



INTERNATIONAL



SHELDON COLLEGE INTERNATIONAL STUDENT AND STAFF HANDBOOK

Sheldon College Ltd trading as Sheldon College

CRICOS Provider No. 02177C



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Important information about policies and procedures for all overseas students is contained in this document. You should read this booklet carefully and seek help, if required. The International Student Co-ordinator will also discuss the contents of this booklet with you upon your arrival at Sheldon College.

The following conditions and fees apply to students entering Australia on STUDENT VISAS to attend Sheldon College, Taylor Road, Sheldon, Queensland, Australia.

LOCAL AREA INFORMATION

If you would like to find out more about the area in which Sheldon College is located, please review the following websites:

Redland Shire: <http://www.redland.qld.gov.au>

Brisbane: <http://www.visitbrisbane.com.au/>
<http://www.brisbane.qld.gov.au>

ACCREDITATION

- ◆ Sheldon College is an accredited school under the NSSAB Act.
- ◆ Sheldon College is registered on the Commonwealth Register of Institutions and Courses for Overseas Students. Our CRICOS Provider number is 02177C.
- ◆ As such, Sheldon College is bound by the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2007.
- ◆ Students are referred to the “ESOS Framework – providing quality education and protecting your rights” available at <https://internationaleducation.gov.au/Regulatory-Information/Pages/Regulatoryinformation.aspx>

COURSES

- ◆ Sheldon College offers Preschool to Year 12. The College is organized into three Sub-Colleges. Junior College caters for Preschool to Year 4; Middle College caters for Years 5 to 8 and the Senior College for Years 9 to 12.
- ◆ The curriculum is based on the Australian National Curriculum Guidelines. Years 5-10 follow the National Key Learning Area curriculum documents. Students in Years 11 and 12 follow Queensland Studies Authority approved curriculum work programs.
- ◆ Students have their work assessed throughout the course at the completion of each unit. An interim report is prepared at the end of the first term of study to check on students’ progress. Formal reporting to parents is prepared at the end of each semester.
- ◆ All Senior Secondary students are eligible to be awarded the Queensland Studies Authority *Senior Statement* on the completion of Year 12. All students who study 5 QSA Authority



Subjects are eligible for a Tertiary Entrance Statement (TES) which outlines their Overall Position in the State and allows them to apply for study at Tertiary Institutions. Students fulfilling all core requirements may also be eligible for a Queensland Certificate of Education (QCE).

CRICOS RESPONSIBILITIES POLICY

Sheldon College is bound by the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2007 under its registration on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS).

In order to be registered on CRICOS, Sheldon College is required to:

- a) have the principle purpose of providing education; and
- b) clearly demonstrate capacity to provide education of a satisfactory standard.

Evidence of Sheldon College's ability to meet these requirements is provided in:

- a) the College's Annual Report to Commonwealth and State governments, available at the <http://www.sheldoncollege.com/>.
- b) Non State-Schools Accreditation Board documentation – the school's Cyclical Review Report and NSSAB confirmation letter.

Sheldon College's CRICOS Registration details:

Sheldon College Ltd t/a Sheldon College

CRICOS Provider No: 02177C

CRICOS Course No: 087900M Primary Years (P-6)

CRICOS Course No: 087901K Junior Secondary (Years 7-10)

CRICOS Course No: 038368K Senior Secondary (Years 11-12)

Period of CRICOS Registration: 23 / 01 / 2001 to 30 / 06 / 2019

Sheldon College is registered to enrol a maximum of 20 full fee paying 571 visa subclass students.

N.B., Calculations regarding capacity should include Confirmations of Enrolment (CoEs) for current students as well as approved and visa granted CoEs for future students.

ENTRY REQUIREMENTS POLICY

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



Applications for enrolment must be made on the approved Application Form, correctly completed, and must be accompanied by the following documents supporting the application:

- copies of the students' most recent academic records (in English);
- a copy of applicant's Passport;
- written evidence of proficiency in English as a second language;
- and an application fee of \$AUD200.00.

Where the above documents are not in English, certified translations in English are required, with necessary costs to be met by the applicant.

An application for enrolment can only be processed when all of the above are in the hands of the Enrolments Officer.

Applications from overseas students are processed according to established policy and procedures, and are dealt with on their merits.

Assessment procedures include an evaluation of reports from previous schools and of English language proficiency. In cases where report cards are not available or are inconclusive for any reason, the College may require relevant testing of the applicant to assess the application.

Minimum academic and English language requirements are as follows:

Academic Requirements

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

- a) For Primary School:
 - i) Evidence of application to school work and age-appropriate achievement in literacy and numeracy areas of the curriculum
- b) For Year 7 – 12 students:
 - i) A pass level or "C" grade or better for the majority of core subjects

English Language Proficiency Requirements

1. Sheldon College requires evidence of sufficient proficiency in English to successfully meet the curriculum demands of the enrolled course. This is a requirement under the 2007 National Code of Practice, Section D Standard 2.
2. If applicable, the College can assess evidence of English language proficiency presented by a student at the time of application.
3. 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.

Students wishing to enter the College below Year 10 level are assessed individually based on the contents of their report cards and personal references, and may also be required to undertake a language proficiency test set by the College.



ENGLISH PROFICIENCY REQUIREMENTS		
Year Level Of Entry	Required IELTS Score or Equivalent	Notes
PREP to YEAR 6		<i>Students' language needs would be assessed individually. Students in Years 5,6,7 must provide evidence of a basic level of competency and a commitment to further their English language skills. Examples of such evidence include: a report card from a school where the student has been taught in English; written results from an English study course; or a written statement from a private English tutor. The commitment to learning English should have been approximately two years.</i>
YEARS 7 - 8	Not less than 5 - 6	<i>Students' progress would be monitored and language level reassessed to ensure entry requirement for higher year levels is adequate</i>
YEAR 9 - 10	Not less than 7	
YEAR 11-12 (Students need to have at least completed Year 10)	Not less than 7	<i>Students transferring from another institution to complete Year 12 must have evidence of academic success to date in the QSA subjects to be eligible for enrolment to complete Senior Secondary.</i>

- ◆ Applicants requiring tuition in English as a second language shall meet the costs of such instruction, as determined from time to time by the Principal. (See also Overseas Student Fees)
- ◆ Enrolment at Sheldon College is conditional upon the acceptance of, and adherence to the 'Conditions of Entry' listed on the Application for Enrolment, and in other College publications. Students must abide by the College Code of Conduct at all times. Failure to do so will result in cancellation of enrolment.
- ◆ Suspension or cancellation of enrolment at Sheldon College follows fair, appropriate and objective measures which are employed for the correction and / or discipline of students, including detention, suspension of, and / or termination of enrolment, after each individual case has been carefully considered. College expectations are clearly outlined in the *Sheldon College Student Handbook*. The College reserves the right to suspend or terminate an enrolment at its discretion for failure to comply with the 'Conditions of Entry', or other serious breaches of College rules or regulations. See also Deferment, Suspension and Cancellation Policy below.
- ◆ In the event of termination of enrolment by the College, the Department of Immigration and Border Protection (DIBP) will be notified immediately, and arrangements will be made for the return of the student to parental care as soon as possible, with expenses to be met by the student. In the event of a termination of enrolment, any relocation expenses for the student or monies owed will be paid by the student (for further details refer to Refund Policy).



