

International Student Program

POLICY HANDBOOK

Version 1.1

FSAC Ltd t/a The Springfield Anglican College
CRICOS Registration Number 03658M

Junior Secondary Studies - Yrs 7-10 (096675G)
Senior Secondary Studies - Yrs 11-12 (096676F)



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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

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.

1. 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:
 - a) Copies of Student Report Cards from the previous two years of study, including a copy of the latest Student Report.
 - b) A completed Reference Form from the student's current or most recent school Principal is required if student Report Cards do not record student behaviour or commitment to studies.
 - c) A completed Subject Choices Form if appropriate.
 - d) Appropriate proof of identity and age.
 - e) Written evidence of proficiency in English as a second language.
 - f) Photocopy or scanned copy of passport
 - g) Letter of Offer from another registered provider if applicable.
 - h) Copy of current visa (if already obtained).
 - i) Copy of Guardianship Visa (in applicable).
 - j) Copy of students Immunisation Records.
 - k) Copy of Overseas Student Health Cover (OSHC).

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

- l) Completed Homestay Application Form.
 - m) Enrolment Application Fee.
 - n) Application to the Queensland Assessment and Curriculum Authority (QCAA) for relaxation of completed Core requirements if applicable.
2. Where the above documents are not in English, certified translations in English are required, with necessary costs to be met by the applicant.
3. An application for enrolment can only be processed when all the above is in the hands of the Enrolment Officer.
4. Applications from overseas students are processed according to established policy and procedures and are dealt with on their merits. Failure to disclose details required as part of the application process may later result in cancellation of enrolment.
5. 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 College may require relevant testing of the applicant to assess the application.
6. 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.
7. 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. Students undertaking a package of courses will have their academic and English language capabilities re-assessed prior to the commencement of each course in their enrolment package. This is a requirement under the 2018 National Code of Practice, Part B Standard 2.

Minimum academic and English language 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 College 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 College.
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.

Those students who have undertaken an intensive English language course before beginning mainstream studies, will have their English language proficiency 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.

Note that where a student cannot, or will not, meet the English language or academic requirements for entry into their first mainstream course, or a subsequent course undertaken as part of an enrolment package, The Springfield Anglican College may choose to apply the *Conditions of Enrolment* outlined the student's written agreement and the provisions of this *Entry Requirements Policy* – the outcome of which may result in the withdrawal of offer for enrolment on the grounds that entry requirements have not been met

Alternatively, The Springfield Anglican College may (at its discretion, and if appropriate) choose to offer:

- New mainstream enrolments - entry into a mainstream course at a lower year level.
- Continuing mainstream enrolments - opportunity to repeat a year level as part of an academic intervention plan implemented by the College. Refer to Policy 3 – Course Progress and Attendance Policy.

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.
- b) how to seek assistance and report any incident or allegation involving actual or alleged sexual, physical or other abuse.

In the event there are any concerns for the welfare of a student under 18 years of age, the matter will be reviewed in line with TSAC Policy:

- a) Protecting Children and Young People in Anglican Education Guidelines and Procedures v1.0.
[Protecting Children and Young People - Guidelines and Procedures](#)
- b) Protecting Children & Young People in Anglican Education Policy v1.0.
[Protecting Children and Young People - Policy](#)

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 College 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 College has first approved alternative welfare and accommodation arrangements for the student for the adult's period of absence.
 - 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 College of any change to address or contact details.
- c) immediately advise the College 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 College is able to approve alternative accommodation and care arrangements for the student for the period of student guardian visa holder's absence, the College 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 College 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 College will advise if compulsory attendance requirements will or will not be affected by the student's absence.

2. The student will live in College 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 students under student visa (subclass 500) for 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.

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.

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 College. 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 College has concerns for his/her welfare, the College will contact the student's parents / legal guardian and notify the police and any other relevant authorities.

If a student for whom the College has issued a CAAW refuses to maintain approved arrangements, the College 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 College, 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 College's satisfaction.

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

3. For College 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 College, 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 College 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 College 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 College.
- 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 Union Institute of Language and the 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 College.
 - 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 College/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.

Note: As of 31 August 2020, "No card, No start" blue card requirements apply for providers of child accommodation services, unless an exemption applies.

