

# INTERNATIONAL

## Long-term Student Handbook



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# Welcome

Welcome to Sheldon College and to life in Australia! You have made a wonderful yet daunting decision to leave your family and all that is familiar to commence this journey with us. This shows great courage and dedication to your studies and to becoming the best version of yourself. We cannot promise that it will always be easy, but we can assure you that we will be with your every step of the way, helping and guiding you to succeed.

Australia is a multicultural country, with many Australians being able to trace their heritage back to immigrants who came here only a few generations ago. This makes it an easy place to adapt to and hopefully, understand and appreciate. We look forward to learning about your language and culture throughout your time with us.

This handbook along with your student diary provides some of what you need to know about Sheldon College. Although it covers many topics, there will still be more things that you will want to know as you continue your journey with us. At Sheldon College you will find the staff and teachers willing to answer your questions and assist you with your concerns. Please be confident to ask these questions! On behalf of our College Principal, Kate Mortimer, and the staff of Sheldon College we welcome you to your new school and we hope your time here will be filled with **Love, Laughter and Learning!**

Best wishes,

**Mrs Rebecca Anthony**

International Education Program Manager



*“A ship in a harbour is safe, but that is not what ships were built for”*

JOHN A. SHEDD

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# Key Staff

## International Education Program



**Mrs Rebecca Anthony**

International Education Program Manager

Mrs Anthony is responsible for your academic and emotional well-being while you are a student at Sheldon College. She offers pastoral care and acts as the homestay coordinator.

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Email: [r.anthony@sheldoncollege.com](mailto:r.anthony@sheldoncollege.com)

Phone: (07) 3206 5528

Out of Hours Number: 0431 701 802



**Mr Gordon Cunningham**

Quality, Risk and Compliance Officer

Mr Cunningham is responsible for all the legal requirements of your study in Australia. He will oversee your visa arrangements, issue your Confirmation of Enrolment and ensure everything is accurate in PRISMS.

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Email: [g.cunningham@sheldoncollege.com](mailto:g.cunningham@sheldoncollege.com)

Phone: (07) 3206 5555



**Mrs Courtney Morris**

Enrolments Manager

Mrs Morris' role is to get you enrolled as a Sheldon College student. She will send out your letter of offer and make sure you have all the forms and information you need to commence your studies with us.

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Email: [enrolments@sheldoncollege.com](mailto:enrolments@sheldoncollege.com)

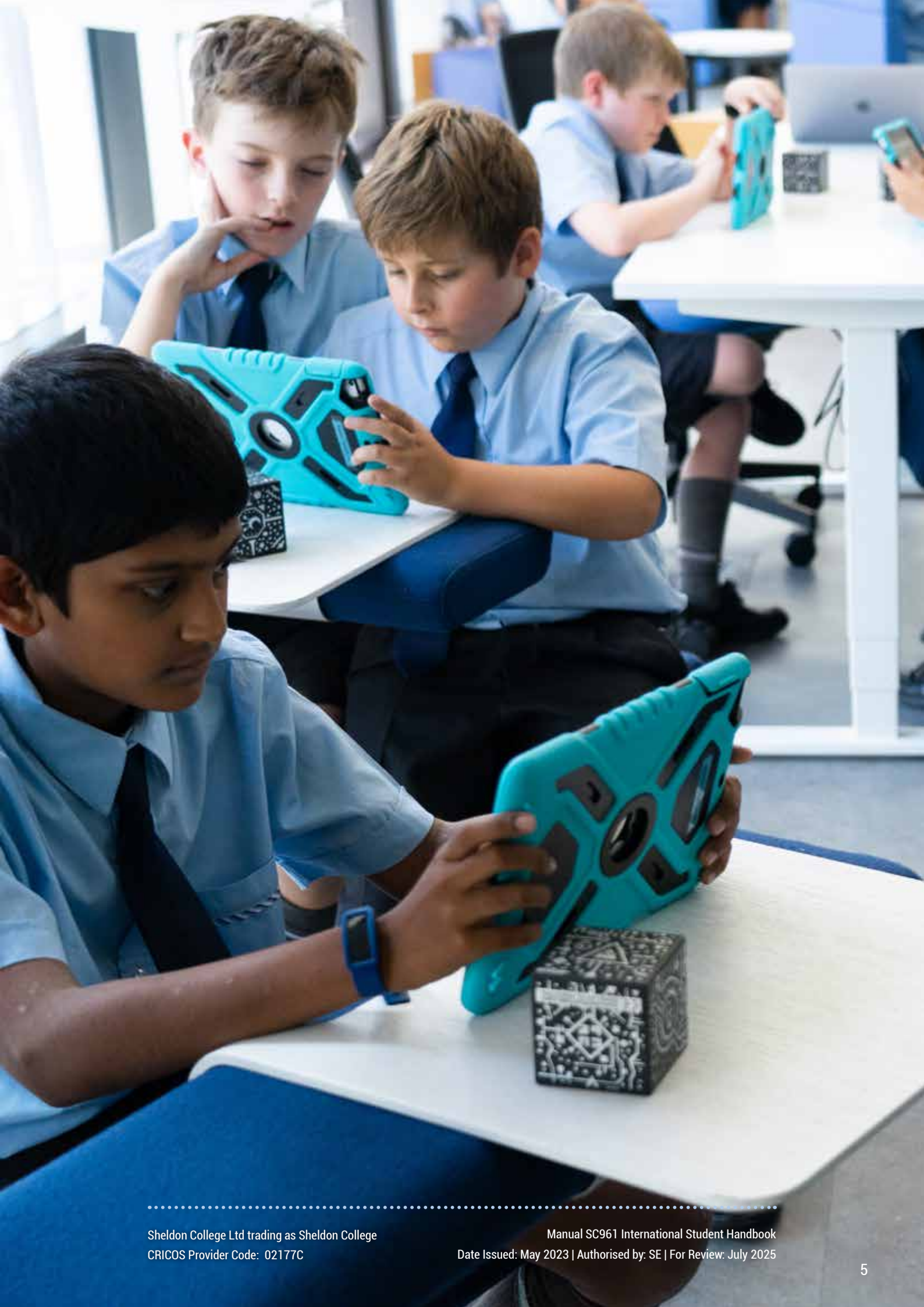
Phone: (07) 3206 5505



### Where Can You Find Us?

The International Office is located in SA6, directly opposite the Administration carpark.

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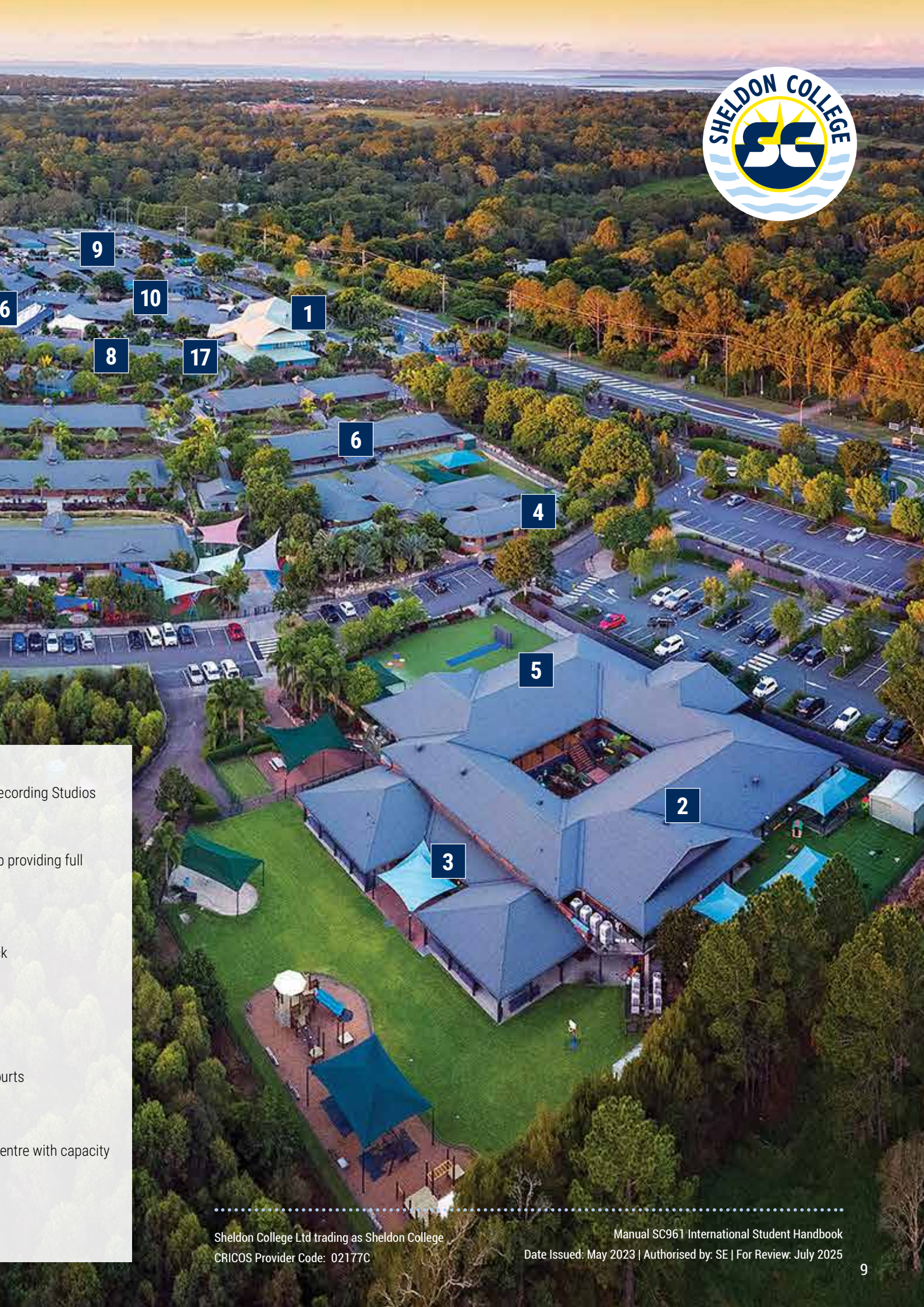