MARKETING POLICY

Sheldon College markets its education and training services ethically and in a professional manner to maintain the integrity and reputation of the international education industry.

Sheldon College's marketing materials do not make false claims or provide misleading information about itself, its courses or course outcomes, including:

- Claims of associations between providers;
- Employment outcomes associated with a course;
- Automatic acceptance into another course; and
- Possible migration outcomes.

Sheldon College will not actively seek to recruit a student who is already enrolled with another registered provider.

Sheldon College will assess any enrolment enquiry from a student already enrolled with another registered provider according to the requirements of Part D, Standard 7 of the National Code of Practice.

The College's Legal Entity Name Sheldon College Ltd t/a Sheldon College and CRICOS Number appear on all College written marketing and other required materials, as below, including in electronic form, as required by the 2007 National Code in the following format:

Sheldon College Ltd t/a
Sheldon College
CRICOS Number: 02177C

Offers of enrolment can only be made for registered courses that are listed on the CRICOS.

CONFIRMATION OF PARENT/GUARDIAN RELATIONSHIPS

(For students live in approved accommodation arrangements in Australia)

It is the preference of the College Administration that young children are accommodated with blood relatives, preferably one of the birth parents. Where a parent or legal guardian is not available, the College will accept responsibility for student welfare and help facilitate a homestay placement.

Homestay arrangements arranged by the College will involve an application and interview process. All household members over 18 years of age must have a Blue card. Homestay costs will be negotiated between the two families.

All applicants must demonstrate a parental or guardianship relationship in which parents and/or guardians accept responsibility for the applicant. Such responsibilities must include the provision of adequate lodging, resources and care to enable the applicant to participate fully in College curriculum and activities.

Parents and/or guardians of overseas students must also undertake to provide the College with prompt notification of change of address and/or alteration of circumstances which affect any applicant's/student's status, and assist the College appropriately in any case of student sickness or injury and in any curriculum area or activity offered by the College.



Enrolment of overseas students is conditional upon their full participation in the complete range of the College curriculum and activities. Parents and/or guardians shall be required to support the program of the College and its Code of Conduct.

OVERSEAS STUDENT HEALTH COEVER (OSHC) ARRANGEMENTS

It is compulsory that international students take out private health cover for the duration of their stay in Australia. OSHC is to be arranged by the student.

FEES, REFUNDS AND TPS OBLIGATIONS POLICY

Sheldon College collects fees in accordance with requirements under ESOS legislation.

This includes:

- a) having a written agreement with a student or intending student that sets out the length of each study period and tuition fees for each study period for a student's course
- b) not receiving more than 50% of the student's total tuition fees for a course before the student has begun the course, and
- c) once the student begins a course, not requiring any of the remaining tuition fees for the course to be paid more than 2 weeks before the beginning of the student's second study period for the course.

Sheldon College refunds course monies in accordance with requirements under ESOS and state legislation.

Information on tuition and non-tuition fees payable and Sheldon College fees and refund policy is provided to students prior to enrolment and is part of the written agreement between the student and the College.

College Fees and Refund Policy are included in College documentation in:

- a) Pre-enrolment information
- b) the College's Written Agreement: and
- c) Enrolment Information Pack.

REFUND POLICY

This policy outlines refunds applicable to course fees paid to Sheldon.

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.

The enrolment application fee is non-refundable.

Work Procedure

1. Payment of Course Fees and Refunds

- a) Fees are payable according Sheldon College's International Student Fee Schedule.
- b) An itemised list of College fees is provided in the College's Written Agreement.



- 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.
2. All notification of withdrawal from a course, or applications for refunds, must be made in writing and submitted to the Principal.
3. **Student default because of visa refusal**

If a student produces evidence of visa refusal (or provides permission for the College to verify visa refusal with the Department of Immigration) and fails to start a course on, or withdraws from the course on or before the agreed starting day, the College will refund within four weeks of receiving a written claim from the student the total amount of course fees received by the College before the student's default day, minus the lesser of

- o 5% of the amount of course fees received, or
- o AUD\$500.00.

If a student whose visa has been refused withdraws from the course after it has commenced, the College 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 College 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).*

4. 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, up to 5% of the 1st semester tuition fees will be retained by the College with the remainder of tuition fees received being refunded to the parent.

(c) Non-Commencement with notification of withdrawal:

- i. If the College receives written notification of withdrawal by the student (or parent(s)/legal guardian if the student is under 18) 4 or more weeks prior to commencement, the College will refund the amount of-tuition fees received less an administration fee of AUD\$500.00
- ii. If the College receives written notification of withdrawal by the student (or parent(s)/legal guardian if the student is under 18) less than 4 weeks prior to commencement of the course, up to 5% of the 1st semester tuition fees will be retained by the College with the remainder of tuition fees received being refunded to the parent.



(d) Refunds after commencement of a course:

- i. As a courtesy, the College requests 4 weeks' notice of withdrawal by the student (or parent(s)/legal guardian if the student is under 18).
- ii. *If tuition fees for up to 1 study period have been received in advance:* Where the student (or parent(s)/legal guardian if the student is under 18) notifies the College in writing of withdrawal before completing the relevant study period, no tuition fees will be refunded.
- iii. *If tuition fees for more than 1 study period have been received in advance:* If fees for more than one study period have been received in advance, and the College receives written notification of withdrawal by the student (or parent(s)/legal guardian if the student is under 18), the College will refund the amount of unused tuition fees less an administration fee of AUD\$500.00, provided that at least 4 weeks written notice of withdrawal has been received.

