

International Student Program

POLICY HANDBOOK



**Their
Future.**
Kindergarten
to Year12



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For more information regards to ESOS (Education Services for Overseas Students)
Legislative Framework please visit:

<https://internationaleducation.gov.au/regulatory-information/pages/regulatoryinformation.aspx>



Policy One

Student Entry Requirements Policy

The Springfield Anglican College will consider enrolment applications from students wishing to apply for a Student Visa, subject to compliance with minimum requirements and conditions set by the College, and with legislative requirements of the State of Queensland and the Commonwealth of Australia. This includes any requirements to undertake extra tuition to learn English to meet the English language proficiency standard needed to enter mainstream classes.

- Applications for enrolment must be made on the Enrolment Application Form. This must be correctly completed, and must be accompanied by the following documents to support the application:
 - Copies of Student Report Cards from the previous two years of study, including a copy of the latest Student Report;
 - A completed Reference Form from the student's current or most recent school Principal is required if student Report Cards do not record student behaviour or commitment to studies;
 - A completed Subject Choices Form if appropriate;
 - Appropriate proof of identity and age;
 - Written evidence of proficiency in English as a second language;
 - Photocopy or scanned copy of passport page with name, photo identification, passport number and expiry date;
 - Letter of Offer from another registered provider if applicable

Other documents may also be required, e.g.:

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

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

Minimum academic and English language requirements are as follows:

Academic Requirements

- Students must provide evidence of satisfactory academic performance appropriate to entry to the Year level requested on the Application for Enrolment or offered as an alternative point of entry by the school in a Letter of Offer.
 - For Year 7 – 12 students:
 - A pass level or C Year Level or better for the majority of core subjects



English Language Proficiency Requirements

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

Acceptable Test	Minimum Test Result	For Entry to
<ul style="list-style-type: none"> • IELTS • NLLIA • AEAS 	4	Year 7
	4.5	Year 8 and 9
	5.5	Year 10, 11 and 12
High College Preparation	B – C Grade	Year 11,12

Students will also be assessed on test results across four Academic skills sets:

- a) Academic Reading
- b) Academic Writing
- c) Academic Listening
- d) Academic Speaking

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

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

Be a certain age (school student)

In line with student visa eligibility guidelines as directed by the Department of Homes Affairs students cannot be older than the ages stated below.

- a) less than 17 years old when you begin Year 9
- b) less than 18 years old when you begin Year 10
- c) less than 19 years old when you begin Year 11
- d) less than 20 years old when you begin Year 12



Policy Two Welfare and Accommodation Policy

Care for younger students under 18 years

The Springfield Anglican College is a CRICOS – registered provider which enrolls younger students under 18 years of age.

As part of its registration obligations The Springfield Anglican College must satisfy Commonwealth and State legislation, as well as any other regulatory requirements, relating to child welfare and protection, for any overseas student enrolled who is under 18 years of age.

These obligations include ensuring that all overseas students under 18 years of age are given age and culturally-appropriate information on:

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

The Springfield Anglican College has documented procedures relating to child welfare and safety and will implement these procedures in the event that there are any concerns for the welfare of a student under 18 years of age.

Accommodation and care options for overseas students under 18 years

The Springfield Anglican College approves the following accommodation and care options for overseas students:

1. The student will live with a parent or relative approved by the Department of Home Affairs (Immigration).

In this case:

- a) The School does not provide a welfare letter (CAAW) via PRISMS. The student's family completes Form 157N and provides proof of relationship to Department of Home Affairs at the time of visa application for approval of these arrangements. The Department of Home Affairs must also approve any further change of welfare arrangements.
- b) If the adult responsible for the welfare, accommodation and other support arrangements for a student under 18 years holds a Student guardian Visa (subclass 590), all obligations and conditions of this visa must be met, including:
 - not leaving Australia without the nominating student unless there are compassionate and compelling circumstances and the School has first approved alternative welfare and accommodation arrangements for the student for the adult's period of absence, and
 - advising the Department of Home Affairs of any change of address, passport or other changes of circumstances.

The Springfield Anglican College requires holders of Student Guardian Visas to:

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

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

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

2. The student will live in school approved accommodation. The Springfield Anglican College will generate the welfare letter (CAAW) via PRISMS to accompany the student's Confirmation of Enrolment (COE).

Accommodation options that may be approved by The Springfield Anglican College for full fee paying 500 (formerly 571) visa subclass students under 18 years of age include:

- a) Homestay Programs operated by Union Institute of Language (UIL) and Australian Homestay Network (AHN). Please see Additional Information below.
- b) Private accommodation and care arrangements requested by the parent but approved by the School which meet all requirements under relevant state and commonwealth legislation.

The Springfield Anglican College will maintain approval and review of accommodation and care arrangements until:

- a) The student completes the course and departs Australia
- b) The student turns 18 years
- c) Any appeal processes in relation to The Springfield Anglican College's intentions to cancel the student's enrolment has been finalised (including suspensions, cancellations, course progress and attendance)
- d) The student has alternative welfare arrangements approved by another registered provider



- e) A parent or nominated relative approved by the Department of Home Affairs assumes care of the student
- f) The Springfield Anglican College has notified the Department of Home Affairs that it is no longer able to approve the student's welfare arrangements and has taken the required action after not being able to contact the student.

Any accommodation, welfare and other support arrangements for the student must be approved by The Springfield Anglican College, including arrangements provided by third parties.

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

Any adults involved in or providing accommodation and welfare arrangements to the student have a blue card as appropriate: <https://www.qld.gov.au/law/laws-regulated-industries-and-accountability/queensland-laws-and-regulations/regulated-industries-and-licensing/blue-card-services>

Any changes to approved arrangements must also be approved by the School. This includes any requests by students under 18 years of age to attend "Schoolies Week" on completion of Year 12.

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

If a student for whom the School has issued a CAAW refuses to maintain approved arrangements, the School will report this to the Department of Home Affairs and advise the student to contact the Department of Home Affairs to ensure visa implications are understood. (See Department of Home Affairs office addresses at: <https://immi.homeaffairs.gov.au/help-support/contact-us/offices-and-locations/list>)

In the event of a significant or critical welfare issue involving the student, and if determined necessary by the school, a parent, legal guardian or approved relative agrees to travel to a designated location within 2 days to assume care of the student until the situation has been resolved to the school's satisfaction.

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

3. For School vacation periods, students under 18 years of age for whom The Springfield Anglican College has issued a CAAW will:

- a) return home to parents, or
- b) continue to live in / is placed in Homestay arranged and approved by the school, or
- c) apply for approval to spend the vacation with relatives or a friend's family, or
- d) apply to attend a supervised excursion, camp, etc., if all requirements are met in order to attain school approval.

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

- a) Homestay Programs provided by Australian Homestay Network and Union Institute of Language,
- b) Private arrangements requested by parents

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

- a) Student returns home to parents
- b) Student continues to live in / is placed in Homestay, details of which are recorded by the School
- c) Student may spend vacation with friend's family or relatives, provided details are given
- d) Student may attend a supervised excursion, camp, etc provided details are given
- e) Student may travel unaccompanied during vacation periods, provided details are given.

6. Homestay/private accommodation arrangements at The Springfield Anglican College:

The Homestay operated by Australian Homestay Network and approved by The Springfield Anglican College meet Queensland legislative requirements for child protection as well as Standard 5 of the 2018 National Code of Practice for Providers of Education and Training to Overseas Students.