- 1** Administration
- 2** Wonderland Early Learning Centre
- 3** Kindergarten
- 4** Preparatory
- 5** Outside of Hours College Care (Our Place)
- 6** Junior College
- 7** Junior College Learning Centre: Modern library and resource centre for Junior students
- 8** Middle College
- 9** Senior College
- 10** Senior College Learning Centre: Modern library and resource centre for Senior students
- 11** Learning and Innovation for a New Queensland (LINQ) Precinct: 140 seat Theatre, Enterprise Centre (focussing on business entrepreneurialism), dedicated STEAM inspired space including Virtual Reality workspace, CAD and Engineering Lab, Prototyping and Robotics Labs, and industry-standard Media Production facilities
- 12** ArtScapes: Mixed Reality, Digital and Visual Art Facility
- 13** Science Laboratories
- 14** Percussion Rehearsal Studio
- 15** Performing Arts and Music facilities including Sound Room and Theatre
- 16** Pavilion and Cafe 97: quality on-site catering
- 17** Sheldon Retail: Full-service uniform and stationery shop, alterations, embroidery and dry cleaning services
- 18** Calgym Fitness Centre and Indoor Sports Centre
- 19** Aquatic Centre: 25m heated 8 lane swimming pool
- 20** Athletic Track: IAAF certified 8 lane tartan athletics track
- 21** Lakeside Function Area
- 22** Cross Country Course (2km)
- 23** Soccer Fields
- 24** Cricket Nets: 4 first-class synthetic turf cricket nets
- 25** Tennis Courts: 6 world-class LED floodlit hard tennis courts
- 26** Basketball/Netball Courts
- 27** Learn to Swim Centre: 15m x 16m heated indoor pool
- 28** Sheldon Event Centre: \$18 Million multipurpose event centre for 2,000 people
- 29** The Kiosk





Recording Studios

o providing full

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urts

entre with capacity

# Before you Arrive

## VISA CONDITIONS

**Make sure you know your Visa Conditions. If you are granted a visa by the Australian Government, you must abide by its conditions. Failure to comply with these conditions could result in the cancellation of your visa. These conditions include (but are not limited to):**

- Complete the course within the time specified in the Confirmation of Enrolment.
- Maintain satisfactory academic progress.
- Maintain at least an 80% attendance in a given semester.
- Maintain approved Overseas Student Health Cover (OSHC) while in Australia.
- Remain with the principal education provider for 6 calendar months, unless issued a letter of release from the provider to attend another institution.
- Notify your training provider of your Australian address and any subsequent changes of address within 7 days.
- For a full list of mandatory and discretionary student visa conditions please visit:  
[www.immi.gov.au/students/visa-conditions-students](http://www.immi.gov.au/students/visa-conditions-students)

## HEALTH AND IMMUNISATION

If you have any ongoing or recent medical conditions be sure to obtain a letter from your doctor explaining your condition, your treatment and medication before you leave your country. This should be translated into English by your agent and emailed to Sheldon College ([international@sheldoncollege.com](mailto:international@sheldoncollege.com)) before your arrival in Australia.

Arrange for immunisations and medications from your Doctor before departure. Please visit:

<https://wwwnc.cdc.gov/travel/destinations/traveler/none/australia>

People living in Australia have access to a wide range of medical services and can purchase non-prescription and prescription medication easily. Your homestay family or international staff from the College can advise you and support you if you need assistance.

## TRANSPORT TO AUSTRALIA

**ARRANGE FLIGHT TRAVEL** - You will need to make your own flight arrangements to Australia. Please arrive with enough time to allow for settling-in, adjusting to the climate and overcoming jet-lag before the start of the school term. We suggest 2 or 3 days before school commences. You should fly into Brisbane International Airport or Gold Coast International Airport, which are the closest international airports. Be sure to advise us of your flight schedule as soon as you can.

**TRANSPORT FROM AIRPORT** - In most situations for students staying with a homestay family, transportation from the airport to your homestay will be arranged by Sheldon College. After you have passed through customs there will be someone waiting for you in the arrivals lounge of the airport. They will be holding a sign with your name on it. If you can't find the person, remain at the arrivals lounge near the exit from Customs. Turn your mobile on if you have one and wait. If you are living in Australia with a family member, then your family is responsible for organising transport from the airport to your new home.

## ORGANISE YOUR FINANCES

**Your agent or your bank may have advice on which debit or credit card you should obtain. Organising this before you arrive in Australia can be helpful, however your homestay parent will be able to assist you in applying for a debit card or a credit card after you have arrived in Australia if you have not done so.**

- Debit Cards are available from all banks and can be used to make purchases or to withdraw money from EFTPOS or Automatic Teller Machines (ATM).
- You can also apply for a credit card but the interest rate on credit cards is much higher. The most widely accepted credit cards in Australia are Visa and MasterCard.
- Be sure to confirm overseas access to your funds while you are in Australia before leaving your home country.
- Confirm overseas access to your funds with your bank.
- Be sure to arrive in Australia with enough money to use for your initial few days. If you already have a debit/ credit card then you should only need approximately \$100 AUS. If you still need to organise a debit card you will need to bring enough money to purchase your uniform and any personal items you need to purchase on your arrival.

## WHAT TO BRING

### **Important documents to bring:**

- An E-copy or paper version of this handbook
- Your passport with the appropriate Visa

### **Bring a paper copy of the following documents and save an electronic copy on your laptop:**

- Letter of Offer
- Confirmation of Enrolment
- Travel Insurance Policy and Overseas Health Insurance Cover
- Birth Certificate

(Leave any originals of these documents safely with family in your home country in case of loss)

## DEVICE PROGRAMS

**BYOD PROGRAM** – Sheldon College operates a Bring Your Own Device (BYOD) Program, and all students from Years 5-12 will require access to a Microsoft enabled device. Once on site you will be set up with all the software you require to participate fully in our academic program.

Please note that notebooks that are in languages other than English, cannot be supported by the IT Support Department.

## CHOOSE YOUR SUBJECTS

If you are in Years 8-12, after you have received your Confirmation of Enrolment (COE) you will also receive a Subject Selection Form and a Subject Information Booklet. Your agent will help you to choose some of your subjects based on the Year level you are entering. These subjects will be confirmed, or if necessary, changed upon arrival at the College. It is important to return the subject selection form as soon as possible. If you do not have an agent, we will be happy to assist you to choose your subjects either before or after you arrive in Australia.

# Your Accommodation

**For the duration of enrolment, Sheldon College approves the following accommodation options for overseas students:**

- The student will live with a parent or blood-relative as permitted by the Department of Home Affairs.
- The student will live in College approved accommodation – Homestay

## LIVING WITH YOUR PARENT OR BLOOD-RELATIVE

If you are staying with a parent or blood-relative then they have your welfare. The Code of Conduct still relates to you, however the part relating to Homestay Students does not relate to you.

## LIVING WITH A HOMESTAY FAMILY

Being part of a homestay family is more than staying at a hotel or renting a bedroom from a house owner. Your homestay family has decided to welcome you into their home because they look forward to getting to know you and your culture. Your family will be very different from your own family and these differences may seem hard to understand and possibly accept. At first, these differences may make you feel sad, confused or even lonely. Believe it or not, that's very normal! As you spend more time with your new family you will find that 'different' does not always mean 'wrong'. Homestay helps you to learn how people live in Australia. Australia is a multicultural country. While English should be the language generally spoken at home, your homestay may speak other languages as well as English. Your homestay parents will be responsible for supplying:

- A room with a comfortable bed and fresh clean linen
- Adequate lighting, warmth, cooling fan and window
- A desk and chair or appropriate place to study
- Three nutritious meals a day
- Appropriate support in your settling in period and during your stay
- Inclusion in family activities
- Opportunity to improve your English through day to day family interaction and conversation
- Transport to and from the College (Monday-Friday) and to social activities/bus-train on weekends & school holidays where appropriate
- Support and encouragement

**Your homestay family will assist you with the following if they have not already been arranged by your parents/agent:**

- Obtaining a mobile phone and/or mobile SIM card
- Opening an Australian bank account
- Obtaining train and bus timetables
- Familiarisation of surrounding suburb and local shopping centres
- Purchase your stationery and a computer device if needed

## HOMESTAY CONTACT DETAILS

**One of the first things you need to do is ensure you have your homestay address and phone/mobile number so that you can contact them. You can add these details to your 'contacts' on your phone but also keep a copy of this information safely in your wallet.**

## CHANGING HOMESTAY FAMILIES

- It is not often that students need to be moved from their homestay family. Most problems will be solved through honest discussion and consideration of each other's feelings.
- Should problems not be resolved after discussions with your homestay parents, contact the school and we can intervene. In this situation, both the student and the homestay parents will be interviewed to understand both perspectives.
- In the event that the College considers your homestay family to be no longer appropriate, the International Education Program Manager will select and transfer you to another homestay family.
- When students make a request to move, and if the request is successful, there is a transfer fee that the student will be required to pay.
- Students or parents/agent of students are not permitted to change or organise their own homestay families without written permission from the International Education Program Manager.

## BATHROOMS

Australians usually take short showers once a day. Taking baths is not usual. We are very aware of water conservation in Australia and so everyone tries to help in many ways including having short showers. Australians have hot water systems that tend to run out of hot water if showers run for a long time. Please keep your showers to a maximum of five to ten minutes in length. You wouldn't want to leave the rest of the family with cold showers! Australian bathrooms are not built for splashing water. Australians keep the water inside the bath or shower and never splash. You will be given a small towel called a 'face washer' for wiping your face clean and a larger towel to dry yourself. Make sure you leave the bathroom dry. Hang your wet towel to dry on the rail in the bathroom as Australians use the same towel for up to a week.

## TOILETS

Australia uses Western style pedestal toilets. In Australia, we do not stand on the toilet but sit. Once we have finished we push the button on top of the toilet cistern to flush the toilet. If a male wishes to stand to urinate, they can, but first they must lift the seat. Afterwards they then put the seat down. Girls who use sanitary pads and tampons put them in a paper bag or wrap in toilet paper and place them in a small rubbish bin in the bathroom. They should never be flushed down the toilet, as the toilet will block.

## BEDROOMS

In Australia, bedrooms are very private. You should never enter another person's bedroom without knocking first and waiting to be invited in. Never open private desks or drawers of bedroom cupboards that belong to others.

# Your Accommodation

Your room will also be your private space and members of the family should knock and wait before they come into your room. Other children in the family should respect your privacy and should ask permission before entering your room or touching any of your belongings.

- You should not entertain friends in your room with the door closed.
- Wet clothes should not be dried in your room.
- Food should not be kept or eaten in your room as it attracts mice and insects.

## BEDTIME

Australians generally do not stay up late, especially on school/work days. Secondary students need approximately 8-10 hours sleep to be able to concentrate and work well the next day. It is important that you do not stay up late playing computer games or spending time on social media. Your main priority is achieving well at school.