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

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

- i. Failure to maintain satisfactory course progress (visa condition 8202). Please see *Policy SC931 Course Progress and Attendance*.
- ii. Failure to maintain satisfactory attendance (visa condition 8202). Please see *Policy SC931 Course Progress and Attendance*.
- iii. Failure to maintain approved welfare and accommodation arrangements (visa condition 8532). Please see *Policy SC932 Welfare and Accommodation*.
- iv. Failure to pay course fees.
- v. Any behaviour identified as resulting in enrolment cancellation in Sheldon College's Code of Conduct.

5. Provider default

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

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>.

*Calculation of the refund due in this case is prescribed by a legislative instrument (s.7 of Education Services for Overseas Students (Calculation of Refund) Specification 2014).

<http://www.comlaw.gov.au/Details/F2014L00907>.



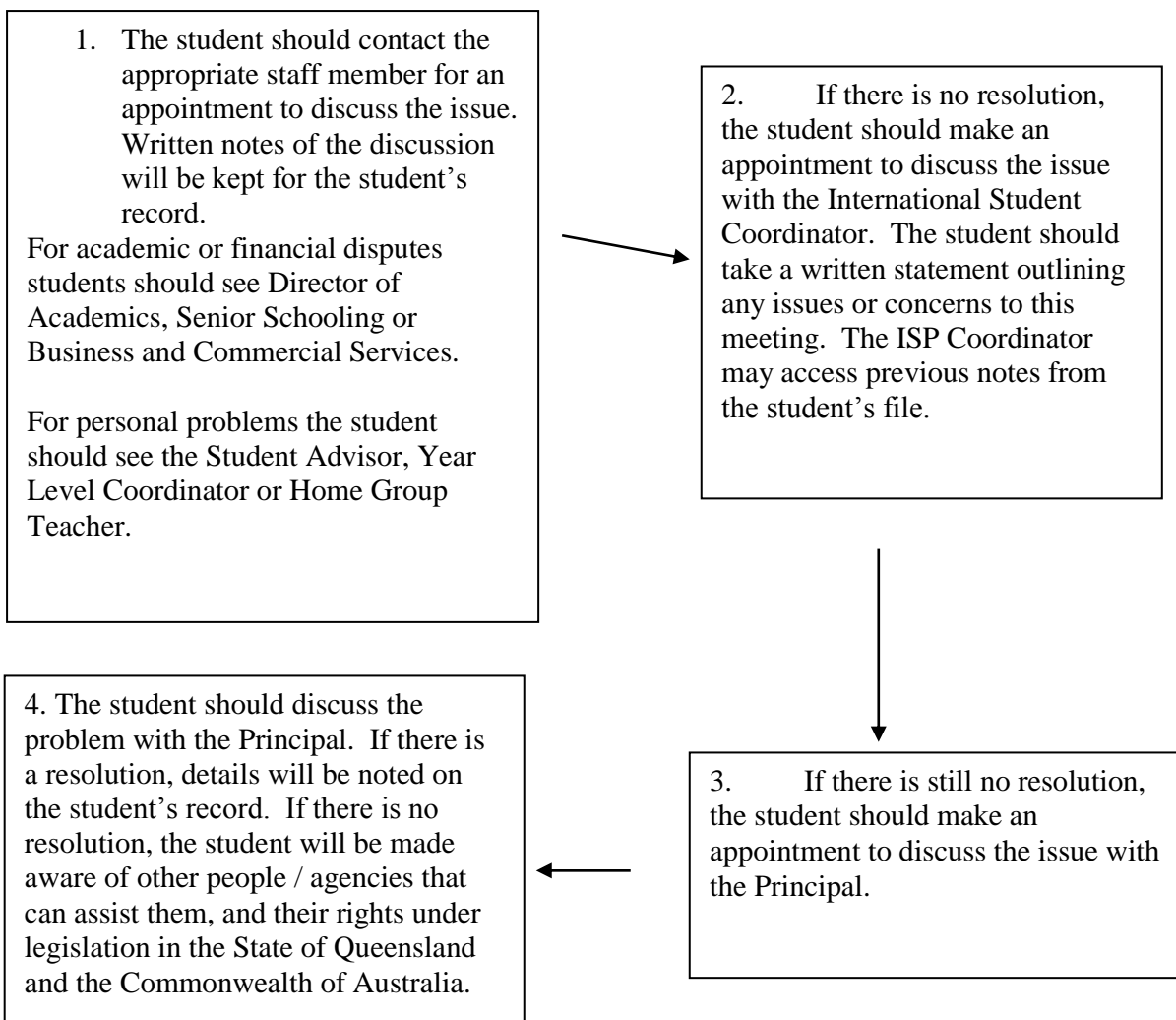
This agreement, and the availability of complaints and appeals processes, does not remove the right of the student to take action under Australia’s consumer protection laws.

Definitions

- a. **Non-tuition fees** – fees not directly related to provision of the student’s course, including College uniforms, extra curricular activities, book packs, homestay (where applicable) and OSHC.
- b. **Tuition fees** – fees directly related to the provision of the student’s course, including camp program and some excursions.
- c. **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.
- d. **Study period** – One semester.

DISPUTE RESOLUTION

In the event of a dispute or high level grievance, students should first try to solve problems through the College’s internal dispute processes. Students should follow the process below and allow two weeks for the process to be completed.





COMPLAINTS AND APPEAL POLICY

Sheldon College has a complaints and appeals process which complies with Commonwealth and State requirements. Access to this process is available to an overseas student at any time, but has prescribed conditions under Standards 10, 11 and 13. If the College's complaints and appeals process is invoked under any of these standards, provisions under Standard 5 will also be applicable if the student is under 18 years of age and the College has approved accommodation, support and welfare arrangements.

The purpose of Sheldon 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.

1. Complaints against other students
 - a) Grievances brought by a student against another student will be dealt with under the College's Code of Conduct.
2. Informal Complaints Resolution
 - a) In the first instance, Sheldon College requests there is an attempt to informally resolve the issue through mediation/informal resolution of the complaint.
 - b) Students should contact the student's teacher in the first instance to attempt mediation/informal resolution of the complaint.
 - c) If the matter cannot be resolved through mediation, the matter will be referred to the Director of Student Services and *Sheldon College's* internal formal complaints and appeals handling procedure will be followed.
3. Formal Complaints Handling Procedure
 - 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.
 - g) Students and / or the College may be accompanied and assisted by a support person at all relevant meetings.
 - h) The formal grievance process will commence within *10 working days* of the lodgement of the complaint or appeal with the Principal.



