and tell the driver.
- Keep your purse/packages close by your side.
- If you see any suspicious activity, inform the driver.

### **ALCOHOL**

Alcohol use is illegal for those aged under 18 years. In addition you can be expelled from Gleeson College for being in possession of or under the influence of alcohol or illegal drugs at school or on any school related activity.

This will have immediate and long term impacts on your rights to study in Australia and means you can be asked to leave the country immediately. We therefore strongly advise that you do not consume drugs or alcohol during your stay in Australia.

### **SMOKING**

Australian law makes it an offence to sell or supply tobacco products to a person under the age of 18 years. It is illegal for anyone under 18 to purchase tobacco products.

## **DRUGS**

Each State and Territory has laws governing the manufacture, possession, distribution and use of drugs, both legal and illegal.

## **SEXUAL ASSAULT**

Sexual assault is a criminal offence. It includes sexual harassment, unwanted touching, indecent assault and penetration of any kind. It is important to remember that it can happen to anyone and at any time but certain precautions may make it more difficult for a possible perpetrator:

- When socialising, be smart.
- Walk with confidence and purpose.
- Avoid lonely or dark places.
- Be wary of strangers, whether they are on foot, in cars or at parties.
- Be aware of the people around you.
- Respect your intuition.

If placed in a situation where you feel uncomfortable say: “No!” Loudly and with conviction.

It is important to remember that sexual assault is a serious crime; your first point of contact should be the Police. Gleeson College have Student Counsellors, or you may find it easier to speak with your Home Room Teacher, House Coordinator or your host family.



## GLEESON COLLEGE INTERNATIONAL STUDENTS CODE OF CONDUCT

The Homestay student will be expected to:

- Make efforts to speak and practice English with their homestay family
- Be aware, respect and adhere to the normal standards of behaviour within the homestay, as given by the homestay family. This may include conditions such as no smoking in the house, reasonable time spent in the bathroom, or minor household chores such as occasional washing up and keeping their bedroom clean and tidy.
- Communicate in an honest and respectful way to develop positive relationships with families which are based on mutual trust and communication.
- Take responsibility for their own practices and needs and communicate these openly with their homestay family on a day to day basis
- Keep all valuables, money, passport and airline tickets in a safe place
- Ask the family before inviting friends over, and keep noise to a minimum
- Advise the homestay family with adequate notice if they will not be home for meals
- Be able to manage their own finances; eg personal expenses for toiletries, travel, entertainment, telephone calls, internet costs, medical expenses and other incidental costs
- Be prepared to participate in family activities
- Respect and be aware of cultural differences and beliefs of the homestay family. The environment may differ from their own
- Provide reasonable notice if leaving their homestay (usually two weeks required)
- Reimburse the family for any damage to the property if they are responsible for the damage
- Advise the homestay coordinator immediately of any concerns of their health or welfare which may arise in the homestay environment
- Be aware and abide by the laws of Australia, for example, wear bicycle helmets, respect legal age of drinking, etc.

Parent/guardian signature: \_\_\_\_\_ Date: \_\_\_\_\_

Student's signature: \_\_\_\_\_ Date: \_\_\_\_\_

## **STUDYING AT GLEESON COLLEGE**

### **ORIENTATION**

Gleeson College will provide an International Student Orientation before the commencement of classes. Staff who conduct the orientation work hard to ensure that you as a student are well equipped to achieve the best possible success in your studies. You will be introduced to key staff who will be there to assist you in settling into the school and your host family. (See Orientation Checklist - Page 24.)

### **GLEESON COLLEGE DIARY**

You will be provided with a Gleeson College diary which will detail the schools policies and procedures and is an important reference for working through school life.

### **COMPLAINTS AND GRIEVANCES**

Students are expected to work through the Complaints and Grievances Policy which is located in the Gleeson College Diary.

Should the student wish to appeal any decisions made as a result of following this policy please find the Complaints and Appeals Policy – Page 25 & 26.

### **ACADEMIC PROGRESS AND ATTENDANCE**

The School will monitor record and assess the course progress of each student for the course in which the student is currently enrolled.

A copy of students' progress reports will be forwarded to parents.

The student's individual strategy for academic improvement will be monitored over the following semester and records of student response to the strategy will be kept.

If the student does not improve sufficiently academically and achieve satisfactory course progress by the end of the next assessment period, Gleeson 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.

The school will notify the Department of Education and Training via PRISMS of the student not achieving satisfactory course progress as soon as practicable where:-

- a) The student does not access the complaints and appeals process within 20 days, or
- b) Withdraws from the complaints and appeals process, or
- c) The complaints and appeals process results in favour of the school.

### **COURSE ATTENDANCE**

Satisfactory course attendance is attendance of 90% of scheduled course contact hours.  
Student attendance is:-

- a) Checked and recorded daily
- b) Assessed regularly.
- c) Recorded and calculated over each semester.

Late arrival to school will be recorded and will be included in attendance calculations.

All extended 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 Principal.

Any absence without approval will be investigated.

Student attendance will be monitored by Home Room Teacher to assess student attendance.

Students at risk of breaching Gleeson College attendance requirements will be counselled and offered any necessary support.

If the calculation indicates that the student has failed the attendance requirement for the student period, Gleeson 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.

The school will notify the Department of Education and Training via PRISMS of the student not achieving satisfactory course attendance as soon as practicable where:-

- a) The student does not access the complaints and appeals process within 20 days, or
- b) Withdraws from the complaints and appeals process, or
- c) The complaints and appeals process results in favour of the school.

Students will not be reported for failing to meet the 90% threshold where:-

- a) The student produces documentary evidence clearly demonstrating compassionate or compelling circumstances e.g., medical illness supported by a medical certificate.

## **REFUND & CANCELLATION POLICY**

This policy outlines refunds applicable to course fees paid to the College.

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

### **PAYMENT OF COURSE FEES AND REFUNDS**

- a) Fees are payable on invoice at least one Semester in advance.
- b) All fees must be paid in Australian dollars unless requested otherwise. Refunds will be reimbursed in the same currency as fees were received.
- c) Refunds will be paid to the person who enters into the written agreement unless the school receives written advice from the person who enters the written agreement to pay the refund to someone else.

All notification or withdrawal from a course, or applications for refunds, must be made in writing and submitted to the School Principal.

