
PO Box 441
OXENFORD QLD 4210
Reserve Road
COOMERA QLD 4209

Phone: 61 7 5573 8661
Fax: 61 7 5573 8688
e-mail: international@ssc.qld.edu.au
Website: www.saintstephenscollege.net.au



A warm welcome to our wonderful Saint Stephen's College

I am very pleased to welcome you to one of the friendliest, safest and productive schools in Australia. Our College has been providing an excellent standard of education for boys and girls from 5 years of age to 18 years of age for a decade. We pride ourselves on helping students to achieve their best academically and in a range of other activities. Our achievements are the result of hard working and dedicated staff and, most importantly, a community of students who encourage each other to do their best.

Welcome to Saint Stephen's College International Student Guide!

I am sure you will find this guide helpful throughout your transition into Saint Stephen's College.

As the person responsible for the pastoral care of international students; I wish to personally open my door to you and your family, adult carers and friends at any time.

Saint Stephen's College recognises we are all members of a greater global community, and as such, aims to develop that global awareness in all its students and staff. Our policy is to foster the knowledge, skills and values that equip young people to involve themselves in human society, and the different environments in which people live.

We invite students from various countries, cultures, religions and nationalities to be part of our student population. We encourage international students to join our College from Preparatory (Preschool) to Year 12 (graduation).

The diversity in our College encourages all students to actively participate as a 'world citizen'. Our learning environment relies heavily on co-operative learning and action, sharing responsibilities, critical thinking and communication.

We aim to create and manage a supportive College community through exceptional pastoral care. Individual needs are carefully considered, whilst progress and development are continually monitored. It is our desire to provide all children with the foundations for achievement in all areas including social, emotional and behavioural wellbeing in the College environment, as well as for the world of tomorrow.

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Saint Stephen's College is an independent, co-educational, Christian day school on the Gold Coast, Queensland, catering for students from Preparatory (Preschool) through to Year 12 (Graduation).

We aim to develop a global perspective and build a community who share international links and partnerships by forming relationships that enhance our understanding of cultural diversity. We welcome students of many cultural and religious backgrounds and from various countries.

Saint Stephen's College exists to provide quality educational experiences to students in a Christian setting. We believe the growth of young people is best achieved from a holistic viewpoint with social, emotional, physical, intellectual, cultural and spiritual growth underpinning this approach.

We believe every young person has a right to achieve at his/her highest level in all he/she endeavours, and that these attempts should be highly valued and encouraged. Programs focus on the uniqueness and potential of each child.

We believe each child is a unique individual with his/her own unique potential. We work hard with teachers and parents/adult carers (whether that be in Australia or overseas) to develop each child's talents and attributes by supporting them to achieve their dreams. We encourage each child to develop their natural talents and to acquire new skills during their time at the College.

In support of its approach to learning, Saint Stephen's College believes that young people learn best in an environment in which they feel valued and happy. Happiness and self-worth are the cornerstones of all growth and learning, regardless of age.

Educational Standards

Saint Stephen's College is committed to providing and maintaining high professional standards in both the marketing and delivery of its education programme. This includes safeguarding the welfare and interests of all students, providing exceptional facilities and resources, and using appropriate and effective methods of instruction. These principles are embedded within the Mission Statement of Saint Stephen's College.

The Mission of our College

Saint Stephen's College will market its programs with integrity, professionalism and accuracy, avoiding vague or misleading statements. Students will be given accurate information about the courses offered and the facilities provided. When providing information to prospective students no false or misleading comparisons will be drawn with any other institution or course.

Saint Stephen's College will consider enrolment applications from students wishing to apply for a Student Visa, subject to compliance with conditions set by Saint Stephen's College, and taking into account legislative requirements of the State of Queensland and the Commonwealth of Australia, including any requirements to undertake extra tuition to learn English to meet the English language proficiency standard needed to enter mainstream classes.

Applications for enrolment must be made on the approved Application for Enrolment Form.

Application for Enrolment Form must be correctly completed, and be accompanied by the following documentation to support the application:

- Copies of student report cards (in English) from the previous two years of study, including a copy of the latest student report. The report should include assessments of academic performance and effort.

- Reference from the student's current or most recent school principal is also required if student report cards do not record student behaviour or assess commitment to studies.

- Completed subject selection form (for Year 7 onwards).

- Photocopy of passport.

- Written evidence of proficiency in English as a second language. (If required)

- Completed homestay placement information and fee, if required.

- Completed enrolment form.

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

Accommodation options that may be approved by Saint Stephen's College for full fee paying 500 (formerly 571) visa subclass students under 18 years of age include

- 2.1 Homestay Program managed by Australian Student Accommodation. Please see Additional Information, below.
- 2.2 Private accommodation and care arrangements requested by the parent but approved by the School which meet all requirements under relevant state and commonwealth legislation.