- i) 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.
 - j) If the grievance procedure finds in favour of the student, Sheldon College will immediately implement the decision and any corrective and preventative action required, and advise the student of the outcome.
 - k) Sheldon College undertakes to finalise all grievance procedures as soon as practicable.
 - l) For the duration of the appeals process, the student's enrolment and attendance must be maintained.
4. External Appeals Processes
- a) If the student is dissatisfied with the conduct or result of the complaints procedure, he/she may seek redress through an external body at minimal or no cost. The external appeals process must be undertaken and assessed within two weeks of the final decision.
 - b) If the student wishes to complain or to lodge an external appeal about a decision made or action taken by Sheldon College, he/she may contact the Overseas Students Ombudsman at no cost. The Overseas Students Ombudsman offers a free and independent service for overseas students. Please see: www.oso.gov.au or phone 1300 362 072 for more information.

5. Other legal redress

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

DEFERMENT, SUSPENSION AND CANCELLATION POLICY

1) Deferral of Commencement of Study Requested by Student

- a) Sheldon College will only grant a deferral of commencement of studies for compassionate and compelling circumstances. These include but are not limited to:
 - i) illness, where a medical certificate states that the student was unable to attend classes.
 - ii) bereavement of close family members such as parents or grandparents (where possible a death certificate should be provided).
 - iii) major political upheaval or natural disaster in the home country requiring emergency travel that has impacted on studies.
 - iv) a traumatic experience which has impacted on the student (these cases should be where possible supported by police or psychologists reports).
- b) The final decision for assessing and granting a deferral of commencement of studies lies with the Principal.
- c) Deferral will be recorded on PRISMS within 14 days of being granted.



2) Suspension of Study Requested by Student

- a) Once the student has commenced the course, Sheldon College will only grant a suspension of study for compassionate and compelling circumstances. These include but are not limited to;
- i) illness, where a medical certificate states that the student was unable to attend classes.
 - ii) bereavement of close family members such as parents or grandparents (where possible a death certificate should be provided).
 - iii) major political upheaval or natural disaster in the home country requiring emergency travel that has impacted on studies.
 - iv) a traumatic experience which has impacted on the student (these cases should be where possible supported by police or psychologists' reports).
- b) Suspensions will be recorded on PRISMS within 14 days of being granted.
- c) The period of suspension will not be included in attendance calculations.
- d) The final decision for assessing and granting a suspension of studies lies with the Principal.

3) 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 Sheldon College's Refund Policy for information regarding refunds.

4) Assessing Requests for Deferment or Suspension of Studies

- a) Applications will be assessed on merit by Principal
- b) All applications for deferment or suspension will be considered within 10 working days.

5) College Initiated Exclusion from Class (1 – 28 days)

- a) Sheldon College may exclude a student from class studies on the grounds of misbehaviour by the student. Exclusion will occur as the result of any behaviour identified as resulting in exclusion in Sheldon College's Code of Conduct.
- b) Excluded students must abide by the conditions of their exclusion from studies which will depend on the welfare and accommodation arrangements in place for each student and which will be determined by the Principal.
- c) 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.
- d) Exclusions from class will not be recorded on PRISMS.
- e) Periods of 'exclusion from class' for up to 5 days will not be included in attendance calculations as per Sheldon College's Course Progress and Attendance Policy.

6) College Initiated Suspension of Studies (28 days +)



- a) Sheldon 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 Sheldon College's Code of Conduct.
- b) Suspended students must abide by the conditions of their suspension from studies which will depend on the welfare and accommodation arrangements in place for each student and which will be determined by the Principal.
- c) Students who have been suspended for more than 28 days may need to contact Department of Immigration. (Please see contact details at: <http://www.immi.gov.au/contacts/australia/index.htm>).
- d) If special circumstances exist, the student must abide by the conditions of his or her suspension which will depend on the welfare and accommodation arrangements in place for each student and which will be determined by the Principal.
- e) Suspensions will be recorded on PRISMS.
- f) The period of suspension will not be included in attendance calculations.

7) College Initiated Cancellation of Enrolment

- a) Sheldon College will cancel the enrolment of a student under the following conditions;
 - i) Failure to pay course fees
 - ii) Failure to maintain approved welfare and accommodation arrangements (visa condition 8532)
 - iii) Any behaviour identified as resulting in cancellation in Sheldon College's Code of Conduct.
- b) Sheldon College is required to report failure to maintain satisfactory course progress and failure to maintain satisfactory attendance to Department of Immigration, which may impact on a student's visa.
- c) Sheldon College may cancel the enrolment of a student for failure to disclose a pre-existing condition requiring a high degree of specialised support or care.

College initiated cancellation of enrolment is subject to Sheldon College's Complaints and Appeals Policy. Please see 8), below.

8) Complaints and Appeals

- a) Student requests for deferment, and suspension and cancellation of enrolment are not subject to Sheldon College's Complaints and Appeals Policy.
- b) Exclusion from class is subject to Sheldon College's Complaints and Appeals Policy.
- c) College initiated suspension, where the suspension is to be recorded in PRISMS, and cancellation are subject to Sheldon College's Complaints and Appeals Policy.
- d) For the duration of the internal appeals process, the 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 students access the College's complaints and appeals process regarding a College initiated suspension or cancellation of enrolment under Standard 13, 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. NB: Students may still access the external complaints and appeals process, but the College need not await the outcome of this process before changing the student's enrolment status in PRISMS. However, if the College has issued a CAAW for a student, welfare provisions under NC St 5.3 are applicable.

- f) Extenuating circumstances include:
- i. the student refuses to maintain approved welfare and accommodation arrangements (for students under 18 years of age).
 - ii. the student is missing.
 - iii. the student has medical concerns or severe depression or psychological issues which lead the College to fear for the student's wellbeing.
 - iv. the student has engaged or threatened to engage in behaviour that is reasonably believed to endanger the student or others.
 - v. is at risk of committing a criminal offence, or
 - vi. the student is the subject of investigation relating to criminal matters.
- g) The use of extenuating circumstances by Sheldon 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.

9) Student to Seek Information from Department of Immigration

- 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 Immigration Website www.immi.gov.au/students/ for further information about their visa conditions and obligations.

10) Definitions

Day – any day including weekends and public holidays in or out of term time.

STUDENT TRANSFER REQUEST ASSESSMENT POLICY

- 1) Overseas students are restricted from transferring from their principal course of study for a period of six months. This restriction also applies to any course(s) packaged with their principal course of study.
- 2) Students can apply for a letter of release to enable them to transfer to another education provider. However, if a student is under 18 years of age, conditions apply.
- 3) Students under 18 years of age MUST also have:
 - a) Written evidence that the student's parent(s)/legal guardian supports the transfer.
 - b) Written confirmation that the new provider will accept responsibility for approving the student's accommodation, support, and general welfare arrangements where the student is not living with a parent / legal guardian or a suitable nominated relative.
 - c) Evidence that the student is always in DIAC approved welfare and accommodation arrangements.