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.

Course Progress

- a) The College will monitor, record and assess the course progress of each student for the course in which the student is currently enrolled.
- b) The course progress of all students will be assessed 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 the following:

Junior Secondary Years 7-10

- overseas students must pass all core subjects and fail no more than 2 elective subjects studied in any semester.

Senior Secondary Years 11 & 12 – full duration

- overseas students must progressively accrue sufficient credit in Units in Years 11 and 12 to remain eligible for a Queensland Certificate of Education (QCE).
 - Students enrolled for all four Units of a Senior Secondary Course will be identified and notified as being at risk of not achieving satisfactory course progress when their results indicate that the Learning Options available to them to remain eligible for a QCE are becoming limited.
 - maintain a satisfactory result in English and Mathematics subjects
 - no more than one subject below a satisfactory result
- 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)
 - Offer to repeat a year level (requiring an extension of course duration – see 'Completion within expected duration of study') of this policy.
 - 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. Parents will be advised if the proposed strategy has any implications for fees payable, the student's progression through a package of courses, or the student's visa. Where a proposed intervention plan has significant implications for the student's course of study (as originally agreed), a new written agreement will need to be established. A new CoE may also be required.
- 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 College'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 refer to the Department of Education, Australian Government following Complaints and Appeals Policy.

[Department of Education, Australian Government: Standard 10: Complaints and appeals](#)

The College 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, including any external appeal made by the student, results in a decision in favour of the College

Completion within expected duration of study

- a) The College will monitor, record and assess the course progress of each student for the course in which the student is currently enrolled.
- b) Part of the assessment of course progress at the end of each study period will include an assessment of whether the student's progress is such that they are expected to complete their studies within the expected duration of the course.
- c) The College will only extend the duration of the student's study where it is clear the student will not be able to complete their course by the expected date because:
 - The student can provide evidence of compassionate or compelling circumstances (see Definitions below)
 - the student has, or is, participating in an intervention strategy.
 - an approved deferment or suspension of study has been granted in accordance with The Springfield Anglican College's Deferment, Suspension and Cancellation (Policy 4).
- d) Where the College decides to extend the duration of the student's study, the College will report this change via PRISMS within 14 days and/or issue a new COE if required. In this case, the student will need to contact the Department of Home Affairs to seek advice on any potential impacts on their visa, including the need to obtain a new visa.

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. College 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 College will be recorded and will be included in attendance calculations.
- d) All absences from College will be included in absentee calculations and should be accompanied by a medical certificate, an explanatory communication from the student's carer or evidence that leave has been approved by the Principal.
- e) Any absences longer than 5 consecutive days without approval will be investigated.
- f) Student attendance will be monitored by the International Program Coordinator every 3 weeks over a study period to assess student attendance. This is maintained via a spreadsheet to track a student's attendance by inputting hours absent against the number of College days in a given period to get a percentage of attendance. This spreadsheet is updated annually to correctly reflect the term dates, and public holidays.
 - 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.
 - The monitoring process will include a review of the reasons given for student absence, including a determination of whether compassionate and compelling circumstances apply (as per Definition, below).
 - Where a student's absences represent grounds for the student to apply and be approved for a deferment of study or temporary suspension of enrolment, those absences will not be included in the student's attendance calculations for that study period (see The Springfield Anglican Colleges Deferment, Suspension and Cancellation Policy).
 - 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 (f) indicates that the student has fallen below the 80% attendance threshold for the study period, The Springfield Anglican College will assess the student against the provisions of Item (j) (below). Where the student has failed to meet the minimum attendance requirement, and evidence of compassionate and compelling circumstances do not apply, the College will promptly advise the student of its intention to report the student for breach of visa condition 8202, and that he/she has 20 working days in which to access the College's internal complaints and appeals process. **If the student does not achieve satisfactory course progress by the end of the next study period, or becomes ineligible for the QCE, The Springfield Anglican College will advise the student in writing of its intention to report the student for breach of visa condition 8202.**
- i) The College 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, including any external appeal made by the student, results in a decision in favour of the College.