These include

- a) Continuous dates for approved welfare arrangements
- b) Documented procedures for checking suitability of accommodation, support and general welfare arrangements before a student is placed in an approved arrangement, and at least every six months thereafter, covering
 - Guidelines for selecting, screening and monitoring each family and ensuring the family can provide age appropriate care and facilities for the duration of the student's enrolment at the school
 - Criteria about accommodation services to be provided, and contract for arrangements about providing accommodation services
 - Orientation program for families new to provision of homestay services
 - Compliant homestay risk management strategy, reviewed annually, undertaken by school/operator of the homestay program
- c) Blue cards as required for adults living in the homestay/private arrangement, other than overseas students, or who otherwise have regular contact with the student.



Policy Three

Course Progress and Attendance Policy

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

1. Course Progress

- a) The school will monitor, record and assess the course progress of each student for the course in which the student is currently enrolled.
- b) The course progress of all students will be assessed at the end of each study period according to The Springfield Anglican College's course assessment requirements.
- c) Students who have begun part way through a study period will be assessed according to The Springfield Anglican College's course assessment requirements after completing one full study period.
- d) To demonstrate satisfactory course progress, students will need to show commitment to their studies, consistency in their work and effort. After a settling-in time of 1 Term students must ensure that at the end of each study period they are achieving a minimum of:
 - a satisfactory result in English, Mathematics and Science subjects
 - no more than 1 subject below a satisfactory result
 - Year 11-12 students must remain on track for a QCE
- e) If at the end of a study period a student does not achieve satisfactory course progress as described above, the Director of Teaching and Learning will formally contact the parent(s) to advise that the student is at risk of breaching the course progress requirement and that there will be a meeting with the student to develop an intervention strategy for academic improvement. This may include;
 - After hours' tutorial support
 - Subject tutorial support in class time
 - Mentoring
 - Additional ESL support
 - Change of subject selection, or reducing course load (without affecting course duration)
 - Counselling time management
 - Counselling academic skills
 - Counselling personal
 - Other intervention strategies as deemed necessary
- f) A copy of the student's individual strategy for academic improvement and any relevant progress reports will be forwarded to parents.
- g) The student's individual strategy for academic improvement will be monitored over the following study period by The Director of Teaching and Learning and records of student response to the strategy will be kept. Parents will be kept informed of the student's academic progress while the student is receiving formal intervention.
- h) If the student does not achieve satisfactory course progress by the end of the next study period, The Springfield Anglican 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 notification of intention to report will be issued to the student prior to the commencement of the next semester.

Following the outcome of the internal process, if the student wishes to complain or lodge an external appeal about a decision made or action taken by The Springfield Anglican College, he/she may contact the Overseas Student Ombudsman at no cost.

Please see The Springfield Anglican College's Complaints and Appeals Policy for further details.

- a) The school will notify the ESOS agency via PRISMS of the student not achieving satisfactory course progress as soon as practicable where:
 - the student does not access the complaints and appeals process within 20 days, or
 - the student withdraws from the complaints and appeals process by notifying the Principal of The Springfield Anglican College in writing, or
 - the complaints and appeals process results in a decision in favour of the school.



2. Completion within expected duration of study

- a) As noted in 1.a., the school will monitor, record and assess the course progress of each student for the course in which the student is currently enrolled.
- b) Part of the assessment of course progress at the end of each semester will include an assessment of whether the student's progress is such that they are expected to complete their studies within the expected duration of the course.
- c) The school will only extend the duration of the student's study where it is clear the student will not be able to complete their course by the expected date because:
- d) The student can provide evidence of compassionate or compelling circumstances (see Definitions below)
 - the student has, or is, participating in an intervention strategy as outlined in 1.e.
 - an approved deferment or suspension of study has been granted in accordance with The Springfield Anglican College's Deferment, Suspension and Cancellation Policy.
- e) Where the school decides to extend the duration of the student's study, the school will report this change via PRISMS within 14 days and/or issue a new COE if required. In this case, the student will need to contact the Department of Home Affairs to seek advice on any potential impacts on their visa, including the need to obtain a new visa.

3. Monitoring course attendance

- a) Satisfactory course attendance is attendance of 80% of scheduled course contact hours. (NB the National Code St 8 specifies a minimum attendance requirement of 80%, or under certain conditions, of 70% as outlined in St 8.15. School policy can require a higher minimum attendance rate.)
- b) Student attendance is:
 - checked and recorded daily
 - assessed regularly
 - recorded and calculated over each study period.
- c) Late arrival at school will be recorded and will be included in attendance calculations.
- d) All absences from school will be included in absentee calculations and should be accompanied by a medical certificate, an explanatory communication from the student's carer or evidence that leave has been approved by the Principal.
- e) Any absences longer than 5 consecutive days without approval will be investigated.
- f) Student attendance will be monitored by the Principal at the end of each study period to assess student attendance using the following method:
 - Calculating the number of hours the student would have to be absent to fall below the attendance threshold for a study period e.g. number of study days' x contact hours' x 20%. For example, a 20-week study period with 5 contact hours a day would equal 500 contact hours. 20% of this is 100 hours.
 - Attendance for any period of exclusion from class will be assessed under The Springfield Anglican College's Deferring, Suspending and Cancelling a Students Enrolment Policy.
- g) Parents of students at risk of breaching The Springfield Anglican College's attendance requirements will be contacted by email or phone and students will be counselled and offered any necessary support when they have absences totaling 70% in any study period.
- h) If the calculation at 3.f. indicates that the student has passed the attendance threshold for the study period, The Springfield Anglican College will assess the student against the provisions of Item 3.i. (below). Where the student has failed to meet the minimum attendance requirement, and Item 3.i. does not apply, the school will promptly advise the student of its intention to report the student for breach of visa condition 8202, and that he/she has 20 working days in which to access the school's internal complaints and appeals process
- i) The school will notify the ESOS agency via PRISMS of the student not achieving satisfactory course attendance as soon as practicable where:
 - the student does not access the complaints and appeals process within 20 days
 - the student withdraws from the complaints and appeals process by notifying the Principal of The Springfield Anglican College in writing,
 - the complaints and appeals process results in a decision in favour of the school.
- j) The method for calculating 70% attendance is the same as that outlined in 3.f. with the following change; number of study days' x contact hours' x 30%, or number of study days' x number of days per week x 30%.
- k) If a student is assessed as having nearly reached the threshold of 70% attendance for a study period, the Principal will assess whether a suspension of studies is in the interests of the student as per The Springfield Anglican College's Deferring, Suspending or Cancelling a Students Enrolment Policy.
- l) If the student does not obtain a suspension of studies under The Springfield Anglican College's Deferring, Suspending or Cancelling a Students Enrolment Policy, and falls below the 70% threshold for attendance for the study period, the process for reporting the student for unsatisfactory attendance (breach of visa condition 8202) will occur as outlined in 3.h – 3.i.



4. Definitions

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

For other circumstances to be considered as compassionate or compelling, evidence would need to be provided to show that these were having an impact on the student's progress through a course.

- b) Expected duration – the length of time it takes to complete the course studying full-time. This is the same as the registered course duration on CRICOS.
- c) School day – any day for which the school has scheduled course contact hours.
- d) Study period – The Springfield Anglican College defines a "study period" for the purposes of monitoring course attendance and progress as a semester.