## CHORES AROUND THE HOUSE

There are no servants in Australian homes. In most homes, the family members are responsible for the cleaning, cooking, washing, gardening and general maintenance of the house. You will be expected to make your bed each day and to keep your bedroom tidy. You will also be expected to clean up after yourself. An example of 'cleaning up after yourself' would be washing up your dishes and putting them away if you make a snack to eat. Most Australian parents assign jobs for their children and they share in the household responsibilities. By doing this families support each other and children become more responsible and independent. It is reasonable that your homestay parents may assign some small chores for you to do or ask you to help another family member to complete a job like setting the table or cleaning up after dinner. You should not be expected to do large, heavy jobs like gardening. Offering to help 'before' you are asked is a sign of maturity and responsibility.

## COMMUNICATION

Australian families may communicate differently from what you are used to. In some families, conversations are quiet and orderly, while in other houses the family can be quite noisy and hectic. Family members may call out to others in different rooms. Parents may also have noisy conversations around the house. There is no need to be worried by this. These are normal behaviours in many Australian families. If you have concerns please feel free to discuss them with a Sheldon staff member. Communication is very important with your homestay family. Spend time talking with each of the members of the family, learning about them and helping them get to know you. Share about your family and your life in your home country. Be sure to talk politely and honestly with your homestay parents about any questions or concerns you have.

## INTERNET

You will be able to access the internet for educational purposes when you are at school. At your homestay, internet access will be available for educational purposes and basic communication to your home as well. Access to the internet is not cheap in Australia and therefore your homestay parents may place limitations on the amount of internet you are able to use. Students should use their computer in a family area or study and not their bedroom when using the internet.



## MEALS

Your homestay is responsible for supplying 3 substantial nutritious meals a day. As food may be different from what you are used to, it will take time for you to get used to this. It is important that you eat regularly so that your health and concentration are not negatively affected. Breakfast is usually self-served so it is important you make sure you have enough time in the morning to organise your breakfast. Your homestay parent will usually pack you a morning tea and lunch for school each day. If you would rather buy your own lunch at the canteen with your own money, politely explain this to your homestay parents so they are not needlessly making your lunches. Unless it has been previously arranged, you are expected to eat with the homestay family at dinner time. If you will not be home for a meal you must notify your homestay parents before they start preparing for the meal. If you feel you need something extra in your diet (e.g. rice or beans) or less of something (fats or dairy products) speak to your homestay parent honestly but politely. When you first arrive, your homestay parent will probably ask questions such as, "Are you hungry?", "What foods do you like best?" and "Did you like your lunch?" You are a part of your new family so it is important that you answer these questions politely but honestly. At the same time, try new foods, even those you don't normally like. In Australia it is good manners to thank the person who prepared the meal.

## DINING OUT

If the family dines out at any time, the cost of the meal should be met by the homestay family. Your homestay fee covers three meals each day. If you decide to dine out with friends and not eat at home, you will be required to pay for your meal with your friends. It is important that you let your homestay parents know of your plans before they start preparing for the meal.

## PHONE

- Every student in homestay should have a mobile phone. Make sure you give your phone number to your homestay parents and the International Education Program Manager.
- Your mobile phone should always be switched on when you are not at home and on the weekend to enable your homestay parents to contact you.
- All students are required to have an Australian mobile number.
- Please do not speak on your mobile phones after your homestay family go to bed at night.
- Students can only use their homestay family's phone for incoming calls or with a phone card.

## PETS

Many Australian families have pets. Pets are generally treated as part of the family. Treat them with respect and enjoy getting to know them. If you have any concerns regarding hygiene or safety, be sure to talk with your homestay parents.

# Your Accommodation

## SOCIAL ACTIVITIES

**It is important that you discuss your social plans with your homestay parent before you make any arrangements including:**

- Where you are going.
- What time you will be returning home.
- What transport arrangements you will be using.
- Who you will be with.

If your homestay family does not consider your destination to be safe, they will not allow you to go out. This is not only their right, it is their responsibility. In Australia, the weekend is used not only to have fun and relax but also to get organised for the coming week. If you are spending all weekend socialising, you are not giving enough time to your academic studies. As you are in Australia on a Student Visa, your studies should be your priority. If your homestay family or the College feel that you are spending too much time socialising and your studies are being affected, an interview with the International Education Program Manager will be arranged.

## TRANSPORT

Your Homestay family will either drive you to and from school every day or organise for you to catch the College bus. Please see Sheldon Staff if you have any concerns about transport. On weekends, you may ask your homestay family for a lift but it is important to remember your homestay parents are not a taxi service. Be sure to ask your homestay parent with enough time in order that they can try to help you. It is a good idea to learn how to use the public transport system (i.e. buses and trains.) Your homestay family will help you get information about public transport if you ask them. Homestay Students are not allowed to use public transport after dark.

## AIRPORT PICKUP

Your homestay family may arrange to pick you up from the airport when you arrive back from overseas. When you arrive in Australia and go past Customs, you must stay in the arrival area outside the Customs gate and turn your mobile phone on. Be sure that your homestay has your current mobile number so they can contact you in case they cannot find you.

## WASHING AND IRONING

The homestay parent is responsible to wash and iron your clothes, unless you ask to do it yourself, or if you want some clothing quickly. It is important to follow your homestay parent's instructions when using their washing machine and iron. Please do not wash your clothes in the shower.

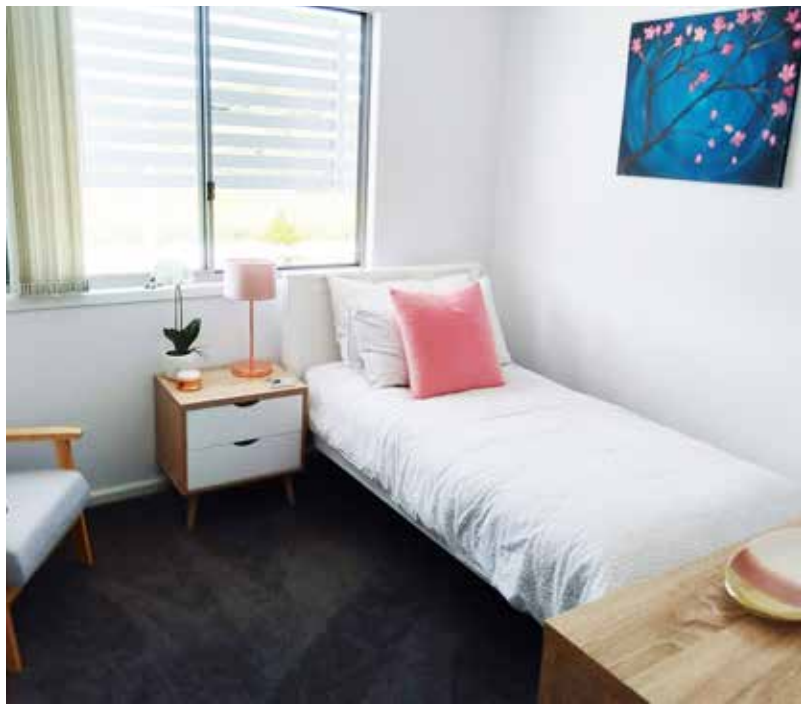




*“Homestay and host students learn from each other.”*

Our family enjoyed the experience. We had fun and made life-long friendships”.

Andree Wigan, Sheldon College Corporate Staff



# Your School Experience

Our College campus is located on 56 acres in a semi-rural setting in Taylor Road, Sheldon. The College was established in 1997 and is committed to providing a quality education for all students in a safe, secure learning environment which is characterised by high standards for both staff and students in the areas of dress and appearance, behaviour and individual scholarship and work habits.

The mission of Sheldon College is to provide a quality educational experience in an environment which encourages and enables our students to succeed in a constantly changing world. Our Student Exit Outcomes ensure our students leave our College equipped with the necessary skills and knowledge to become self-directed learners, effective communicators and collaborators, creative thinkers, problem solvers, innovators, information and media literate, skilled in the core literacies, and possessing high self-esteem.

## SHELDON COLLEGE IS CHARACTERISED BY:

- A warm and caring teacher student relationship,
- A genuine concern for people,
- A respect and tolerance for others,
- A positive relationship between the College and its community,
- A commitment and enthusiasm exhibited by our Staff.

## MISSION STATEMENT

To provide a quality educational experience in an environment that encourages and enables our students to succeed in a constantly changing world.

## VISION STATEMENT

Traditional Values and Progressive Thinking for Quality Learning and Living.

## SHELDON COLLEGE PROMOTES HIGH STANDARDS IN THE AREAS OF:

- Dress and Appearance
- Conduct
- Work Habits

## COLLEGE CODE OF CONDUCT

**Sheldon College is open to all students who subscribe to its individual ethos, philosophy and Code of Conduct. The Code of Conduct at Sheldon College is built around the 4C's:**

- **Courtesy:** Respect and good manners towards all students, staff, parents and visitors.
- **Consideration:** For other people's feelings, belongings, general well-being, safety and College property.
- **Co-Operation:** With all students, staff, parents, visitors and College rules.
- **Common Sense:** In all activities, and at all times, to ensure a safe, productive working environment.



## COLLEGE VALUES

**As a College we are committed to the following Core Values:**

- Student success.
- Excellence in teaching and learning.
- Continuous improvement.
- A safe, orderly and supportive learning environment.
- Shared decision-making.
- Recognition and reward.
- Service orientation.
- High standards in dress and appearance, behaviour and individual scholarship and work habits.
- Support for individual needs- intellectual, emotional, social, spiritual and physical.
- Collaborative home-College-community partnerships.

## RIGHT OF STUDENTS

- To feel safe at all times in the College environment.
- To learn unimpeded by the actions of others.
- To express oneself in a way that shows respect for others.
- To know one's belongings are safe.
- To work in a pleasant environment.

## RESPONSIBILITIES OF THE STUDENTS

- To attend school regularly, on time, ready to learn and take part in College activities.
- To aim at the highest personal standards in all aspects of College life.
- To co-operate with the staff and to accept the authority and rules of conduct of the College.
- To consider and respect the feelings and property of other people, both within the College and in the wider community.
- To care for the grounds, buildings, furniture, equipment and resources provided by the College.

## ACADEMIC PERFORMANCE

As a student of Sheldon College, we expect you to complete all tasks to the best of your ability. We understand that it may take some time to settle in and learn the routines of an Australian school and we are here to help in whatever way we can. Your academic performance will be monitored closely for two reasons: we want you to succeed, and it is a condition of your student visa that you maintain satisfactory results. If we are concerned about your progress, we will schedule a meeting with your parents or homestay family to talk about some strategies for helping you to improve. These may be as simple as extra targeted homework, or more involved such as participating in an off-campus English language course.