- j) Students will not be reported for failing to meet the 80% attendance threshold for a study period where:
- the student has produced documentary evidence in a timely manner clearly demonstrating the presence of compassionate or compelling circumstances (e.g. medical illness) supported by a medical certificate or as per Definition, below, and
 - the student's attendance has not fallen below 70% for the study period.
- k) 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%.
- 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.

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 College 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.

Policy Four - Deferring, Suspending or Cancelling a Students Enrolment

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 College.

- 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 College 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 College has a formal written agreement are the primary contact for the College in such matters. The College 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 College 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 College 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. Please refer to:

[Department of Education, Australian Government: Standard 10: Complaints and appeals](#)

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 7 (in this handbook).
- 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 College, and
 - does not resume studies at the College within 14 days after a holiday break, and
 - the student has not previously provided the College 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 Management in Anglican Schools Policy v2.0 (see 3j) above)

5. College-initiated exclusion from class or suspension from attending College (no impact on CoE)

- a) The Springfield Anglican College may exclude a student from class studies or suspend attendance 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 v1.0 (document available on request).
- b) Students may also be excluded from class or suspended from College 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 College-initiated exclusion from class is outlined below.
- d) Excluded or suspended 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 or suspensions from College under this section of the policy:
 - will not be included in attendance calculations for the study period,
 - will not impact the CoE or study, and
 - will not be recorded on PRISMS
 - will not be visible to the Department of Home Affairs (Immigration).

6. College-initiated suspension of enrolment (CoE will be impacted)

- 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 v1.0 (document available on request).
- 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, potential impact on the CoE and study path, 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 College-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) Where applied, a suspension of enrolment will impact the student's CoE and will be recorded on PRISMS. The suspension will therefore be visible to the Department of Home Affairs (Immigration).
- g) The period of suspension will not be included in attendance calculations.

7. College-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 v1.0 (document available on request).
- 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 College-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 College-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 College 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.

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.

Definitions

- a) CoE – 'Confirmation of Enrolment' - The CoE provides evidence of a student's enrolment with a provider registered on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS). This evidence is required before Home Affairs will issue a student visa. The CoE contains information about the Provider, agent (if involved), course and duration of study in which the student has enrolled.

- b) Deferment of enrolment - To defer or suspend enrolment means to temporarily put studies on hold (adjourn, delay, postpone). Providers do this by notifying the Department of Education, PRISMS of the deferment of enrolment. A student may request a temporary deferment to his or her enrolment on the grounds of compassionate or compelling circumstances. A provider may also initiate suspension of a student's enrolment due to misbehaviour of the student.
- c) Exclusion from class – when a student is not allowed to attend classes for a period of time, may access learning material offline.
- d) Suspension from attending College - when a student is removed from College or class for a period of time. After a suspension, they will return to College or class. When considering suspending a student, the Principal must take into account the disruption to your child's learning, their disability, home circumstances, educational needs.
- e) Suspension of enrolment - To suspend enrolment means to temporarily put studies on hold (adjourn, delay, postpone). Providers do this by notifying the Department of Education, through PRISMS of the suspension of enrolment. A student may request a temporary suspension to his or her enrolment on the grounds of compassionate or compelling circumstances. A provider may also initiate suspension of a student's enrolment due to misbehaviour of the student. It is important to note the meanings of the terms for this context – suspension of enrolment is not necessarily due to misbehaviour – suspension of enrolment may also be initiated by the student.
- f) Cancellation of enrolment - The provider notifies the Department of Education through PRISMS that it wishes to permanently cancel (terminate) the student's enrolment. Once this process is complete, the student's CoE status will be listed as 'cancelled'.
- g) PRISMS - The Provider Registration and International Student Management System (PRISMS) is the system used to process information given to the Secretary of DEST by registered providers.
- h) Day – any day including weekends and public holidays in or out of term time
- i) 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 College 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.

Student transfer request prior to completing the first six months

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 an Application for Student Request Transfer Form 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 College.
 - b) The student will be reported because they are unable to achieve satisfactory course progress at the level they are studying, even after engaging with 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 Request 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 Complaints Management in Anglican Schools Policy v2.0. 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.

Refer to the Department of Education, Australian Government for information on complaints and appeals.