Saint Stephen's College will maintain approval of accommodation and care arrangements until:

- a) The student completes the course and departs Australia
- b) the student turns 18 years
- c) any appeals processes in relation to Saint Stephen's College's intentions to cancel the student's enrolment has been finalised (including suspensions, cancellations, course progress and attendance)
- d) the student has alternative welfare arrangements approved by another registered provider
- e) a parent or nominated relative approved by the Department of Immigration assumes care of the student
- f) Saint Stephen's College has notified the Department of Immigration that it is no longer able to approve the student's welfare arrangements and has taken the required action after not being able to contact the student.

Any accommodation, welfare and other support arrangements for the student must be approved by Saint Stephen's 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.bluecard.qld.gov.au/>).

Any changes to approved arrangements must also be approved by the School.

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

If a student for whom the School has issued a CAAW refuses to maintain approved arrangements, the School will report this to the Department of Immigration and advise the student to contact the Department of Immigration to ensure visa implications are understood (See Department of Immigration office addresses at: <http://www.border.gov.au/about/contact/offices-locations/australia>).

In the event of a significant or critical welfare issue involving the student, and if determined necessary by the school, a parent, legal guardian or approved relative agrees to travel to a designated location within 3 days to assume care of the student until the situation has been resolved to the school's satisfaction.

If a parent / nominated guardian wishes to assume welfare responsibility, the parent / nominated

You must remain on student visa status for your _____ at the Saint Stephen's College and pay the International student fee schedule.

If your visa type is changed at any time _____ you have to notify the International Centre at the College as soon as you have the official documentation.

In the event that the College is able to receive State and Commonwealth Government recurrent funding with your new visa, your status will move immediately to a domestic student.

However, your tuition fees will change to domestic rates only at the _____.

If your visa changes in term one or term two, you will be charged domestic student fees from the commencement of Semester Two of the sal3(u)-4(0 0 1 100.46 59)4(y)5(t)-3,3nq0 g46.44 35.88 493.8 0.47998 ref*

Saint Stephen's College provides students with support services to assist in adjusting to study and life in Australia and to enable students to achieve expected learning outcomes.

Saint Stephen's College provides a safe environment for students and supports students in the following ways:

On campus security measures

- visitor sign in system
- staff on bus and playground duty at all times during school hours
- after hours security service / lighting

International Centre for on-going support

Pastoral Care System

Buddy system

Academic / Careers Counselling Program for Years 10, 11 and 12

Students will not be reported for failing to meet the 80% threshold for a study period where:

1.9.1 the student produces documentary evidence clearly demonstrating compassionate or compelling circumstances e.g., medical illness supported by a medical certificate, represent the College in sport. (ref to SSC Deferment, Suspension and Cancellation Policy)

1.9.2 the student's attendance has not fallen below 70% attendance.

The method for calculating 70% attendance is the same as that outlined in 1.5.1. with the following change; number of study days x number of days per week x 30%.

If a student is assessed as having nearly reached the threshold for 70% attendance, Executive Director of International Education will assess whether a suspension of studies is in the interests of the student as per Saint Stephen's College's Deferment, Suspension and Cancellation Policy.

If the student does not obtain a suspension of studies under Saint Stephen's College's Deferment, Suspension and Cancellation Policy, and falls below the 70% threshold for attendance, the process for reporting the student for unsatisfactory attendance (breach of visa condition 8202) will occur as outlined in 1.8 – 1.9.

a) Compassionate or compelling circumstances - circumstances beyond the control of the student that are having an impact on the student's progress through a course. These could include:

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

For other circumstances to be considered as compassion4(e)-4(ar)4(l)4(y)9073 0 4-4(m)] TJ,g0 GW* nBT

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

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

The course progress of all students will be assessed at the end of each study period (semester) of enrolment according to Saint Stephen's College's course assessment requirements. A progress report is issued at the end of term one. Parent/host/teacher/student interviews are held three times per year and immediate on request.

If the student does not improve sufficiently academically and achieve satisfactory course progress by the end of the next assessment period, Saint Stephen's College will advise the student/parent/host parent and agent (if applicable) in writing of its intention to report the student for bre

an approved deferment or suspension of study has been granted in accordance with Saint Stephen's College's Deferment, Suspension and Cancellation Policy.

Where Saint Stephen's College decides to extend the duration of the student's study, Saint Stephen's College will report via PRISMS (change needs to be lodged within 14 days) and/or issue a new COE if required. In this case, the student will need to contact the Department of Immigration to seek advice on any potential impacts on their visa, including the need to obtain a new visa.