### **STUDENT DEFAULT BECAUSE OF VISA REFUSAL**

- a) Students will receive a refund of the tuition fees if certified evidence from Australian Immigration Authorities is provided to the College within 14 days of the student receiving notification of a visa application rejection.
- b) Students will receive a refund of the tuition fees paid, less 10%, if less than 14 days before the commencement of the course, they provide certified evidence from the Australian Immigration Authorities that the students visa application has been rejected.

- c) Students will receive a refund of tuition fees paid less 10% of the tuition fee component if more than 28 days before the commence of the Program of Study a student provided written notification of cancellation for any reason other than the rejection of the visa application.  
Students will receive a refund of tuition fees paid less 40% if the tuition fee component if less than 28 days before the commencement of the Program of Study, a student provides written notification of cancellation for any reason other than the rejection of the visa application.
- d) With the exceptions listed in (a) and (b) above, one semester's notice in writing is required prior to students withdrawing from Gleeson College. Failure to do so will ensure the payment of one semester's fees.
- e) Refunds are made by telegraphic transfer or bank draft in Australia dollars with any bank charges being deducted from refunds. Refunds cannot be made directly to students in Australia. Course fees are not transferrable to another person or institution. The refund will be paid within six weeks after notification by the student of withdrawal from the course. No refund is due if a student is required to leave the College because of a break of visa conditions, unsatisfactory attendance or a break of College rules.

No refund of tuition fees will be made where a student's enrolment is cancelled for any of the following reasons:-

- a) Failure to maintain satisfactory course progress (visa condition 8202).
- b) Failure to maintain satisfactory attendance (visa condition 8202).
- c) Failure to maintain approved welfare and accommodation arrangements (visa condition 8532).
- d) Failure to pay course fees.
- e) Any behaviour identified as resulting in enrolment cancellation in Gleeson College's Behaviour/Policy/Code of Conduct.

#### **PROVIDER DEFAULT**

- a) If for any reason the School is unable to offer a course on an agreed starting day for the student a full refund of any unspent pre-paid tuition fees paid to the school 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 a full refund of any unspent pre-paid tuition fees paid to the school will be made within 14 days of the course School's default day.

For information on the TPS, please see: <http://tps.gov.au/Information/Students/How>



## TEACHER ORIENTATION CHECKLIST

The National Code is established under the *Education Services for Overseas Students (ESOS) Act 2000*.

The National Code is a set of nationally consistent standards that governs the protection of overseas students and delivery of courses to those students by providers registered on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS).

Only CRICOS courses can be offered to international students studying in Australia on a student visa.

RESPONSIBILITY	STAGE																														
<p><b>The following people involved in the education of International Students will work through The 15 points of delivery of education to International Students using the link provided.</b></p> <p><b>Principal (where possible)</b>  <b>Homestay Coordinator</b>  <b>Agent</b>  <b>International Student Liaison</b>  <b>Home Room Teacher</b>  <b>LOTE Teacher</b></p>	<p><a href="https://internationaleducation.gov.au/Regulatory-Information/Education-Services-for-Overseas-Students-ESOS-Legislative-Framework/National-Code/nationalcodepartd/Pages/ESOSNationalcode-PartD.aspx">https://internationaleducation.gov.au/Regulatory-Information/Education-Services-for-Overseas-Students-ESOS-Legislative-Framework/National-Code/nationalcodepartd/Pages/ESOSNationalcode-PartD.aspx</a></p> <p>The 15 standards cover the following aspects of delivery of education to international students can be found in the above link:</p> <table style="width: 100%; border: none;"> <tr> <td style="width: 20%;"><b>Standard 1</b></td> <td>Marketing information and practices</td> </tr> <tr> <td><b>Standard 2</b></td> <td>Student engagement before enrolment</td> </tr> <tr> <td><b>Standard 3</b></td> <td>Formalisation of enrolment</td> </tr> <tr> <td><b>Standard 4</b></td> <td>Education agents</td> </tr> <tr> <td><b>Standard 5</b></td> <td>Younger overseas students</td> </tr> <tr> <td><b>Standard 6</b></td> <td>Student support services</td> </tr> <tr> <td><b>Standard 7</b></td> <td>Transfer between registered providers</td> </tr> <tr> <td><b>Standard 8</b></td> <td>Complaints and appeals</td> </tr> <tr> <td><b>Standard 9</b></td> <td>Completion within expected duration</td> </tr> <tr> <td><b>Standard 10</b></td> <td>Monitoring course progress</td> </tr> <tr> <td><b>Standard 11</b></td> <td>Monitoring attendance</td> </tr> <tr> <td><b>Standard 12</b></td> <td>Course credit</td> </tr> <tr> <td><b>Standard 13</b></td> <td>Deferment, suspension or cancellation of study during enrolment</td> </tr> <tr> <td><b>Standard 14</b></td> <td>Staff capability, educational resources and premises</td> </tr> <tr> <td><b>Standard 15</b></td> <td>Changes to registered providers' ownership or management</td> </tr> </table>	<b>Standard 1</b>	Marketing information and practices	<b>Standard 2</b>	Student engagement before enrolment	<b>Standard 3</b>	Formalisation of enrolment	<b>Standard 4</b>	Education agents	<b>Standard 5</b>	Younger overseas students	<b>Standard 6</b>	Student support services	<b>Standard 7</b>	Transfer between registered providers	<b>Standard 8</b>	Complaints and appeals	<b>Standard 9</b>	Completion within expected duration	<b>Standard 10</b>	Monitoring course progress	<b>Standard 11</b>	Monitoring attendance	<b>Standard 12</b>	Course credit	<b>Standard 13</b>	Deferment, suspension or cancellation of study during enrolment	<b>Standard 14</b>	Staff capability, educational resources and premises	<b>Standard 15</b>	Changes to registered providers' ownership or management
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## STUDENT ORIENTATION CHECKLIST

RESPONSIBILITY	STAGE
<b>Principal (where possible)/Homestay Coordinator/Agent</b>	<b>Student welcome.</b>
<b>International Student Coordinator</b>	<p><b>Student introduction</b> to Home Room Teacher and LOTE Teacher.</p> <p>Questions and overview of International Student Handbook.</p>
<b>Home Room Teacher</b>	<ul style="list-style-type: none"> <li>• School Tour</li> <li>• School Policies/Diary</li> <li>• Curriculum Handbook</li> <li>• Timetable</li> <li>• WHS</li> <li>• General Infrastructure</li> <li>• Location of School Counsellors Office</li> </ul>
<b>Homestay Coordinator</b>	Homestay Coordinator will arrange for <b>student bank accounts.</b>
<b>International Student Coordinator</b>	Student's will be <b>assessed on their English proficiency</b> and analysed against the data/rating provided by their school prior to departure.