[Department of Education, Australian Government: Standard 10: Complaints and appeals](#)

- 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.
5. 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 no longer subject to transfer restrictions but have a CAWW with TSAC

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

1. 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
2. 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.
 - d) 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.
3. 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.
4. 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

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.

Complaints and appeals process

- a) Refer to the Department of Education, Australian Government for information on complaints and appeals.
[Department of Education, Australian Government: Standard 10: Complaints and appeals](#)

Complaints against other students

- a) Grievances brought by a student against another student will be dealt with under the College's Policy and Procedure for Complaints Management in Anglican Schools.

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 reviewed in line with the Complaints Management in Anglican Schools Policy / Procedure v2.0.

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 College in writing of the nature and details of the complaint or appeal.
- c) Written complaints or appeals are to be lodged with the Principal.
- d) Where the internal complaints and appeals process is being accessed because the student has received notice by the College that the College 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 College 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 lodging 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.

- a) 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.
- b) 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.
- c) Where the outcome of a complaint or appeal is not in the student's favour, the College will advise the student within 10 working days of concluding the internal review of the student's right to access the external appeals process (see below).

However, the College 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 College may take action (including making changes to the student's enrolment status in PRISMS) in accordance with the outcome of the internal appeal.

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 College need not await the outcome of any external appeal lodged, before implementing the outcome of the internal appeal.

Other legal redress

- a) Nothing in the College's Complaints Management in Anglican Schools Policy negates the right of an overseas student to pursue other legal remedies.

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.
 - b) 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:
 - i. 5% of the amount of course fees received, or
 - ii. AUD 500.
 - c) 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) more than 4 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 term's fees, provided that at least 10 weeks' written notice of withdrawal has been received.

NB: Where less than 10 weeks' notice of withdrawal is received, the 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 2 (in this handbook).
- Failure to pay course fees.
- Any behaviour identified as resulting in enrolment cancellation in the College's Student Behaviour Management Policy V2.0 (document available on request).

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 required information at the point of application or 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 College must be compliant with the current provisions of the ESOS Act 2000 and the ESOS regulations 2001 (as amended).

- a) If for any reason the College is unable to offer a course on an agreed starting day for the course, and the student for some reason cannot be placed or refuses placement in an alternative course arranged by the College, a full refund of any unused tuition fees* received by the College with respect to the student will be made within 14 days of the agreed course starting day.
- b) If for any reason the College is unable to continue offering a course after the student commences a course, and the student for some reason cannot be placed or refuses placement in an alternative course arranged by the College, a full refund of any unused tuition fees* received by the College with respect to the student will be made within 14 days of the College's default day.
- c) In the event that the College 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>.

- d) *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 (eg. 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

Policy Statement

Overarching Policy: Board - Duty of Care Policy v4.5

The Springfield Anglican College (College) is committed to implementing an integrated critical incident management plan to ensure the safety of everyone at the College and the continuity of its teaching and learning objectives.

TSAC Policy reference:

- Board Policy - Duty of Care Policy v4.5 (document available on request)
- Duty of Care to Student Policy v1.0 (document available on request)
- TSAC Board Student Welfare Management Policy v4.5 (document available on request)
- TSAC Board Work Health & Safety Management Policy v4.7 (document available on request)
- The Springfield Anglican College's Evacuation, Lockdown & Bomb Threat Procedures – Secondary Campus (document available on request)
- Critical Incident Management Policy v1.1. (document available on request)
- Critical Incident Management Plan v4.2. (document available on request)
- Critical Incident Management Plan Debrief and Review Procedure v2.0 (document available on request)
- Protecting Children and Young People in Anglican Education Guidelines and Procedures v1.0. [Protecting Children and Young People - Guidelines and Procedures](#)
- Protecting Children & Young People in Anglican Education Policy v1.0. [Protecting Children and Young People - Policy](#)

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 Protecting Children and Young People in Anglican Education Guidelines and Procedures v1.0. which deals with matters of harm, sexual abuse or inappropriate behaviour. The Protecting Children and Young People Policy and Procedure v1.0. 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 Protecting Children and Young People Policy and Procedure v1.0. Must be followed.

Scope

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

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 The Springfield Anglican College's Evacuation, Lockdown & Bomb Threat Procedures – Secondary Campus (document available on request).