# Your School Experience

## ATTENDANCE

Attendance at all classes is compulsory. In the case of absence from the College, due to illness, a doctor's certificate must be provided for absence of more than two consecutive days. Any other absence from School must be approved in advance by the Director of Wellbeing. It is a Department of Home Affairs Student Visa requirement that overseas students must attend at least 80% of their full-time course of study and must not be absent for 5 consecutive days or more without approval, or they risk the cancellation of their student visa.

Senior School students may not return home at the end of term before assessment is complete, and they cannot request to undertake the assessment earlier or change the date of assessment. This is Queensland Curriculum and Assessment Authority (QCAA) policy. Students may not miss summative assessment items for such things as family holidays, non-School representative sporting commitments or outside work. Students who miss summative assessment for these reasons will receive a zero for the piece of assessment. For Senior School students, this will severely affect ATAR results. The College is also not permitted to move an assessment date for students in this situation. Further information about the College's Attendance Policy can be found in the Important Policy section of this handbook.

## ENGLISH LANGUAGE SCHOOL PARTNERSHIPS

Sheldon College has a partnership with three English language schools – Browns English Language School, the Union Institute of Language and Shafston International College. Students may complete High School Preparation (HSP) or Primary School Preparation (PSP) programs at these schools before starting at Sheldon College. If you commence your studies directly at Sheldon College in a mainstream class, we may still recommend that you spend some time at one of these schools if your English is not at a suitable level. Please see our Important Policy section for our English proficiency framework.

## TUTORING PROGRAM

As a condition of enrolment, we may ask that new international students undertake additional TESOL. This takes place outside the timetable either before or after school. Once you are established in the school and are performing well, this tutoring may no longer be required.



# Dress and Appearance

## UNIFORM REQUIREMENTS

When travelling to and from the College, students are to be in full College uniform, including hat and blazer (which is to be worn during Terms Two and Three). Where students are involved in activities requiring their HPE uniform in the first or last lessons of the day, and they are travelling in a private vehicle, they may wear this uniform directly to or from the College. HPE uniform is not to be worn in public.

## COLLEGE UNIFORM

Students attending Sheldon College are expected to wear the full school uniform at all times. High standards are required with regard to dress and appearance. Students act as ambassadors for the College when wearing the College uniform, both inside and outside the College environment. Formal uniform is to be worn to and from College and for all College activities where the student has to leave the College grounds, such as excursions and attendance at College functions. The Workplace Health and Safety Act has implications for student footwear. Plain black leather lace-up shoes are to be worn by all students.

## FORMAL COLLEGE EVENTS

**It is an expectation that for all formal occasions (e.g. ANZAC Day) students will present a quality image. This means (unless otherwise specified) all students must adhere to the following:**

- Uniforms are clean and ironed.
- All buttons, pockets and hems are checked.
- Shoes are cleaned and polished with laces tied properly.
- Hats are worn by ushers only.
- Blazers are worn.
- Hair is to be impeccably groomed.

## GIRLS

- Years 5 to 8- College socks (please note Years 8-12 girls wear ink navy stockings to Celebration of Excellence).
- Years 9 to 12 - Ink navy tights (no holes).
- Longhair to be braided.
- Navy ribbons.
- Hair, which is below the collar line, must be tied back and the bands covered with navy ribbons. Hair is to be tied or pinned back off the face.

## BOYS

- Years 5 to 8 - long trousers preferred if involved in the Ceremony.
- Years 9 to 12 - long trousers.
- Boys' haircut must meet College standards - College cut. Hair products are not to be worn. The only acceptable hair cut for boys is a College cut (short back and sides). No undercut styles, blade cuts or shaved heads are permissible. Boys' hair length must not touch the collar. Boys are to be clean-shaven.

## JEWELLERY

The only jewellery permitted for both boys and girls is a plain watch with a black, brown, silver or gold band and a plain face.

Girls who have pierced ears may wear one pair of small plain studs or sleepers (gold/silver). Earrings are to be worn only in the bottom lobe of the ear. No other type of body piercing is permitted at the College. Boys are not permitted to wear earrings.

## MAKE UP

Make-up, tinted moisturiser, tinted sunscreen, tinted eyelashes, fake tan, coloured nail polish. French nail polish and acrylic nails are not acceptable and are not to be worn to College.

## HATS

All students have a dress uniform hat, which must be worn to and from College. They also have a hat/cap for HPE and play. Dress hats must also be worn whenever students attend excursions or other off-campus activities. The Uniform Shop provides the hats suitable for day dress and for HPE. No other form of hat or visor is permissible. Students should ensure they bring sunscreen to College. As Queensland has the highest incidence of skin cancer in the world, students should get into the habit of applying sunscreen before they come to College each morning and reapply during the day, especially before practical HPE lessons.

## SHOES

Plain black leather lace-up shoes with a distinct heel are to be worn with the College uniform mid and high-cut boots or shoes are not acceptable.

Plain black sandshoes/joggers are required for sport. These must not have brand names or any other identifiable markings in different colours. Students from Year 3 onwards must wear black lace up joggers (not Velcro) with their HPE uniform.

## TIGHTS

Girls can wear socks or ink navy tights in Terms Two and Three.



# Dress and Appearance

## BLAZERS

All Middle and Senior College students must wear their blazers to and from the College in Terms Two and Three. Blazers must also be worn whenever students attend excursions or other off-campus activities.

## MARKED BELONGINGS

All items of clothing should be marked with the owner's name to facilitate return of lost property.

## HPE UNIFORM

- HPE uniform is not to be worn in public at any time.
- HPE uniform may not be worn to or from the College unless otherwise advised.
- HPE uniform is to be worn only in HPE, Sport and Dance lessons.
- Students must change in and out of HPE uniform at the appropriate breaks.
- House shirts are compulsory for Sports days.
- For individual HPE, students must wear the appropriate uniform; however the official Sheldon College Club shirt must be worn to and from games. This sporting attire may be worn in public.

## HOMEWORK & STUDY

Students are encouraged to set themselves goals for work to be done each night. For example: revision, research for assignments, extra reading, etc. The following are recommended guidelines:

Year 5	50 minutes per night	Year 9	90 minutes per night
Year 6	60 minutes per night	Year 10	100 minutes per night
Year 7	70 minutes per night	Year 11	110 minutes per night
Year 8	80 minutes per night	Year 12	120 minutes per night

## WEEKLY TIMETABLE

We operate a 5-day timetable, Monday to Friday with 5 x 70-minute periods each day.

EXAMPLE TIMETABLE	Monday	Tuesday	Wednesday	Thursday	Friday
<b>Homeroom: 8:20am</b>					
<b>P1 – 8.30am</b>	English	Science	HASS	English	Assembly
<b>P2 – 9.40am</b>	Mathematics	Media Studies	Media Studies	Mathematics	English
<b>Morning Tea: 10.50am</b>					
<b>P3 – 11.20am</b>	Science	English	Mathematics	HPE	Drama
<b>Lunch: 12.30pm</b>					
<b>P4 – 1.10pm</b>	Drama	Mathematics	HPE	HASS	Science
<b>P5 – 2.20pm</b>	HASS	Business	Drama	Business	HPE





# Adjusting to Life in Australia

## ADJUSTING TO YOUR NEW ENVIRONMENT

Adjusting to a new environment and culture can be an overwhelming process for international students. The Australian way of life, customs, values and beliefs may be very different to those in your own country and getting used to these differences can take time. Feelings of confusion and uncertainty are common, but there are things you can do and people to help you. Give yourself time to adjust and remember almost everyone feels the same way when they move to a new country.

## HOMESICKNESS

Living away from your family, friends and lifestyle is challenging and most international students experience homesickness and a degree of culture shock at some stage - especially in the initial stages after arrival. Don't worry, feeling homesick is normal when faced with an unfamiliar environment and unusual culture and the College has trained staff to help you. Our teachers, Guidance Counsellor and Chaplain are always available to talk about your feelings and concerns. They will help you get through the initial period of adjustment. Staying in contact with your family and friends is also very important. Give yourself time to adjust to your new environment and try to remember you are here to enjoy a new and different culture!

## MAKING FRIENDS

Other new students will be starting on the same day as you, while other international students will have been at the College for some time. Whether you are making new friends with other international students or Australian local students, the best way to make friends is to get involved. Make an effort to greet people, ask questions, listen to others, have an open mind, an optimistic attitude and a smile. Most Australians are friendly people and the students at Sheldon College are used to welcoming international students into the College. Try to be open and outgoing and remember, friendships may take time to grow.

## APPROPRIATE SOCIAL BEHAVIOUR

Australians are generally very relaxed, casual and friendly. They will greet you with a smile or a wave or some may hold out their right hand to shake yours. Outdoor entertaining is popular and you may be invited to attend beach or park picnics, home barbecues and parties. Dress casually and comfortably. At these events, some form of sporting activity might be suggested. Australians love all kinds of sports, especially cricket, football, soccer and beach volleyball. If you are invited to someone's home, ask the host if they would like you to take something, such as a cake or some snacks. Use 'please' and 'thank you' as Australians value manners and politeness. In Australian homes, it is normal to participate in family dinners and if you are living with a host family, it will be expected that you join in. Families like to share their stories from the day and chat about life openly. Practise your English, ask questions and get involved in this daily ritual. It's fun!

# Life in Brisbane

Brisbane is the capital city of Queensland. It boasts a warm and sunny climate ranging from an average of 10 degrees in winter to 30 degrees in summer. Brisbane is Australia's third-largest city. While other capitals compete loudly in their endeavour to reach top billing in the status stakes, Brisbane quietly executes its evolution in true, casual Queensland style. There's no need to advertise the virtues, locals already know it's one of the most desirable places in Australia to live. Brisbane's comprehensive transport network gives you the freedom to move - busways, trains, high-speed ferries and an excellent motorway system take you from the challenges of the classroom to the peace of our pristine environment. You will be living in a safe and caring multicultural society within a politically stable and economically strong environment. Queensland offers both modern, cosmopolitan cities and a stunning and diverse landscape that includes national parks, rainforests and reefs and some of the world's most beautiful beaches.

## INTERESTING FACTS

- Population: 3.8 million (statewide)
- Second largest state in Australia (in area)
- Fastest developing state in Australia
- Voted one of the most liveable cities in the world

### SUMMER:

December - February 25 – 34 degrees

### AUTUMN:

March - May 15 – 26 degrees

### WINTER:

June - August 10 – 25 degrees

### SPRING:

September - November 20 – 30 degrees



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Visit [www.visitbrisbane.com.au](http://www.visitbrisbane.com.au) for a listing of events, shows and activities.

# Important School Policies

## 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 Providers of Education and Training to Overseas Students 2018.
- Students are referred to the “ESOS Framework – providing quality education and protecting your rights” available at <https://internationaleducation.gov.au/Regulatory-Information/Documents/esosstudentfactsheetv4%20-%20Final%20clean%20copy.pdf>

## 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 at Sheldon College are eligible to be awarded a Queensland Certificate of Education (QCE) through the Queensland Curriculum and Assessment Authority (QCAA). All students are required to study QCAA General Syllabus Subjects which contribute to their overall Australian Tertiary Admissions Rank (ATAR). Students use this rank to apply for tertiary study through the Queensland Tertiary Admissions Centre (QTAC). Students are guided through a rigorous Academic Mentoring program at Sheldon College to ensure they meet the requirements of receiving both their QCE and ATAR at the end of their Year 12 studies.

## CRICOS RESPONSIBILITIES POLICY

Sheldon College is bound by the National Code of Practice for Providers of Education and Training to Overseas Students 2018 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 [sheldoncollege.com](http://sheldoncollege.com).
- b) Non State-Schools Accreditation Board documentation – the College'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 31/12/2023
- Sheldon College is registered to enrol a maximum of 50 full fee paying 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 College's Enrolment Form. This must be correctly completed, and must be accompanied by the following documents to support the application:**

- Copies of Student Report Cards from the previous 2 years of study, including a copy of the latest Student Report;
- A completed Reference Form from the student's current or most recent school Principal is also required if student Report Cards do not record student behaviour or commitment to studies;
- A completed Subject Choices Form if appropriate;
- Appropriate proof of identity and age;
- Written evidence of proficiency in English as a second language
- Photocopy or scanned copy of passport page with name, photo identification, passport number and expiry date
- Letter of Offer from another registered provider if applicable

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

- Completed Homestay Application Form
- Enrolment Application Fee

# Important School Policies

- Application to the Queensland Assessment and Curriculum Authority (QCAA) for relaxation of completed Core requirements if applicable.

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

An application for enrolment can only be processed when all 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. Failure to disclose details required as part of the application process may later result in cancellation of enrolment.

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.

Onshore applications for Years 11-12, where the student is transferring from another CRICOS registered provider, will only be considered where the transfer, if accepted, allows the student to achieve a successful study outcome at the end of the enrolment.

Offshore applications for enrolment in Years 11-12 will not be considered after the Yr 11 course has commenced/ unless the student can complete course assessment before the end of the first semester of Year 11

Sheldon College requires evidence that the applicant's academic ability and English proficiency is sufficient to successfully meet the entry and curriculum demands of the intended course. Students undertaking a package of courses will have their academic and English language capabilities re-assessed prior to the commencement of each course in their enrolment package. This is a requirement under the 2018 National Code of Practice, Part B Standard 2.

**Minimum academic and English language requirements 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:**

- Evidence of application to school work and age-appropriate achievement in literacy and numeracy areas of the curriculum

### **B) FOR YEARS 7 – 12 STUDENTS:**

- A pass level or "C" grade or better for the majority of core subjects

## ENGLISH LANGUAGE PROFICIENCY REQUIREMENTS

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

ENGLISH PROFICIENCY REQUIREMENTS			
Enrolment at Sheldon College is on a case by case basis. If a student is not currently meeting these levels, they may be referred to a partner ELICOS school. They will be able to commence their studies when a sufficient English proficiency level has been attained.			
YEAR LEVEL OF ENTRY	AEAS SCORE	IELTS SCORE	NOTES
PREP to YEAR 1	N/A	No specific score required	Students' language levels would be assessed individually. They would need to follow instructions and respond to questions when asked. Basic reading and writing ability is desirable.
YEARS 2 - 3	N/A	No specific score required	Students must provide evidence of a sound 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 one year.
YEARS 4 - 6	46-60	4.0	Students will be asked to participate in an English proficiency interview as well as to provide evidence of competency through an approved test or reports from an English medium school. Students will be tested at the application stage as well as prior to commencement.
YEARS 7 - 10	71-79	5.0	Students will be asked to participate in an English proficiency interview as well as to provide evidence of competency through an approved test or reports from an English medium school. Students will be tested at the application stage as well as prior to commencement.
YEARS 11-12	80+	6.0	Except in exceptional circumstances, students are expected to complete Year 10 at Sheldon College before progressing to Year 11. Students transferring from another Australian institution to complete Year 11 or 12 must have evidence of academic success to date to be eligible for enrolment to complete Senior Secondary.

4. Students should note that if their language proficiency is below that outlined above, they may be required to undertake an intensive English language (ELICOS) course before beginning mainstream studies.
5. Those students who have undertaken an intensive English language course before beginning mainstream studies, will have their English language proficiency reassessed at the conclusion of the language course to ensure the student's level of proficiency is sufficient to allow them to commence their mainstream course.
6. Note that where a student cannot, or will not, meet the English language or academic requirements for entry into their first mainstream course, or a subsequent course undertaken as part of an enrolment package, Sheldon College may choose to apply the Conditions of Enrolment outlined the student's written agreement and the provisions of this Entry Requirements Policy – the outcome of which may result in the withdrawal of offer for enrolment on the grounds that entry requirements have not been met.

# Important School Policies

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

- New mainstream enrolments - entry into a mainstream course at a lower year level.
- Continuing mainstream enrolments - opportunity to repeat a year level as part of an academic intervention plan implemented by the school. Refer to the Student progress, attendance and course duration policy.

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.

**PLEASE NOTE:** Applicants applying for a position at Sheldon College must be prepared to accept the philosophy, ethos, uniform requirements and Code of Conduct of the College. The offer of a position is subject to availability at the time of interview and is at the discretion of the Principal. All students must attend a personal interview with the Principal prior to entry.

- 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).





# Important School Policies

## MARKETING POLICY

Sheldon College's marketing materials and promotion of courses and education services, including through an education agent, prior to entering an Enrolment Contract, are consistent with Australian Consumer Law, and do not make false claims or provide misleading information about itself, its courses or course outcomes, including but not limited to:

- Claims of associations between providers;
- A successful education assessment outcome for the student or intending student;
- Possible migration outcomes;
- Any work-based training a student is required to undertake as part of the course;
- Prerequisites—including English language proficiency—for entry to the course.

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 B, 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 School written and online marketing and other required materials related to providing or offering a registered course to an overseas student, as below, including in electronic form, as required by the 2018 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 PRISMS.

## CONFIRMATION OF PARENT/GUARDIAN RELATIONSHIPS

(For students who 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 COVER (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 not receiving more than 50% of the student's total tuition fees for a course before the student has begun the course, unless the student or person responsible for paying tuition fees has chosen to pay more than this amount.

Sheldon College refunds course fees in accordance with requirements under ESOS legislation.

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

**NOTE: In the event that the terms of this Refund Policy for Student default prove to be non-compliant with Australian law, a full refund of any unused tuition fees\* received by the College with respect to the student will be made within the period of four weeks after the day of student default.**

Refund calculations are prescribed by a Legislative Instrument- Education Services for Overseas Students (Calculation of Refund) Specification 2014: <http://www.comlaw.gov.au/Details/F2014L00907>

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

1. Pre-enrolment information
2. The College's Enrolment Contract
3. Sheldon College website (<http://www.sheldoncollege.com/>); and
4. 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.

# Important School Policies

## WORK PROCEDURE

### 1. Payment of Course Fees and Refunds

- a. Fees are payable according to 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 College receives written advice from the person who enters the Written Agreement to pay the refund to someone else.
- e. The Enrolment Application Fee is payable when initial application is made to the College and is non-refundable. The Enrolment Acceptance Fee is payable when a placement has been offered by the College and accepted by the Family and is non-refundable. (Note: this fee is non-refundable except in the event of visa refusal).

### 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

- 5% of the amount of course fees received, or
- 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 from the tuition fees received by the College.

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, the College will refund 5% of the 1st semester tuition fee.

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 semester 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 semester 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. If the student has paid tuition fees for more than 1 semester in advance and withdraws without providing the required 4 weeks written notice, the College will refund the amount of unused tuition fees for the subsequent semesters, less an administration fee of AUD\$500.00.

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.

Note: Any refund in the case of cancellation of a student's enrolment for failure to maintain Sheldon College's agreed conditions of enrolment as outlined in the student's Written Agreement, including failure to disclose required information at the point of application or a pre-existing condition requiring a high degree of specialised support or care, will be at the discretion of the Principal.

## 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

# Important School Policies

student for some reason cannot be placed or refuses placement in an alternative course arranged by the College, a full refund of any unused tuition fees\* received by the College with respect to the student will be made within 14 days of the agreed course starting day.

- b. If for any reason the College is unable to continue offering a course after the student commences a course, and the student for some reason cannot be placed or refuses placement in an alternative course arranged by the College, a full refund of any unused tuition fees\* received by the College with respect to the student will be made within 14 days of the College's default day.
- c. In the event that the College is unable to fulfil its obligations of providing an agreeable alternative course for the student, or a refund, the student will receive assistance from the Australian Government's Tuition Protection Service. For information on the TPS, please see:  
<https://tps.gov.au/StaticContent/Get/StudentInformation>.

*\*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>.*

- d. Where such a provider goes into default:
  - i. From a financial perspective, because the VET component falls under the College's CRICOS registration, the student's tuition fees for the course (including the VET components) are protected by virtue of the College's CRICOS registration.
  - ii. From a course delivery perspective, if the RTO the College has partnered with closes or is otherwise unable to deliver the VET component, the College must ensure that the student is still able to complete the secondary school course for which their visa has been issued. This could mean engaging an alternative VET provider to deliver the VET components or if this is not possible, offering alternative secondary school subjects which meet the requirements for completing the school qualification.

This Written Agreement, and the right to make complaints and seek appeals of decisions and action under various processes, does not affect the rights of the student to take action under the Australian Consumer Law if the Australian Consumer Law applies.

*Note: Reference to 'provider' relates to a third-party VET delivery partner.*

## 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.

1. The student should contact the appropriate staff member for an appointment to discuss the issue. Written notes of the discussion will be kept for the student's record.  
  
For academic or financial disputes students should see the relevant Director of Academics or the CFO.  
  
For personal problems the student should see the Director of Student Services, Year Level Coordinator or Home Group Teacher.
2. If there is no resolution, the student should make an appointment to discuss the issue with the Director of Quality, Risk and Compliance. The student should take a written statement outlining any issues or concerns to this meeting. The Director of Quality, Risk and Compliance may access previous notes from the student's file.
3. If there is still no resolution, the student should make an appointment to discuss the issue with the Principal.
4. The student should discuss the problem with the Principal. If there is a resolution, details will be noted on the student's record. If there is no resolution, the student will be made aware of other people / agencies that can assist them, and their rights under legislation in the State of Queensland and the Commonwealth of Australia.

## COMPLAINTS AND APPEAL POLICY

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

- 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 involving Sheldon College, or an education agent or third party engaged by Sheldon College to deliver a service on behalf of Sheldon College.

### 2. COMPLAINTS AGAINST OTHER STUDENTS

- Grievances brought by a student against another student will be dealt with under the College's Code of Conduct.

### 3. INFORMAL COMPLAINTS RESOLUTION

- In the first instance, Sheldon College requests there is an attempt to informally resolve the issue through mediation/informal resolution of the complaint.
- Students should contact the student's teacher in the first instance to attempt mediation/informal resolution of the complaint.
- 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.

# Important School Policies

## 4. FORMAL INTERNAL COMPLAINTS HANDLING AND APPEALS PROCESS

- 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.
- The student must notify the College in writing of the nature and details of the complaint or appeal.
- Written complaints or appeals are to be lodged with the Principal.
- 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.
- Complaints and appeals processes are available to students at no cost.
- Each complainant has the opportunity to present his/her case to the Principal.
- Students and / or the College may be accompanied and assisted by a support person at all relevant meetings.
- The formal internal complaints and appeals process will commence within 10 working days of the lodgment of the complaint or appeal with the Principal and will be finalised as soon as practicable.
- For the duration of the internal complaints and appeals process the student's enrolment will be maintained, as required under the National Code of Practice for Providers of Education and Training to Overseas Students 2018 and the student must continue to attend classes.

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

- Once the Principal/other 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.
- If the complaints and appeals 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 and action taken.
- Where the outcome of a complaint or appeal is not in the student's favour, Sheldon College will advise the student within 10 working days of concluding the internal review of the student's right to access the external appeals process.
- However, Sheldon College is only obliged to await the outcome of an external appeal if the matter relates to a breach of course progress or attendance requirements. For all other issues, the College may take action (including making changes to the student's enrolment status in PRISMS) in accordance with the outcome of the internal appeal.

## 5. EXTERNAL APPEALS PROCESSES

- If the student is dissatisfied with the conduct or result of the internal complaints and appeals procedure, he/she may contact and / or seek redress through the Overseas Students Ombudsman at no cost. Please see: <http://www.ombudsman.gov.au/How-we-can-help/overseas-students> or phone 1300 362 072 for more information.



- If the student wishes to appeal a decision made by Sheldon College that relates to being reported for a breach of course progress or attendance requirement (under Standard 8), the student must lodge this appeal with the Overseas Student Ombudsman's office within 10 working days of being notified of the outcome of his/her internal appeal.
- If the student wishes to appeal a decision made by Sheldon College that relates to:
  - Refusal to approve a transfer application (under Standard 7), or
  - Suspension or cancellation of the student's enrolment (under Standard 9)

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

## 6. 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. Communicating with Families About Changes in Enrolment Status

- All communications regarding changes to enrolment status will be made directly with students and parents, in accordance with the latest contact details provided to the College.
- Parents must therefore keep Sheldon College informed of their current contact details, as per the conditions of the student visa.
- Where relevant and where approved by the parents, the College may also share copies of correspondence with the child's education agent to help facilitate communication about any changes in enrolment status. However, the parents with whom the College has a formal Enrolment Contract are the primary contact for the College in such matters. The College will not act on any decision affecting the student's enrolment that is not made by the parents.

### 2. Deferment of Commencement of Study Requested by Student

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

- Illness, where a medical certificate states that the student was unable to attend classes.
- Bereavement of close family members such as parents or grandparents (where possible a death certificate should be provided).
- Major political upheaval or natural disaster in the home country requiring emergency travel that has impacted on studies.
- A traumatic experience which has impacted on the student (these cases should be where possible supported by police or psychologists' reports).
- After undertaking ELICOS studies, the student has not/will not meet the English language benchmark required for entry into the desired course, and the College is willing to defer the student's commencement in the course until a later date when the required benchmark is achieved.

b) All applications for deferment will be considered within 5 working days.

c) The final decision for assessing and granting a deferment of commencement of studies lies with the Principal. Where a student's request to defer his/her commencement of studies is refused, the student has a right of

# Important School Policies

appeal (see Sheldon College's Complaints and Appeals policy).

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

### 3. Suspension of Study Requested by Student

a) Once the student has commenced the course, Sheldon College will only grant a suspension of study for compassionate and compelling circumstances. These include but are not limited to;

- Illness, where a medical certificate states that the student was unable to attend classes.
- Bereavement of close family members such as parents or grandparents (where possible a death certificate should be provided).
- Major political upheaval or natural disaster in the home country requiring emergency travel that has impacted on studies.
- A traumatic experience which has impacted on the student (these cases should be where possible supported by police or psychologist' reports).
- Student return to their home country to sit a university exam (or similar assessment) which impacts upon their education.

b) Where there is a significant issue impacting upon a student's attendance or course progress, it is essential that the student or parents contact the College as soon as possible to discuss the concern so that appropriate support can be put in place. Where deemed necessary, this may involve temporarily suspending the student's enrolment so that matters can be resolved without having a negative impact on the student's ability to satisfy their visa conditions.

c) Temporary suspensions of study cannot exceed 6 months' duration.

d) Suspensions will be recorded on PRISMS within 14 days of being granted if the student is under 18 years of age, and within 31 days if the student is over 18 years of age.

e) The period of suspension will not be included in attendance calculations.

f) Applications will be assessed on merit by the Principal.

g) Some examples of circumstances that are not considered compassionate and compelling at Sheldon College include:

- Requests for early departure or late return from vacation, including inability to secure cheap flights.
- Leaving early or returning late from holidays in order to attend festivals in the student's home country.
- Returning home to attend family gatherings that occur during term time.

h) As part of any assessment of a request to defer or temporarily suspend studies, the impact of the request on the student's ability to complete their intended course of study in accordance with their CoE/s and student visa will be considered. Any implications will be communicated to students.

i) All applications for suspension will be considered within 5 working days.

j) The final decision for assessing and granting a suspension of studies lies with the Principal. Where a student's

request to suspend studies is refused, the student has a right of appeal (see Sheldon College's Complaints and Appeals policy).

#### **4. Student Initiated Cancellation of Enrolment**

a) All notification of withdrawal from a course, or applications for refunds, must be made in writing and submitted to the Principal. Please see Sheldon College's Refund Policy for information regarding refunds.

b) A student will be deemed to have inactively notified Name of School of cancellation of enrolment where:

- The student has not yet finished his/her course/s of study with the College, and
- Does not resume studies at the College within [14 days] after a holiday break, and
- The student has not previously provided the College with written notification of withdrawal.

c) Student-initiated cancellation of enrolment, including "inactive" cancellation of enrolment in 4.b), above, is not subject to Sheldon College's Complaints and Appeals Policy.

#### **5. College Initiated Exclusion from Class or Suspension from Attending School (no impact on CoE)**

a) Sheldon College may exclude a student from class studies or suspend attendance from school on the grounds of misbehaviour by the student. Temporary exclusion or suspension will occur as the result of any behaviour identified as resulting in exclusion in Sheldon College's Code of Conduct.

b) Students may also be excluded from class or suspended from school for failure to pay fees that he/she was required to pay in order to undertake or continue the course, as stated in the Written Agreement.

c) Where Sheldon College intends to exclude a student from class or suspends a student from school, it will first issue a letter which notifies the student and parents of this intention. The letter will provide details of the reason/s for the intended exclusion, as well as information about how to access Sheldon College's internal appeals process. Further information about the appeals process in the event of a school-initiated exclusion from class is outlined below.

d) Excluded or suspended students must abide by the conditions of their withdrawal from studies or school and must adhere to any welfare and accommodation arrangements in place, as determined by the Principal.

e) Where the student is provided with homework or other studies for the period of the exclusion or suspension, the student must continue to meet the academic requirements of the course.

f) Exclusions from class or suspensions from school under this section of the policy:

- will not be included in attendance calculations for the study period,
- will not impact the CoE or study, and
- will not be recorded on PRISMS,
- will not be visible to the Department of Home Affairs (Immigration)

#### **6. College Initiated Suspension of Enrolment (CoE will be impacted)**

a) Sheldon College may initiate a suspension of enrolment 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) Student enrolment may also be suspended for failure to pay fees that he/she was required to pay in order to undertake or continue the course, as stated in the student's Written Agreement.

c) Where Sheldon College intends to suspend the enrolment of a student, it will first issue a letter that

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notifies the student and parents of this intention. The letter will provide details of the reason/s for the intended suspension, potential impact on the CoE and study path, as well as information about how to access Sheldon College's internal appeals process. Further information about the appeals process in the event of a school-initiated suspension is outlined below.

d) Suspended students must abide by the conditions of their suspension of enrolment and must adhere to any welfare and accommodation arrangements in place, as determined by the Principal.

e) Students who have been suspended for more than 28 days may need to contact Department of Immigration. (Please see contact details at: : <https://immi.homeaffairs.gov.au/help-support/contact-us>.)

f) Where applied, a suspension of enrolment will impact the student's CoE and will be recorded on PRISMS. The suspension will therefore be visible to the Department of Home Affairs (Immigration).

g) The period of suspension will not be included in attendance calculations.

## 7. College Initiated Cancellation of Enrolment

a) Sheldon College will cancel the enrolment of a student under the following conditions;

- Any breach of an agreed condition of enrolment as outlined in the student's Enrolment Contract, including failure to disclose a pre-existing condition requiring a high degree of specialised support or care.
- Failure to pay course fees.
- Failure to maintain approved welfare and accommodation arrangements (visa condition 8532)
- Any behaviour identified as resulting in cancellation in Sheldon College's Code of Conduct.

b) Where Sheldon College intends to cancel the enrolment of a student it will first issue a letter which notifies the student and parents of this intention. The letter will also provide details of the reason/s for the intended cancellation, as well as information about how to access Sheldon College's internal appeals process. Further information about the appeals process in the event of a College-initiated cancellation is outlined below.

c) Sheldon College is required to report any confirmed breach of course progress and attendance requirements to the Department of Immigration. Where a student is reported for breach of visa condition, his/her enrolment at Sheldon College will be cancelled and this may impact on the student's visa. Further information can be found in Sheldon College's Course Progress and Attendance Policy.

d) For the duration of the internal appeals process, Sheldon College will maintain the student's enrolment and the student will attend classes as normal. The Principal will determine if participation in studies will be in class or under a supervised arrangement outside of classes.

e) If a student decides to access Sheldon College's complaints and appeals process because they have been notified of a College initiated suspension or cancellation of enrolment under Standard 9, the change in enrolment status will not be reported in PRISMS until the internal complaints and appeals process is finalised, unless extenuating circumstances relating to the welfare of the student apply (see Definitions below).

f) Where extenuating circumstances are deemed to exist, a student may still access the complaints and appeals process, but Sheldon College need not await the outcome of this process before changing the student's enrolment status in PRISMS. If the College has issued a CAAW for such a student, welfare provisions under Standard 5.6 are applicable.

- g) The use of extenuating circumstances by 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.

### 8. Student to Seek Information from Department of Immigration

- Deferment, suspension and cancellation of enrolment can have an effect on a student's visa as a result of changes to enrolment status. Students can visit the Department of Home Affairs (Immigration) Website <https://immi.homeaffairs.gov.au/visas/getting-a-visa/visa-listing/student-500> for further information about their visa conditions and obligations.

### 9. Definitions

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

#### Examples include:

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

## OVERSEAS STUDENT TRANSFER REQUEST POLICY

### Sheldon College's Overseas Student Transfer Policy and processes apply to:

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

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

#### **1. Overseas students are restricted from transferring from their first registered school sector course of study for a period of six months. This restriction also applies to any course(s) packaged with their first registered school sector course of study. Exceptions to this restriction are:**

- If the student's course or school becomes unregistered;
- The College has a Government sanction imposed on its registration;
- A Government sponsor (if applicable) considers a transfer to be in the student's best interests
- If the student is granted a release in PRISMS.

#### **2. Students can apply to be released by submitting a Student Transfer Request Application at no charge to enable them to transfer to another education provider. However, if a student has not completed the first six months of the first registered school sector course of study or is under 18 years of age, conditions apply.**

# Important School Policies

## **3. Sheldon College will only release a student before completing the first six months of their first registered school sector course in the following circumstances:**

- The student has changed welfare and accommodation arrangements and is no longer within a reasonable travelling time of the College.
- The student will be reported because they are unable to achieve satisfactory course progress at the level they are studying, even after engaging with Sheldon College's intervention strategy to assist them in accordance with Standard 8 (Overseas student visa requirements).
- The student provides evidence of compassionate or compelling circumstances.
- Sheldon College fails to deliver the course as outlined in the Written Agreement.
- The student provides evidence that their reasonable expectations about their current course are not being met.
- The student provides evidence that he / she was misled by Sheldon College or an education or migration agent regarding Sheldon College or its course and the course is therefore unsuitable to his/her needs and/or study objectives.
- An appeal (internal or external) on another matter results in a decision or recommendation to release the student.
- Any other reason stated in the policies of Sheldon College.

## **4. Students under 18 years of age MUST also have:**

- Written evidence that the student's parent(s)/legal guardian supports the transfer application.
- Written confirmation that the receiving provider will accept responsibility for and communicate with the student about approving the student's accommodation, support, and general welfare arrangements from the proposed date of release where the student is not living with a parent / legal guardian or a suitable nominated relative.

## **5. Sheldon College will NOT agree to the transfer before the student completes the first six months of their first registered school sector course in the following circumstances:**

- The student's progress is likely to be academically disadvantaged.
- Sheldon College is concerned that the student's application to transfer is a consequence of the adverse influence of another party.
- The student has not had sufficient time to settle into a new environment in order to make an informed decision about transfer.
- The student has not accessed College support services which may assist with making adjustments to a new environment, including academic and personal counselling services.
- College fees have not been paid for the current term/semester.

## **6. To apply for transfer to another provider, students need to:**

- Complete an Application for Student Transfer Form available from the Principals Office.
- Give this completed application form and a valid offer of enrolment from another provider to the PA to the Principal 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 also confirm the new provider's acceptance of responsibility for

approving the student's accommodation, support and general welfare arrangements from the proposed date of the student's release from Sheldon College, in accordance with Standard 5 (Younger overseas students) of the 2018 National Code of Practice for Providers of Education and Training for Overseas Students.

**7. Sheldon College will assess the student's transfer request application and notify the student of a decision within 10 working days.**

**8. If Sheldon College grants the student's transfer request, the student will be notified and the decision will be reported to the Department of Home Affairs (Immigration) via PRISMS.**

**9. If Sheldon College intends to refuse the student's transfer application request, Sheldon College will provide the student with reasons for refusal in writing and include a copy of Sheldon College's complaints and appeals policy (available in the International Student Handbook). The student has the right to access Sheldon 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 not to access Name of School '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 Sheldon College.

**10. Applications to transfer to another registered provider may have visa implications. The student is advised to contact the Department of Home Affairs (Immigration) office as soon as possible to discuss any implications: <https://immi.homeaffairs.gov.au/help-support/contact-us>.**

Student who are no longer subject to the transfer restriction but where Sheldon College holds welfare responsibility via a CAAW.

**11. Students under 18 years of age MUST have:**

- Written evidence that the student's parent(s)/legal guardian supports the transfer application.
- Written confirmation that the receiving provider will accept responsibility for and communicate with the student about approving the student's accommodation, support, and general welfare arrangements from the proposed date of release where the student is not living with a parent / legal guardian or a suitable nominated relative.

**12. To apply for transfer to another provider, students need to:**

- Complete an Application for Student Transfer Form available from the Principals Office.
- Give this completed application form and a valid offer of enrolment from another provider to the PA to the Principal for assessment and response within 10 working days.
- If under 18 years of age, attach written confirmation of support for the transfer to the nominated provider by a parent/s or legal guardian/s.
- In this case, the valid offer of enrolment must confirm acceptance of responsibility for approving the student's accommodation, support and general welfare arrangements from the proposed date of the student's release from Sheldon College in accordance with Standard 5 (Younger overseas students) of the 2018 National Code of Practice for Providers of Education and Training for Overseas Students.

**13. Sheldon College will negotiate the welfare transfer date with the receiving provider and will advise the student of the welfare transfer date within 10 working days.**

**14. Transfers to another registered provider may have visa implications. The student is advised to contact the Department of Home Affairs (Immigration) office as soon as possible to discuss any implications:**

<https://immi.homeaffairs.gov.au/help-support/contact-us>.

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## WELFARE AND ACCOMMODATION POLICY

### Care for Younger Students Under 18 Years

Sheldon College is a CRICOS-registered provider which enrolls younger students under 18 years of age.

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

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

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

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

### ACCOMMODATION AND CARE OPTIONS FOR OVERSEAS STUDENTS UNDER 18 YEARS

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 Home Affairs (Immigration).

In this case:

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

Sheldon College requires holders of Student Guardian Visas to:

1. Maintain Overseas Visitor Health Cover for themselves and any dependent children living with them in Australia



2. Immediately advise the College of any change to address or contact details
3. Immediately advise the College if there are any compassionate or compelling reasons to travel overseas or not be at home for an extended period of time to care for the student.

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

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

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

Accommodation options that may be approved by Sheldon College for full fee paying 500 visa subclass students under 18 years of age include:

- Homestay Program operated by Sheldon College.
- Private accommodation and care arrangements requested by the parent but approved by the College which meet all requirements under relevant state and commonwealth legislation.

Sheldon College will maintain approval of accommodation and care arrangements until:

- The student completes the course and departs Australia
- the student turns 18 years
- any appeals processes in relation to Sheldon College's intentions to cancel the student's enrolment has been finalised (including suspensions, cancellations, course progress and attendance)
- the student has alternative welfare arrangements approved by another registered provider
- a parent or nominated relative approved by the Department of Home Affairs (Immigration) assumes care of the student
- Sheldon College has notified the Department of Home Affairs (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 Sheldon 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 Blue Card Services website.

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.

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

If a student for whom the College has issued a CAAW refuses to maintain approved arrangements, the College will report this to the Department of Home Affairs (Immigration) and advise the student to contact the Department of Home Affairs (Immigration) to ensure visa implications are understood: DHA enquiries.

In the event of a significant or critical welfare issue involving the student, and if determined necessary by the College, a parent, legal guardian or approved relative agrees to travel to a designated location within 5 days to assume care of the student until the situation has been resolved to the College's satisfaction.

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

### **3. For College vacation periods, students under 18 years of age for whom Sheldon College has issued a CAAW will:**

- Return home to parents, or
- Continue to live in / is placed in Homestay arranged and approved by the College, or
- Apply for approval to spend the vacation with relatives or a friend's family, or
- Apply to attend a supervised excursion, camp, etc., if all requirements are met in order to attain College approval.

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

- Homestay Program, including private arrangements requested by a parent

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

- Student returns home to parents
- Student continues to live in / is placed in Homestay, details of which are recoded 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.

### **6. Homestay / private accommodation arrangements at Sheldon College:**

The Homestay / private accommodation arrangements operated by Sheldon College meet Queensland legislative requirements for child protection as well as Standard 5 of the 2018 National Code of Practice for Providers of Education and Training to Overseas Students.

These include

- Continuous dates for approved welfare arrangements

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

\*Note:

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

## CRITICAL INCIDENT POLICY

**Sheldon College has a Critical Incident Policy and Procedures that cover:**

- Management of critical incidents that could affect the student's ability to undertake or complete a course, including emergency situations and incidents that may cause physical or psychological harm;
- Action to be taken in the event of a critical incident;
- Follow up of the incident;
- Records of the incident and action taken.

Sheldon College recognises the duty of care owed to its students and that planning for the management of a critical incident is essential.

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:

- Serious injury, illness or death of a student or staff member
- Students or staff lost or injured on an excursion
- A missing student
- Severe verbal or psychological aggression
- Physical assault
- Student or staff witnessing a serious accident or incident of violence
- Natural disaster e.g. earthquake, flood, windstorm, hailstorm or extremes of temperature
- Fire, bomb threat, explosion, gas or chemical hazard
- Social issues e.g. drug use, sexual assault

### 1. Critical Incident Committee

# Important School Policies

- Sheldon College has a Critical Incident Team to assist the Principal in the prevention and management of critical incidents at the College, or off campus in the case of an overseas student for whom the College has undertaken care responsibilities.
- The Director of College Operations is the critical incident team leader.
- The Critical Incident Team also includes:
  - The Principal,
  - Selected Senior Executive and Corporate Executive staff members,
  - The College Chaplain.
- The responsibilities of the team include:
  - Risk assessment of hazards and situations which may require emergency action;
  - Analysis of requirements to address these hazards;
  - Establishment of liaison with all relevant emergency services e.g. police, fire brigade, ambulance, hospital, poisons information centre, community health services;
  - 24-hour access to contact details for all students and their families and emergency contacts provided by the student's family (for schools with overseas students this will also include agents, homestay families, carers, consular staff, embassies and interpreting services if necessary);
  - 24-hour access to contact details for all relevant staff members needed in the event of a critical incident e.g. College counsellor, welfare officer, legal services, College security;
  - Development of a critical incident plan for each critical incident identified, including arranging emergency or alternative accommodation arrangements if necessary;
  - Dissemination of planned procedures;
  - Organisation of practice drills;
  - Regular review of the Critical Incident Plan;
  - Assisting with implementation of the Critical Incident Plan;
  - Arranging appropriate staff development;
  - Budget allocation for emergencies;
  - Ensuring written records of any critical incident and remedial action taken by Sheldon College are kept on file for at least two years after the student ceases to be enrolled.