## **GLEESON COLLEGE INTERNATIONAL STUDENTS COMPLAINTS & APPEALS POLICY**

### **CONTEXT**

The purpose of this policy is to draw attention to Gleeson College's Complaints and Appeals Policy. This policy is to provide a student or parent(s)/legal guardians with the opportunity to access procedures to facilitate the resolution of a dispute or complaint. A support person may accompany the student in the process.

### **PRINCIPLES**

The Student Grievance Procedure is included in the School Diary and is distributed to the International Student on their Orientation Day.

Should the matter not be resolved under the Student Grievance Procedure guidelines it will be referred to the Principal.

The process of the Grievance Procedure is confidential and any complaints are a matter between the parties concerned and those directly involved in the complaint's handling process.

Gleeson College aims to finalise all grievance procedures within a reasonable time-frame as per Standard 8 of the Code.

The student is required to maintain enrolment and attendance at all classes as per normal during the grievance or appeals process.

### **PROCESS**

1. Students should contact the Home Room Teacher or House Coordinator in the first instance to attempt mediation/informal resolution of the complaint as per the Student Grievance Procedure.
2. If the matter cannot be resolved through mediation; or as a result of an error in calculation or mediation; or the appeal is based on compassionate or compelling circumstances (unusual or exceptional circumstances that are not part of daily life experiences) the matter will be referred to the Principal.
3. At this point the student should notify the school in writing of the nature and details of the complaint.

### **GLEESON COLLEGE INTERNATIONAL STUDENTS COMPLAINTS & APPEALS POLICY CONT...**

The following are Grounds that must be strictly addressed during the complaint/appeal process with supporting evidence provided:-

1. Serious illness or injury, where a medical certificate states that the student is unable to attend classes for a significant period of time.
2. Bereavement of close family members such as parents or grandparents.
3. Major political upheaval or natural disaster in the home country requiring emergency travel.
4. A traumatic experience which could include involvement in, or witnessing a serious accident, and witnessing or being the victim of a serious crime.
5. Each complainant has the opportunity to present their case to the Deputy Principal or Principal. Students may be accompanied by a support person.
6. The formal complaints process will commence within 10 working days of the lodgement of the complaint with the Principal.
7. Once the Principal has reached a decision regarding the complaint, the student will be informed in writing of the outcome and the reasons for the outcome.

#### **DECISION/OUTCOME**

If the complaint procedure does not find in favour of the student, Gleeson College will immediately implement the decision and any corrective and preventative action required.

If the student is dissatisfied with the result of the complaints procedure, he/she will be informed of the external complaints and appeals process available to them.

A student has the right to take action under Australian's Consumer Protection Laws in the case of financial disputes or to pursue legal action.

If the student wishes to complain or to lodge an external appeal about a decision made or action taken by Gleeson College, they may contact the Overseas Students Ombudsman at no cost. The Overseas Students Ombudsman offers a free and independent service for overseas students, [www.oso.gov.au](http://www.oso.gov.au) or phone 1300 362 072 for more information.

## **STUDENT ADMINISTRATION**

### **ABSENCES DURING TERM**

No allowances against fees will be made for late returns to School or absence during the term, including those due to disciplinary suspensions, or for the early completion of Year 12.

### **CANCELLATION OF ENROLMENT**

The School reserves the right to cancel a student's enrolment for non-payment of School fees.

### **NOTICE OF WITHDRAWAL**

One semester's notice in writing is required in the event of a child's withdrawal, otherwise one semester's fees will be payable.

### **ID CARDS**

After the annual school photo sessions, students will receive a Student ID card. A replacement fee is charged if the ID card is lost.



## GLEESON COLLEGE INTERNATIONAL STUDENTS CONTACT DETAILS

STUDENT DETAILS	
Student ID:	Date of Birth:
Family Name:	Given Names:
Telephone No:	Mobile:
Email Address:	

PARENTS CONTACT DETAILS	
Family Name:	Given Name:
Family Name:	Given Names:
Address:	
Telephone No:	Mobile:
Email Address:	

HOST FAMILY CONTACT DETAILS	
Family Name:	Given Name:
Family Name:	Given Names:
Address:	
Telephone No:	Mobile:
Email Address:	

AGENT CONTACT DETAILS	
Family Name:	Given Name:
Telephone No:	Mobile:
Email Address:	

**Form to be updated every 6 months for International Student, whilst in Australia.**



## **GLEESON COLLEGE INTERNATIONAL STUDENTS ACCOMMODATION AND WELFARE POLICY**

Gleeson College approved the following accommodation options for overseas students:

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

The Homestay Program is operated by the College.

Private accommodation 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 full fee paying 571 visa subclass students under 18 years of age:

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

If the School has taken responsibility for approving arrangements for student care and welfare, should the School not approve requests for changes to agreed arrangements, and the student refuses to maintain the approved and agreed arrangements, the School will advise the student this will be reported to DIBP and the student will need to contact DIBP to ensure visa implications are understood. (See DIBP office addresses at: <http://www.immi.gov.au/contacts/australia/index.htm>)

Students who live in school approved accommodation must not change agreed arrangements without prior approval of the School.

### **DEFERMENT, SUSPENSION AND CANCELLATION POLICY**

Gleeson College will only grant a deferment of commencement of studies for compassionate and compelling circumstances. These include but are not limited to:-

- Illness, where a medical certificate states that the student was unable to attend classes.
- Bereavement of close family members such as parents or grandparents (where possible a death certificate should be provided).

## **GLEESON COLLEGE INTERNATIONAL STUDENTS ACCOMMODATION AND WELFARE POLICY CONT...**

- Major political upheaval or natural disaster in the home country requiring emergency travel that has impacted on studies.
- A traumatic experience which has impacted on the student (these cases should be where possible supported by Police or psychologists' reports).

The final decision for assessing and granting a deferment of commencement of studies lies with the Principal.

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

### **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 Principal.

### **SCHOOL INITIATED EXCLUSION FROM CLASS**

Gleeson College may exclude a student from class studies on the grounds of misbehaviour by the student.

Excluded students must abide by the conditions of their exclusion from studies which will depend on the welfare and accommodation arrangements in place for each student and which will be determined by the Principal.

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.

Exclusions from class will not be recorded on PRISMS.