This policy is available to staff and to students.



Policy Four

Deferring, Suspending or Cancelling A Students Enrolment Policy

1. Communicating with families about changes in enrolment status

All communications regarding changes to enrolment status will be made directly with students and parents, in accordance with the latest contact details provided to the school.

- a) Parents must therefore keep The Springfield Anglican College informed of their current contact details, as per the conditions of the student visa.
- b) Where relevant and where approved by the parents, the school may also share copies of correspondence with the child's education agent to help facilitate communication about any changes in enrolment status. However, the parents with whom the school has a formal written agreement are the primary contact for the school in such matters. The school will not act on any decision affecting the student's enrolment that is not made by the parents.

STUDENT-INITIATED CHANGES IN ENROLMENT

2. Deferment of commencement of study requested by student

- a) The Springfield Anglican 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 will be unable to attend classes
 - bereavement of close family members such as parents or grandparents (where possible a death certificate should be provided)
 - major political upheaval or natural disaster in the home country that has impacted on expected commencement of studies
 - a traumatic experience which has impacted on the student (where possible, these cases should be supported by police or psychologists' reports).
 - after undertaking ELICOS studies, the student has not/will not meet the English language benchmark required for entry into the desired course, and the school is willing to defer the student's commencement in the course until a later date when the required benchmark is achieved.
- b) All applications for deferment will be considered within 10 working days.
- c) The final decision for assessing and granting a deferment of commencement of studies lies with the Principal. Where a student's request to defer his/her commencement of studies is refused, the student has a right of appeal (see Complaints and Appeals Policy).
- d) Deferment will be recorded on PRISMS within 14 days of being granted.

3. Suspension of study requested by student

- a) Once the student has commenced the course, The Springfield Anglican College will only grant a suspension of study for compassionate and compelling circumstances. These include but are not limited to:
 - illness, where a medical certificate states that the student was unable to attend classes bereavement of close family members such as parents or grandparents (where possible a death certificate should be provided)
 - major political upheaval or natural disaster in the home country requiring emergency travel that has/will impact on studies
 - a traumatic experience which has impacted on the student (where possible, these cases should be supported by police or psychologists' reports).
 - Student return to their home country to sit a university exam (or similar assessment) which impacts upon their education
- b) Where there is a significant issue impacting upon a student's attendance or course progress, it is essential that the student or parents contact the school as soon as possible to discuss the concern so that appropriate support can be put in place. Where deemed necessary, this may involve temporarily suspending the student's enrolment so that matters can be resolved without having a negative impact on the student's ability to satisfy their visa conditions.
- c) Temporary suspensions of study cannot exceed 6 months duration.
- d) Suspensions will be recorded on PRISMS within 14 days of being granted if the student is under 18 years of age, and within 31 days if the student is over 18 years of age.
- e) The period of suspension will not be included in attendance calculations.
- f) Applications will be assessed on merit by the Principal.



- g) Some examples of circumstances that are not considered compassionate and compelling at The Springfield Anglican College include:
 - Requests for early departure or late return from vacation, including inability to secure cheap flights
 - Leaving early or returning late from holidays in order to attend festivals in the student's home country
 - Returning home to attend family gatherings that occur during term time.
- h) As part of any assessment of a request to defer or temporarily suspend studies, the impact of the request on the student's ability to complete their intended course of study in accordance with their COE/s and student visa will be considered. Any implications will be communicated to students.
- i) All applications for suspension will be considered within 14 working days.
- j) The final decision for assessing and granting a suspension of studies lies with the Principal. Where a student's request to suspend studies is refused, the student has a right of appeal (see The Springfield Anglican College Complaints and Appeals Policy).

4. Student-initiated cancellation of enrolment

- a) All notification of withdrawal from a course, or applications for refunds, must be made in writing and submitted to the Principal. Please see The Springfield Anglican College's Refund Policy.
- b) A student will be deemed to have inactively notified The Springfield Anglican College of cancellation of enrolment where:
 - the student has not yet finished his/her course/s of study with the school, and
 - does not resume studies at the school within 14 days after a holiday break, and
 - the student has not previously provided the school with written notification of withdrawal.
- c) Student-initiated cancellation of enrolment, including "inactive" cancellation of enrolment in 4.b), above, is not subject to The Springfield Anglican College's Complaints and Appeals Policy.

SCHOOL-INITIATED CHANGES IN ENROLMENT

5. School-initiated exclusion from class

- a) The Springfield Anglican College may exclude a student from class studies on the grounds of misbehaviour by the student. Exclusion will occur as the result of any behaviour identified as resulting in exclusion in The Springfield Anglican College's Behaviour Management Policy.
- b) Students may also be excluded from class for failure to pay fees that he/she was required to pay in order to undertake or continue the course, as stated in the written agreement.
- c) Where The Springfield Anglican College intends to exclude a student from class it will first issue a letter which notifies the student and parents of this intention. The letter will provide details of the reason/s for the intended exclusion, as well as information about how to access The Springfield Anglican Colleges internal appeals process. Further information about the appeals process in the event of a school-initiated exclusion from class is outlined below.
- d) Excluded students must abide by the conditions of their exclusion from studies and must adhere to any welfare and accommodation arrangements in place, as determined by the Principal.
- e) Where the student is provided with homework or other studies for the period of the exclusion, the student must continue to meet the academic requirements of the course.
- f) Exclusions from class will not be included in attendance calculations for the study period and will not be recorded on PRISMS.

6. School-initiated suspension of studies

- a) The Springfield Anglican College may initiate a suspension of studies for a student on the grounds of misbehaviour by the student. Suspension will occur as the result of any behaviour identified as resulting in suspension in The Springfield Anglican College's Behaviour Management Policy.
- b) Students may also be suspended for failure to pay fees that he/she was required to pay in order to undertake or continue the course, as stated in the student's written agreement.
- c) Where The Springfield Anglican College intends to suspend the enrolment of a student, it will first issue a letter that notifies the student and parents of this intention. The letter will provide details of the reason/s for the intended suspension, as well as information about how to access The Springfield Anglican College's internal appeals process. Further information about the appeals process in the event of a school-initiated suspension is outlined below.
- d) Suspended students must abide by the conditions of their suspension from studies and must adhere to any welfare and accommodation arrangements in place, as determined by the Principal.
- e) Students who have been suspended for more than 28 days may need to contact Department of Home Affairs. Please see contact details at: <https://immi.homeaffairs.gov.au/help-support/contact-us/offices-and-locations/list>
- f) Suspensions will be recorded on PRISMS.
- g) The period of suspension will not be included in attendance calculations.