Affiliated Authorities

- Child Protection Act 1999 (Qld)
- Anti-Discrimination Act 1991 (Qld)
- Work Health and Safety Act 2011 (Qld)

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.

Critical Incident Response Team (CIRT) Members - The Springfield Anglican College

- Principal *
- PA to Principal *
- Head of Primary *
- Head of Secondary *
- Director of Teaching and Learning *
- Director of Student Life *
- Business Manager *
- College Chaplain
- Heads of Clan
- College Psychologist
- HR and Compliance Manager
- Risk and Compliance Manager
- Communications Manager
- ICT Manager
- Facilities Manager
- International Program Coordinator
- * **Members of the Executive Leadership Team**

The Principal, as head of the CIRT, is responsible for:

- keeping the College Board, College Council and the Anglican Church Brisbane Diocese informed about the critical incident
- in consultation with the Communications Manager, the Heads of Primary and Secondary (as applicable) and the College Chaplain, prepare statements for use with the media, staff, parents and students
- acting as spokesperson to the media on behalf of the College
- in consultation with the Communications Manager and the Human Resource and Compliance Officer, ensure that appropriate training and advice is provided to all staff about how to respond to enquiries following a critical incident
- convening the relevant members of the CIRT to implement a critical incident action plan; and
- in consultation with the Human Resources and Compliance Officer, providing direct support to staff in need of additional support and responding to human resource or industrial relations issues impacting upon staff or the College.

The Executive Leadership Team are responsible for:

- the logistical and administrative management of the critical incident, including arranging counselling services, deployment of staff, timetable rescheduling etc.
- initiation and supervision of the CIMP, including contacting relevant emergency services; and
- in consultation with the principal, determining the immediate appropriate course of action.

The Business Manager is responsible for:

- the financial management of the critical incident, particularly the fiscal infrastructure of the College following the critical incident; and
- handling all insurance claims (if any) arising from the critical incident.

The College Chaplain and College Psychologist are responsible for:

- providing leadership and direction for the welfare of students, staff and families affected by the critical incident
- liaising with the Head of Primary and Head of Secondary to assess needs
- management of pastoral proceedings

The Facilities Manager is responsible for:

- managing the physical infrastructure relevant to a critical incident
- assisting with the co-ordination of emergency services
- determining whether it is safe to re-enter buildings evacuated or damaged or to use equipment damaged as a result of the critical incident.

The Heads of Clan are responsible for providing direct support to the students including one on one discussions where appropriate and necessary.

Definitions

A critical incident is a sudden and unexpected incident or sequence of events which cause trauma within The Springfield Anglican College (College) community and overwhelms the normal coping mechanism of the College community. A critical incident may evoke deep shock, sorrow or distress and cause lasting psychological effects.

Typically, a critical incident disrupts (or has the potential to disrupt) normal College operations and activities and arises from situations where there is an immediate and significant danger to life and/or College property.

A critical incident can arise from a traumatic event or an emergency situation that occurs either on or off campus.

Examples of critical incidents include:

- the accidental death, serious injury or terminal illness of a student, staff member or family member
 - a sudden occurrence such as a fire, explosion, chemical leak, bomb threat or terrorist attack
 - 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, injured or killed 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 College 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

Structural Context

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

The CIRT is responsible for:

- implementing the CIMP, under direction of the Principal
- leading the response to critical incident situations
- making an initial assessment of the support required by any affected individuals within the College
- developing an initial critical incident action plan
- determining and implementing the most appropriate communication strategy
- ensuring that accurate and consistent advice is provided to students, staff and the College community
- monitoring and protecting the wellbeing of all members of the College community
- ensuring that all responsibilities are undertaken efficiently
- ensuring that all staff receive appropriate briefings to ensure that they can perform their roles
- ensuring that no single member of staff assumes the full burden of responsibility
- conducting risk assessments of hazards which may require emergency action
- analysing requirements to address hazards
- liaising with all relevant emergency services (e.g. police, fire brigade, ambulance, poisons information centre, community health centre etc.)
- liaising with key personnel from the Anglican Church, Brisbane Diocese

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 The Springfield Anglican College's:

- a) Critical Incident Management Policy v1.1. (document available on request)
- b) Critical Incident Management Plan v4.2. (document available on request)

Critical Incident Response Guide

Immediate response – within the first few hours

- ensure the safety and welfare of students, staff and parents of the College community
- secure and evacuate the area (if applicable)
- liaise with emergency services, medical and hospital services (as required)
- notify the Principal or if unavailable, a member of the Executive Leadership Team
- liaise with appropriate Government Agencies (e.g. Department of Health)
- ensure that any affected students, parents or staff are not left alone
- identify the precise nature of the critical incident, based on reliable sources
- investigate immediately and confirm facts with family and/or police
- identify students, staff and members of the College community most closely involved and at risk
- contact and inform parents and family members
- advise the College Board, College Council and the Anglican Church Brisbane Diocese

Response 24 hours post incident

- convene a meeting with the relevant members of the CIRT
- formulate and implement an appropriate action plan
- assess the need for support and counselling for those directly and indirectly involved
- provide students, staff and the wider College community with appropriate, accurate factual information
- manage media and publicity – prepare staff and students and advise that no comment should be made to the media without prior approval from the Principal
- arrange a debriefing for all students, staff and wider College community most closely involved and at risk
- complete a critical incident report recording all actions taken and documenting outcomes or evidence if the incident is referred to another party (eg. police or Department of Children's Services)

Response 24 to 72 hours post incident

- restore regular College routine, program delivery and community life as soon as practicable
- identify any other persons affected by the critical incident and provide access to support services
- provide accurate information and updates to students, staff and the wider College community
- arrange a memorial service or special chapel service (as appropriate)
- maintain contact with affected parties to monitor progress and provide support
- notify relevant teams within the College eg. Student Records, Finance and Human Resources.

Response – ongoing

- monitor students, staff and the wider College community for signs of delayed stress and the onset of post-traumatic stress and provide any necessary referrals to specialised services
- evaluate and review the management of the critical incident
- sensitively plan for anniversaries
- manage any likely future disturbances eg. inquests or legal proceedings
- gather relevant information for a critical incident review
- consider offering information or support sessions for parent
- continue to document actions; and
- implement any recommendations from the critical incident review

Critical incident – general considerations

- The response to a critical incident requires planning. Refer to the templates in Appendix 1 to assist with the planning and assignment of tasks.
- All teaching and support staff are responsible for following the instructions and directions of the CIRT in respect of the management of the critical incident.
- Accurate, factual communication with those affected by the incident is paramount. It is important that rumours are dispelled.
- Children have specific needs following a critical incident. Teaching staff need to be sensitive to the needs of students and monitor behaviour or reactions to the critical incident.
- Normal routines and timetables should be resumed as soon as practicable. There is reassurance and safety in the predictability of normal routines, which assists the ongoing recovery process.
- Staff managing a critical incident need help too. Refer to Appendix 4 for further information.
- People involved in a traumatic event may require ongoing support, the nature of which will vary depending upon the individuals involved. The College Counsellor should assist in determining the nature and degree of ongoing support required. Consider whether it is appropriate to plan for some action of 'closure'.
- If overseas students are involved, ensure that contact is made with the International Program Coordinator so that appropriate cultural responses are put in place, interpreters provided (if required) and overseas authorities and agents are notified.
- Consider whether the critical incident has damaged the credibility and reputation of the College, its staff and students and what action needs to be taken to protect the College, its staff and students from any ongoing damage.

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.

Evaluation and Review of the CIMP

After each critical incident, the Principal will convene a meeting of the CIRT to evaluate the critical incident response and review the effectiveness of the CIMP with a view to making any necessary amendments to the CIMP to improve its effectiveness. Refer to Critical Incident Management Plan Debrief and Review Procedure.

The evaluation and review of the CIMP may include feedback gathered from students, staff and the wider College community.

This CIMP will be reviewed 3 years from the date of the approval shown herein unless circumstances require that an earlier review be conducted.

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.

Confidentiality

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

International Students

If overseas students are involved, ensure that contact is made with the International Program Coordinator so that appropriate cultural responses are put in place, interpreters provided (if required) and overseas authorities and agents are notified.

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.