4) Sheldon College will only provide a letter of release to students in the first six months of their principal 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) It has been agreed by the College the student would be better placed in a course that is not available at Sheldon College.
- c) Any other reason stated in the policies of Sheldon College.

5) Sheldon College will NOT provide a letter of release to students in the first six months of their principal course in the following circumstances:

- a) The student's progress is likely to be academically disadvantaged.
- b) Sheldon 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 College support services which may assist with making adjustments to a new environment, including academic and personal counselling services.

6) In order to apply for a letter of release, all students must first have a letter of offer from the receiving provider.

7) Applications to transfer to another registered provider may have visa implications. The student is advised to contact the Department of Immigration and Citizenship office as soon as possible to discuss any implications. The address of the nearest Office is: Ground Floor, 299 Adelaide Street, Brisbane.

Other contact details for Department of Immigration are:

Tel: 131 881 and E: student.centre@immi.gov.au

8) If a letter of release is provided by this College it will give information about whether the student has demonstrated a commitment to studies during the course, had a good attendance record for the course, and paid all fees for the course.

9) All applications for transfer will be considered within 10 working days and the applicant notified of the decision.

10) Students whose request for transfer has been refused may appeal the decision in accordance with Sheldon College's complaints and appeals policy.

WELFARE AND ACCOMMODATION POLICY

Sheldon 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 Immigration.**



In this case:

- i. The College does **not** provide a welfare letter (CAAW) via PRISMS. The student's family provides proof of relationship to Department of Immigration for the purposes of visa application.
- ii. If the adult responsible for the welfare, accommodation and other support arrangements for a student under 18 years holds a Student Guardian visa (subclass 580), all obligations and conditions of this visa must be met, including:
 - o not leaving Australia without the nominating student unless the College has first approved alternative welfare and accommodation arrangements for the student for the adult's period of absence, and
 - o advising the Department of Immigration of any change of address, passport or other changes of circumstances.

2. The student will live in College approved accommodation and care arrangements and the College will generate the welfare letter (CAAW) via PRISMS to accompany the student's Confirmation of Enrolment (CoE).

In this case:

- i. Any accommodation, welfare and other support arrangements for the student must be approved by the College, including arrangements provided by third parties.
- ii. 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.
- iii. 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 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.immi.gov.au/Help/Locations/Pages/Australia.aspx>.)

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

- i. Homestay Program.
- ii. Private accommodation and care arrangements approved by the College which meet all requirements under relevant state and commonwealth legislation.

If the College has taken responsibility for approving arrangements for student care and welfare, should the College not approve requests for changes to agreed arrangements, and the student refuses to maintain the approved and agreed arrangements, the College will advise the student this will be reported to Department of Immigration and the student will need to contact Department of Immigration to ensure visa implications are understood. (See Department of Immigration office addresses at:

<http://www.immi.gov.au/contacts/australia/index.htm>.) This includes any requests by students under 18 years of age to attend "Schoolies Week" on completion of Year 12.

3. For College vacation periods, the following accommodation options are available to full fee paying 571 visa subclass students under 18 years of age for whom the College has issued a CAAW:

- Student returns home to parents.
- Student continues to live in / is placed in Homestay arranged and approved by the College.



- Student may spend vacation with friend's family or relatives if all requirements are met in order to attain College approval.
- Student may attend a supervised excursion, camp, etc..., if all requirements are met in order to attain College approval.

Accommodation options for full fee paying 571 visa subclass students 18 years and older include:

- Homestay Program.
- Private accommodation arrangements.

For College vacation periods, the following accommodation options are available to full fee paying 571 visa subclass students 18 years or older:

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

are given.

Additional Information:

HOMESTAY / PRIVATE ACCOMMODATION ARRANGEMENTS

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

- Continuous dates for approved welfare arrangements.
- Documented procedures for checking suitability of accommodation, support and general welfare arrangements:
 - Guidelines for selecting family and ensuring the family can provide a stable environment for the duration of the student's enrolment at the College;
 - Criteria about accommodation services to be provided, and contract for arrangements about providing accommodation services;
 - Compliant Homestay Risk Management strategy
- Bluecard for adults living in the private arrangement other than overseas students.

STUDENT GUARDIAN VISAS

Sheldon College requires holders of Student Guardian Visas to:

- i. maintain Overseas Visitor Health Cover for themselves and any dependent children living with them in Australia;
- ii. immediately advise the College of any change to address or contact details;
- iii. 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 for the Department of Immigration.

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.

CRITICAL INCIDENT POLICY

- 1) Sheldon College recognises the duty of care owed to its students and that planning for the management of a critical incident is essential.
- 2) A critical incident is a traumatic event, or the threat of such (within or outside Australia) which causes extreme stress, fear or injury. This may include but is not limited to:
 - a) Serious injury, illness or death of a student or staff
 - b) Students or staff lost or injured on an excursion
 - c) A missing student
 - d) Severe verbal or psychological aggression
 - e) Physical assault
 - f) Student or staff witnessing a serious accident or incident of violence
 - g) Natural disaster e.g. earthquake, flood, windstorm, hailstorm or extremes of temperature
 - h) Fire, bomb threat, explosion, gas or chemical hazard
 - i) Social issues e.g. drug use, sexual assault
- 3) Critical Incident Committee
 - a) Sheldon College has a Critical Incident Committee to assist the Principal in the prevention and management of critical incidents at the school, or off campus in the case of an overseas student for whom the College has undertaken care responsibilities.
 - b) The Director of College Operations is the critical incident team leader.
 - c) The Critical Incident Committee also includes:
 - i) the Principal,
 - ii) Selected staff members
 - iii) the College Chaplain
 - d) The responsibilities of the committee include:
 - i) risk assessment of hazards and situations which may require emergency action;
 - ii) analysis of requirements to address these hazards;
 - iii) establishment of liaison with all relevant emergency services e.g. police, fire brigade, ambulance, hospital, poisons information centre, community health services;
 - iv) 24 hour access to contact details for all students and their families;
 - v) 24 hour access to contact details for all relevant staff members needed in the event of a critical incident e.g. College chaplain, welfare officer, legal services, College security;



- vi) development of a critical incident plan for each critical incident identified;
- vii) dissemination of planned procedures;
- viii) organisation of practice drills;
- ix) regular review of the critical incident plan;
- x) assisting with implementation of the critical incident plan;
- xi) arranging appropriate staff development;
- xii) budget allocation for emergencies.