7. School-initiated cancellation of enrolment

- a) The Springfield Anglican College will cancel the enrolment of a student under the following conditions:
 - Any breach of an agreed condition of enrolment as outlined in the student's written agreement, including failure to disclose a pre-existing condition requiring a high degree of specialised support or care
 - Failure to pay course fees
 - Failure to maintain approved welfare and accommodation arrangements (visa condition 8532)
 - Any behaviour identified as resulting in cancellation in The Springfield Anglican College's Behaviour Management Policy
- b) Where The Springfield Anglican College intends to cancel the enrolment of a student it will first issue a letter which notifies the student and parents of this intention. The letter will also provide details of the reason/s for the intended cancellation, as well as information about how to access The Springfield Anglican College's internal appeals process. Further information about the appeals process in the event of a school-initiated cancellation is outlined below.
- c) The Springfield Anglican College is required to report any confirmed breach of course progress and attendance requirements to the Department of Home Affairs. Where a student is reported for breach of visa condition, his/her enrolment at The Springfield Anglican College will be cancelled and this may impact on the student's visa. Further information can be found in The Springfield Anglican College's Course Progress and Attendance Policy.
- d) For the duration of the internal appeals process, The Springfield Anglican College will maintain the student's enrolment and the student will attend classes as normal. The Principal will determine if participation in studies will be in class or under a supervised arrangement outside of classes.
- e) If a student decides to access The Springfield Anglican College complaints and appeals process because they have been notified of a school initiated suspension or cancellation of enrolment under Standard 9, the change in enrolment status will not be reported in PRISMS until the internal complaints and appeals process is finalised, unless extenuating circumstances relating to the welfare of the student apply (see Definitions below).
- f) Where extenuating circumstances are deemed to exist, a student may still access the complaints and appeals process, but The Springfield Anglican College need not await the outcome of this process before changing the student's enrolment status in PRISMS. If the school has issued a CAAW for such a student, welfare provisions under Standard 5.6 are applicable.
- g) The use of extenuating circumstances by The Springfield Anglican College to suspend or cancel a student's enrolment prior to the completion of any complaints and appeals process will be supported by appropriate evidence.
- h) The final decision for evaluating extenuating circumstances lies with the Principal.

8. Student to seek information from Department of Home Affairs

- a) Deferment, suspension and cancellation of enrolment can have an effect on a student's visa as a result of changes to enrolment status. Students can visit the Department of Home Affairs Website www.homeaffairs.gov.au/Trav/Stud for further information about their visa conditions and obligations.

9. Definitions

- a) Day – any day including weekends and public holidays in or out of term time
- b) Extenuating circumstances – if the student's health or wellbeing, or the wellbeing of others, is likely to be at risk.

Examples include:

- the student refuses to maintain approved welfare and accommodation arrangements (for students under 18 years of age)
- the student is missing
- the student has medical concerns or severe depression or psychological issues which lead the school to fear for the student's wellbeing
- the student has engaged or threatened to engage in behaviour that is reasonably believed to endanger the student or others
- is at risk of committing a criminal offence, or
- the student is the subject of investigation relating to criminal matters.



Policy Five Student Transfer Request Policy

The Springfield Anglican College Student Transfer Request Policy and processes apply to:

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

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

1. Overseas students are restricted from transferring from their first registered school sector course of study for a period of six months. This restriction also applies to any course(s) packaged with their first registered school sector course of study. Exceptions to this restriction are:
 - a) If the student's course or school becomes unregistered
 - b) The school has a government sanction imposed on its registration
 - c) A government sponsor (if applicable) considers a transfer to be in the student's best interests
 - d) If the student is granted a release in PRISMS.
2. Students can apply to be released by submitting a Student Transfer Request Application at no charge to enable them to transfer to another education provider. However, if a student has not completed the first six months of the first registered school sector course of study or is under 18 years of age, conditions apply.
3. The Springfield Anglican College will only release a student before completing the first six months of their first registered school sector course in the following circumstances:
 - a) The student has changed welfare and accommodation arrangements and is no longer within a reasonable travelling time of the school.
 - b) The student will be reported because they are unable to achieve satisfactory course progress at the level they are studying, even after engaging with The Springfield Anglican College's intervention strategy to assist them in accordance with Standard 8 (Overseas student visa requirements).
 - c) The student provides evidence of compassionate or compelling circumstances.
 - d) The Springfield Anglican College fails to deliver the course as outlined in the written agreement.
 - e) The student provides evidence that their reasonable expectations about their current course are not being met.
 - f) The student provides evidence that he / she was misled by The Springfield Anglican College or an education or migration agent regarding The Springfield Anglican College or its course and the course is therefore unsuitable to his/her needs and/or study objectives.
 - g) An appeal (internal or external) on another matter results in a decision or recommendation to release the student.
 - h) Any other reason stated in the policies of The Springfield Anglican College.
4. Students under 18 years of age MUST also have:
 - a) Written evidence that the student's parent(s)/legal guardian supports the transfer application
 - b) Written confirmation that the receiving provider will accept responsibility for and communicate with the student about approving the student's accommodation, support, and general welfare arrangements from the proposed date of release where the student is not living with a parent / legal guardian or a suitable nominated relative
5. The Springfield Anglican College will NOT agree to the transfer before the student completes the first six months of their first registered school sector course in the following circumstances:
 - a) The student's progress is likely to be academically disadvantaged.
 - b) The Springfield Anglican College is concerned that the student's application to transfer is a consequence of the adverse influence of another party.
 - c) The student has not had sufficient time to settle into a new environment in order to make an informed decision about transfer.
 - d) The student has not accessed school support services which may assist with making adjustments to a new environment, including academic and personal counselling services.
 - e) School fees have not been paid for the current term/semester.



6. To apply for transfer to another provider, students need to:
 - a) Complete an Application for Student Transfer Form available from the Principal.
 - b) Give this completed application form and a valid offer of enrolment from another provider to the Principal for assessment.
 - c) If under 18 years of age, attach written confirmation of the parent/s or legal guardian/s support for the transfer to the nominated provider. In this case, the valid offer of enrolment must also confirm the new provider's acceptance of responsibility for approving the student's accommodation, support and general welfare arrangements from the proposed date of the student's release from The Springfield Anglican College, in accordance with Standard 5 (Younger overseas students) of the 2018 National Code of Practice for Providers of Education and Training for Overseas Students.
7. The Springfield Anglican College will assess the student's transfer request application and notify the student of a decision within 10 working days.
8. If The Springfield Anglican College grants the student's transfer request, the student will be notified, and the decision will be reported to the Department of Home Affairs via PRISMS.
9. If The Springfield Anglican College intends to refuse the student's transfer application request, The Springfield Anglican College will provide the student with reasons for refusal in writing and include a copy of The Springfield Anglican College's Complaints and Appeals Policy available at www.tsac.qld.edu.au. The student has the right to access The Springfield Anglican College's complaints and appeals process and has 20 working days to do this. The student's transfer request application will only be finalised in PRISMS after one of the following occurs:
 - a) the student confirms in writing they choose not to access The Springfield Anglican College's complaints and appeals process, or
 - b) the student confirms in writing they withdraw from any appeals process they have commenced, or
 - c) the appeals process is completed, and a decision has been made in favour of the student or The Springfield Anglican College.
10. Applications to transfer to another registered provider may have visa implications. The student is advised to contact the Department of Home Affairs office as soon as possible to discuss any implications. The address of the nearest Office is: [Insert contact details as appropriate. See www.homeaffairs.gov.au/about/contact/offices-locations/australia. Alternatively, students can contact the Department of Home Affairs through their web enquiry form: <https://www.homeaffairs.gov.au/help-and-support/contact-us>.

Students who are no longer subject to the transfer restriction, but The Springfield Anglican College holds welfare responsibility via a CAAW.