### **SCHOOL INITIATED CANCELLATION OF ENROLMENT**

Gleeson College will cancel the enrolment of a student under the following conditions:

- Failure to pay course fees.
- Failure to maintain approved welfare and accommodation arrangements (visa condition 8532) or alternatively schools may decide that they will not cancel enrolment for this reason.
- Any behaviour identified as resulting in the cancellation of the enrolment as detailed in Gleeson College's Behaviours Policy/Code of Conduct, such as use of illicit drugs, illegal activities such as theft, or any behaviour which brings the School into disrepute.

Gleeson College is required to report failure to maintain satisfactory course progress and failure to maintain satisfactory attendance to DIBP, which may impact on a student's visa.

### **COMPLAINTS AND APPEALS**

The student has the opportunity to seek assistance by way of the Gleeson College Complaints and Appeals Policy.



## CRITICAL INCIDENT POLICY

At Gleeson College we believe that critical incidents of communal significance need to be dealt with in a consistent and comprehensive manner. The following plan provides a response to such situations and applies to all members of The Gleeson College community.

### DEFINITION OF TERMS

Critical Incident: any significant loss or accident that will have an impact on a part or the whole of the College community. This might be:

- Bereavement through death(s) of student(s) and/or staff in the College community, through accident, illness, suicide or crime.
- Severe injury to a member or members of the College community.
- Destruction of College property and resources occasioned by natural disaster or an act of vandalism.

The following list gives some additional examples of crises that could attract media attention:

- Any incident or accident involving contact with the Police or a Rescue Team.
- Alleged misconduct towards a student by a teacher or other staff member.
- Alleged misconduct towards a student by another student.
- An extreme case of bullying by Gleeson College students.
- Alleged misconduct towards a teacher by a student.
- Accident, mishap or injury on a school excursion, camp or outdoor education venture.
- Expulsion of students from the school.
- Students selling drugs to other students within the school.
- Fraud or embezzlement.
- Theft
- Armed hold-up or other criminal activity.
- New legislation that impacts on Gleeson College activities.
- Death/Injury to a visitor at the College.
- Criminal action by a Gleeson College staff member.
- Union dispute or strike.
- Sexual harassment claim.
- Wrongful dismissal claim.
- Sacking of a senior staff member.
- Adverse court ruling.
- Controversial law suit.
- Personal scandal.
- Government investigation.

## **CRITICAL INCIDENT POLICY CONT...**

By their very nature, crises occur when least expected. Sometimes the first inkling that something is amiss may be a call from the media.

### **RESPONSIBILITIES AND/OR AUTHORITIES**

Responsibility to ensure the effective implementation of this procedure lies with the Principal or other nominated Leadership Team member.

The following positions are accountable to the Principal or nominated Leadership Team member for the day-to-day management of WHS issues within their area of responsibility: House Coordinators, support and administrative staff in management and leadership and supervisory roles. These staff are responsible for the effective implementation of this procedure in the areas over which they have designated authority.

### **PROCEDURE**

Planning for the management of a critical incident:

Objectives

- To facilitate and control the imparting of information.
- To facilitate the College's contact with all media agencies.
- To provide safe processes for the expression of collective grief.
- To be aware of and provide support for the grief responses of those closely affected by the death(s) or other loss event.
- To provide short term educational probes to help students understand loss and grief.
- To return to normality within the College as soon as possible, thus providing a network of security in a time of shock.

Establish critical incident and counselling team

The critical incident team will consist of:

- Principal
- Leadership Team
- School Counsellor/Chaplain
- APRIM
- The relevant staff member with pastoral oversight (Home Room or Class teacher or House Coordinator)

Other staff, or people from outside of the College, may be included as appropriate.

The tasks relating to the management of the two aspects (critical incident and counselling) are allocated to members of this group as deemed appropriate in the event.

### **IDENTIFY APPROPRIATE COUNSELLING AND WITHDRAWAL AREAS**

These are areas which can, at very short notice, be made available for the individual and small group care for those most immediately affected by the critical incident. They should be centrally located and provide a sympathetic atmosphere, reasonably secure from noise and outside observation, and safe for confidentiality. Such areas (or other areas with some adult supervision) should also be available for individual students or small groups to withdraw to for reflections and mutual consolation.



## **CRITICAL INCIDENT POLICY CONT...**

Appropriate areas are:-

- The Chapel
- The APRIM's Office
- The School Counsellors Office.

### **ESTABLISH A LIST OF GRIEF RESPONSES AND DISTRESS SIGNALS**

The counselling team prepares a brief statement, outlining the grief responses that the staff may expect to encounter amongst themselves and the students in the case of a critical incident. The statement stresses that there are a variety of possible responses and that different people will respond differently. It also outlines typical distress signals that students may give. This statement should be reviewed periodically in appropriate forums and be ready for immediate distribution to staff in the event of a critical incident.

### **FIRST 24 HOURS**

Initial Reaction

- Any adult who first received information of the critical incident event immediately contacts the Principal or Leadership Team member.
- The College reception staff are given clear instructions on how to receive visit and telephone calls, and to direct them to the appropriate persons.
- The Principal calls the critical incident management team meeting.
- In the case of an incident occurring at the College (or at a College activity), the Principal contacts the relevant authorities and the family.
- In the case of an incident occurring outside the College time, The Principal verifies the accuracy of the information received with the family concerned and/or the relevant critical authorities (e.g. Police, hospital). This information may need to be updated on subsequent occasions.
- The Principal also determines with the family concerned what information is to be shared with the College community.
- The Principal advises the Chairperson of the School Board.

Critical Incident Management Team

- The Principal relays the information to the House Coordinators and the members of the critical incident team.
- A member of the Leadership Team is given the specific task of handling any enquires from the media. Consider:
  - a) What is best to say?
  - b) How it will be reported.
  - c) What positive and negative effects may result for the College and all those involved.
  - d) Advice given to the critical incident team regarding memorandum and notifications to staff, students, parents and wider College community.
  - e) The critical incident team composes a memorandum of the information to be given to staff and students. All information given by the College must be consistent, and as full and frank as possible, where certain details of information are not available or are to be withheld to protect the privacy of the family, it is important to state that those details are not available and that they should not become the subject of conjecture, rumour and fantasy.