1. This policy outlines refunds applicable to course fees paid to the school 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.

If the school receives written notification of withdrawal by the student (or parent(s)/legal guardian if the student is under 18) 4 or more weeks prior to commencement:

Tuition Fees

Enrolment fee and Tuition fees already paid in advance will be refunded.

Application fee is not refunded.

Bank fees associated with the transfer of funds will be deducted.

Non-Tuition fees

Advance payment of uniform and textbook costs will be refunded.

Homestay fees paid in advance will be refunded.

The homestay placement fee will be forfeited.

If a student does not start a course on the agreed date and less than 4 weeks' notice of cancellation has been received or if the course starts but the student does not start the course and no request to cancel has been received:

Tuition Fees

Application fees are not refunded.

Bank fees associated with the transfer of funds will be deducted.

Enrolment fee and ESL fees will be refunded.

Application and enrolment fees will be charged in full.

Non-Tuition Fees

The current term ESL will be charged in full and the remainder already paid in advance will be refunded.

Homestay Placement Fees (if applicable) will not be refunded.

Homestay fees in advance will be refunded.

Notification of withdrawal from the course should be made in writing and addressed to the Executive Director of International Education.

If a student withdraws from a course prior to the completion date, but less than one term's notice (ie less than 10 weeks) of withdrawal has been received:

Tuition Fees

The current term and 100% of the following term tuition fees will be charged in full, and the remainder already paid in advance will be refunded.

Application and enrolment fees will not be refunded.

Non-Tuition Fees

Current term ESL will be charged in full and the remainder already paid in advance will be refunded.

Current term Homestay fees (if applicable) nBT/F2 11.04030036>2[G[(C)4(u)-4(rr)4(e)-4(n)4(t)-3(-)-26(t)-3(e)

Notification of withdrawal from the course should be in writing and addressed to the Executive Director of International Education.

The Headmaster has the discretion and may approve a greater amount of refund than stated.

If for any reason Saint Stephen's 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.

In the unlikely event that Saint Stephen's College is unable to deliver the course in full 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 school's default day.

If Saint Stephen's 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>.

*

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

1. Purpose

- a) The purpose of Saint Stephen's 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 Saint Stephen's College, or an education agent.

2. Informal Complaints Resolution

- a) In the first instance, Saint Stephen's College requests there is an attempt to informally resolve the issue through mediation/informal resolution of the complaint.
- b) Students should contact their teacher/Head of Department/Head of Year in the first instance to attempt mediation/informal resolution of the complaint. Students should follow this process:

<p>The student should contact the appropriate staff member for an appointment to discuss the issue. Written notes (in English) of the discussion will be kept for the student's record. The student should also note the time and place of meeting, issues discussed and any conclusions drawn. The Executive Director of International Education should be informed that the meeting took place and be provided with a copy of the student's notes. The Executive Director of International Education will confirm details of the meeting with the staff member concerned and inform the student, in writing, if the staff member disputes any of the details provided. All appointments are to be made through the Student Administration or International Centre</p>
<p>The Executive Director of International to provide guidance, pastoral care and ensure quality outcomes for international students.</p>

major political upheaval or natural disaster in the home country requiring emergency travel that has impacted on studies

7.

- d) The student has not accessed the school support services which may assist with making adjustments to a new environment, including academic and personal counselling services
- e) To apply for transfer to another provider, students need to:

Complete an Application for Student Transfer Form available from the International Department.

Give the completed application form and a valid offer of enrolment from another provider to the International Department for assessment.

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 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 Saint Stephen's 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.

Saint Stephen's College will assess the student's transfer request application and notify the student of a decision within 5 working days.

If Saint Stephen's College grants the student's transfer request, the student will be notified and the decision will be report to the Department of Immigration via PRISMS.

If Saint Stephen's College intends to refuse the student's transfer application request, Saint Stephen's College will provide the student with reasons for refusal in writing and include a copy of the College's complaints and appeals policy (available at _____). The student has the right to access Saint Stephen's 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:

the student confirms in writing they choose to access College's complaints and appeals process, or

the student confirms in writing they withdraw from any appeals process they have commenced, or

the appeals process is completed and a decision has been made in favour of the student or Saint Stephen's College

Applications to transfer to another registered provider may have visa implications. The student is advised to contact the Department of Immigration office as soon as possible to discuss any implications. The address of the nearest office is

Enrolment at Saint Stephen's College is conditional upon participation in academic, sport and cultural programs of the College.

Enrolment at Saint Stephen's College is conditional upon adherence to College Policies as detailed in this document and on the College website. www.saintstephenscollege.net.au.