11. Students under 18 years of age MUST have:
 - a) Written evidence that the student's parent(s)/legal guardian supports the transfer application
 - b) Written confirmation that the receiving provider will accept responsibility for and communicate with the student about approving the student's accommodation, support, and general welfare arrangements from the proposed date of release where the student is not living with a parent / legal guardian or a suitable nominated relative
12. To apply for transfer to another provider, students need to:
 - a) Complete an Application for Student Transfer Form available from the Principal.
 - b) Give this completed application form and a valid offer of enrolment from another provider to the Principal for assessment and response within 10 working days.
 - c) If under 18 years of age, attach written confirmation of support for the transfer to the nominated provider by a parent/s or legal guardian/s.
In this case, the valid offer of enrolment must confirm acceptance of responsibility for approving the student's accommodation, support and general welfare arrangements from the proposed date of the student's release from The Springfield Anglican College in accordance with Standard 5 (Younger overseas students) of the 2018 National Code of Practice for Providers of Education and Training for Overseas Students.
13. The Springfield Anglican College will negotiate the welfare transfer date with the receiving provider and will advise the student of the welfare transfer date within 10 working days.
14. Transfers to another registered provider may have visa implications. The student is advised to contact the Department of Home Affairs office as soon as possible to discuss any implications. See www.homeaffairs.gov.au/about/contact/offices-locations/australia. Alternatively, students can contact the Department of Home Affairs through their web enquiry form: <https://www.homeaffairs.gov.au/help-and-support/contact-us>



Policy Six

Complaints and Appeals Policy

1. Purpose

- a) The purpose of The Springfield Anglican College's Complaints and Appeals Policy is to provide a student or parent(s)/legal guardian with the opportunity to access procedures to facilitate the resolution of a dispute or complaint involving The Springfield Anglican College, or an education agent or third party engaged by The Springfield Anglican College to deliver a service on behalf of The Springfield Anglican College.
- b) The internal complaints and appeals processes are conciliatory and non-legal.

2. Complaints against other students

- a) Grievances brought by a student against another student will be dealt with under the school's Behaviour Management Policy.

3. Informal Complaints Resolution

- a) In the first instance, The Springfield Anglican College requests there is an attempt to informally resolve the issue through mediation/informal resolution of the complaint.
- b) Students should contact the teacher in the first instance to attempt mediation/informal resolution of the complaint.
- c) If the matter cannot be resolved through mediation, the matter will be referred to the Principal and The Springfield Anglican College's internal formal complaints and appeals handling procedure will be followed.

4. Formal Internal Complaints Handling and Appeals Process

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

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

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

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



5. External Appeals Processes

- a) If the student is dissatisfied with the conduct or result of the internal complaints and appeals procedure, he/she may contact and / or seek redress through the Overseas Students Ombudsman at no cost. Please phone 1300 362 072 for more information.
- b) If the student wishes to appeal a decision made by The Springfield Anglican College that relates to being reported for a breach of course progress or attendance requirement (under Standard 8), the student must lodge this appeal with the Overseas Student Ombudsman's office within 10 working days of being notified of the outcome of his/her internal appeal.
- c) If the student wishes to appeal a decision made by The Springfield Anglican College that relates to:
 - refusal to approve a transfer application (under Standard 7), or
 - suspension or cancellation of the student's enrolment (under Standard 9)

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

6. Other legal redress

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

7. Definitions

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

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



Policy Seven

College Refund Policy

1. This policy outlines refunds applicable to course fees paid to the College including any course fees paid to an education agent to be remitted to the school.
2. Any service fees a student (or parent(s)/legal guardian if the student is under 18) pays directly to a third party are not within the scope of this refund policy.
3. The enrolment application fee is non-refundable.
4. Payment of Course Fees and Refunds
 - a) Fees are payable according to The Springfield Anglican College Fees Policy and invoice attached.
 - b) An itemised list of school fees is provided in the school's written agreement [as per NC Standard 3.3.4]
 - c) All fees must be paid in Australian dollars unless requested otherwise. Refunds will be reimbursed in the same currency as fees were received.
 - d) 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.
5. All notification of withdrawal from a course, or applications for refunds, must be made in writing and submitted to the Principal.
6. Student default because of visa refusal
 - a) If a student produces evidence of visa refusal (or provides permission for the school to verify visa refusal with the Department of Home Affairs) and fails to start a course on, or withdraws from the course on or before the agreed starting day,

The school will refund within four weeks of receiving a written claim from the student the total amount of course fees received by the school before the student's default day, minus the lesser of:

 - 5% of the amount of course fees received, or
 - AUD 500.
 - b) If a student whose visa has been refused withdraws from the course after it has commenced, the school will retain the amount of tuition fees proportionate to the amount of the course the student has undertaken and will refund of any unused tuition fees* received by the school with respect to the student within the period of four weeks after the day of student default.

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

7. Student default

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

- a) Non-tuition fees:

Non-tuition fees will be refunded on a pro rata basis proportional to the amount of time the student was studying in the course, except where a non-refundable payment on behalf of the student has been made.
- b) Non-commencement with no notification of withdrawal:

If the student does not provide written notice of withdrawal and does not start the course on the agreed starting date 75% tuition fees will be retained from tuition fees received by the school.
- c) Non-Commencement with notification of withdrawal:
 - If the school receives written notification of withdrawal by the student (or parent(s)/legal guardian if the student is under 18) 4 or more weeks prior to commencement, the school will refund the amount of tuition fees received less an administration fee of up to \$500AUD.
 - If the school receives written notification of withdrawal by the student (or parent(s)/legal guardian if the student is under 18) less than 4 weeks prior to commencement of the course, the school will refund 75% of the tuition fee.
- d) Refunds after commencement of a course:
 - If tuition fees for up to 1 term have been received in advance: Where the student (or parent(s)/legal guardian if the student is under 18) notifies the school in writing of withdrawal before completing the term no tuition fees will be refunded.
 - If tuition fees for more than 1 term have been received in advance: If fees for more than one term/semester have been received in advance, and the school receives written notification of withdrawal by the student (or parent(s)/legal guardian if the student is under 18), the school will refund the amount of unused tuition fees less one terms fees, provided that at least 10 weeks written notice of withdrawal has been received.

NB: Where less than 10 weeks' notice of withdrawal is received, the school will refund the amount of unused tuition fees less two terms fees.



(e) Refunds in the event of a provider initiated cancellation of enrolment.

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

- Failure to maintain satisfactory course progress (visa condition 8202). Please see the College Progress and Attendance Policy.
- Failure to maintain satisfactory attendance (visa condition 8202). Please see the College Progress and Attendance Policy.
- Failure to maintain approved welfare and accommodation arrangements (visa condition 8532). Please see the College Welfare and Accommodation Policy.
- Failure to pay course fees.
- Any behaviour identified as resulting in enrolment cancellation in the College's Student Behaviour Management Policy.

Any refund in the case of cancellation of a student's enrolment for failure to maintain The Springfield Anglican College's agreed conditions of enrolment as outlined in the student's written agreement, including failure to disclose a pre-existing condition requiring a high degree of specialised support or care, will be at the discretion of the school.