4) Critical Incident Plans

- a) All critical incident plans assign responsibilities among relevant staff members; cover all the actions to be taken and timelines for doing so.
- b) Immediate Action (within 24 hours)
 - i) Identify the nature of the critical incident;
 - ii) Notification of the critical incident committee/team leader;
 - iii) Implement the appropriate management plan or action strategy;
 - iv) Assignment of duties and resources to College staff;
 - v) Seeking advice and help from any necessary emergency services/hospital/medical services;
 - vi) Dissemination of information to parents and family members;
 - vii) Completion of a critical incident report;
 - viii) Media response if required (see below);
 - ix) Assess the need for support and counselling for those directly and indirectly involved.
- c) Additional Action (48 – 72 hours)
 - i) Assess the need for support and counselling for those directly and indirectly involved (ongoing);
 - ii) Provide staff and students with factual information as appropriate;
 - iii) Restore normal functioning and College delivery.
- d) Follow-up – monitoring, support, evaluation
 - i) Identification of any other people who may be affected by critical incident and access of support services for affected community members;
 - ii) Maintain contact with any injured/affected parties;
 - iii) Provision of accurate information to staff and students where appropriate;
 - iv) Evaluation of critical incident management;
 - v) Be aware of any possible longer term disturbances e.g. inquests, legal proceedings.

5) Resources

- a) The nature of critical incidents is such that resources cannot always be provided in anticipation of events. The critical incident committee uses its discretion to provide adequate resources – both physical and personnel – to meet the needs of specific situations. Staff will be reimbursed for any out-of-pocket expenses.

6) Managing the Media

- a) Manage access of the media to the scene, and to staff, students and relatives;



- b) The Principal should normally handle all initial media calls;
- c) Determine what the official College response will be;
- d) All facts should be checked before speaking to the media;
- e) If accurate information is unavailable or the issue is of a sensitive nature, explain that questions cannot be answered at this time;
- f) Avoid implying blame or fault for any part of the incident as this can have significant legal implications;
- g) The Principal may delegate media liaison to another member of staff.

7) Evaluation and Review of Management Plan

- a) After every critical incident, a meeting of the critical incident committee will be held to evaluate the critical incident report and the effectiveness of the management plan and to make modifications if required. If appropriate this process will incorporate feedback from all staff, students and local community representatives.

Example of a critical incident plan - injury to overseas student

1) Immediate Action (within 24 hours)

- a) Identify the nature of the critical incident
- b) The person, who is initially notified of the incident, be that the PA to the Principal, should get as much information as possible regarding the nature of the critical incident.
 - i) Where did the injury occur? On campus or off?
 - ii) How severe is the nature of the injury?
 - iii) Where is the student now?
 - iv) Is the student in hospital?
 - v) Has an ambulance been called?
 - vi) Is an interpreter required?
- c) The information should be documented for further reference.
- d) Notification of the critical incident committee/team leader
- e) The person who is initially notified of the incident should notify the critical incident team leader immediately.
- f) Assignment of duties to College staff
 - i) The critical incident team leader will identify the staff member responsible for any immediate action.
 - ii) The incident will then be referred to the identified staff member.
 - iii) The responsible staff member should keep in close contact with the critical incident team leader and any other staff members as required.
- g) Implement the appropriate management plan or action strategy
 - i) If the student is on campus
 - Ensure appropriate intervention to minimise additional injury
 - Provide first aid where necessary
 - Ascertain seriousness of injury
 - Call ambulance if required
 - If ambulance is required, accompany student to hospital



- Ascertain seriousness of injury from hospital staff
- If ambulance is not required accompany student to relevant medical service e.g. doctor

- ii) If the student is off-campus
 - If situation appears serious, call an ambulance and either meet the ambulance at the student's location or at the hospital
 - Otherwise go to location of student
 - Provide first aid where necessary
 - Ascertain seriousness of injury
 - Call ambulance if required
 - If ambulance is required, accompany student to hospital
 - Ascertain seriousness of injury from hospital staff
 - If ambulance is not required accompany student to relevant medical service e.g. doctor

- iii) If the student has already been taken to hospital
 - Go to hospital
 - Ascertain seriousness of injury from hospital staff

- h) Dissemination of information to parents and family members
 - i) When there are a number of people to contact such as when a student is in a homestay, the College should attempt to simultaneously contact all parties.
 - ii) Contact the parents/legal guardian of the student
 - iii) Contact the carer of the student e.g. they may be living with a relative
 - iv) Contact the homestay family of the student

- i) Completion of a critical incident report [see sample critical incident report]

- j) Media response if required

- k) Inform critical team leader of any relevant factual information to be conveyed to the media liaison.

- l) Assess the need for support and counselling for those directly and indirectly involved

- m) If the student is seriously injured or requires hospitalisation, the College should enlist aid of overseas consular staff to assist the family if they are travelling to Australia, with interpreting services to aid in communication with the relevant medical services and with counselling services if required.

- n) The College should assess whether other staff and students have been affected by the incident and provide support and counselling as required.

- o) The College should also contact Department of Immigration and inform them of the incident.

2) Additional Action (48 – 72 hours)

- a) Assess the need for support and counselling for those directly and indirectly involved (ongoing)



- b) Provide staff and students with factual information as appropriate
 - i) Depending on the nature of the incident, it may be appropriate for the Principal to address the College and inform them of the facts of the incident and the condition of the student concerned.
- c) Restore normal functioning and College delivery
 - i) Where the incident occurred on College premises, there will be other procedures to follow in relation to any possible safety issues and the College's legal obligations. The critical incident committee should identify the appropriate staff member to follow up these issues.

3) Follow-up – monitoring, support, evaluation

- a) Identification of any other people who may be affected by critical incident and access of support services for affected community members
 - i) The effects of traumatic incidents can be delayed in some people; the College's needs to be aware of any emerging need for support and/or counselling.
- b) Maintain contact with any injured/affected parties
- c) If the student is in hospital for some time, the College needs to maintain contact with the student and their family.
 - i) Support and assistance for the student and family
 - ii) Depending on the condition of the student, the College could provide College work for the student to enable them to remain in touch with College activities
 - iii) Discuss with the family any required changes to the enrolment of the student e.g. suspension or cancellation of enrolment and make any changes required on PRISMS
- d) Provision of accurate information to staff and students where appropriate
 - i) Depending on the nature of the incident, it may be appropriate for the principal to address the College and inform them of the facts of the incident and the condition of the student concerned.
- e) Evaluation of critical incident management
 - i) The critical incident committee should be held to evaluate the critical incident report and the effectiveness of the management plan and to make modifications if required.