## CRITICAL INCIDENT POLICY CONT...

- f) The critical incident team also prepares a statement of the support facilities and persons and of the counselling/retreat areas which will be made available to staff and students. This information is updated each day for as long as deemed necessary.
- g) The critical incident team investigates, alerts the College and determines which other Colleges should be notified of the critical incident. Colleges attended by siblings or close friends, and, particularly in the case of adolescents, Colleges whose students are part of the friends, and, particularly in the case of adolescents, Colleges whose students are part of the adolescent network. Contact with the Colleges to be made through the Principal or designated person.
- h) Principal is given the specific task of handling any enquiries from parents of students at the College, and of writing a letter to the families of those students more closely connected, to inform them of the critical incident event the support and counselling facilities made available by the College funeral and/or memorial service arrangements.
- i) The locker of a deceased student must be cleared immediately (particularly in the case of suicide), and the contents kept in safe custody to pass on to the family and/or the investigating authorities. Principal to arrange.

### Inform the Staff

- At the earliest opportunity the Principal convenes the staff of the College (including non-teaching staff) and informs them of the critical incident and of the support facilities and arrangements made. A memorandum is distributed to the staff.
- At this juncture, the staff should be given some time to express their own feelings of shock and grief.
- The prepared statement of grief responses and distress signals is distributed to the staff and briefly reviewed by a member of the counselling team.
- "Check Sheet – Action list for dealing with the media" is distributed to each person who may receive calls from media or other persons outside the College.
- Ensure that people are delegated to pass on information to non-teaching staff who are unable to attend a general meeting, and to volunteers.
- A member of the Counselling team should be designated to alert any other helpers who might be absent on the day of the incident, particular those who have worked with a student who has died.

### Inform the Students

- Teachers inform the students in their various classes at a pre-determined time (preferably in the next lesson). This information is given uniformly, contemporaneously and sympathetically. Staff should allow some time for students to ask questions and should answer these frankly and openly.
- Alternatively, or in addition, an assembly for the whole College or a year group may be appropriate.
- Teachers make clear to the students what support facilities and people are available and where to find them, and encourage students to use them if they feel the need. They also stress that a student must inform the teacher if at any time he/she absents him/herself from the timetables class or activity. Teachers should advise the Student Office of the absence.

## **CRITICAL INCIDENT POLICY CONT...**

- A student showing some distress should not be allowed to leave the classroom alone but should be accompanied by another student. Neither is a student to leave the College until the parent(s) has agreed and arranged for the student to be accompanied.
- Teachers check student attendance in each class/lesson, and follow up any unexplained absence immediately.
- Staff should report to the counselling team or pastoral care giver any student whom they feel is showing particular signs of distress and encourage such a student to avail him/herself to the withdrawal and counselling area. The staff are also reminded to review student responses over the subsequent days.
- Teachers are asked to take particular care in monitoring yard duty during College breaks.
- Teachers are asked to allow some flexibility immediately after the information is given to the students, but to return to the normal teaching programme as soon as they feel the students can cope with this. This may vary from class to class.
- Staff members who are themselves distressed by the critical incident should be allowed time out, and encouraged to avail themselves of the support facilities. This may necessitate special relief teaching arrangements.

### **Debrief and Update**

At the end of the first day a critical incident management team meeting should review the situation, collate information and debrief the staff.

## **WITHIN 48-72 HOURS OF THE INCIDENT**

### **Counselling and Support**

- During the second day a member of the counselling team visits each class or group closely connected with the loss or to which the deceased belonged.
- He/she further discusses and answers questions about the critical incident event:
  - a) Discusses the meaning of death or loss or suicide.
  - b) Outlines the variety of differences in grief responses.
  - c) Stresses the importance of sharing their feelings.
  - d) Explains the value of the support and counselling services.
- A member of the critical incident team compiles a list of those students know to have been closely connected with the loss or the deceased, and arranges for these students to visit a member of the counselling team, either individually or in small groups.
- Where the need arises the following specialist help may be used to assist the counselling team:
  - a) Counselling staff from other Catholic Church Schools.
  - b) Child and Adolescent Mental Health Service.
  - c) DEET Student Professional Support Services.
- This may be particularly appropriate in the case of a suicide.
- Close contact is kept with the families of the distressed students; parents may be invited to avail themselves of the Colleges counselling services.
- If necessary, the counselling area is kept open and staffed after College hours.
- In the case of a death, the counselling team communicates with the bereaved family about funeral arrangements and seeks permission for closely connected students and staff to attend.
- In the case of a death, the College flag is flown at half-mast.

## **CRITICAL INCIDENT POLICY CONT...**

### **DURING THE FIRST MONTH**

- The counselling team organises a memorial service to be held at the College as early as possible. The bereaved family, the students, staff and parents are invited to attend.
- This invitation may be extended to other members of the community, however it must be remembered that this is the students' memorial service, and planned accordingly.
- Special timetabling arrangements need to be made for those students who do not attend and to relieve staff members who wish to attend if the service is held in class time.
- Attendance lists need to be kept and reviewed with particular vigilance during the days following the critical incident.
- If desired, eventual arrangements are made for the establishment of an appropriate memorial at the College. The Principal should be responsible for communication with the family over this matter.
- Students who have experienced distress continue to be seen by a member of the counselling team over a period of time. Alternatively, they may be invited to join a peer support group.
- Staff are given the opportunity to attend a de-briefing meeting with the members of the critical incident team. Special attention is paid to the staff members own grief and its resolution.

### **BEYOND THE FIRST MONTH**

In the case of death, communication with the bereaved family is maintained over a period of time. A member of the counselling team may be delegated to ensure that this occurs. If students request it, an anniversary event (e.g. student's birth-date or death-date) may be marked by a special memorial activity.

### **REVIEW OF THE CRITICAL INCIDENT MANAGEMENT PLAN**

- When the critical incident has been managed to a reasonable conclusion, the critical incident management plan is reviewed, and adjusted or amended where necessary.
- In this review the student body, the critical incident and counselling teams, teacher and non-teaching staff are all represented.



## **ACADEMIC PROGRESS MONITORING POLICY**

Gleeson College is committed to a safe and effective learning environment with support mechanisms to ensure the success of all of our students.

The College is committed to the systematic monitoring of student academic, attendance and overall course progress. The College is proactive in notifying and mentoring students who are at risk of failing to meet progress requirements.

### **ACADEMIC PROCESS**

- An average “satisfactorily achieved” assessment of at least 80% combined for all the units completed from time of enrolment.
- Not failing a unit more than once.
- Not failing more than one unit per semester.
- Satisfactory attendance at scheduled classes of not less than 80% for the duration of the course unless due to evidenced special circumstances.

### **PROBATION**

Academic Support for students whose scholastic performance is unsatisfactory will mean a period of probation in which students are engaged in the Gleeson College Academic Support programme. It is the student’s responsibility to maintain contact with their academic adviser.