8. Provider default

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

- b) If for any reason the school is unable to offer a course on an agreed starting day for the course, and the student for some reason cannot be placed or refuses placement in an alternative course arranged by the school, a full refund of any unused tuition fees* received by the school with respect to the student will be made within 14 days of the agreed course starting day.
- c) If for any reason the school is unable to continue offering a course after the student commences a course, and the student for some reason cannot be placed or refuses placement in an alternative course arranged by the school, a full refund of any unused tuition fees* received by the school with respect to the student will be made within 14 days of the school's default day.
- d) In the event that the school is unable to fulfil its obligations of providing an agreeable alternative course for the student, or a refund, the student will receive assistance from the Australian Government's Tuition Protection Service. For information on the TPS, please see: <https://tps.gov.au/StaticContent/Get/StudentInformation>.
*Calculation of the refund due in this case is prescribed by a legislative instrument (s.7 of Education Services for Overseas Students (Calculation of Refund) Specification 2014). www.comlaw.gov.au/Details/F2014L00907.
- e) This written agreement, and the right to make complaints and seek appeals of decisions and action under various processes, does not affect the rights of the student to take action under the Australian Consumer Law if the Australian Consumer Law applies.

9. Definitions

Non-tuition fees – fees not directly related to provision of the student's course, including uniform costs, Overseas Student Health Cover and accommodation.

Tuition fees – fees directly related to the provision of the student's course, including tuition, provision of resources, levies and curriculum related excursions

Course fees – the sum of tuition fees and non-tuition fees received by the College in respect of the student in order for the student to undertake the course.

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



Policy Eight

Critical Incident Management Procedure

1. POLICY STATEMENT

Policy 8 – Duty of Care

2. PROCEDURE STATEMENT

The Board is committed to implementing an integrated critical incident management response procedure and plan to ensure the safety of all persons on TSAC facilities and the continuity of its teaching and learning objectives.

SPECIAL NOTE: This Policy should be read in conjunction with Policy No. 2 Student Protection in Anglican Schools Policy and Procedures which deals with matters of harm, sexual abuse or inappropriate behaviour. The Student Protection Policy and Procedures must be kept at the forefront when considering and implementing the contents of this policy and associated procedures. In the event that reasonable suspicions exist that harm, and/or sexual abuse has occurred or is likely to occur, the Student Protection Policy and Procedures must be followed.

2.1. Scope

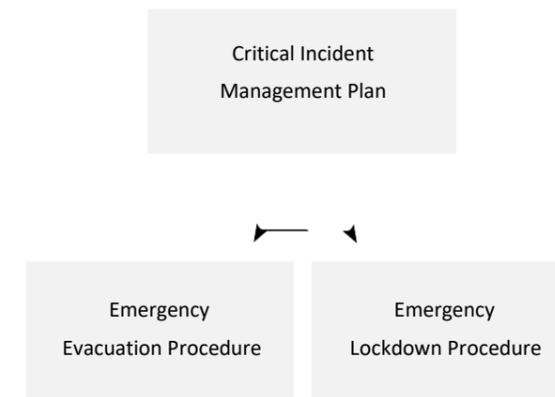
This procedure covers all staff, students, including students from overseas, visitors and homestay providers who attend any of the organisation's facilities.

2.2. Principles

- The College owes a clear duty of care to its staff, students and other stakeholders. The College recognises that planning for the management of a critical incident is essential.
- Critical incidents can take many forms and are by their nature unexpected.
- In the event of a critical incident, the College recognises that appropriate infrastructure and processes must be in place to deal with such incidents.

This procedure provides an overarching structure to emergency management planning and response. Its implementation is affected primarily through two key operation procedures; **Emergency Evacuation Procedure** and **Emergency Lockdown Procedure**.

The relationship of the Emergency Management Response Plan and the Emergency Evacuation and Emergency Lockdown Procedures can be understood by the following figure:



2.3. Affiliated Authorities

- Child Protection Act 1999 (Qld)
- Anti-Discrimination Act 1991 (Qld)
- Work Health and Safety Act 2011 (Qld)
- TSAC Policy No. 3 Duty of Care Policy
- TSAC Policy No. 5 Student Welfare Policy
- TSAC Policy No. 12 Workplace Health & Safety Policy
- College and Campus Specific Emergency Evacuation Procedure
- College and Campus Specific Emergency Lockdown Procedure
- Critical Incident Management Plan (CIMP)



3. ACCOUNTABILITIES

Critical Response Team

Under the direction of the Principal, the Critical Incident Response Team (**CIRT**) has direct responsibility for the implementation of the **CIMP**.

The **CIRT** will consist of:

- Principal
- Head of Primary
- Head of Secondary
- Director of Student Activities
- Director of Teaching and Learning
- Chaplain
- Heads of Clan
- HR and Compliance Manager
- Business Manager

The **Principal** as the Head of the **CIRT**, is responsible for:

- Informing the Chair of the College Board, Chair of the College Council, President of P&F, Anglican Church Brisbane Diocese of the critical incident
- Prepares statement for use with media, staff, parents and students (in consultation with Head of Primary, Head of Secondary, Director of Student Activities, Director of Teaching and Learning and Chaplain).
- Assumes responsibility as spokesperson to the Media for the school community.
- Convene the initial meeting of the Critical Incident Response Team (as a matter of urgency) to consider implementation of action plan.

Head of Primary, Head of Secondary, Director of Student Activities and Director of Teaching and Learning are responsible for the logistical and administrative management of the crisis – as it applies to the engagement of emergency and counselling services, deployment of staff, timetable rescheduling, and as a “hub”/clearing-station for the carrying out of the Critical Incident Management Plan.

- Initiate, then supervise the Critical Incident Management Plan; including contact of appropriate Emergency Services
- Determine immediate course of action (in consultation with Principal).

Chaplain

Will give pastoral leadership and direction to the welfare of students, staff and families affected by the crisis.

- Liaise with the Head of Primary, Head of Secondary, Director of Student Activities and the Director of Teaching and Learning
- Management of pastoral proceedings in a designated “quiet room”, determining staffing needs with the Student Care Team and request staff from Principal.

Home Group/Form Teacher

Provides direct support to the students, providing opportunity for one on one discussion where appropriate and necessary.

Classroom Teachers

Will be sensitive to the needs of students and monitor behaviour or reactions to the events that may require specific attention by the CIRT

HR and Compliance Manager

Provides direct support to staff who may need additional support. Maintains relevant personnel records relating to the response plan and the Human Resource or Industrial Relations impact on staff and the issues for the College.

Business Manager

Is responsible for the financial management of a critical incident, particularly handling all insurance claims.



4. DEFINITIONS

Critical Incident

Is any situation faced by a school community causing its members to experience unusually strong reactions, which have the potential to interfere with their ability to function either at the time the situation arises or later.

Examples of critical incidents include:

- the accidental death, serious injury or terminal illness of a student, staff member or family member
- the destruction of part, or the whole of the College
- major vandalism
- the murder of a student, staff member or family member
- a group of students lost or injured on an excursion
- students and/or staff members being taken hostage
- a natural disaster; e.g. flooding, earthquake, electrical storm damage (local or international)
- student or staff suicide
- a sexual assault
- enforced school closure.