Policy Nine - Behaviour Management Procedure

International Student Program

Policy Statement

Overarching Policy: Board Policy No. 8 – Student Management Policy v4.6

The Springfield Anglican College (College) is committed to establishing a safe school environment based on Christian ethics and values. Closely aligned to the College's duty of care to ensure student safety, the College has developed procedures and strategies for dealing with inappropriate student behaviour and managing the process of disciplining its students.

This policy should be read together 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. 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.

TSAC Policy reference:

- Board Policy No. 8 – Student Management Policy v4.6 (document available on request)
- Student Management Policy v4.6 (document available on request)
- Behaviour Management Policy V1.0 (document available on request)
- Behaviour Management Procedure v2.7 (document available on request)
- Student Anti-Bullying Procedure 2.5 (document available on request)
- Protecting Children and Young People in Anglican Education Guidelines and Procedures v1.0. [Protecting Children and Young People - Guidelines and Procedures](#)
- Protecting Children & Young People in Anglican Education Policy v1.0. [Protecting Children and Young People - Policy](#)

Procedure Statement

This procedure outlines the behaviour management processes that apply at the College.

SPECIAL NOTE: This Policy should be read in conjunction with Protecting Children and Young People in Anglican Education Guidelines and Procedures v1.0. which deals with matters of harm, sexual abuse or inappropriate behaviour. Protecting Children and Young People in Anglican Education Guidelines 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, Protecting Children and Young People in Anglican Education Guidelines and Procedures must be followed.

Scope

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

Principles

The College's student behaviour management procedures are founded on the values of

- 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 student behaviour issues, College staff endeavour to uphold the dignity of students. This enables students to develop self-esteem and empower them to make more appropriate choices in respect of their future actions.

College staff play an important role in modelling and nurturing appropriate relationships. These relationships exemplify Gospel Values that express a sense of belonging, forgiveness, inclusiveness and tolerance.

The College's student behaviour management procedures aim for forgiveness and restoration of relationships.

Accountabilities

- The Board
- The College Council
- Principal
- Head of Secondary
- Director of Teaching and Learning
- Director of Student Life Activities
- Heads of Department
- Heads of Clan
- International Program Coordinator
- Teaching Staff
- Students

Behaviour management – Secondary Campus

- In the classroom, the teacher deals with inappropriate behaviour using various behaviour management strategies. Those strategies include:
 - a) Warning the student and describing how their actions are inappropriate.
 - b) Isolating the student within the classroom.
 - c) Sending the student to the classroom of the Head of Department to complete their work.
 - d) Warn, move, remove. (e) If unacceptable behaviour persists, the Head of Department's assistance will be sought. The student's parents may be contacted at this stage. The Head of Secondary may meet with relevant staff to implement a behaviour plan.
- In the playground, the duty staff member is responsible for preventing or dealing with inappropriate student behaviour. That behaviour may be observed by the duty staff member or reported by a student or other staff member. The behaviour management strategies applied include:
 - a) Intervention – including settling any displays of social agitation, breaking up conflict and directing students away from out of bounds or trouble areas.
 - b) If a student fails to respond to intervention or repeatedly displays the same behaviour, then the student may be immediately sent to the detention room or receive a lunchtime detention.
 - c) If the inappropriate behaviour causes harm or injury, a report will be made to the Head of Secondary and appropriate consequences implemented. An interview with the student and parents may be held.
- For classroom incidents, the class teacher is responsible for recording behavioural issues on the student data system and where applicable, notifying parents.
- For playground incidents, the duty staff member is responsible for recording behavioural issues on the student data system and where applicable completing the relevant report and forwarding it to the Head of Secondary.

Behavioural expectations of students

- The College has a high expectation of student behaviour. At all times students must abide by:
 - a) the Student Code of Conduct
 - b) Student Guidelines
 - c) College rules
 - d) College policies and procedures; and (e) the directions of College staff.
- Students will be disciplined by the College for failing to comply with the College's behavioural expectation

Procedure - Administration

This procedure will be reviewed 3 years from the date of the approval shown herein unless circumstances require that an earlier review be conducted.

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

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.

The Tiny Tartan Kindergarten

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The Springfield Anglican College – Primary Campus

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CRICOS Registration Number 03658M