### **SUSPENSION**

Suspension means a student will be removed from attending normal classes for a period of time during which they will be provided with external assignments to complete. An academic adviser will be nominated as support during this period of time.

Suspension will occur where a student has evidenced a continued disregard for course minimum requirements or the Student Code of Conduct.

International Students may access the Appeal or Complaint Process if they believe that suspension was not appropriate. Please refer to the Appeal and Complaint Policies – Page 25 & 26.

Students evidencing active participation in the Gleeson College Academic Support programme will not be subject to suspension.

## **ACADEMIC PROGRESS MONITORING POLICY CONT...**

### **EXPULSION**

International Students – Expulsion means the immediate release/removal from all further studies with Gleeson College.

Expulsion is the last resort consequence that will occur where a student does not evidence active participation in the Gleeson College Academic Support programme, has been suspended once previously, or their behaviour is of a service negative or illegal nature.

International Students may access the Appeal or Complaint Process if they believe that expulsion was not appropriate.

### **WITHDRAWAL FROM A UNIT**

Withdrawal from a unit, due to illness or other compassionate or compelling circumstances, without academic penalty will be benefited and be dependent upon the level of completion and achievement at the time of withdrawal. It is not Gleeson College's policy to penalise a student for circumstances that are out of their control.

### **INTERVENTION STRATEGY**

The active participation of a student in a negotiated strategy to increase the student's opportunity for satisfactory course progress achievement.

Intervention Strategy is negotiated and is compulsory once a student is identified as being at risk of not achieving satisfactory academic progress.

### **INTERVENTION & SUPPORT SERVICES**

Internal or external activities and actions that assist the student to achieve a successful course outcome:-

- Academic Mentor (Internal)
- Study groups (Internal)
- Language Literacy & Numeracy additional learning (External)
- Personal, financial and other counselling (external)

### **APPEAL OR COMPLAINT PROCESS**

Process by which students and other Gleeson College stakeholders may appeal decisions or formally register a complaint.

### **PROCEDURE**

#### **COURSE PROGRESS**

Gleeson College will monitor the academic performance of each student.

Students are expected to achieve the following requirements in order to meet the satisfactory course progress requirements and academic visa requirements:

- An satisfactory mark for all students completed from time of enrolment;
- Not failing a subject more than once;
- Satisfactory attendance.

## **ACADEMIC PROGRESS MONITORING POLICY CONT...**

The consequences of failure to meet one or more of the requirements for satisfactory progress are as follows:

- Failure to achieve a satisfactory mark for all subjects completed to date will result in the student being placed on probation for an agreed period of time (usually 1 term or 1 semester).
- They will also be required to discuss and participate in a support plan for which they will report to the Student Support Officer at agreed periods of time.
- Failing a unit more than once will result in a Student being prevented from attempting the unit a third time unless they can evidence exceptional circumstances.

### **UNSATISFACTORY COURSE PROGRESS**

If the student does not proceed from their exiting course year level onto the next year level, therefore having to repeat a year level, this will mean they complete their course/year 12 a year later. Their current COE and CAAW status will therefore need to be changed to correctly reflect that the student will be completing their course 1 year later. Their current COE and CAAW will be cancelled and a new CEO and SAAW prepared with the new 1 year later completion date. Health Cover and any other related issues will also need to be adjusted.

Students who fail to meet two or more of the requirements for satisfactory course progress in a semester may be excluded. Exclusions means that the student is suspended from attending any classes for a set period of time or expelled from studying with Gleeson College permanently.

Exclusion of a student from Gleeson College is determined at the end of each semester by the Principal who will consider each case on its merits taking into consideration compassionate or compelling circumstances.

### **NOTIFICATION AND APPEAL**

The Principal will notify students in writing of suspension from Gleeson College.

Students have the right to appeal all consequences imposed for failing to meet the requirements for re-enrolment.

Any compassionate or compelling circumstances will be considered. Appeals must be lodged in writing and addressed to the Principal within twenty days of the date of the student being notified of the exclusion. The process will commence within ten (10) working days from the date of receipt of the students appeal.

### **PROBATION**

Academic Probation for students whose scholastic performance is unsatisfactory will mean a period of probation in which students are assigned an academic adviser who will closely monitor the student's progress and provide support as required. It is the student's responsibility to maintain contact with their academic adviser.

### **WITHDRAWAL FROM A UNIT**

Withdrawal from a unit, due to illness or other compassionate or compelling circumstances, without academic penalty can only occur after week four of classes.

A medical certificate must be provided as evidence that the illness is of sufficient severity that it interrupts the students work significantly during that period of time.

## **ACADEMIC PROGRESS MONITORING POLICY CONT...**

Compassionate and compelling circumstances are a defined and limited set of exceptional circumstances which are beyond the student's control and which disrupt the student's academic progress. Students should see the International Student Coordinator if they require help in evidencing cases of compassionate and compelling circumstances.

### **ACADEMIC MONITORING**

Academic Monitoring occurs:

- At each assessment entry point as data is recorded on the student record spreadsheet;
- At the end of each study period to ensure the students capacity to function at a competent level at each stage of development.
- Whilst course progress is formally monitored in the above manner, Gleeson College International Student Coordinator will informally monitor student progress and capacity on an individual and sessional basis;

Any student found to be at risk of failure will be placed in an intervention program.

Every reasonable effort will be made to mentor and support a student and to identify remedial and preventative measures.

### **MONITORING/AUDITING COURSE**

The Subject Teacher will on a regular basis, but not less than twice during the progress of each course/qualification, conduct ad-hoc monitoring/auditing of student progress in addition to International Student Coordinator.

### **TIMELINESS OF ASSESSMENT SUBMISSIONS**

Assessments must be submitted by the due date.

All extensions to assessment deadlines must be applied for in writing to the Subject Teacher and the International Student Coordinator detailing the extenuating circumstances and a suggested reasonable completion date.

Acceptable circumstances for late submission of an assessment include;

- Traumatic Events e.g. serious accidents, injuries
- Death of a family member.
- Illness which is supported by a medical certificate confirming that the completion of the assessment within the timeframe was not possible.

Note: Annual leave from employment is not an acceptable circumstance for late submission of an assessment.

All reasons for late submissions must be supported by appropriate evidence.

Please note that the Subject Teacher and the International Students Coordinator is not required to accept either the reason or the suggested completion date and will make a determination based on the individual student's history and circumstances at the time of application for extension.

Failure to submit an assessment by the due date and without having applied in writing detailing extenuating circumstances will result in a CAN (Competency Not Achieved) result.



## **ACADEMIC PROGRESS MONITORING POLICY CONT...**

A result of CAN due to late submission of assessment will require the student to submit a second alternate assessment by a new due date. A request for extension to submit a second assessment must be made in writing to the Subject Teacher and the International Students Coordinator.

Failure to submit a second assessment by the due date and without having applied in writing detailing circumstances will result in a CAN (Competency Not Achieved) result.

A third attempt under the current enrolment will not be permitted and the student will be required to re-enrol in that unit/session.

### **RE-SIT OF ASSESSMENT**

Please refer to Timeliness of Assessment Submission above.

Students will be permitted to re-sit assessment of one unit per semester and each unit only once before they must re-enrol.

Inability to achieve competency after the first assessment attempt will trigger the Intervention Strategy.

Inability to achieve competency in more than one unit per semester will result in:

- Escalation of the Intervention Strategy
- Re-enrolment and repeat of the unit session which will incur a fee;
- Re-enrolment and re-sit of assessment which will incur a fee; or
- Due to lack of participation in the Intervention Strategy the student will be prevented from attempting a third re-sit.

Inability to achieve competency after the second assessment attempt will lead to:

- Escalation of the Intervention Strategy;
- Re-enrolment and repeat of the unit session which will incur a fee;
- Re-enrolment and re-sit of assessment which will incur a fee; or
- Due to lack of participation in the Intervention Strategy the student will be prevented from attempting a third re-sit.

The consequences of failure to meet one or more of the requirements for satisfactory course progress are as follows:

Implementation of Gleeson College Intervention Strategy

- Prevented from attempting a unit a third time;
- Negotiation and participation in a support plan that will include as a minimum a nominated academic mentor and for which the student will report to the Subject Teacher and the International Student Coordinator at agreed period of time where monitoring of progress and review of the support plan will be conducted; and
- Placed on probation for an agreed period of time depending on the duration of their studies.

Post Implementation of Gleeson College Intervention Strategy

- If a student has been evidencing active participation in the Gleeson College Intervention Strategy and is still not meeting the course minimum requirements that Intervention Strategy will escalate and external support mechanisms will be further investigated.

## **ACADEMIC PROGRESS MONITORING POLICY CONT...**

- If the student is still unable to meet the course minimum requirements Gleeson College will discuss with the student their suitability to complete the course and provide options for the student.
- If a student has not been evidencing active participation in the Gleeson College Intervention Strategy and is not meeting the course minimum requirements they will be notified in writing that Gleeson College intends to suspend or expel them from the course.

### **APPEAL**

International Students will have 20 working days from date of receipt of written advice to assess the Gleeson College Schools Appeals Process in response to written advice.

Compassionate and/or compelling reasons will be considered.

### **INTERNATIONAL STUDENTS**

It is a condition of International Students Visa that they must progress satisfactorily through the qualification.

Where an International Student does not meet this condition after support and participation in the Intervention Strategy or the International Student refuses to participate in an Intervention Strategy and after the Appeal Process period has completed and is found in favour of Gleeson College, Gleeson College may report the Student with a view to cancelling the Students CoE.

The International Student will be sent 3 warning letters the third will be advice that Gleeson College is reporting the breach of this condition to DIBP after the 20 day Appeal Process timeframe.

The International Student may access the Appeal Process at any time during the delivery of the 3 letters and as a maximum 20 working days from the date of receipt of the 3<sup>rd</sup> letter.

Where the student has chosen not to access the complaints and appeals processes within the 20 working day period, withdraws from the process, or the process is completed and results in a decision supporting the registered provider,

Or

If the Appeal Process is exhausted and the Student is still considered to be in breach of this condition Gleeson College will within:

- 5 business days notify the Principal of the student's breach;
- 14 days report cancellation of the students enrolment to DIBP via PRISMS using a Section 19 report;
- 28 days finalise the student default obligations as set out in the written agreement with the student;
- A further 7 days report the outcome of the student default via PRISMS.



## GLEESON COLLEGE CHANGE TO HIGH MANAGERIAL AGENT

We wish to notify you, as an interested party that the following change has been made to an employee of Gleeson College who has responsibility for duties and a degree of control or influence over the management or direction of the International Students who attend Gleeson College.

DETAILS OF PROVIDER	
Gleeson College	ABN: 59904342469
40-60 Surrey Farm Drive, Golden Grove SA 5125	CRICOS Provider Number: 02873A
Telephone No: 08 8282 6600	

Details of change:      New

Principal (PEO)

Home Stay Coordinator

International Student Coordinator

NEW MANAGERIAL DETAILS	
Name:	
Address:	
Phone:	Mobile:
Email:	

**Declaration by Principal Executive Officer (Principal)**

This declaration must be completed by the PEO applying for approval, or renewal of approval, of registration to deliver course/s to students from overseas. If the legal entity making the application is a person, that person must complete the declaration.

The declaration is made as a formal undertaking to the EECSRS Board.

This declaration cannot be completed electronically. Please print and complete by hand.

**Declaration**

I \_\_\_\_\_  
(Principal Executive Officer (Principal))

of \_\_\_\_\_  
(the legal entity making the application)

certify to the Education and Early Childhood Services Registration Board that our organisation will operate in accordance with the *Education Act 2013* (Commonwealth), the *Education Act 1972 (version 1.7, 2012)*, the *Commonwealth Education Services for Overseas Students Act 2000* (The ESOS Act) and the *National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2007* established under the ESOS Act and the *Guidelines for Approved SA School Providers Delivering Courses to Overseas Students*.

I understand that the Education and Early Childhood Services Registration Board may share information about this application and our organisation with other State and Territory registering bodies and departments of the Commonwealth Government in accordance with the provisions for the *Education Services for Overseas Students Act 2000*, Part 8, s. 175.

I also understand that this application may be refused if our organisation:

- fails to provide true and correct information of a material nature in this application
- fails to fulfil the undertakings made in this declaration

\_\_\_\_\_  
(Principal Executive Officer’s signature)

\_\_\_\_\_  
Name – please print)

\_\_\_\_\_  
(Date)

**Witnessed by (see list below for authorised persons)**

\_\_\_\_\_  
(Name – please print)

\_\_\_\_\_  
(Position title)

\_\_\_\_\_  
(Organisation)

\_\_\_\_\_  
(Signature)

\_\_\_\_\_  
(Date)

**Statutory declaration to be made by Principal Executive Officer (Principal)**

(ESOS Act 2000, Part 3, Div. 1, s. 15)

Date and sign the following statutory declaration.