CIM: Critical Incident Management Policy approved by the Board

CIMP: Critical Incident Management Plan which provides for procedural application of the approved Critical Incident Management Policy

CIRT: Critical Incident Response Team

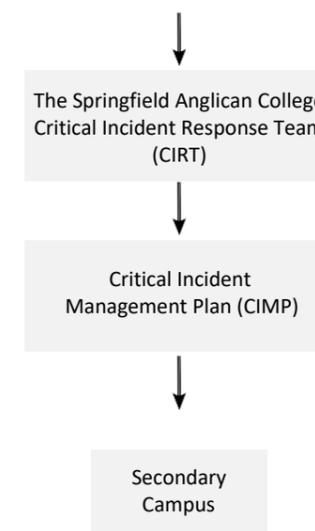
5. STRUCTURAL CONTEXT

College Critical Incident Response Teams

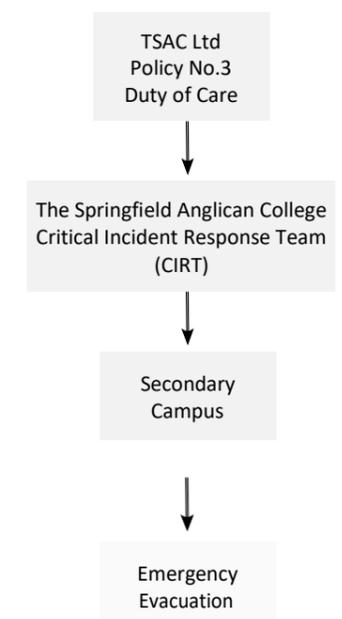
The College has a Critical Incident Response Team (CIRT).

The CIRT is responsible for developing, implementing, monitoring and evaluating College specific emergency response procedures incorporating detailed procedures for each campus for critical incident response planning including Emergency Evacuation and Emergency Lockdown.

This hierarchical structure can be represented by the following:



The Policy and Procedure structure can be represented by the following:



While the policy outlines the Critical Incident Management Framework, it does not provide a detailed statement of the preparedness and response arrangements for the College.

Detailed response procedures will be outlined in College’s Critical Incident Management documentation.



6. APPLICATION

The effects upon the College community of a traumatic event, whether occurring at the College, or involving students or staff away from the College community, can be profound, disruptive and long lasting.

The immediate impact may involve shock, particularly to those who witnessed the event, disruption of the timetable, new responsibilities for staff in supporting children and informing their parents, and communication difficulties.

After the event there may be continuing need to support and monitor students and staff who have been affected. The consequence for the College may last for some considerable time following the event.

6.1. General

This section outlines in general terms the response to an emergency. This includes:

- The three generally accepted incident levels that determine the nature of the response; and
- The response in general terms.

This procedure refers to three levels of emergency incidents that are consistent with Australian and overseas practices. Response to the three incident types is based on an initial assessment and the response is escalated as the situation demands.

6.2. Level 1 (Low)

A local Level 1 Incident is typically one where the emergency situation presents danger, but there is no immediate threat to areas outside the vicinity of the emergency. This level of incident is characterised by:

- The likelihood that the incident can be dealt with by on-site College/Campus emergency response personnel – security/maintenance staff and pastoral care staff;
- Generally, does not require a response from a Public Response Agency (Police, Fire or Ambulance);
- A possibility of media attention.

6.3. Level 2 (Serious)

A serious Level 2 Incident is a situation that could be beyond the capabilities of the first response by College personnel. It may require the services of Public Response Agencies. It is characterised by:

- Possible shut down of College/Campus area/s and infrastructure, i.e. classrooms, facilities and power supplies etc.;
- Having an impact outside of College/Campus property;
- Extending for a long time period; and
- Likely Media attention.

6.4. Level 3 (Major)

A major Level 3 Incident is an even more serious situation with the possibility of developing into a crisis involving fatalities or multiple serious injuries and/or serious acts of violence on a large scale. A major Level 3 incident will normally activate predetermined responses from key College/Campus personnel and the Critical Incident Response Team and require the support of public response agencies. It will usually involve one or more of the following:

- Significant media involvement;
- Significant political involvement.

6.5. Generalised Response

The general approach to an emergency situation essentially involves three stages. The approach is based on an assessment of both the emergency categorisation and incident level to ensure that the appropriate response is triggered.

Stage 1.

The reporting person may contact a public response agency at the outset if there is imminent danger to property or persons, such as a significant fire or a serious accident resulting in death or serious injury. If the public response agency is called, it is the first step in a Level 2 serious or Level 3 major emergency response. The reporting person should also contact the Principal who will then make an assessment of the emergency and verify or update the information provided by the reporting person.

Stage 2.

The Contact Officer makes an assessment based on the Emergency Assessment Check list and decides whether the emergency needs to be dealt with by the Principal. This decision will be based on the need to advise and involve senior College management.

Stage 3.

The Incident Controller would then inform the Critical Incident Response Team. If a public response agency has not already been notified, the incident controller makes the decision as to whether they should now be involved. If a public response agency requires support from the College/Campus, a command point will be established to support their operations.



Emergency Assessment Checklist

The following checklist outlines various assessment and action criteria that can be used by contact officers to assist them in determining response actions.

It is vitally important that once the emergency has been dealt with, all aspects of response and subsequent actions be fully documented.

Assessment	Action
Verify the report	Confirm the accuracy of the information provided Alert the workplace
Assess the scope of the emergency	What is the emergency? Has the worst already happened? Can the situation get worse? Where is it – is it close enough to be a threat?
Assess the danger	How is the hazard behaving? Is it getting bigger or smaller? (i.e. fire or gas cloud) Is it getting closer or moving away? Is it moving quickly or slowly – is it affected by weather conditions (i.e. bushfire, smoke, gas cloud)?
Confirm the report	Notify the appropriate Public Response Agency on 000 (112 on mobile phone) if appropriate and if it has not already been done
Identify safe areas	Which areas and access routes cannot be used? Is it best to remain indoors, or leave the building? How far does the danger area extend?
Move to safe areas if appropriate	Seal buildings if remaining indoors. Communicate decisions to departments etc. Implement procedures as appropriate.

6.6. Media Management Plan

A media management process will be included in the CIMP to ensure clear and accurate flow of information, particularly in the management of the media.

6.7. Incident Reporting and Recording

All aspects of the critical incident and the College's response and follow up will be recorded. Specific information may be placed in individual student or staff files where appropriate.

6.8. Follow-up and Evaluation

A review and evaluation of the response to the critical incident will be conducted and the procedures reviewed by the CIRT with the Principal.

Changes to the procedures, including updating resources will be made as soon as practicable following the review and evaluation.

6.9. Confidentiality

All information relating to the critical incident will be treated as CONFIDENTIAL and sensitive information.



7. INTERNATIONAL STUDENTS

When a critical incident occurs involving an international student, the Principal will be informed of the incident immediately. He/she will then determine the circumstances of the situation and confirm if the person/ people involved in the incident were international students.

The initial task is to:

- Create a clear understanding of the incident – obtain accurate and up-to-date information about what happened and about the current situation.
- Confirm the identity of the people involved and determine if they were international students. Gather information from sources such as security, police, hospital, and friends.
- Obtain detailed student information, e.g. student ID number(s) and local address, next of kin, nationality, religion, known medical conditions, OSHC provider and sponsor/agent, etc.
- Make contact with relevant people (the order will be determined by the specific circumstances):

Police, Next of Kin

(If necessary, liaise with the Police regarding notification to the student's family).

Ensure that next of kin are informed and updated on the current situation. Let them know The Springfield Anglican College will arrange or provide support to them. If necessary, interpreter services should be arranged for those families of a non-English speaking background.

Consulate

In the case of serious accident, illness or death of a student, inform the relevant Consulate and discuss the allocation of roles and responsibilities.

Accommodation provider

Keep in contact with the student's accommodation provider, providing appropriate levels of information, and ensuring that support and assistance is available from The Springfield Anglican College.

Hospital

If necessary, the contact officer will contact the hospital and the student's Overseas Student Health Cover to arrange any agreements or any other relevant matters.

8. PROCEDURE

ADMINISTRATION

- In accordance with procedure development and review protocol this procedure will be recorded as an approved procedure as of the date shown on the front of this procedure document.
- The procedure will be reviewed twelve (12) months from the date of the approval shown herein.
- Notwithstanding the schedule review, should any circumstance change materially before the twelve (12) month review period, the policy will be immediately reviewed in order to maintain appropriate accuracy, relevance and authority.

Critical Incident Response Team (CIRT) Member

The Springfield Anglican College

- Principal
- Head of Primary
- Head of Secondary
- Director of Student Activities
- Director of Teaching and Learning
- CHAPLAIN
- Heads of Clan
- HR and Compliance Manager
- Business Manager



Policy Nine

Behaviour Management Procedure (International Student Program)

1. POLICY STATEMENT

Board Policy No. 8 – Student Management

2. PROCEDURE STATEMENT

The Board is committed to establishing safe school environments founded on the Christian ethics and values. This procedure and affiliated guidelines are designed to ensure the respectful treatment of every student in the care of the Colleges or Staff members

SPECIAL NOTE: This Policy should be read in conjunction with Policy No. 2 Student Protection in Anglican Schools Policy and Procedures which deals with matters of harm, sexual abuse or inappropriate behaviour. The Student Protection Policy and procedures must be kept at the forefront when considering and implementing the contents of this policy and associated Procedures. In the event that reasonable suspicions that harm exists, and/or sexual abuse has occurred or is likely to occur, the Student Protection Policy and Procedures must be followed.

This procedure applies to staff and students and builds on the Colleges' pastoral care procedure to provide clear and agreed procedures and strategies for combating inappropriate behaviour in the College, responding to inappropriate behaviour and protecting and supporting all parties involved.

2.1 Scope This Procedure applies to all staff and students of The Springfield Anglican College.

3. PRINCIPLES

Student behaviour and the procedures that have been developed to address behaviour management issues are placed within a values paradigm that emphasises:

- FAITH Loving God and our neighbours as ourselves.
- HOPE Fostering a positive, safe, optimistic and empowering environment.
- LOVE Demonstrating cooperation, encouragement and compassion.
- COURAGE Developing resilience, effort and determination to succeed.
- COMMUNITY Respect, tolerance and working in service to others.
- JUSTICE Inclusively, equity, diversity and care for the environment.

When dealing with issues of student behaviour, staff members are encouraged to remember and uphold the dignity of the student. Through this action, self-esteem is developed, and the individual is empowered to make suitable choices that affect his or her future actions.

Staff members play an integral part in this process by modelling and nurturing appropriate relationships. These relationships should exemplify Gospel Values that express a sense of belonging, forgiveness, inclusiveness and tolerance. Forgiveness and restoration of relationships is the ultimate expression and aim of this procedure.

3.1 Affiliated Authorities

- 3.1.1 Policy No. 2 Student Protection in Anglican Schools Policy and Procedures
- 3.1.2 TSAC Student Anti-Bullying Procedure No. 5.3

4. ACCOUNTABILITIES

- The Board
- The College Council Principal
- Head of Secondary
- Director of Teaching and Learning
- Director of Student Activities / or Senior Staff in charge of Pastoral Care
- Heads of Department
- Heads of Clan
- International Student Coordinator
- Teaching Staff
- Students



5. PROCEDURE

This sets out the detailed steps required to meet the procedure and guideline objective.

5.1 Dealing with Classroom Behaviour Management Issues

It is important to have in place a 'plan' for classroom behaviour management. A plan is a consistent approach through prevention, strategy and support to minimise unnecessary disruption. Plans allow teachers to take appropriate 'short' and 'long term' measures to correct disruptive behaviour patterns.

Procedures for Secondary Staff

Classroom teacher deals with behaviour management issues using the appropriate behaviour management strategies:

- If need be a student should be isolated within the classroom. If available, use an aide to monitor the students' behaviour.
- If further intervention is required, the student is sent to the classroom of a buddy teacher. Buddy teachers should be in close proximity to the teacher's classroom. The student is required to continue with class work. At the end of the lesson the class teacher should follow up with student. The teacher is responsible for recording this on the student data system and notifying the parents.
- If the student persists with unacceptable behaviour, the Head of Department is to intervene. Various consequences should be put in place and parents of the students are to be contacted.
- The Head of Department is responsible for recording this on the student data system and notifying the parents. The Head of Clan should be consulted about other issues that may be affecting the student at the time.
- If the student continues with unacceptable behaviour the Head of Teaching and Learning should be notified, and various strategies will be used.

Repeat Incidents

- If the behaviour continues the student's enrolment will be reviewed by the Principal.

5.2 Dealing with Playground Behaviour Management Issues

Procedures for Secondary Staff

- The playground staff member is responsible for preventing or dealing with inappropriate student behaviour and the correct wearing of uniform. This behaviour may be observed or reported by another student or staff member on duty.
- Intervention strategies are applied, including settling displays of social agitation, breaking up conflicts and directing students away from out of bounds or trouble areas and reminding students of uniform guidelines.
- If a student fails to respond to intervention, or repeatedly display the same behaviour they are issued with infringement notices. If required, the staff member will telephone or send a student to get a senior staff member.
- Class teachers will be informed that a student has been escorted to the Head of Secondary for an interview. An incident report form will be completed by the staff member.
- Appropriate discipline action will be applied and recorded on the student data system.
- Where inappropriate action has resulted in harm or injury a report is made to the Principal and appropriate consequences are issued and/or an interview with the student and parents is organised.

6. PROCEDURE ADMINISTRATION

In accordance with procedure development and review protocol this procedure will be recorded as an authorised procedure approved by the Principal, at its meeting of the date shown on the front of this procedure document.

The procedure will be reviewed twelve months from the date of the approval shown herein.

Notwithstanding the scheduled review, should any circumstance change materially before the 12-month review period, the procedure will be immediately reviewed in order to maintain appropriate accuracy, relevance and authority



Policy Ten Statement Regarding Course Credit

Ref: NC DSt2 St 2.1.a; NC DSt12

The Springfield Anglican College will assess all applications for course credit for students enrolling in Senior Secondary Studies.

The student may receive course credit for units completed based on evidence provided of studies undertaken under the relevant state or territory curriculum assessment authority or nationally accredited framework.

The Springfield Anglican College assesses and records course credit, according to requirements of the Queensland Curriculum and Assessment Authority (QCAA).

The Director of Teaching and Learning is responsible for reviewing, documenting and updating student records relating to student applications for course credit:

Staff Member	Action
Director of Teaching and Learning	Assessment of student enrolment application to decide course credit due.
Director of Teaching and Learning	Verification of evidence provided.
Director of Teaching and Learning	Provision of record of course credit granted to student and placement of signed copy, i.e., acceptance by student, on student file to be retained for two years after student ceases to be a student of the school.

This information is provided to students prior to enrolment in the following ways:

- Enrolment Information Package
- College website
- Email

The Principal is responsible for reviewing and updating the College's policy and statement about course credit.

Information in this section should be checked and updated if there is a demand for course credit demonstrated in student applications and in response to any relevant changes in legislation.

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– CRICOS Registration Number 03658M



**Their
Future.**
Kindergarten
to Year12