## 2. Critical Incident Plans

- All Critical Incident Plans assign responsibilities among relevant staff members; cover all the actions to be taken and timelines for doing so.
- Immediate Action (within 24 hours)
  - Identify the nature of the critical incident;
  - Notification of the critical incident committee/team leader;
  - Implement the appropriate management plan or action strategy, including arranging emergency or alternative accommodation arrangements if necessary;
  - Assignment of duties and resources to College staff;

- Seeking advice and help from any necessary emergency services/hospital/medical services;
  - Dissemination of information to parents and family members;
  - Completion of a critical incident report;
  - Media response if required (see below);
  - Assess the need for support and counselling for those directly and indirectly involved.
- **Additional Action (48 – 72 hours)**
    - Assess the need for support and counselling for those directly and indirectly involved (ongoing);
    - Provide staff and students, parents / family members with factual information as appropriate;
    - Restore normal functioning and College delivery.
  - **Follow-up – monitoring, support, evaluation**
    - Identification of any other people who may be affected by the critical incident and access of support services for affected community members;
    - Maintain contact with any injured/affected parties;
    - Provision of accurate information to staff and students where appropriate;
    - Evaluation of critical incident management;
    - Be aware of any possible longer term disturbances e.g. inquests, legal proceedings.

### 3. Resources

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.

### 4. Managing the Media

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

### 5. Evaluation and review of management plan

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)

- Identify the nature of the critical incident
- 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.

# Important School Policies

- 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?
- The information should be documented for further reference.
- Notification of the critical incident committee/team leader
- The person who is initially notified of the incident should notify the critical incident team leader immediately.
- 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.
- 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
- 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.
- Completion of a critical incident report [see sample critical incident report]
- Media response if required
- Inform critical team leader of any relevant factual information to be conveyed to the media liaison.
- Assess the need for support and counselling for those directly and indirectly involved
- If the student is seriously injured or requires hospitalisation, the College should enlist the 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.
- The College should assess whether other staff and students have been affected by the incident and provide support and counselling as required.
- The College should also contact Department of Home Affairs (Immigration) and inform them of the incident.

## **2. Additional Action (48 – 72 hours)**

- Assess the need for support and counselling for those directly and indirectly involved (ongoing).
- Provide staff and students with factual information as appropriate.
  - 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.
- Restore normal functioning and College delivery.
  - 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**

- Identification of any other people who may be affected by critical incident and access of support services for affected community members.
  - The effects of traumatic incidents can be delayed in some people; the College needs to be aware of any emerging need for support and/or counselling.
- Maintain contact with any injured/affected parties.
- If the student is in hospital for some time, the College needs to maintain contact with the student and their family.
  - Support and assistance for the student and family.

# Student Progress

- 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.
- 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.
- Provision of accurate information to staff and students where appropriate.
  - 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.
- Evaluation of critical incident management.
  - The Critical Incident Team 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.

## STUDENT PROGRESS, ATTENDANCE AND COURSE DURATION

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

### 1. Course Progress

- a. The 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 according to Sheldon College's course assessment requirements.
- c. Students who have begun part way through a study period will be assessed according to Sheldon College's course assessment requirements after completing one full study period.

Students will need to demonstrate satisfactory course progress in any study period. Note: achievement of a 'C' or 'passing grade' in every subject in a semester is not recommended. Reference to improved English language ability or the requirement for students to meet the College's behaviour/attendance expectations should not be referenced under this policy.

#### For Primary Years

Students must demonstrate academic outcomes each semester that allow them to remain on track for progression to the next year level.

#### For Junior Secondary Years 7-10

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

#### For Senior Secondary Years 11 & 12 – full duration



To demonstrate satisfactory course progress for the Senior Secondary Course, students must progressively accrue sufficient credit in Units in Years 11 and 12 to remain eligible for a Queensland Certificate of Education (QCE). Students enrolled for all four Units of a Senior Secondary Course will be identified and notified as being at risk of not achieving satisfactory course progress when their results indicate that the Learning Options available to them to remain eligible for a QCE are becoming limited.

For Senior Secondary – less than full duration (for example, study abroad programs)

To demonstrate satisfactory course progress for the Senior Secondary Course, students must achieve a satisfactory result (e.g., a "Pass", "C", or "Satisfactory" result) in a minimum of 4 Learning Options in a Unit.

- d. If at the end of a study period a student does not achieve satisfactory course progress as described above, the Director of Teaching and Learning will formally contact the parent(s) to advise that the student is at risk of breaching the course progress requirement and that there will be a meeting with the student to develop an intervention strategy for academic improvement. This may include;
  - 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. Offer to repeat a year level (requiring an extension of course duration under item 2c of this policy)
  - vii. Counselling – time management
  - viii. Counselling -academic skills
  - ix. Counselling - personal
  - x. Other intervention strategies as deemed necessary
- e. A copy of the student's individual strategy for academic improvement and any relevant progress reports will be forwarded to parents. Parents will be advised if the proposed strategy has any implications for fees payable, the student's progression through a package of courses, or the student's visa. Where a proposed intervention plan has significant implications for the student's course of study (as originally agreed), a new written agreement will need to be established. A new CoE may also be required.
- f. The student's individual strategy for academic improvement will be monitored over the following study period by the Director of Teaching and Learning and records of student response to the strategy will be kept. Parents will be kept informed of the student's academic progress while the student is receiving formal intervention.
- g. If the student does not 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. The notification of intention to report will be issued to the student prior to the commencement

# Student Progress

of the next semester. Following the outcome of the internal process, if the student wishes to complain or lodge an external appeal about a decision made or action taken by Sheldon College, he/she may contact the Overseas Student Ombudsman at no cost. Please see Sheldon College's Complaints and Appeals Policy for further details.

- h. The College will notify the ESOS agency 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. the student withdraws from the complaints and appeals process by notifying the Principal of Sheldon College in writing, or
  - iii. the complaints and appeals process including any external appeal made by the student, results in a decision 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 study period 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:
  - i. the student can provide evidence of compassionate or compelling circumstances (see Definitions below)
  - ii. the student has, or is, participating 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. In this case, the student will need to contact the Department of Home Affairs (Immigration) to seek advice on any potential impacts on their visa, including the need to obtain a new visa.

## 3. Monitoring Course Attendance

- a. Satisfactory course attendance is attendance of 80% of scheduled course contact hours.
- 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 Director of Student Services.
- e. Any absences longer than 2 consecutive days without approval will be investigated.
- f. Student attendance will be monitored by the Director of Wellbeing on a fortnightly basis throughout a semester to identify 'At Risk' students before their attendance fall below the 90% intervention threshold or the 80% reporting point 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 study period e.g. number of study days x contact hours x 20%. [For example, a 20 week study period with 5 contact hours a day would equal 500 contact hours. 20% of this is 100 hours.
  - ii. The monitoring process will include a review of the reasons given for student absence, including a determination of whether compassionate and compelling circumstances apply (as per Definition, below).
  - iii. Where a student's absences represent grounds for the student to apply and be approved for a deferment of study or temporary suspension of enrolment, those absences will not be included in the student's attendance calculations for that study period (see Sheldon College's Deferment, Suspension and Cancellation Policy).
  - iv. Attendance for any period of exclusion from class will be assessed under Sheldon College's Deferment, Suspension and Cancellation Policy.
- g. Parents of students at risk of breaching Sheldon College's attendance requirements will be contacted by email/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 fallen below the 80% attendance threshold for the study period, Sheldon College will assess the student against the provisions of Item 3.i. (below). Where the student has failed to meet the minimum attendance requirement, and Item 3.i. does not apply, the College will promptly advise the student of its intention to report the student for breach of visa condition 8202, and that he/she has 20 working days in which to access the school's internal complaints and appeals process.
- 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. the student withdraws from the complaints and appeals process by notifying the Principal of Sheldon College in writing;

# Student Progress

- iii. the complaints and appeals process, including any external appeal made by the student, results in a decision in favour of the College.
- j. Students will not be reported for failing to meet the 80% threshold where:
  - xi. 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
  - xii. the student's attendance has not fallen below 70% for the study period.
- k. The method for calculating 70% attendance is the same as that outlined in 3.f. with the following change; number of study days x contact hours x 30% or number of study days x number of days per week x 30%.
- l. If the student's attendance falls below the 70% threshold for the study period, the process for reporting the student for unsatisfactory attendance (breach of visa condition 8202) will occur as outlined in 3(h) – 3 (i).

## 4. Definitions

- a. Compassionate or compelling circumstances - circumstances beyond the control of the student that are having an impact on the student's progress through a course. These could include:
  - 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 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.
- b. 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.
- c. 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.
- d. College day – any day for which the College has scheduled course contact hours.
- e. Study period

for the purpose of monitoring attendance, a study period is a semester

for the purpose of monitoring course progress in ELICOS, a study period is a term

for the purpose of monitoring course progress in a Primary School or Junior Secondary School course, a study period is a semester

for the purpose of monitoring course progress in a Senior Secondary School course, a study period is a Unit of a subject or course of study (i.e., Unit 1 or Unit 2 in Year 11 or Units 3 and 4 in Year 12)

f. Core Subject – refer to the Sheldon College website.

## 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 they 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 Wellbeing, Home Group Teacher and / or Year Level Coordinator.

- If monitored attendance falls below 90% the student will be addressed by the Director of Wellbeing. The attendance requirements will be explained with the intention that 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 Wellbeing. 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 Wellbeing 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

# Student Progress

language proficiency improves. This means students are expected to do homework and study every night and practise their English as often as possible.

- Academic Results will be monitored by the Director of Academics.
- Students with 3 or more "Limited Achievement" grades each semester will be required to attend an interview with the Director of Academics 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 Director of Quality, Risk and Compliance 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 is 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. The Student Advisor 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 Director of Performance Analytics will complete all necessary information for the Qld Curriculum and Assessment 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 in 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

## 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 based on the day's lessons. 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:**





*“An investment  
in knowledge  
pays the best  
interest”*

.....  
BENJAMIN FRANKLIN

*Love  
Laughter  
Learning*

OUR MOTTO  
.....



**CONTACT DETAILS**

International Education Program Manager:

Email: [international@sheldoncollege.com](mailto:international@sheldoncollege.com)

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Rebecca Anthony

Phone: +61 7 3206 5528

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