Be aware of any possible longer term effects on the College and student well-being e.g. inquests, legal proceedings.

COURSE PROGRESS AND ATTENCANCE

1. Course Progress

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



- b) The course progress of all students will be assessed at the end of each study period (semester) of enrolment.
- c) Students who have begun part way through a semester will be assessed after one full study period.
- d) To demonstrate satisfactory course progress, students will need to have made satisfactory course progress as appropriate for the registered course in any study period. Students with 3 or more “Limited Achievement” grades each semester will be deemed unsatisfactory.
- e) If a student does not achieve or fails to demonstrate satisfactory course progress in a study period, as described above, the student will attend an interview with the ISP Coordinator. The Director of Teaching and Learning will formally contact the parent(s) to advise there will be a meeting with the student to develop an intervention strategy for academic improvement. This may include;
 - i. After hours tutorial support
 - ii. Subject tutorial support in class time
 - iii. Mentoring
 - iv. Additional ESL support
 - v. Change of subject selection, or reducing course load (without affecting course duration)
 - vi. Counselling – time management
 - vii. Counselling -academic skills
 - viii. Counselling - personal
 - ix. other intervention strategies as deemed necessary
- f) A copy of the student’s individual strategy and progress reports in achieving improvement will be forwarded to parents.
- g) The student’s individual strategy for academic improvement will be monitored over the following study period by the Director of Academics and records of student response to the strategy will be kept.
- h) If the student does not improve sufficiently academically and achieve satisfactory course progress by the end of the next study period, Sheldon 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. 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 Sheldon College, he/she may contact the Overseas Student Ombudsman at no cost. This must be done within 10 days. Please see Sheldon College’s Complaints and Appeals Policy for further details.
- i) The College will notify the National ESOS Authority via PRISMS of the student not achieving satisfactory course progress as soon as practicable where:
 - i. the student does not access the complaints and appeals process within 20 days, or
 - ii. withdraws from the complaints and appeals process, or
 - iii. the complaints and appeals process results in favour of the College.



2. Completion Within Expected Duration of Study

- a) As noted in 1.a., the College will monitor, record and assess the course progress of each student for the course in which the student is currently enrolled.
- b) Part of the assessment of course progress at the end of each semester will include an assessment of whether the student's progress is such that they are expected to complete their course 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 of:
 - i. compassionate or compelling circumstances (see Definitions below)
 - ii. student participation in an intervention strategy as outlined in 1.e.
 - iii. an approved deferment or suspension of study has been granted in accordance with Sheldon College's Deferment, Suspension and Cancellation Policy.
- 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.

3. Monitoring Course Attendance

- a) Satisfactory course attendance is attendance of 80% of scheduled course contact hours.
- b) Student attendance is:
 - i. checked and recorded daily;
 - ii. assessed regularly;
 - iii. recorded and calculated over each study period.
- c) Late arrival at the College will be recorded and will be included in attendance calculations.
- d) All absences from the 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 Director of Student Services every term over a study period to assess student attendance using the following method:
 - i. Calculating the number of hours the student would have to be absent to fall below the attendance threshold for a semester e.g. number of study days x contact hours x 20%.
 - ii. Any period of exclusion from class *will be* included in student attendance calculations.



- g) Parents of students at risk of breaching Sheldon College’s attendance requirements will be contacted by phone and students will be counselled and offered any necessary support when they have significant absences totaling 10% in any study period.
- h) If the calculation at 3.f. indicates that the student has passed the attendance threshold for the study period, Sheldon College will advise the student of its intention to report the student for breach of visa condition 8202, and that he/she has 20 working days in which to access the College’s internal complaints and appeals process except in the circumstances outlined in 3.i.
- i) The College will notify the National ESOS Authority via PRISMS of the student not achieving satisfactory course attendance as soon as practicable where:
 - i. the student does not access the complaints and appeals process within 20 days;
 - ii. withdraws from the complaints and appeals process;
 - iii. the complaints and appeals process results in a decision for the College.
- j) Students will not be reported for failing to meet the 80% threshold where:
 - i. the student produces documentary evidence clearly demonstrating compassionate or compelling circumstances e.g., medical illness supported by a medical certificate or as per Definition, below, and
 - ii. has not fallen below 70% attendance.
- 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%.
- l) If a student is assessed as having nearly reached the threshold for 70% attendance, the Director of Academics will assess whether a suspension of studies is in the interests of the student as per Sheldon College’s Deferment, Suspension and Cancellation Policy.
- m) If the student does not obtain a suspension of studies under the Sheldon 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 3.k – 3.l.

4. Definitions

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



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

- b) Expected duration – the length of time it takes to complete the course studying full-time. This is the same as the registered course duration on CRICOS.
- c) College day – any day for which the College has scheduled course contact hours.
- d) Study period – a discrete period of study within a course which cannot exceed 24 weeks. Sheldon College defines a “study period” for the purposes of monitoring course attendance and progress as a semester.

VISA REGULATIONS FOR INTERNATIONAL STUDENTS

An international student's visa is conditional upon three factors being understood and followed. If any one of these conditions is not met, it is grounds for the consideration of the cancellation of the student's visa and they will be sent home.

Attendance

Students are expected to attend every day and every lesson, on time and for the entire day. The only acceptable reason for missing time from the College is when you are **sick** and a medical certificate (valid only if presented to the College within 5 days of illness) covers this illness. Therefore, students **must go to a Doctor and get a medical certificate** that day if they are too sick to attend the College.

The College will monitor student attendance to ensure that attendance does not drop below the required level of 80%.

Regular fortnightly checks will be made on absences by the Director of Student Services, Home Group Teacher and / or Year Level Coordinator.

- If monitored attendance falls below 90% the student will be addressed by the Director of Student Services. The attendance requirements will be explained with the intention that and any circumstances causing the absenteeism can be identified and addressed.
- If monitored attendance falls below 85% the student will again be addressed by the Director of Student Services. A letter will be sent home explaining that an excessive absentee record will be seen as a breach of the student's visa and grounds for consideration of cancellation of their visa.
- If monitored attendance falls below 80% the student will be informed by the Director of Student Services that their attendance record is unsatisfactory and this will subsequently be reported on PRISMS.

