



For Christ's Crown & Covenant

International Students Policy

Student

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0. PRELIMINARIES

Covenant Christian School (the School) was established in 1991 to offer a Christian education predominantly to Protestant Christian families with children in Years K-10. It initially commenced operations in temporary accommodation in Yarralumla before moving to its permanent site in Gordon (ACT) in 1993.

The School is registered under the A.C.T. Education Act. and receives Territory and Commonwealth per capita recurrent funding.

In 2008 the School became registered under the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) – provider number 02943C.

The School is bound to comply with the Education Services for Overseas Students, or ESOS Act. This Act provides the regulatory requirements for education and training institutions offering courses to international students in Australia on a student visa. ESOS provides tuition protection for international students and was amended following a review in 2009-2010.

The School is physically located at:	1 Woodcock Drive Gordon ACT 2906 Australia
The School's postal address is:	PO Box 1067 Tuggeranong ACT 2901 Australia
International Students contact person:	Mr Tim James Enrolment Officer
The School's telephone contact is:	(02) 6294 2455 * 0402 110 339 (a/h) *
The School's facsimile is:	(02) 6294 2456 *
The School's email address is:	admin@covenant.act.edu.au
The School's website address is:	www.covenant.act.edu.au

* If dialling these numbers from outside Australia, then dial **61** first and don't dial the first **0** for each of the numbers listed.

Covenant Christian School wishes to acknowledge, with thankfulness, the significant contribution of Emmaus Christian School (Canberra, Australia) to this policy document.

Enrolment Process

Step 1 Read this Policy Document then complete and send the application form (available on the website) including passport photo to the Covenant Christian School via postal mail or email or facsimile (see page 1 for contact details).

Also send:

- a) AU\$250 Enrolment Process Fee
- b) Copies of Birth Certificate and Passport of the student applying;
- c) Copy of the most recent School Report;
- d) A reference letter from your Principal, Pastor or class Teacher;
- e) A letter written in English by the applying student to Covenant Christian School.
- f) A signed 'Acknowledgment Page' found under section 16 of this document.

Step 2 Covenant Christian School will contact the family of the student by email and request a time to interview the parents/guardians as well as the student in person, or by telephone or Skype. This interview will assist with correct class placement.

Step 3 If successful, the parents / guardians will be sent:

- a) **Offer of Place** including class placement
- b) **Medical Information Form**
- c) **International Student Agreement and Acceptance** for the parent / guardian to sign and return to the School, and
- d) An **invoice** for the first fee payment.

Step 4 Parents / Guardians return the signed **Letter of Acceptance** with:

- a) **International Student Agreement;**
- b) Evidence of **Health Insurance;**
- c) Completed **Medical Information Form;** and
- d) **Fees due**, within 21 days. The parents / guardians will be sent/emailed an official **Confirmation of Enrolment** certificate (CoE) and receipt for payments received.

Step 5 Once the School receives the student's fees in full, it will confirm in writing the student's starting date at the School and School Timetable.

1. MARKETING INFORMATION AND PRACTICES

While the School does not actively seek to enrol international students, it will seek to present all promotional materials in a professional manner.

1.1 Standard of Marketing

All the School's promotional material, whether in print or electronic form, is to be presented in a professional manner. The primary print / electronic documents that assist in promoting the School are its Prospectus, Annual Report and Parent Handbook.

1.2 Integrity of Marketing

All the School's promotional material must contain the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) number (02943C), whether it be in the print or electronic form, and contain only factual / verifiable content.

This material is to be reviewed on a yearly basis to ensure that it maintains its factual integrity and doesn't become outdated.

Expectations of parents over 18 years of age

Parents must:

- Ensure the applicant obtains a valid passport and the appropriate student visa for entry into Australia for full length of study. Copy of Visa to be given to the school.
- Ensure requirements are met for appropriate accommodation and welfare arrangements for any applicant under 18 years of age.
- Pay for the applicant's return airfares and living expenses while undertaking studies in Australia.
- Pay the required tuition fees when an offer of placement is made and fees owing on receipt of invoice.
- Notify the school **immediately** if the student's studies are terminated or there are any changes to the student's visa status.
- Take full responsibility to ensure appropriate accommodation and welfare arrangements are in place for the student while undertaking studies in Australia.
- Ensure the student resides at the nominated residence and/or approved/arranged home-stay and notify the school in writing, within 7 days, of any changes to the applicant's address or contact details.

Expectations of students

The Student:

- Is subject to the same enrolment conditions and penalties as other mainstream students at the school.
- Must comply with student's visa requirements.
- Must meet course and attendance requirements.
- Must not engage in any activity that may endanger the safety of themselves or any other persons.

No obligation

Covenant Christian School does not represent or guarantee that the student will:

- Be accepted for enrolment at a specific school.
- Successfully complete studies undertaken.
- Successfully complete ACT Year 10 Certificate.
- Gain entry into a higher or tertiary institution.

1.3 Recruitment of Students

The School will not recruit students from other registered providers where this conflicts with its obligations under Standard 7 (Transfer between registered providers).

The School must ensure that all students seeking to transfer from another registered provider has that provider's permission, particularly if the student has completed less than six months of his or her principal course.

The School must ensure that it obtains a valid enrolment offer from the new provider where the student has applied for a letter of release; this offer is to be placed on the leaving student's file.

2. STUDENT ENGAGEMENT BEFORE ENROLMENT

2.1 Enrolment Information

Prior to accepting a prospective student to one of the two courses offered by the School, the following information is to be made available to the said student. This information is to be made available on the School's website

2.1.1 Enrolment Requirements

To be accepted into a course at Covenant Christian School, students must satisfy the School that they:

- have a parent or responsible close relative as guardian in Canberra;
- have their own appropriate accommodation in Canberra;
- have provided sufficient information on their current health situation so School staff can be prepared for any likely medical problem (eg. food allergies) and also know to which doctor or medical practice he /she will attend while in Australia;
- have adequate and appropriate health insurance;
- have no history of violence or school suspension; and
- have funds to pay the application fee and the whole year's fees.

Grade or Year Level Placement

Students are assigned to a grade based on a) their chronological age and b) their spoken and written English language proficiency. Usually, students who are proficient in spoken and written English and turn -

5 before 30 April will enter the Kindergarten class

6 before 30 April will enter the Year 1 class

7 before 30 April will enter the Year 2 class

8 before 30 April will enter the Year 3 class

9 before 30 April will enter the Year 4 class

10 before 30 April will enter the Year 5 class

11 before 30 April will enter the Year 6 class

12 before 30 April will enter the Year 7 class

13 before 30 April will enter the Year 8 class

14 before 30 April will enter the Year 9 class

15 before 30 April will enter the Year 10 class

Note: If the International Student has below average or minimal spoken or written English, they may be placed in a lower grade than their chronological peers.

Students are to indicate on the Application Form whether they consider their own spoken and written English to be a) Minimal, b) Below Average, c) Average, or d) Above Average.

Students who apply must provide their School Report documents from the previous school (unless they have not attended school before) and will be assessed by telephone call as to their spoken English skills. Those who receive a placement offer at the School will also be assessed by our teaching staff upon arrival at the school, to confirm their English language ability and to ensure that they are placed in the most appropriate class for their needs.

Educational Qualifications or Work Experience Required

Applying students are required to provide Covenant Christian School with written reports from their previous year of schooling. These are to be in English or translated to English and will be used to assist in the placement of students in a grade or year level. Course credit is not applicable to the courses offered by the School.

The student's previous school results will be taken into account as part of our class placement procedure.

2.1.2 Course Information

The Primary (Years K-6) course runs for 266 weeks in total (38 weeks / year).

The Secondary (Years 7-10) course runs for 152 weeks in total (38 weeks / year).

International students may enter a course at any time and do not have to do the entire course. However, they must stay for a **minimum of 3 months** (10 term weeks) unless special circumstances exist.

Qualification Offered

Students who complete the Primary course will receive a Year 6 Graduation Certificate.

Students who complete the Secondary course will receive an ACT Year 10 Certificate.

Students and their parents will receive a School Report twice per year, once at the end of Term 2 (June) and once at the end of Term 4 (December).

Modes of Study

The courses offered to International Students at Covenant Christian School are only conducted as full-time, on-site attendance courses. There is no distance learning unless a language other than English is undertaken as an elective in Years 9-10.

Assessment Methods

The School uses a range of assessment methods that are identical for both domestic and International students. These include:

Diagnostic assessment

- is often undertaken at the beginning of a unit of study to assess the skills, abilities, interests, experiences, levels of achievement or difficulties of an individual student or a whole class
- can involve formal measurements (e.g. IQ/aptitude tests, fitness tests) that are used to establish a starting point or baseline OR informal measurements (e.g. observation, discussions, questioning)
- informs programming and planning, and learning and teaching methods used, as well as assessment choices.

Summative assessment

- assists us to make judgements about student achievement at certain relevant points in the learning process or unit of study (e.g. end of course, project, semester, unit, year)
- can be used formally to measure the level of achievement of learning outcomes (e.g. tests, labs, assignments, projects, presentations etc.)
- can also be used to judge programme, teaching and/or unit of study effectiveness (that is as a form of evaluation).

Formative assessment

- is the practice of building a cumulative record of student achievement
- usually takes place during day to day learning experiences and involves ongoing, informal observations throughout the term, course, semester or unit of study
- is used to monitor students' ongoing progress and to provide immediate and meaningful feedback
- assists teachers in modifying or extending their programmes or adapting their learning and teaching methods
- is very applicable and helpful during early group work processes.

Informal assessment involves:

- systematically observing and monitoring students *during* in class learning and teaching experiences
- interacting with students to gain a deeper knowledge of what they know, understand and can do
- circulating the classroom and posing questions, guiding investigations, motivating and quizzing students
- providing opportunities for students to present or report upon their learning and teaching experiences
- collecting, analysing, and providing feedback on in and out of class work samples (e.g. how their group work projects are progressing).

Formal assessment involves:

- the use of specific assessment strategies to determine the degree to which students have achieved the learning outcomes
- assessment strategies including: essays, exams, reports, projects, presentations, performances, laboratories or workshops, resource development, artwork, creative design tasks, quizzes and tests, journal writing, portfolio
- individual and/or collaborative tasks that usually attract a mark (group work may include both an individual and group component).

2.1.3 Campus Location and Facilities

Covenant Christian School is located on 6.6 hectares (16 acres) of land at 1 Woodcock Drive, Gordon ACT 2906 (Australia). For a detailed listing of its facilities and resources available for students, refer to section 14.

2.1.4 Arrangements with other registered providers

There are no arrangements with other registered providers. Each of the courses offered is provided on-site at Covenant Christian School. There are some class trips and excursions of 1 to 3 days in duration that are part of the program.

2.1.5 Course Related Fees

A **Tuition Fee** is payable that covers the teaching of the course, compulsory materials, textbooks and basic stationery items.

You will be billed one academic year in advance and the School must receive the 50% payment before the student can commence studies. You will receive an invoice that itemises your Tuition Fees like this:

Short Term (Minimum of 10 weeks up to 38 weeks)		
<i>Item</i>	<i>Cost</i>	<i>When You Must Pay...</i>
<u>Tuition Fees</u> Teaching, compulsory materials, textbooks, basic stationery Tuition Fee – Years K-6 Tuition Fee – Years 7-10 Food Tech. / Outdoor Ed – Years 9-10		
	\$300/wk	When an Offer of a place is accepted.
	\$450/wk	When an Offer of a place is accepted.
	\$ 5/wk	When an Offer of a place is accepted.
<u>Non-Tuition Fees</u> Application Fee – once only, non-refundable School Uniform - enough items for 10 wks Swimming Lessons – Years K-6 Building Fund levy	\$250	Send with the initial application
	\$500	When an Offer of a place is accepted.
	\$100	When an Offer of a place is accepted.
	\$ 10/wk	When an Offer of a place is accepted.

Full School Year (A full school year comprises two semesters of 19 weeks each)		
<i>Item</i>	<i>Cost</i>	<i>When You Must Pay...</i>
<u>Tuition Fees</u>		
Teaching, compulsory materials, textbooks, basic stationery		
Tuition Fee – Years K-6 (2 semesters)	\$10,400	When an Offer of a place is accepted.
Tuition Fee – Years 7-10 (2 semesters)	\$14,200	When an Offer of a place is accepted.
Food Tech. / Outdoor Ed – Years 9-10	\$ 200	When an Offer of a place is accepted.
<u>Non-Tuition Fees</u>		
Application Fee – once only, non-refundable	\$250	Send with the initial application
School Uniform - enough items for 1 year	\$900	When an Offer of a place is accepted.
Swimming Lessons – Years K-6	\$100	When an Offer of a place is accepted.
Building Fund levy (2 semesters)	\$340	When an Offer of a place is accepted.

A **Non-Tuition Fee** is required to pay for uniform clothing items and swimming lessons (Years K-6).

The initial cost for uniform, payable upon purchase of the items, will depend on quantities but you must allow for approximately \$900 which will buy enough items to provide for both Summer and Winter seasons. Each year, if the student is staying longer than one year, an additional amount of approx. \$200 will be payable to provide for items as the student grows and items wear out.

Should the student elect to take Food Technology, Outdoor Education or any other elective subject with additional costs for materials, an additional fee will apply. This will vary from \$50 to \$100 per semester depending on elective chosen.

All Secondary students are requested to participate in a three day camp – cost ~\$350.

A Building Fund levy of \$380pa applies for each family enrolled at the School.

Fee Changes

The School does not change the cost of course fees or other items within the academic year. However, the School reserves the right to increase fees at the end of each calendar year. This is to cover cost increases, in particular the cost of teaching and other staff salaries. As a guide, fee increases historically have been approximately 2% above the cost of living increases.

Payment Methods

Bank cheque / draft – payable to: **Covenant Christian School**

Telegraphic Transfer – to the School account. Ask your bank to *identify student's name* on all correspondence sent to the Commonwealth Bank of Australia.

Bank: Commonwealth Banks of Australia (Colishaw Street, Greenway ACT 2901, Australia)

Account Name: Covenant Christian School

BSB: 062-914 **Account No:** 00800118

All payments are to be made in Australian dollars only.

Refund Policy

With the exception of the Enrolment Application fee (which is non-refundable), Covenant Christian School will promptly offer a refund of 95% all payments made by parents or guardians who do not access services provided as part of the contract of enrolment.

2.1.6 Enrolment Deferral, Suspension or Cancellation (ie. prior to enrolment)

The School will keep on a student's file any documents related to assessing, approving and recording a deferment of the commencement of study or suspension of study for the student, including keeping documentary evidence on the student's file of the assessment of the application.

The School will only defer or temporarily suspend the enrolment of an international student on the grounds of:

- (a) compassionate circumstances (eg. death of a family member); or
- (b) compelling circumstances (e.g. illness where a medical certificate states that the student is unable to attend classes).

The School will cancel the enrolment of an international student on the grounds of:

- (a) family illness makes it impossible for travel to Australia; or
- (b) student illness means that they are unlikely to start studies within six months of the original commencement date.

The School will:

- (a) inform the student in writing that deferring, suspending or cancelling his or her enrolment may affect his or her student visa;
- (b) notify PRISMS as required under section 19 of the ESOS Act where the student's enrolment is deferred, temporarily suspended or cancelled.

The School will inform the student in writing of its intention to suspend or cancel the student's enrolment where the suspension or cancellation is not initiated by the student and notify the student that he or she has 20 working days to access the registered provider's internal complaints and appeals process (see Complaints and Appeals under section 8 above).

If the student accesses the School's internal Complaints and Appeals process, the suspension or cancellation of the student's enrolment under this standard cannot take effect until the internal process is completed, unless extenuating circumstances relating to the welfare of the student apply.

2.1.7 ESOS Framework

The Australian Government has put in place rules and regulations to ensure that international students are given the education they pay for and are protected from poor practices. You may visit the following website that gives details about your rights as an international student. At the site, there is a great deal of information about the rights and responsibilities of both students and institutions involved with Education Services for Overseas Students (ESOS):

<https://internationaleducation.gov.au/Regulatory-Information/Pages/Regulatoryinformation.aspx>

The following page gives a summary overview of the government's code of practice for ESOS:

<https://internationaleducation.gov.au/Regulatory-Information/Education-Services-for-Overseas-Students-ESOS-Legislative-Framework/National-Code/Pages/default.aspx>

2.1.8 Living in Canberra

(See also: <http://www.liveincanberra.com.au/>)

Canberra is a great place to live. It is -

- Clean and safe – a survey by the Australian Institute of Criminology identified Canberra as one of the safest cities in the world.
- A regional centre for a large population, from Braidwood in the East, Tumut in the West, Yass in the North, and Cooma in the South.
- Political centre of Australia.
- Cultural centre and location of numerous important Australian national institutions including the National Library, War Memorial, High Court, Art Gallery, and Royal Australian Mint.

- An education centre of excellence.
- An affordable place to live.
- A reasonable public transport is available with concessions for students.
- Designed so that all suburbs have easy access to local shops and town centres where supermarkets, hair salons, cafes and restaurants, consumer electronic shops and many more businesses are located.
- A scenic place to live. You will have the choice of ski fields in winter and beaches that go on for miles both within a short two hour drive of Canberra, plus bushwalking and mountain-biking all year round. Canberra itself has more bicycle paths than any other city in Australia, and is designed with natural parks integrated throughout the city. You will experience fresh air and natural beauty in Canberra.

Climate

Canberra is one of the few places in Australia where you really can enjoy four distinct seasons with lots of sunshine all year round. You can expect warm to hot summers, clear, crisp winters, spectacular springs and balmy colourful autumns.

Fact: Canberra enjoys more hours of sunshine than Sydney or the Gold Coast.

Average temperatures

Summer (December-February)

12 to 27 (degrees Celsius) OR 54 to 81 (degrees Fahrenheit)

Autumn (March-May)

7 to 20 (degrees Celsius) OR 45 to 68 (degrees Fahrenheit)

Winter (June-August)

1 to 12 (degrees Celsius) OR 34 to 54 (degrees Fahrenheit)

Spring (September-November)

6 to 19 (degrees Celsius) OR 40 to 66 (degrees Fahrenheit)

ACT school holidays

In Australia, the school year begins in late January - early February, with short breaks in April, July and September.

The school year finishes just before Christmas, with the long school holidays over the Australian summer in December and January.

Fast Facts*

- ACT Population: 395,000 (Australia: 24,051,400)
- Median age: 34 years
- Average full time weekly income: \$1,498 (Australia \$1,575)
- Average commute time to work: 15-25 minutes
- Driving time to Sydney: 3 hours
- Driving time to NSW south coast beaches: 2.5 hours
- Driving time to NSW ski fields: 2.5 hours
- Unemployment rate: 3.5% (Australia 5.6%)
- Language: English
- Currency: Australian Dollar
- Telephone area code: 02 within Australia; +61 2 from overseas

** All statistics are approximate and current at June 2016 (some figures more recent).*

Cost of living*

The following will provide some guidance on the cost of goods and services in Canberra (\$AUD):

- All day parking in the city: \$10.00 - \$15.00
- Cappuccino: \$3.60
- Movie ticket (Dendy Cinemas): Adult \$19.50; Concession \$15.00; Child \$14.50
- ACTION bus tickets:
 - Cash fare single: \$4.50

- MyWay pre-paid electronic card single trip: \$2.982 (maximum of \$9.00 charged regardless of how many buses used)
- MyWay concession pre-paid electronic card single trip: \$1.49 (maximum of \$4.50 charged regardless of how many buses used)
- MyWay school student pre-paid electronic card single trip: \$1.13
- Entry to Australian War Memorial, National Gallery of Australia, National Museum of Australia: Free
- Canberra Glassworks: Free
- Olympic Pool (Civic): Adult \$6:00; Concession \$4.00
- Ice Skating (Phillip): Two hour session \$14.00 - \$17.00
- Canberra Raiders (Rugby League): Adults \$34.00; Children \$17.00
- UC Brumbies (Super Rugby): Adults \$33.00; Children \$12.00
- Entry to the National Zoo and Aquarium: Adults \$40.00; Children up to three years \$2; Children 4 to 15 years \$23.00; Family (two adults and 3 children) \$110.00
- Floriade entry (spring flower festival): Free
- 18 holes of golf (Gungahlin Lakes): Weekday \$29.00; Weekend \$39.00

Housing*

Note: These prices are only meant to show the cost of living in Canberra.

International students under the age of 18 must be accommodated by a specific relative or guardian.

- Median three bedroom house rent: \$490 per week
- Median house price: \$602,500
- Median two bedroom unit / town house rent: \$410 per week
- Median unit / town house price: \$419,900

2.2 Minimum Level of English Language Proficiency

The School does not actively market for international students and currently depends on word-of-mouth recommendations from its past and current international students and families.

Recruitment of students is conducted at all times in an ethical and responsible manner and is consistent with the requirements of the curriculum. Appropriately qualified staff assess the extent to which the applicant is likely to achieve the outcomes of the course based on the applicant's level of English and academic results.

Commencing in the 2016 academic year, applicants from non-English speaking backgrounds who have minimal or no English language skills must attend either the **Primary** or the **Secondary Introductory English Centre** (at their own expense) and successfully complete the Pre-Intermediate course (10 weeks). This course is organised around nine themes, including school, food and shopping, orientation to Canberra and animals. Each theme incorporates a wide range of activities covering the four macro-skills of listening, speaking, reading and writing. The Pre-Intermediate course includes grammatical structures and focuses on the functional and communicative demands of Secondary schooling.

Students will be offered a place in the school with minimal English proficiency and placed at a grade level normally associated with their age. These students are expected to continue to learn the English language by 'immersion' in the school's English language environment. They are advised to independently source English-language tutorial materials (at their own cost) if they require further instruction.

3. FORMALISATION OF ENROLMENT

3.1 Written Agreement

At the time a place is being offered to an international student, the information conveyed in the letter of offer must contain the National Code 2017 - standard (3.1). The Letter of Offer – International Student captures all the elements of this aforementioned standard (see **Appendix A** and **Appendix B**).

3.2 Refunds of Course Money

3.2.1 Student Default

A. A request for a refund should be in writing, addressed to the Principal, Covenant Christian School, PO Box 1067, Tuggeranong, ACT, 2901. If a refund for Student Default meets the guidelines below, the School will refund the balance of fees owing within four (4) weeks after receiving a written claim from the student or the person who paid tuition fees on behalf of any student under 18 years old.

B. The School will only agree to a refund if written evidence is provided that:

- The arrangements are changed before a visa is obtained (see **Item 3.** below); or
- Family illness makes it impossible for travel to Australia to occur. In this case the issuing Department of Immigration and Border Protection office must be advised that the visa should be cancelled and evidence of the cancellation must be provided to the School; or
- After arriving in Australia, the student is required to return to his/her home country because of student illness or other compelling circumstances such as the death of a family member. Again, the School would need to see that appropriate visa arrangements had been made with the Department of Immigration & Border Protection; or
- A Student successfully receives a Course **Deferral** before commencement **or Suspension** after commencement of the course. (see page 24). Note that Deferral or Suspension may affect the Student's visa status with the Department of Immigration & Border Protection; or
- After arriving in Australia the applicant becomes a Permanent Resident (note also Section **H** below).

C. For students who apply but their visa is refused, the School will refund all prepaid fees less either: 5% of the course fees received by the provider in respect of the student prior to the default day; or \$500; whichever is less, as per section 9 of the Education Services for Overseas Students (Calculation of Refund) Specification 2014.

D. For continuing students who decide not to complete a course in which they have enrolled during the year, a refund will depend on when advice of withdrawal from the course is received:

- If written advice is received before 9am on the first day of semester 90% of the semester tuition fees will be refunded.
- If written advice is received on or after the first day of semester and before 5pm on the Friday of Week 4 of the semester 50% of the semester tuition fees will be refunded.
- If written advice is received after 5pm on Friday of Week 4 of the semester **no refund** will be offered.

E. Tuition fees are NOT refundable if:

- The student's attendance falls below 80% (visa condition 8202);
- The student's academic performance falls below a 'C' grade (visa condition 8202);
- The student's accommodation and welfare arrangements are not maintained (visa condition 8532);
- Relevant fees are not paid;

- The student behaves in such a manner that he or she is expelled from the school;
- Written advice is received after 5pm on Friday of Week 4 of the semester.

F. The School is required to advise the Department of Immigration and Border Protection of changes to all study programs. Withdrawal of an application may result in changes to the student's permission to enter or remain in Australia.

G. All fees must be paid in Australian dollars. Refunds will be reimbursed in Australian dollars in the form of cheque or bank draft and the payment will be sent within four (4) weeks to the student's home country address unless otherwise requested by the person paying tuition fees.

H. If a student changes visa status (eg becomes a temporary or permanent resident), he or she will continue to pay full overseas student fees for the remainder of the calendar year.

3.2.2 Provider (School) Default

1. In the unlikely event that the School cannot offer services, this situation is covered by the provisions of the Education Services for Overseas Students Act 2000 (ESOS Act) – Sections 46A, 46B and 46D, the ESOS regulations 2001 (as amended), and the National Code of Practice for Providers of Education and Training to Overseas Students 2017 (the National Code).

These include:

a) The Tuition Protection Service (TPS) (www.tps.gov.au) has been established by the Australian Government to help protect International Students in the event of the Provider being unable to provide a course.

Should your provider be unable to provide your course, you should contact TPS immediately.

b) If for any reason the School is unable to offer a course on the agreed starting day, the provider will arrange within 14 days of notification for the student to be offered an alternative course at the provider's expense (upon acceptance in writing by the student) or a full refund of tuition fees to be paid.

c) If for any reason the School is unable to continue to offer a course after it has commenced, the provider will arrange within 14 days of notification for the student to be offered an alternative course at the provider's expense (upon acceptance in writing by the student) or a full refund of tuition fees paid will be made within 14 days of notification of cancellation.

2. The School's Refund Policy does not remove the student's right to take further action under Australian consumer protection laws nor does the School's dispute resolution process remove the student's right to pursue other legal remedies.

3. A request for a refund should be in writing, addressed to the Principal, Covenant Christian School, PO Box 1067, TUGGERANONG ACT 2901 AUSTRALIA. Alternatively the request can be sent via email to: admin@covenant.act.edu.au

4. EDUCATION AGENTS

Covenant Christian School does not engage any education agents. Any enquiries about the enrolment of an international student must be made directly with the School.

The School will not accept enrolments for international students through agencies. Information about Education Agents who may assist you with your attempts to study in Australia at a different school may be found at the Australian Department of Immigration website at: <http://www.border.gov.au/>

5. YOUNGER STUDENTS

Covenant Christian School only accepts students under the age of 18 who are dependent children.

Accommodation

Parents of students who will not be residing with the applicant must nominate a responsible relative as guardian in Australia (Under Migration Regulation 1.03 a relative means a spouse, parent, brother or sister, grandparent, aunt, uncle, niece or nephew, step-uncle/aunt/niece/nephew).

Covenant Christian School does NOT provide accommodation or airport pickup services for short term students.

Covenant Christian School has an obligation to check that student accommodation is adequate and suitable. A representative from the School will go to the place of accommodation listed by the applicant to view and appraise it. The following will be considered a minimum standard required for an international student:

- A bedroom to themselves
- A desk and chair in a quiet location in the home.
- A home that presents little to no risk to the student or their studies ie. the home is in a quiet and safe location; there are no dangerous dogs or other pets etc;
- A hosting family that presents little to no risk to the student and their studies ie. the family members are supportive of the student (eg no shift-workers or evidence of drugs or other illegal activity), there is evidence of good hygiene, regular family meals, order, care and respect among family members.

Applications will NOT be processed until accommodation details are provided.

The applicant is required to inform the School of any change of residential address in Australia **within 7 days of doing so.** The School will advise the Department of Immigration and Border Protection (DIBP) as soon as being notified of a change of address as this may affect the student's visa and enrolment status. The School will also advise the DIBP as soon as possible (using the DIBP pro forma letter available through PRISMS) in the event that the School no longer approves of the accommodation arrangements for the student (aged under 18yo) should it resume taking responsibility for the welfare of students not staying with parents or a close relative.

6. SUPPORT SERVICES

6.1 Orientation Program for International Students

The following information must be provided to International Students on their first day at Covenant Christian School at their formal 'Orientation Session':

- a. Receive a copy of this list so that they may tick-off each item throughout their Orientation Session.
- b. Receive a tour of the school, including receiving a map and a pen with which they are invited to write on the map in their own language as needed. This tour must include First Aid, bathrooms, office, library, bus-stop and all relevant subject classrooms.
- c. Meet the Principal
- d. Meet the Primary Coordinator (if a Primary Student)
- e. Meet the Secondary Coordinator (if a Secondary Student)
- f. Meet their Pastoral Head of House Teacher and understand that this person is their first point of contact if they ever need to ask any questions.
- g. Meet the Chaplain and explain their role and availability in the school.
- h. Receive a Parent Handbook and do a brief overview of the most relevant information therein, for example the School rule in relation to leaving the property, correct uniform, policies in regard to student mobile telephone use, hairdos, make-up and jewellery boundaries etc. Invite students to come and ask any further questions related to this document.
- i. Receive Student **Code of Conduct** information.
- j. Receive their personal Timetable. Walk to each classroom to ensure they know where to go.
- k. Receive their own copy of the Term Planner that is made available to parents at Covenant Christian School
- l. Receive information from the ICT Coordinator including their own log-on information.
- m. Receive all text and work books that are necessary.
- n. Receive the Term's Overview of assignment due dates.
- o. Receive a map of Canberra and information about where to find bus timetable data. Students must understand the times and procedures for catching school buses to and from Covenant if relevant to them.
- p. Receive information about how to access legal assistance.
- q. Receive information about Emergency and Health Services– Police, Fire and Ambulance access, Doctor and Hospital services, stranger-danger, unwanted and inappropriate touching, Safety House, Sunsafe.
- r. Ensure that students clearly understand the procedures for Emergency situations – Lock-down and Fire Alarm drill procedures.
- s. Review the Terms and Conditions of their enrolment, noting the expectations about attendance and achievement in order to maintain their place and/or Visa. This must also include information about receiving a refund and lodging a complaint or appeal.

6.2 Student Support Services

The School provides several supports for international students to help them have an enjoyable and successful time studying with us:

Chaplain The Chaplain is on site two days per week and can be called upon at short notice to provide support and advice to students needing encouragement and support, or mediation with other staff. The Chaplain may be called upon at the request of the student, or upon the request of a staff member who believes a student needs additional support. The Chaplain can also provide the contact details for specialist support services eg. psychologist.

Special Needs Coordinator Special Education classes are conducted within the School, specifically in the areas of literacy and numeracy. This is done as a co-operative effort between the Special Education teacher, the class teacher and parents. Lessons are conducted on a one to one, or small group basis. International Students can also receive assistance with classwork and

assignments as needed, or join a dedicated Afternoon Study Skills Class (Primary) or Study Skills class to receive assistance with school work on an ongoing basis.

Pastoral Head of House The Pastoral Head of House can assist and provide guidance to students with any day-to-day concerns such as: class timetables, subject & elective choices, attendance protocol (eg. signing in and out during school hours), homework and assignment submission requirements, uniform requirements, excursion permission forms, referral to other staff as needed (Eg. Chaplain, Special Needs, Director of Studies, etc).

Enrolment Officer The Enrolment officer keeps and maintains records of student attendance and all enrolment information pertaining to the student. The Enrolment officer can provide, on request: current attendance records for the student, Letters of enrolment for visa and other immigration requirements, copies of student assessment reports, requirements of students under the ESOS Act.

There are no extra charges associated with the above-mentioned support.

6.3 Welfare Related Support Services

Where the School is unable to support a student in a particular area, assistance will be offered (at no additional cost) to obtain external expertise eg. Church counsellors, professional psychologist / counselling. Legal and emergency medical contact details follow.

Legal Services

International students may seek advice about any perceived problem while studying at Covenant Christian School.

The School may be able to assist or refer the student elsewhere for specialist advice, for example to:

Legal Aid ACT

2 Allsop Street Canberra City

Appointments: 6243 3471 After Hours Urgent Matters: 0429 440 084

Legal Aid Helpline: 1300 654 314 (8:30am to 5pm weekdays)

Internet: www.legalaidACT.org.au

Legal Aid ACT provides free legal advice and assistance is available for all residents of the ACT. Free legal information and limited advice available over the phone. Free half-hour appointment with a lawyer. The Legal Aid Office can provide advice and referrals on a wide range of legal issues. Legal representation is available for people who cannot afford a private lawyer (eligibility criteria apply).

Emergency and Health Services

For any emergency while studying at the School, international students may call the emergency phone number 000 and say whether they need to talk to the Police, Fire Brigade, or Ambulance. Students may receive medical attention from the Emergency Department of the nearest hospital (see addresses below) or at the family doctor of their parents or guardians.

Southside of Canberra: Canberra Hospital

Yamba Drive
Garran ACT 2605
(02) 6244 2222

Northside of Canberra: Calvary Hospital

Mary Potter Circuit
Corner of Belconnen Way & Haydon Drive
Bruce ACT 2617
(02) 6201 6111

6.4 Critical Incidents at the School

If an International Student is the subject of an accident, emergency or critical incident, the School will, in addition to normal procedures, notify the parents and guardians of the Student AND the Department of Immigration and Border Protection (DIBP) of the details of the incident. Depending on the nature of the incident, assistance will also be sought from the relevant embassy / consular official of the student's country of origin.

Covenant Christian School's *Critical Incident Policy* and *Critical Incident Procedures* documents outline the correct procedures in the unlikely event of a fire or other critical threat to the students and staff of the school. It is envisaged that the School may also seek external expertise (eg. from another CRICOS registered school) in dealing with a critical incident.

International Students will receive a briefing about this policy as part of their orientation programme. The school conducts critical incident drills at least once per term and International Students will be trained in correct response to sirens and signals prior to the next drill. They will then be expected to take part in all subsequent drills that occur until the end of their stay at the School.

Emergency Numbers

Fire, Police and Ambulance	000
Police Headquarters (24 hours)	131 444
Lifeline (24 hours)	13 11 14
Crime Stoppers ACT	1800 333 000
Domestic Violence Crisis Service	6280 0900
Alcohol & Drug Information Service	6207 9977

6.5 Official Contacts

There are two staff members at Covenant Christian School who are designated as official points of contact for international students: Each member listed below has access to various support services.

Martin Keast – Principal
Tim James – Bursar / Enrolment Officer

6.6 Student Support Personnel

The School must have at least one person who is designated as a contact person for the support of international students. In the situation where the number of international students exceeds 10, then two people will be designated as contact persons.

6.7 ESOS Obligations

Covenant Christian School sets apart two weeks each year for professional development activities – one at the beginning of Term 1 and the other at the beginning of Term 3. A standing item on the agenda for each of these structured professional learning weeks is a presentation from the Enrolment Officer on the obligations the School has under the ESOS framework and the potential implications for students arising from the exercise of these obligations.

7. TRANSFER BETWEEN REGISTERED PROVIDERS

7.1 Transferring from Another Registered Provider

International students are required to complete six months of their principal course of study before transferring to another registered provider.

Covenant Christian School will not knowingly enrol a student who wishes to transfer from another registered provider until they have completed six months of their principal course of study, unless:

- a. The original registered provider has ceased to be registered or the course in which the student is enrolled has ceased to be registered;
- b. The original registered provider has provided a written letter of release;
- c. The original registered provider has had a sanction imposed on its registration by the Australian Government or state or territory government that prevents the student from continuing his or her principal course; or
- d. Any government sponsor of the student considers the change to be in the student's best interest and has provided written support for that change.

The School will consider a student's request to transfer out of the School to another registered provider after six months – see item 7.2.:

7.2 Transfer Request Procedure

An international student at the School who desires to transfer to another registered provider must make a written request stating in detail their reasons to request a transfer and at which registered provider they wish to enrol. Their request must also have attached written evidence that their parent or legal guardian approves of the transfer and that another registered provider has confirmed an enrolment offer. There will be no cost to the student of applying for transfer or, if successful, of actually transferring.

Circumstances under which a transfer request will be granted:

- a. When a transfer is considered in the best interest of the student. For example: when the student has failed to make any friends at the School after three months; when the student has been emotionally or socially wounded by the words or behaviour of other students; when the student has close friends or relatives at another CRICOS registered school.
- b. When a transfer is considered in the best interest of the School. For example: when the student has demonstrated consistently poor behaviour toward staff or other students; when the student has failed to make an effort with their studies or with using the English language.

Circumstances under which a transfer request will be refused:

- c. When a transfer is considered to be detrimental to the student emotionally or socially. For example, when a social issue arises at the School that is considered by pastoral care and teaching staff to be easily solved rather than avoided by the student; when the school has reasonable grounds to believe the social group at another school poses a threat to the student's health or welfare.

A panel consisting of the appropriate coordinator, the Principal, and a pastoral care worker will consider the student's request and give a written response within three (3) business days.

7.3 Granting a Letter of Release

An international student at the School who desires to transfer to another registered provider must make a written request stating in detail their reasons to request a transfer and at which registered provider they wish to enrol. Their request must also have attached written evidence that their parent or legal guardian approves of the transfer and that another registered provider has confirmed an enrolment offer. There will be no cost to the student of applying for transfer or, if successful, of actually transferring. A *Letter of Transfer* template can be found under **Appendix C**.

7.4 Transfer letter cost

There will be no cost to the student of applying for transfer or, if successful, of actually transferring, including the issuing of a letter of transfer.

7.5 Appealing the Transfer Decision

If the student's request to transfer to another registered provider is denied by the School panel, the student may appeal the decision. The letter for denying the transfer must contain the reasons for the decision the panel arrived at. This appeal follows the same process as for any other appeal and is covered in the 'Complaints and Appeal' section that follows (section 8).

8. COMPLAINTS AND APPEALS

If you have a complaint about the service you are receiving at Covenant Christian School or you wish to appeal any decision made by the School, this document outlines how you should deal with the problem. This process is the same for all students at the school, domestic or international.

Your enrolment status at the school will not change during the entire Complaint/Appeal process. There will be **no cost** to you relating to this process.

- a) Christian conduct is expected in all disputes. The opportunity for correction to occur ought to be extended to those concerned by resolving issues privately and the harmony of the school maintained by speaking directly to those involved rather than others about matters where disagreement has occurred. Dispute resolution is conducted at the School along the lines as that outlined in Matthew 18.
- b) Students are to respect and value the professional judgment of the teacher. Teachers are to respect and value parents' role as primary carers and educators of their child as well as the persons who know their child best.
- c) Only those persons involved should be aware of the issues until further broadening is appropriate.

Procedure:

1. If you have an issue to be resolved (a dispute, appeal or complaint), go to the person concerned (teacher, for example) to discuss the issue, describing the issue as they see it. The issue is discussed openly, and agreement or clarification of differing positions is reached.
2. If not satisfied, you may choose to meet with teacher and the Principal. You should write down what the problem is and ensure a copy gets to the Principal (you can give the letter to the School Secretary to deliver or send it to The Principal, Covenant Christian School, PO Box 1067, TUGGERANONG ACT 2901 Australia) with a request to meet and discuss the problem.
3. Within two (2) business days, you will meet with the Principal (and teacher if necessary). You may have someone else there in the meeting to support you if you wish, such as a relative, guardian or friend. The Principal may also have someone there to write down notes about the meeting. The issue is discussed openly, and agreement or clarification of differing positions is reached. It will take no more than ten (10) business days to come to an agreement unless it is agreed otherwise between the parties to the grievance/complaint. An agreed 'Action Plan' is recommended. A written summary of the discussions and outcome is made and a copy signed by all parties is given to each person at the end of the meeting.
4. Following this meeting, you will meet again with the Principal within ten (10) business days, and other nominated staff if appropriate, to report on progress of the 'Action Plan.'

(Most disputes ought to be resolved by this point.)

5. If you feel there has been no resolution, you may request that the external, independent Judge be appointed to make a judgement. The external judge is from Emmaus Christian School in Dickson, Canberra. You may ask the Principal of Covenant to send the Judge information about the dispute and appeal, and arrange a meeting between yourself, the Principal of Covenant and the Judge within five (5) business days.

6. The Judge will acknowledge your appeal by telephone, email or in person within two (2) business days, and advise that the Judge will meet with the Principal and yourself within five (5) business days, and consider the matter.
7. The Judge will meet with the Principal and yourself to discuss the issue and solutions.
8. As appropriate, the Judge will arbitrate (consider all the information and recommend one course of action to resolve the dispute).
9. The School will abide by the Judge's decision and will immediately implement the any decision and/or corrective and preventative action required and advise the student of the outcome.

Note: The above Complaint and Appeal Procedure does not remove the student's or parent's right to take further action under Australia's consumer protection laws or to pursue other legal remedies.

9. COMPLETION WITHIN EXPECTED DURATION

9.1 Monitoring the Progress of each Student

Each international student is monitored and assessed on the same basis as the domestic student enrolled at the School. The way students are monitored and assessed is covered under the School's *Assessment Policy* and the associated *Guidelines and Procedures for implementation of the Assessment Policy* documents.

9.2 Extending the Study Duration

The School will only extend the duration of the international student's study when it is clear that the student will not be able to complete the course within the expected duration, as specified in the student's Certificate of Enrolment, under the following circumstances:

Compassionate or compelling circumstances (eg. in the case of illness where a medical certificate states that the student was unable to attend classes or where the School was unable to provide a pre-requisite unit); or

The School approves a deferment or suspension of study has been granted under Standard 13 while implementing its intervention strategy who were at risk of not meeting satisfactory course progress.

9.3 Enrolment Load Variation

Any changes to a student's workload and the reasons for the change are to be recorded on the student's file.

Where a variation will lead to an extension of the student's duration of study (as outlined on the Certificate of Enrolment (CoE)), this must be reported on PRISMS and/or a new CoE issued.

9.4 Distance Education / Online Learning

The School does not offer distance education nor online learning.

9.5 Exceeding Course Duration

The School will not allow a student to exceed the duration of study as stated in the student's CoE except in circumstances outlined under section 9.2 (above).

10. MONITORING COURSE PROGRESS

10.1 Course Progress – monitoring, recording & Assessing

As part of its responsibility toward students, Covenant Christian School is required to monitor course progress and intervene, if necessary, when a student is identified as being at risk of failing to meet satisfactory course progress requirements.

10.2 Course Progress – Policies and Procedures

(a) Satisfactory course progress occurs when a student:

- 1) Attends 90% or more of the lessons associated with the course.
- 2) Completes assigned out of class work to the satisfaction of the teacher for the course.
- 3) Obtains a letter grade of 'D' or better (ie. 50% or higher score overall) for both mid-year and final reports.

The Primary School Programme: Students take part in all subjects offered by the school for their grade: English, Mathematics, Science, Society and the Environment, Sport/Health, Technology (Information and Communication Technology and Woodwork), Languages Other than English, Arts and Devotions.

In all of these subjects other than Devotions, students are given clear guidelines of what outcomes are expected in order to pass the unit. These usually involve passing in-class tests, quizzes, spoken presentations, and research projects and assignments. Progression to the next year level requires achievement of benchmarks in Literacy and Numeracy.

The Secondary School Programme: Students take part in all compulsory subjects offered by the School for their grade: English, Mathematics, Science, History, Geography, Sport/Health and Devotions.

They also take part in elective subjects from Year 9: Technology (Information and Communication Technology, Food Technology and Woodwork), Languages Other than English, Arts and Devotions.

In all of these subjects other than Devotions, students are given clear guidelines of what outcomes are expected in order to pass the unit. These usually involve passing in-class tests, quizzes, spoken presentations, and research projects and assignments.

(b) Process for assessing satisfactory course progress.

Daily attendance records are monitored. Each term the attendance is converted to a percentage for the term. Any student with less than 90% attendance or five (5) consecutive days of absence will be flagged to the appropriate Director of Studies (see Section 11 below) and the family contacted.

Student grades for each component of the course (including Tests, Assignments, In-Class Activities, Effort, Presentations, and Homework) are kept throughout the course and entered onto Accelerus software.

Accelerus software keeps a weighted overall grade balance with the entry of each item. The teacher can know immediately if a student is tracking above or below the minimum required achievement level and keep the student informed of their current grade level. Students may request this information at any time at no cost.

The teacher of the course will keep a record of assigned out of class work which has been completed. At the end of each term, the teacher will flag with the appropriate Director of Studies any students who have failed to complete assigned work to his/her satisfaction during the term.

The normal reporting cycle at mid-year and end-year will be used to identify students who have not obtained a letter grade of 'D' or better. The appropriate Director of Studies is responsible to identify students who fail to meet this minimum standard.

(c) Procedure for intervention for students at risk of failing to achieve satisfactory course progress.

Students which are identified as at risk by the processes under (b) will be notified to the appropriate teacher responsible for the pastoral care of the student and to the relevant Director of Studies. The Director of Studies, in consultation with the teacher of the course and the teacher with pastoral responsibility, will:

Meet with the student concerned to inform him/her of the situation and discuss strategies to help the student to meet the satisfactory course progress requirements and provide any other counsel that may be required by the student. If required, the Special Needs Teacher will be called in to develop an Individual Education Plan (IEP) for the student.

Establish a close monitoring of the student's progress going forward until the teacher of the course is satisfied that the student is no longer at risk.

Inform the parents of the student of the situation in writing and any further developments.

TRIGGER: If a student fails a single assessment item or fails to submit part or all of a single assessment item, this will trigger an intervention plan. The teacher will meet with the student and determine why this was the case. The student will be required to re-sit or re-submit the item after a period of supervised revision that may include extra supervised work during one or more breaks or after school.

Note that the teacher will advise the parent/s AND the guardian/s of the student that work has not been submitted or has been submitted at an incomplete or sub-standard level. This will be done in writing with a 'Notice of Unsatisfactory Progress' letter (see below)

In the event of a student continuing to track toward a 'Fail' on the Accelerus software in any subject after the above interventions:

- The student will be given time with the Chaplain or Pastoral Head of House to determine if there are any other personal issues (eg illness, home problems) that may be influencing their performance at school, and to discuss strategies that may assist their studies including study planning and management, use of a diary, use of the on-line StudyWiz learning portal, and how to discuss learning needs with their teachers.
- The parent/guardian will be required to meet teachers and Principal or Coordinators to confirm commitment to a strong partnering relationship and a plan to go forward.
- The student will be expected to make all efforts to complete outstanding tasks to a pass level. This will include supervised study during breaks and after school.

(d) Process for determining when a student has failed to meet satisfactory course progress requirements.

At the end of the study period appropriate to the course of study (semester or end of school year), the normal school processes of assessment and reporting would identify students who have failed to meet the satisfactory course progress requirements. A written report is given to the student at this point in any case but those who have failed to meet satisfactory course progress requirements will be notified of this situation using a written formal notice (see Appendix D 'Notice of Unsatisfactory Course Progress'). Following the outcome of any appeals, information will be placed on PRISMS regarding the student not achieving satisfactory course progress.

10.3 Assessing Course Progress

International students progress through their course of study will be assessed in accordance with Covenant Christian School's standard practices as documented in the applicable Assessment Policy (for Primary or Secondary).

10.4 Intervention Strategy

Students which are identified as at risk by the processes under 10.2(b) will be notified to the appropriate teacher responsible for the pastoral care of the student and to the relevant Director of Studies. The Director of Studies, in consultation with the teacher of the course and the teacher with pastoral responsibility, will:

Meet with the student concerned to inform them of the situation and discuss strategies to help the student to meet the satisfactory course progress requirements and provide any other counsel that may be required by the student. If required, the Special Needs Teacher will be called in to develop an Individual Education Plan (IEP) for the student.

Establish a close monitoring of the student's progress going forward until the teacher of the course is satisfied that the student is no longer at risk.

Inform the parents of the student of the situation in writing and any further developments.

10.5 Intervention Strategy trigger

Students who are identified as having failed to pass the 'C' grade or equivalent in at least 50% of the units of study in the course are to be classified as being at risk and the intervention strategy outlined above (10.4) should be commenced.

10.6 Intervention Strategy – Written notice

Students who have been identified as being at risk of not achieving satisfactory course progress will be notified in writing using a formal written notice (see Appendix D 'Notice of Unsatisfactory Course Progress').

10.7 Intervention Strategy – reporting obligation

Following the outcome of any appeals, the Secretary of Department of Education and Training (DET) will be notified as soon as practicable through PRISMS of the student not achieving satisfactory course progress.

11. MONITORING ATTENDANCE

The School will monitor and record the attendance of each student for each course for which the student is enrolled in accordance with its documented course progress policies and procedures below. Students must maintain at least 80% attendance at the School.

Rolls are marked each day and students are recorded as being 'present' or 'absent' and the reason for absence is also recorded, whether the student is absent due to notified illness (M), on leave to attend a family event or holiday etc. (E), on excursion or camp (Q), or absent with no reason (T). If a student fails to attend school without any parent/guardian written approval (T), the parent/guardian will be contacted by telephone and the situation discussed.

If, after the above telephone call, there is no reason for the student absence, this will be noted in the relevant roll. The student and parent/guardian will be reminded that the student must be present for at least 80% of the course contact hours.

The ratio of days present to total days that instruction is offered in a given course is converted to a percentage. This will be calculated every school term by the Administration staff as a running total for the course as at the year to date. If this ratio falls below 90%, this will be notified to the appropriate Director of Studies for follow-up action as appropriate (see Section 10 above).

Student attendance will continue to be monitored as outlined above.

Process for determining the point at which the student has failed to meet satisfactory course attendance requirements.

Should the above process fail to raise the attendance of the student and they are at risk of not attending for at least 80% of the scheduled course contact hours,

- The Student will be given written notice (see **Appendix E**) that they are not achieving satisfactory attendance and that the School is intending to report the student for not achieving satisfactory course progress.
- A Review Panel including the area Coordinator and the Principal will determine whether the student has failed to attend 80% of the course contact hours.

Procedure for notifying students that they have failed to meet satisfactory course attendance requirements.

If it is determined by the panel that the student has failed to meet satisfactory attendance requirements:

- The student and their parent/guardian, will be advised in writing and also informed that the student may access the School's **complaints and appeals process** and that they have 20 working days to do so.
- Where the student has chosen not to access the complaints and appeals processes within the 20 working day period, withdraws from the process, or the process is completed and results in a decision supporting the School, the School must notify DET of the student not achieving satisfactory course attendance as soon as practicable via PRISMS.
- The student's enrolment will be cancelled and DET notified via PRISMS. DET will then contact the student concerned.
- The School may decide not to report a student for breaching the 80% attendance requirement when:
 - the student produces documentary evidence clearly demonstrating that compassionate or compelling circumstances (e.g. illness where a medical certificate states that the student is unable to attend classes) apply. This will only be permitted when the student attendance has been confirmed for at least 70% of the course scheduled hours.

12. COURSE CREDIT

Covenant Christian School does not grant course credit under Standard 12 of the National code for students attending Years K-10.

13. DEFERRING, SUSPENDING OR CANCELLING THE STUDENT'S ENROLMENT

13.1 Procedures for Assessing, Approving and Recording a Deferment in Study

The School will keep on a student's file any documents related to assessing, approving and recording a deferment of the commencement of study or suspension or cancelling of study for the student, including keeping documentary evidence on the student's file of the assessment of the application.

Where initiated by the student, he / she must apply in writing for any request to defer, suspend or cancelling their approved studies. Upon receipt of the said request, a panel comprising the Principal, Director of Studies and the Chaplain will convene and consider the request. A written response outlining the decision and the reasons will be provided to the student within five (5) business days.

13.2 Grounds for a Deferment or Temporary Suspension

The School will only defer or temporarily suspend the enrolment of an international student on the grounds of:

- a) compassionate circumstances (eg. death of a family member);
- b) compelling circumstances (e.g. illness where a medical certificate states that the student is unable to attend classes); or
- c) misbehaviour by the student.

13.3 Notification in Regard to a Deferment or Temporary Suspension

The School will:

- (a) inform the student in writing that deferring, suspending or cancelling his or her enrolment may affect his or her student visa;
- (b) notify the Department of Immigration and Border Protection via PRISMS as required under section 19 of the ESOS Act where the student's enrolment is deferred, temporarily suspended or cancelled. More information can be found at: <https://www.border.gov.au/Busi/Educ/Educ>

The School will inform the student in writing of its intention to suspend or cancel the student's enrolment where the suspension or cancellation is not initiated by the student and notify the student that he or she has 20 working days to access the registered provider's internal complaints and appeals process (see Complaints and Appeals under section 8 above).

If the student accesses the School's internal Complaints and Appeals process, the suspension or cancellation of the student's enrolment under this standard cannot take effect until the internal process is completed, unless extenuating circumstances relating to the welfare of the student apply.

14. STAFF CAPABILITY, EDUCATIONAL RESOURCES AND PREMISES

14.1 Staff Capability

All Covenant Christian School teaching staff members have a teaching degree (Bachelor or Diploma of Education) with several having additional degrees. All teaching staff are registered with the ACT Teacher Quality Institute and meet current child protection legislation requirements.

14.2 Educational Resources

14.2.1 Facilities - General Description

Map of buildings and more information may be found at: www.covenant.act.edu.au

The School is situated on ~ 6.6 hectares of land and comprises of the following:

- Library
- Full size outdoor multi-purpose court for basketball and hard-court games.
- Fully equipped Woodwork Technology room
- Fully equipped Science laboratory
- Fully equipped Food Technology room
- 16 x General Purpose Classrooms
- Parking for parents/guardians
- Approved size soccer pitch
- Large outdoor playground
- Cricket practice pitch and nets.

14.2.2 Equipment

In addition to the above:

- Student and staff intranets, ADSL connection to the internet, WiFi throughout school (staff).
- Computer laboratory classroom of 28 x networked PCs
- Library with 25 x networked PCs (thin clients)
- All textbooks, workbooks provided to students (Primary & Secondary students to provide their own pens, rulers etc)
- All PE and sporting equipment
- All classroom chairs and tables
- Hands-on educational toys and equipment to all classrooms

14.2.3 Learning and Library Resources

The School's Library has a catalogue of over 16,000+ items including books, magazines, posters, CDs, DVDs.

14.3 Relocation of Premises

Covenant Christian School is located at 1 Woodcock Drive, Gordon ACT 2906 (Australia). It has been at the current location since 1993 and has been granted a 99 year lease by the ACT Government. There are no plans to move premises, but if there were, Covenant Christian School would notify the designated authority and the students enrolled at the School any intention to relocate premises at least 3 months before the relocation.

15. CHANGES TO A REGISTERED PROVIDER'S OWNERSHIP OR MANAGEMENT

15.1 Notification of Prospective New Owner to Designated Authority

Should there be any prospective change to the ownership of the registered provider (Covenant Christian School), then the Designated State Authority is to be advised as soon as practicable in writing prior to the change taking place.

15.1 Notification of New Owner to Designated State Authority

Should there be a change to the ownership of the registered provider (Covenant Christian School), then the Designated State Authority must be provided information on the new owners.

16. ACKNOWLEDGEMENT PAGE

I have received, read and understood Covenant Christian School's International Students Policy which includes, amongst other things, the School's refund policy (section 3.2) and complaints and appeals process (section 8).

Name (please print in English):
(Father / Guardian) (Mother / Guardian)

Signed:
.....

Date: / / 20.....
..... / / 20.....

Note: This page is to be completed by each parent / guardian and returned to Covenant Christian School, accompanied by a completed Enrolment Application Form.

APPENDIX A



Covenant Christian School

Covenant College, Tuggeranong, A.C.T.
Association Incorporated

ABN 80 161 716 452

CRICOS No. 02943C

1 Woodcock Drive
Gordon ACT 2906

PO Box 1067
Tuggeranong 2901

Phone: 02 6294 2455

Fax: 02 6294 2456

www.covenant.act.edu.au

<Address block>

<Address block>

<Address block>

<Address block>

Dear <parent's / guardian's names>

APPENDIX A: LETTER OF OFFER – INTERNATIONAL STUDENT

Thank you for your application to enroll <student's full name> at Covenant Christian School and for participating in the subsequent interview on <insert date>. I am pleased to advise that he/she has been offered a place under the following conditions.

- a. <Student's name> has been enrolled in Year <insert level> which is part of course 063549G (Primary – Years K-6) / 063550D (Secondary – Years 7-10) <delete one course>.
- b. The cost for the course over one year will be AU\$<insert figure> as outlined on the enclosed Tuition and Non-Tuition Fee invoice with all items detailed. Please note that a bond of \$<insert figure> is payable in addition to the invoiced fees.
- c. Refunds for the course are outlined under item 3.2 of the International Students policy as updated from time-to-time (extract *attached*).
- d. Your personal information may be shared between Covenant Christian School and the Australian Government, designated authorities (e.g. ACT government officials), emergency services and, if relevant, the Tuition Protection Service. This information includes personal and contact details, course enrolment details and changes, and the circumstance of any suspected breach by the student of a student visa condition.
- e. You have an obligation to inform Covenant Christian School of each change of address while enrolled in the above-mentioned course.

Please find enclosed the following:

- *Parent Handbook*
- *Confirmation of Enrolment – International Student form*
- *Data Collection form* and covering letter
- *Tuition Fees – Payment Commitment form*;
- *Tuition & Non-Tuition Fee Invoice*;
- *Direct Debit form* (not required if using EFT – Electronic Funds Transfer); and
- *International Students Policy* (extract of item 3.2 *Refunds*)

Please note, in particular, section 3.2 of the Handbook regarding Student Pastoral Management. I would encourage you to read the Handbook as it outlines the School's philosophy and the rules and regulations that flow from this. A family should only confirm a place for their child if they can conscientiously agree to the statements outlined in the *Confirmation of Enrolment form*.

APPENDIX A

We would request that you return the following documents by **<insert date>** should you wish to take up the offer of a **place** for your **son / daughter <delete one>**:

- a) *Confirmation of Enrolment* form;
- b) *Data Collection* form;
- c) *Tuition Fees – Payment Commitment* form (with advice that the invoiced amount has been paid);
and
- d) *International Students Policy – Acknowledgement* form

If you have any questions about this letter, please do not hesitate to contact me via the School Office on (+61 2) 6294 2455.

Yours sincerely

Martin Keast
Principal
<insert date>



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CONFIRMATION OF ENROLMENT INTERNATIONAL STUDENT/S

Mr Martin Keast
Principal - Covenant Christian School
PO Box 1067
TUGGERANONG ACT 2901

Dear Mr Keast

I/We have received and read the current Parent Handbook, which contains the general rules and policies of Covenant Christian School - including details of Student Pastoral Management (section 3.2).

I/We understand that <Student's name> has been enrolled in Year <insert level> which is part of course 063549G (Primary – Years K-6) / 063550D (Secondary – Years 7-10) <delete one course>.

I/We understand that my/our personal information may be shared between Covenant Christian School and the Australian Government and designated authorities and, if relevant, the Tuition Protection Service. This information includes personal and contact details, course enrolment details and changes, and the circumstance of any suspected breach by the student of a student visa condition.

I/We understand that I/We have an obligation to inform Covenant Christian School of each change of address while enrolled in the above-mentioned course.

I/We agree to support the School in the implementation of its rules and policies (eg. uniform, punctuality and homework) and to encourage my/our child(ren) in all aspects of their School life – in particular, respect for staff, peers and property of the School.

I/We agree to support the teaching staff in the education of my/our child(ren). In the case of any grievances I/we agree to discuss them initially with the relevant staff member, Coordinator or Principal. I/We also understand that any unresolved issues may be brought in writing to the School Council.

I/We consent to allow the authorised teachers to discipline my/our child(ren) in attendance at Covenant Christian School in accordance with the Student Pastoral Management policy and School rules (as they apply from time to time).

I/We understand that one of the conditions of enrolment is the full participation by my child(ren) in all compulsory aspects of School life and that their continued enrolment will be contingent on this.

I/We have received, read and understood Covenant Christian School's International Students Policy which includes, amongst other things, the School's refund policy (section 3.2) and complaints and appeals process (section 8).

I/We have signed this form to certify that I/we agree to the aforementioned statements. This agreement, and the availability of complaints and appeals processes, does not remove the right of the student to take action under Australia's consumer protection laws.

I/we have paid \$<insert amount> to confirm a place for my/our child(ren) at Covenant Christian School.

Father/Guardian's name (*Please Print*) _____

Father/Guardian's signature _____

Mother/Guardian's name (*Please Print*) _____

Mother/Guardian's signature _____

Dated: _____ day of _____ 20____

APPENDIX C



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APPENDIX C: INTERNATIONAL STUDENT TRANSFER REQUEST RESPONSE

(Name & address of International Student)

Dear _____

Re: Your request to transfer from Covenant Christian School to:

_____ school (CRICOS registration no. _____).

The Assessment Panel has made the decision to APPROVE / NOT APPROVE your request based on the following reasons:

Best interest of the student: _____

Best interest of the school: _____

Note: If required, you have the right to appeal this decision. Please see section 8 of the International Students Policy.)

Yours sincerely

Martin Keast
Principal

<insert name>
Director of Studies - Primary / Secondary

Jeremy Hopwood
Chaplain

<date>

APPENDIX D



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APPENDIX D: NOTICE OF UNSATISFACTORY PROGRESS

(Name & address of International Student)

Dear _____

Re: Your Academic Progress

This notice is to advise you that according to our records, you are not achieving a satisfactory level of course progress. The school must inform you that we intend to report to the Department of Education and Training (DET) via PRISMS that you are not meeting your requirements. You have only 20 working days (Mondays to Fridays) to appeal this decision.

This is supported by data from the following core subject areas:

Subject: _____

Subject: _____

Subject: _____

Subject: _____

Subject: _____

Subject: _____

Notes:

1. You have the right to appeal this decision at no cost to you (refer to Section 8 of Covenant Christian School international Students Policy).
2. If you are unable to improve your results and submit all assessment items to a pass level, you will lose your enrolment status at Covenant Christian School.

Yours sincerely

Martin Keast
Principal

<insert name>
Director of Studies - Primary / Secondary

Jeremy Hopwood
Chaplain

(Date)

APPENDIX E



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APPENDIX E: NOTICE OF UNSATISFACTORY ATTENDANCE

(Name & address of International Student)

Dear _____

Re: Your Attendance at School

This notice is to advise you that according to our records, you are at risk of not being present for at least 80% of the course contact hours. The School must inform you that we intend to report to the Department of Education and Training (DET) via PRISMS that you are not meeting your requirements. You have only 20 working days (Mondays to Fridays) to appeal this decision.

This is supported by the following data:

Term 1 Attendance: ____ days attended of ____ total school days in Term 1 (____ %)

Term 2 Attendance: ____ days attended of ____ total school days in Term 2 (____ %)

Term 3 Attendance: ____ days attended of ____ total school days in Term 3 (____ %)

Term 4 Attendance: ____ days attended of ____ total school days in Term 4 (____ %)

Notes:

1. You have the right to appeal this decision at no cost to you.
2. If you are unable to improve your attendance and be present for at least 80% of the course contact hours, you will lose your enrolment status at Covenant Christian School.

Yours sincerely

Martin Keast
Principal

<insert name>
Director of Studies - Primary / Secondary

Jeremy Hopwood
Chaplain

(Date)