I, \_\_\_\_\_  
(Full name of declarant)

of \_\_\_\_\_  
(Address of declarant)

do solemnly and sincerely declare that I acknowledge that the contents of this document are true and correct and I make it in the belief that a person making a false declaration is liable to penalties of perjury in accordance with the *Oaths Act 1936*.

Declared at \_\_\_\_\_  
(Location of signing)

In the State of South Australia

This \_\_\_\_\_ Day of \_\_\_\_\_ 20\_\_\_\_\_  
(Day) (Month) (Year)

I hereby confirm that the contents of this document are true and correct in every particular.

\_\_\_\_\_  
(Signature of declarant)

**Witnessed by (see list below for authorised persons)**

\_\_\_\_\_  
(Name of witness)

\_\_\_\_\_  
(Signature and authority of witness)

**Who can certify documents or witness statutory declarations?**

- Justice of the Peace
- Notary Public
- Judges and Masters of the Supreme Court
- Judges and Masters of the District Court
- Magistrates
- Registrars and Deputy Registrars of the Supreme Court, District Court, Environment Resources and Development Court, Industrial Relations Court, Youth Court and Magistrates Court
- Practitioners of the Supreme Court
- Members of the Police Force

Declarations made outside of the State may be administered by a commissioner of affidavits, a British or Australian consular office or any person having authority to administer an oath in that place.



**GLEESON COLLEGE**  
**APPLICATION AND ACCREDITATION FOR THE PROVISION OF**  
**HOMESTAY FACILITIES FOR INTERNATIONAL STUDENTS**

Date of Interview:	
Person conducting interview:	
Organisation Legal Name:	
CRICOS Provider Number:	02873A

<b>DETAILS OF HOMESTAY PARENTS APPLYING FOR ACCREDITATION</b>					
<b>PARENT 1:</b>					
Name:					
Home Phone:		Work Phone:		Mobile:	
Email:					

<b>DETAILS OF HOMESTAY PARENTS APPLYING FOR ACCREDITATION</b>					
<b>PARENT 2:</b>					
Name:					
Home Phone:		Work Phone:		Mobile:	
Email:					

<b>HOME STAY ADDRESS:</b>

<b>POSTAL ADDRESS (if applicable):</b>

<b>OTHER PEOPLE LIVING AT THIS ADDRESS:</b>							
Name	M/F	Age	DOB	Relationship	School	OFFICE USE Police Check	OFFICE USE Clearance Received

**APPLICATION AND ACCREDITATION FOR THE PROVISION OF HOMESTAY FACILITIES FOR INTERNATIONAL STUDENTS CONT...**

<b>DETAILS OF HOMESTAY HOME:</b>	
Type of dwelling (house/unit/farm etc.):	
Owner Occupied/rented/other:	
If rented, has the owner given permission for and International Student to stay?	
Number of bedrooms:	
Number of bathrooms - bath?	
Number of toilets:	
Air-conditioning – Full or partial:	
Swimming Pool:	
Internet Access – Broadband/Dial up?	
What contribution to internet cost is expected each month?	
Home contents insurance?	
Type of room available for International Student: Single/Shared/Other	
If shared who will the student be sharing with:	
Will the student have to share a bathroom/toilet:	
How many bathrooms/toilets in property:	
How will the student get to and from school – Walk/Bus/Car/Train/Bike	
Average length of time travelling to and from school:	
Approximate distance to nearest public transport:	
Closest bus or train route, number, stop or station:	
Will the student be given their own house key:	
Will the student be able to lock their bedroom door:	
Will the student have access to a computer:	

**APPLICATION AND ACCREDITATION FOR THE PROVISION OF HOMESTAY FACILITIES FOR INTERNATIONAL STUDENTS CONT...**

<b>DETAILS OF HOMESTAY FAMILY</b>	
Any relevant cultural or religious background:	
Any language spoken in the home other than English?	
Pets –	
Any smokers in the house – Inside/Outside?	
Any experience hosting International Students?	
How did you hear about Gleeson homestay?	
Sports/Hobbies/Community involvement enjoyed by the family:	
Generally, what types of food are offered in your house:	
Any other relevant family information:	
Any foreseen disruptions to the homestay?	
In an emergency who can be contacted?	

<b>DETAILS OF HOMESTAY PROVIDERS PREFERENCES</b>	
Number of students willing to accommodate:	
Preferred gender of International Student:	
Prepared to accept students with special dietary needs?	
Prepared to accept students with special medical needs?	
Willing to have student's friend's visit/stay and any restrictions?	



**APPLICATION AND ACCREDITATION FOR THE PROVISION OF HOMESTAY FACILITIES FOR INTERNATIONAL STUDENTS CONT...**

<b>METHOD OF PAYMENT</b>	
Account Name:	
A/C Number:	BSB:

**CHECKLIST FOR INFORMATION PROVIDED TO HOMESTAY FAMILIES**

- Gleeson Homestay Guide
- Gleeson Parent Handbook
- Information details form on International Students
- Business Card
- Explanation of payment for expenses
- Explanation of role of the school as guardian
- Discussion/Explanation of any relevant duty of care: e.g.- transport safety/protection of money or valuables/visits to medical appointments/communications of whereabouts/curfews/protocol with visitors/security alarm (if required)/smoke alarm/fire evacuation/swimming pool safety (if required)/heating or cooling requirements/cleanliness and personal hygiene/harassment or bullying.
- Discussion/Explanation of arrangements for meeting the student at the airport.
- Discussions/Explanation of the importance of using English in the home.
- Discussions/Explanations of the importance of providing a caring/supportive home environment and an interest in the students activities, culture and family.
- Discussion/Explanation of negotiating house rules (e.g. use of the telephone or internet), normal house routines (e.g. meal times and expectations (e.g. laundry, kitchen or television facilities, time in the bathroom, household chores), and any particular likes/dislikes (e.g. food).
- Discussion/Explanation of respecting personal space, belongings and privacy.
- Discussion/Explanation of supporting the students' academic achievements, school work and liaising with the school as appropriate.
- Discussions/Explanation of recreation time/sightseeing/involvement in family activities.
- Contact details in the case of an emergency or to discuss concerns or unresolvable difficulties with the homestay.

<b>OFFICE USE</b>					
<b>DETAILS OF PLACEMENTS MADE WITH THIS HOMESTAY PROVIDER</b>					
Student Name	M/F	Age	DOB	Date homestay commences	Date homestay finishes