**Please note:**

- *Returning late from holidays or leaving before the official holiday dates counts towards the absentee total.*
- *Arriving late, leaving early or missing a single lesson counts for a half – day.*
- *Permission to leave the College early or return late to the College from holidays must be granted by the Principal prior to the student leaving Australia.*

Results

It is important that international students make **satisfactory course progress** in their studies as a condition of a student visa.

Steady improvement should be noted over the duration of the student’s time at Sheldon College as English language proficiency improves. This means students are expected to do homework and study every night and practice their English as often as possible.

- Academic Results will be monitored by the ISP Coordinator.
- Students with 3 or more “Limited Achievement” grades each semester will be required to attend an interview with the ISP Coordinator for support in improving their academic progress to ensure competency has been achieved.
- Progress will then be monitored for improvement. If no progress is made in the subsequent semester and the student still has 3 or more “Limited Achievement” grades the student will be informed that this is unsatisfactory and this will subsequently be reported on PRISMS.

Contact Details

At all times, the College must have a record of the student’s current address for Immigration purposes. Students must never change address before seeking permission from the Principal. If students do change address without permission, it is grounds for consideration for cancellation of their enrolment.

STUDENT SERVICES

- ◆ To assist international students, Sheldon College ensures that students have access to a range of support services.
- ◆ In most cases, students should report to Student Services in the administration building for assistance, whenever required. Staff at Student Services will then contact the appropriate staff member to assist the student.
- ◆ International students are provided with a range of services to assist them at the College:
 - Orientation upon arrival
 - Accommodation assistance
 - Assistance and information regarding their academic progress
 - Information regarding entry to further study



- Ongoing counseling as required in relation to health, study, legal or family matters
- A Student Advisor, Year Level Coordinator and Home Group Teacher, who will assist the student to adjust to life and study at an Australian educational institution, and help resolve problems as they arise
- Copies of important and useful information for the student.

STUDENT HANDBOOK

- ◆ At the beginning of each College year, students are provided with a *Sheldon College Student Handbook*.
- ◆ Useful information on student policies, research techniques, the Code of Conduct, Uniform Policy and Assessment Policies are included in the Handbook. The ISP Co-ordinator will assist the student to understand these policies at orientation.
- ◆ Students should use this Handbook to record homework and assessment tasks and due dates.

COURSE CREDIT

Sheldon College does not offer course credit and entry into any course is subject to the assessment of the College. This also applies to onshore College transfers, either from within the State or from interstate.

CAREER PLANNING AND POST SCHOOLING PATHWAYS

There are a variety of programs the College has in place to assist students in preparing for their future pathways.

- ◆ **Career Planning:** The Student Advisor works closely with each student to make sure they plan their career goals and pathway options. She will provide students with information on Tertiary Institutions and student eligibility to enrol in courses.
- ◆ **Access and Achieve** curriculum programs exist at the College which are designed to assist students with career planning and development. Students complete units of work which cater for their career, social, physical, emotional, personal and academic development. They include topics such as the QCS Test, QTAC application processes, guest speakers and study skills.
- ◆ **Tertiary Visits:** Students are provided with opportunities to visit Career and Tertiary Study Expos, tertiary institutions for their Open Days and special programs. Coordinated special visits by University speakers who want to outline courses for International Students are also arranged.
- ◆ **Senior Statement Eligibility:** The Principal and the Performance Manager will complete all necessary information for the Queensland Studies Authority to issue a Senior Statement.



- ◆ **Special Consideration:** Students may be eligible for special consideration because of Language Disadvantage for Non English Speaking Background students. The Student Advisor will assist students to complete the appropriate application form.
- ◆ **Applying to QTAC:** To enrol in courses International Visa Students can apply in two ways. Students can apply directly to a University or they can apply like all other Queensland students through QTAC-Queensland Tertiary Admissions Centre. Applications have to be completed by September and can be changed up until the end of December. The Senior Statement is issued in mid December and students should make sure they leave a suitable address if they travel home. Some information such as results and success at enrolment at a University can be checked on line. QTAC information on successful enrolments is published mid January. Information is available over the Internet for students.
- ◆ **Contact numbers: QTAC (Queensland Tertiary Admission Centre) 1300 467 822 or 3858 1222**
www.qtac.edu.au
QSA (Queensland Studies Authority) 3864 0299
www.qsa.qld.edu.au

STUDENT GUIDELINES FOR AUSTRALIAN ACCOMMODATION

It is the preference of the College Administration that young children are accommodated with blood relatives, preferably one of the birth parents. Where a parent or legal guardian is not available, the College will accept responsibility for student welfare and help facilitate a homestay placement.

Study Guidelines

Each day students are given homework to do for lessons each day. Each evening it is important that students do their homework, revise and learn what has been taught during the day and spend time on assessment. The Student Handbook for Senior and Middle College provides students with information regarding the time required in each Year level for homework and study techniques.

Travel

Any student who intends on being away from the College during allocated Term times, must make a written request to the Principal seeking permission for absence from the College. Students should be aware that this time away from the College could affect their student visa eligibility.



TRAVEL INFORMATION FROM INTERNATIONAL STUDENTS

Student Name:

Home Group:

Reason for Travel:

Travel to/from airport:

Student Responsibilities:

◆ Parental letter approving travel

Yes/No

DETAILS OF TRAVEL ARRANGEMENTS:

Who are you travelling with?

Where are you going?

DEPARTURE

What Flight/Bus/Train?

(must include company, departure time/date and place)

RETURN

What Flight/Bus/Train?

(must include company, arrival time/date and place)

APPROVED/NOT APPROVED

Signature:



COMPLAINT / GRIEVANCE FORM

Student Name:

Home Group:

Date:

1. Nature of complaint by student:

2. Information from Investigation:

3. Response and Decision:

Signature.....



ORIENTATION CHECK LIST

Orientation Activity	Important Information Given	Completed by:
Buddy		
International Coordinator		
Principal		
Office Layout/Staff		
Finance Dept. Location		
Accountant: Fees and Refund Policies outlined		
Home Group Teacher		
Uniform Shop / Text		
Resource Centres		
Cafeteria		
Toilets		
Timetable discussion		
Year Co-ordinator		
Sports Co-ordinator		
Classrooms		
Hall-Assemblies		
Oval		
Emergency Evacuation		
Other International Students		
I.D. Card Photo		
Bus Stops		
Enrolment Package		
Code of Conduct & Uniform Policy		
Student Handbook (Diary)		
International Student Handbook		

Student Name:

Date Completed: