

# International Student Information Booklet



**MATTHEW  
FLINDERS**  
Anglican College

CRICOS 01748C

[www.mfac.edu.au/enrolments/international-students](http://www.mfac.edu.au/enrolments/international-students)

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## INTERNATIONAL EDUCATION PROGRAM

Dear Parents

Thank you for expressing your interest in Matthew Flinders Anglican College. Founded in 1990, the College is a separately incorporated co-educational day school for Preparatory to Year 12 students that is affiliated with the Anglican Church. Situated in a natural bush setting of 20 hectares, our distinctive buildings, modern facilities and attractive gardens provide functional learning areas that blend with the natural environment.

The College foundation committee decided on the name "Matthew Flinders" in recognition of the vision, spirit and achievements of one of Australia's most distinguished explorers, in the same way that James Cook and Charles Sturt have Universities named after them. Our aim is to promote individual excellence within a school community based on Christian principles. The College motto "Faith, Skill, Endeavour" evokes the spirit of Matthew Flinders and the values that the College works to instil in its student body. The school prospectus expands on our goals.

The College is situated in Buderim on the Sunshine Coast, which is just an hour and a half's drive north of Queensland's capital city, Brisbane. The Sunshine Coast has a population of 330,000 and it is one of Australia's leading tourist destinations. We are within easy driving distance of beaches, the Glasshouse Mountains, and the Blackall Ranges. The Sunshine Coast offers a wonderful environment for water sports - canoeing, fishing, surfing, sailing, and swimming. Our summer temperatures range from 17 - 30 °C and winter temperatures from 10 - 22°C. Buderim is one hour by car from the International airport at Brisbane. There is also a local airport on the Sunshine Coast from which one can fly to Brisbane, Sydney, or Melbourne. Rail or bus transport to Brisbane is also available taking approximately one and a half hours.

Matthew Flinders Anglican College is a registered provider of education to overseas students under CRICOS Provider Code 01748C. Overseas students are included in mainstream classes and additional ESL support is available if required. Students may live with blood relatives who are permanent residents of Australia, or those studying in Years 10-12 may be accommodated in homestay situations.

Please note that students are required to send certified translated copies of recent school reports and a Principal's reference with their Application for Registration. Students whose first language is not English should also provide evidence of English language proficiency. On receipt of this information, together with the non-refundable registration fee, the student will be placed on a waiting list. Offers of enrolment are made according to vacancies available, standard of English proficiency, and scholastic reports. At the time of acceptance of an offer, a non-refundable Confirmation Fee is payable to secure the place.

Should you require further information after perusing the International Student Information Booklet, please feel free to contact us:

Full Fee Paying International Students  
Mrs Debbie Southern  
Email: [admissions@mfac.edu.au](mailto:admissions@mfac.edu.au)  
Phone: +61 7 5477 3260

Yours sincerely

Stuart Meade  
Principal

## ENTRY REQUIREMENTS

### COURSES OFFERED:

Matthew Flinders Anglican College provides the following courses for overseas students:

Primary School Studies	Prep - 6 (063483K)
Junior Secondary Studies	Years 7 - 10 (098474M)
Senior Secondary Certificate of Education	Years 11 - 12 (098475K)

None of the courses contain work-based training.  
None of the courses have contractual arrangements with other providers.  
VET courses are not available to student visa holders.

Details of courses offered at the College may be found in the Learning section of the website [www.mfac.edu.au](http://www.mfac.edu.au)

### ENGLISH LANGUAGE PROFICIENCY REQUIREMENTS

Students should be sufficiently proficient in English to successfully meet the curriculum demands of the course, as placement is in mainstream classes. An IELTS score of 5.0 or equivalent is indicative of the level required.

Prior to application for admission to the College, all students whose first language is not English are required to provide evidence of English Language proficiency with their application for registration. Students may be tested for English language proficiency overseas through arrangements with Australian Embassies or through other approved assessment services.

Please see Policy on Entry Requirements, below, for further information

### CONDITIONS OF ACCEPTANCE

- a) Students are required to comply with the requirements of the Department of Immigration and Border Protection (DIBP) regarding regulations governing international student entry to Australia.
- b) Students are required to comply with the rules of the College and to the terms and conditions specified in the Enrolment Agreement.
- c) Students are required to comply with College expectations in terms of effort in academic study, behaviour, and participation in College activities.
- d) Students entering Preparatory Year to Year 9 will be accepted only if the student will be the responsibility of, and living with, a relative over the age of 21 years who has a suitable character check and who possesses a suitable length visa. Students in Years 10 to Year 12 may live in homestays.
- e) Students are required to comply with the specified guidelines relating to homestay families (if not residing with a suitable relative) until they terminate their association with the College.
- f) Students are required to give the school notification of any change of address details, contact telephone numbers etc. within 7 days of the change. A change in homestay is not permitted without College approval. A Homestay Placement fee may apply (refer to Page 26).
- g) Students are required to attend all classes each school day. Students who breach the attendance minimum of 80% may be reported to the Department of Immigration and Border Protection (DIBP) and their visa may be cancelled.
- h) Students are required to maintain Overseas Student Health Cover for the duration of their visa. This insurance is arranged by the student's family prior to commencement, and proof of the Health Cover Policy must be provided to the College.
- i) Students may be required to undertake extra English lessons, if necessary, at the student's expense. These lessons with an ESL tutor can be arranged by the College. The current cost is approximately \$55 per hour and may be subject to change.
- j) Students are required to wear full and correct school uniform during the school day, and when travelling to and from school.
- k) Students wishing to transfer from another CRICOS registered course are required to provide a Letter of Release from the previous education provider confirming a commitment to studies, good attendance record, and fully paid up course fees. A signed agreement to the transfer is also required from parents.
- l) Students are required to fulfil their responsibilities under the ESOS framework (refer to Page 22). Students should note that the College is required to tell the Department of Education & Training about certain changes to the student's enrolment and any breach by the student of a student visa condition relating to attendance or satisfactory academic performance.
- m) Students should be aware that information provided by them may be made available to Commonwealth and State agencies pursuant to obligations under the ESOS Act 2000 and the National Code (please refer to the ESOS Framework).

## Policy on Entry Requirements

**COURSES OFFERED:**

Matthew Flinders Anglican College provides the following courses for overseas students:

Primary School Studies	Prep - 6 (063483K)
Junior Secondary Studies	Years 7 - 10 (098474M)
Senior Secondary Cert of Educ	Years 11 - 12 (098475K)

None of the courses contain work-based training.  
None of the courses have contractual arrangements with other providers.  
VET courses are not available to student visa holders.

Details of courses offered at the College may be found in the Learning section of the website [www.mfac.edu.au](http://www.mfac.edu.au).

**ADMISSION CRITERIA:**

1. Matthew Finders Anglican College will consider enrolment applications from students wishing to apply for a Student Visa, subject to compliance with minimum requirements and conditions set by the School, 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.
2. Students must undertake studies on a full-time basis, be academically able to undertake the proposed course without learning assistance, be proficient in English, and have the financial capacity to cover all expenses.
3. Applications for enrolment must be made on *the International Student Application Form*. This must be correctly completed, and must be accompanied by the following documents to support the application:
  - a. Certified translated copies of recent School Reports, including a copy of the latest Student Report;
  - b. A Reference 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;
  - c. A completed Subject Choices Form if appropriate;
  - d. Appropriate proof of identity and age;
  - e. Written evidence of proficiency in English as a second language, i.e. an IELTS score of 5.0 or equivalent such as EduTest is required;
  - f. Photocopy or scanned copy of passport page with name, photo identification, passport number and expiry date;
  - g. Completed Homestay Form;
  - h. Enrolment Application Fee.
4. An application for enrolment can only be processed when all of the above are in the hands of the Admissions Officer.
5. 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.
6. 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 school may require relevant testing of the applicant to assess the application.
7. Following the offer of a place, students are required to sign an Enrolment Agreement and pay an Enrolment Confirmation Fee of \$1000 upon acceptance.
8. 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.
9. Addition

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

Minimum academic and English language requirements are as follows:

#### Academic Requirements

1. 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 school in a Letter of Offer.
  - a) For Primary School:
    - i) Evidence of application to schoolwork and age-appropriate achievement in literacy and numeracy areas of the curriculum
  - b) For Year 7 – 12 students:
    - i) A pass level or “C” Year Level or better for the majority of core subjects

To assist overseas students with the selection of suitable subjects and courses, the Director of Curriculum and Head of Middle School/Senior School are available for consultation. They are able to help students by assessing their individual needs and matching those needs with the educational outcomes of the available subjects and courses. The College sets and expects high standards in its academic program. Every effort is made when assessing student suitability to ensure that overseas students will achieve successful outcomes in the courses they are undertaking. Students are expected to make a good effort and achieve satisfactory academic results. Results will be reviewed by Academic Staff at the end of each semester reporting period.

#### 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 school.
2. If supplied, Matthew Finders Anglican College will assess evidence of English language proficiency presented by a student at the time of application, but reserves the right to confirm the student’s English language proficiency through additional tests.
3. If not presenting appropriate evidence of English language proficiency at the time of application, Matthew Finders Anglican College will assess the student’s application for entry based on satisfactory test results as follows:

Acceptable Test	Minimum Test Result	For Entry to
IELTS	5.0	Primary Years ( <i>Prep to Year 6</i> )
IELTS	5.0	Middle School [ <i>Years 7-9s</i> ]
IELTS	5.0	Senior School [ <i>Years 10-12</i> ]

4. Students should note that if their language proficiency is below that outlined above, they may be required to undertake an intensive English language course before beginning mainstream studies.
5. If undertaking an intensive English language course before beginning mainstream studies, English language proficiency will be 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, Matthew Flinders Anglican College may choose to apply the Conditions of Enrolment outlined in the student’s written agreement and the provisions of this Entry Requirements Policy – the outcome of which may result in the withdrawal of offer for enrolment on the grounds that entry requirements have not been met.

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

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

## COLLEGE ACADEMIC REQUIREMENTS DURING ENROLMENT

In accordance with student visa conditions students must meet the following criteria to achieve satisfactory academic performance at the College:

To achieve satisfactory course progress at Matthew Flinders Anglican college, a student must:

- a. Students who have begun part way through a study period/ semester will be assessed according to Matthew Flinders Anglican College's course assessment requirements after completing a semester.
  - Years P-6 - overseas students must demonstrate academic progress each semester which allows them to progress to the next year level;
  - Years 7-10 - overseas students must demonstrate academic progress each semester which allows them to progress to the next year level;
  - Years 11 and 12 - overseas students must (at a minimum) remain on track each semester to achieve a QCE by the end of their course.
- b. To demonstrate satisfactory course progress, students will need to meet the following criteria in any semester.
  - Students must provide evidence of satisfactory academic performance appropriate to entry to the Year level requested on the Application for Registration or offered as an alternative point of entry by the school in a Letter of Offer.
  - Active involvement in class
  - Meeting of all assessment deadlines
  - Evidence of self-discipline
  - Secondary School - Commendable Academic Endeavour - GPA 12.5 as a minimum.
  - Primary School students must achieve at least a Demonstrating grade on their Approach to Learning

Matthew Flinders Anglican College assesses and records student course progress:

For Years P-6 - semester reports

For Years 7-9 - term reports

For Years 10-12 - term reports

When a student is identified at risk of not meeting course progress requirements, one or more of the following intervention strategies will be activated by the Teacher in Charge - International Students in Secondary, and in Primary, by the Head of Learning and Teaching, in consultation with the class teacher, depending on the year level and support needs of the student.

To assist overseas students with the selection of suitable subjects and courses, the Director of Curriculum, Head of Middle School and Head of Senior School are available for consultation. They are able to help students by assessing their individual needs and matching those needs with the educational outcomes of the available subjects and courses. The College sets and expects high standards in its academic program. Every effort is made when assessing student suitability to ensure that overseas students will achieve successful outcomes in the courses they are undertaking. Students are expected to make a good effort and achieve satisfactory academic results. Results will be reviewed by Academic Staff at the end of each semester reporting period.

## COLLEGE NON-ACADEMIC REQUIREMENTS

It is expected that students comply with the College's Code of Behaviour, support their House activities, and be involved in at least one co-curricular activity.

## COURSE CREDITS

The College does not provide course credit.

## FEES, CHARGES AND CONDITIONS OF ENROLMENT

Please refer to <https://www.mfac.edu.au/enrolments/international-students/> in order to access our current Schedule of Fees and Levies for International Students.

## REGISTRATION FEE

A Registration Fee must be paid with each application for enrolment. This is not refundable and does not guarantee a place at the College. The current Registration Fee is listed at <https://www.mfac.edu.au/enrolments/international-students/>.

**ENROLMENT CONFIRMATION FEE**

If the application is approved, an offer of a place is made. Parents must complete and sign an Enrolment Agreement and an Acknowledgement of acceptance of the Uniform Code, Code of Conduct, Refund Policy, Dispute Resolution Policy, and Change of Address Acknowledgement, and pay an Enrolment Confirmation Fee\*. \*In the event of a visa refusal, the fee will be considered in the refund calculation, as per section 6 of the Refund Policy.

The current fee is listed at <https://www.mfac.edu.au/enrolments/international-students/>.

**NON-TUITION CHARGES**

Non-tuition annual charges for Primary students and Secondary students do not include musical instrument hire, music or marine studies camps, or co-curricular charges, all of which are payable at the Accounts Office by the student at the time the expense is incurred.

**POSTPONEMENT OF ENROLMENT**

If parents wish to postpone a student's date of entry, after enrolment has been confirmed, they must give to the Principal notice in writing to that effect. The College will give no guarantee of a place for the proposed new date of entry.

**TERMINATION OF ENROLMENT**

If a student is to leave the College then the parents will give the Principal notice in writing to that effect:

- i. not later than the first day of the term at the end of which it is intended that the student should leave, or
- ii. if the student is to leave during the term, at least three months prior to the date on which it is intended that the student should leave.

If the parents fail to comply with these requirements then one (1) Term's fees will be charged in lieu of notice. If any of the monies due and payable to the College remain unpaid for a period in excess of six weeks from the due date the Principal may terminate the enrolment

**OVERSEAS STUDENT HEALTH COVER LEVY**

The Overseas Student Health Cover Levy as required by the Commonwealth Government is payable prior to commencement.

**UNIFORMS AND UNIFORM POLICIES**

Uniforms must be purchased by the student from the Uniform Shop. As a guide, approximately \$700 will purchase a standard issue of new uniforms for a secondary student, including sports uniform, hat, school bag, etc., but excluding shoes. This cost will, of course, depend upon the number of items purchased. A range of second-hand uniforms is available at reduced prices. Uniforms may be returned to the College for sale when the student leaves the College. For further information please see <https://www.mfac.edu.au/flinders-advantage/facilities/>.

**QCAA LEVY**

The charge required by the Queensland Curriculum and Assessment Authority is payable prior to commencement for students completing Years 11 & 12 only.

Parents should note that if course fees rise during a student's course, the increase will only apply from the following billing period. If a student changes visa status (eg becomes a temporary or permanent resident) he/she will continue to pay full overseas student fees for the remainder of that Term.



**REFUND POLICY**

**A copy of this policy is 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 as well as comprising part of student's written agreement.**

Matthew Flinders Anglican College refunds course fees in accordance with requirements under Commonwealth and state legislation.

1. This policy outlines refunds applicable to course fees paid to the school including any course fees paid to an education agent to be remitted to the school.
2. Any service fees a student (or parent(s)/legal guardian if the student is under 18) pays directly to a third party are not within the scope of this refund policy.
3. The Enrolment Confirmation Fee of \$1000 is non-refundable\*. \*In the event of a visa refusal, the fee will be considered in the refund calculation, as per section 6 of the Refund Policy.
4. Payment of Course Fees and Refunds
  - a) Fees are payable according to the College's Fees Policy.
  - b) An itemised list of school fees is provided in the school's written agreement [as per NC Standard 3.3.4]
  - c) All fees must be paid in Australian dollars.
  - d) Refunds will be paid to the person who enters into the written agreement unless the school receives written advice from the person who enters the written agreement to pay the refund to someone else.
5. All notification of withdrawal from a course, or applications for refunds, must be made in writing and submitted to the Principal.

If a student is to leave the College then the parents will give the Principal notice in writing to that effect:

- i. not later than the first day of the term at the end of which it is intended that the student should leave, or
- ii. if the student is to leave during the term, at least three months prior to the date on which it is intended that the student should leave.

If the parents fail to comply with these requirements then one (1) Term's fees will be charged in lieu of notice.

If any of the monies due and payable to the College remain unpaid for a period in excess of six weeks from the due date the Principal may terminate the enrolment.

6. Student default because of visa refusal
  - a) If a student produces evidence of visa refusal (or provides permission for the school to verify visa refusal with the Department of Immigration) and fails to start a course on, or withdraws from the course on or before the agreed starting day, the school will refund within four weeks of receiving a written claim from the student, the total amount of course fees received by the school before the student's default day.
  - b) If a student whose visa has been refused withdraws from the course after it has commenced, the school will retain the amount of tuition fees proportionate to the amount of the course the student has undertaken and will refund of any unused tuition fees\* received by the school with respect to the student within the period of four weeks after the day of student default.  
\*Calculation of the refund due in this case is prescribed by a legislative instrument (s.10 of Education Services for Overseas Students (Calculation of Refund) Specification 2014).

**7. Student default**

- a) 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).
- b) 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.
- c) **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, the College may impose a penalty of up to a term's fees, and will refund the balance on receipt of a written refund request.
- d) **Non-commencement with notification of withdrawal:** If the College receives written notification by the student (or parents(s)/legal guardian if the student is under 18) prior to commencement, the College will retain up to one (1) Term's tuition fees and the balance will be refunded. (If written cancellation is received by the student (4) four months prior to commencement, and is not for reasons of Visa rejection, then 50% of the \$1000 confirmation fee will also be refunded.)
- e) **Refunds after commencement of a course:**

If tuition fees for up to one study period (one semester) have been received in advance:

Where the student (or parent(s)/legal guardian if the student is under 18) notifies the school in writing of withdrawal before completing the relevant study period, up to one term's tuition fees will be refunded.

If tuition fees for more than one study period (one semester) have been received in advance:

If fees for more than one study period have been prepaid and the school receives written notification of withdrawal by the student (or parent(s)/legal guardian if the student is under 18), the school will refund the amount of unused tuition fees less one term's fees, provided that at least 10 weeks written notice of withdrawal has been received.

Where less than 10 weeks' notice of withdrawal is received, the school will refund tuition fees on a pro-rata basis.

- f) **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).
  - ii) Failure to maintain satisfactory attendance (visa condition 8202).
  - iii) Failure to maintain approved welfare and accommodation arrangements (visa condition 8532).
  - iv) Failure to pay course fees.
  - v) Any behaviour identified as resulting in enrolment cancellation in Matthew Finders Anglican College's Behaviour Policy/Code of Conduct available on the College website.
- g) If Matthew Finders Anglican College's cancels a student's enrolment for failure to maintain agreed conditions as outlined in the student's written agreement, including failure to disclose a pre-existing condition requiring a high degree of specialised support or care, any refund of tuition fees will be at the discretion of the school.

## 8. Provider default

*[Any default by the school must be compliant with the current provisions of the ESOS Act 2000 and the ESOS regulations 2001 (as amended).]*

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

- 9. 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.

## Definitions

- a. **Non-tuition fees** – fees not directly related to provision of the student's course, including
  - a. QCAA fee for Years 11 and 12
  - b. Overseas Student Health Cover
  - c. Homestay fee (if applicable)
  - d. Homestay administration placement fee (if applicable)
  - e. Airport pick up and transfer fees (if applicable)
  - f. Enrolment confirmation fee
- b. **Tuition fees** – fees directly related to the provision of the student's course, including
  - a. Year level tuition fees
  - b. Mobile device fee
  - c. Technology levy
  - d. Resource levy
- c. **Course fees** – the sum of tuition fees and non-tuition fees received by the school in respect of the student in order for the student to undertake the course.
- d. **Study period** – a semester, usually 19 or 20 weeks, or 2 terms.

## COMPLAINTS AND APPEALS 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
  - a) The purpose of Matthew Finders Anglican College's Complaints and Appeals Policy is to provide a student or parent(s)/legal guardian with the opportunity to access procedures to facilitate the resolution of a dispute or complaint involving Matthew Finders Anglican College, or an education agent or third party engaged by Matthew Finders Anglican College to deliver a service on behalf of Matthew Finders Anglican College.
  - b) The internal complaints and appeals processes are conciliatory and non-legal.
2. Complaints against other students
  - a) Grievances brought by a student against another student will be dealt with under the school's Behaviour Policy/Code of Conduct.
3. Informal Complaints Resolution
  - a) In the first instance, Matthew Finders Anglican College requests there is an attempt to informally resolve the issue through mediation/informal resolution of the complaint.
  - b) Students should contact the student's teacher/Head of House/Head of School in the first instance to attempt mediation/informal resolution of the complaint.
  - c) If the matter cannot be resolved through mediation, the matter will be referred to the Principal and Matthew Finders Anglican College's internal formal complaints and appeals handling procedure will be followed.
4. Formal Internal Complaints Handling and Appeals Process
  - a) The process of this grievance procedure is confidential and any complaints or appeals are a matter between the parties concerned and those directly involved in the complaints handling process.
  - b) The student must notify the school in writing of the nature and details of the complaint or appeal.
  - c) Written complaints or appeals are to be lodged with the Principal.
  - d) Where the internal complaints and appeals process is being accessed because the student has received notice by the school that the school intends to report him/her for unsatisfactory course attendance, unsatisfactory course progress or suspension or cancellation of enrolment, the student has 20 working days from the date of receipt of notification in which to lodge a written appeal.
  - e) Complaints and appeals processes are available to students at no cost.
  - f) Each complainant has the opportunity to present his/her case to the Principal.
  - g) Students and / or the School may be accompanied and assisted by a support person at all relevant meetings.
  - h) The formal internal complaints and appeals process will commence within 10 working days of lodgement of the complaint or appeal with the Principal/other and will be finalised within 10 working days, or as soon as practicable.
  - i) For the duration of the internal complaints and appeals process the student's enrolment will be maintained, as required under the National Code of Practice for Providers of Education and Training to Overseas Students 2018 and the student must continue to attend classes.  
However, if the Principal/other 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.
  - j) 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.
  - k) If the complaints and appeals procedure finds in favour of the student, Matthew Finders Anglican College will immediately implement the decision and any corrective and preventative action required, and advise the student of the outcome and action taken.
  - l) Where the outcome of a complaint or appeal is not in the student's favour, the school 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, the school 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 school 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
  - a) If the student is dissatisfied with the conduct or result of the internal complaints and appeals procedure, he/she may contact and / or seek redress through the Overseas Students Ombudsman at no cost. Please see: <http://www.ombudsman.gov.au/How-we-can-help/overseas-students> or phone 1300 362 072 for more information.

- b) If the student wishes to appeal a decision made by Matthew Finders Anglican College that relates to being reported for a breach of course progress or attendance requirement (under Standard 8), the student must lodge this appeal with the Overseas Student Ombudsman's office within 10 working days of being notified of the outcome of his/her internal appeal.
  - c) If the student wishes to appeal a decision made by Matthew Finders Anglican College that relates to:
    - i) refusal to approve a transfer application (under Standard 7), or
    - ii) 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 school need not await the outcome of any external appeal lodged, before implementing the outcome of the internal appeal.
6. Other legal redress
- a) Nothing in the School's Complaints and Appeals Policy negates the right of an overseas student to pursue other legal remedies.
7. Definitions
- a) Working Day – any day other than a Saturday, Sunday or public holiday during term time
  - b) Student – a student enrolled at Matthew Finders Anglican College or the parent(s)/legal guardian of a student where that student is under 18 years of age
  - c) Support person – for example, a friend/teacher/relative not involved in the grievance.

## DEFERMENT, SUSPENSION AND CANCELLATION POLICY

### 1. Communicating with families about changes in enrolment status

- a) 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 school.
- b) Parents must therefore keep Matthew Finders Anglican College informed of their current contact details, as per the conditions of the student visa.
- c) Where relevant and where approved by the parents, the school 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 school has a formal written agreement are the primary contact for the school in such matters. The school will not act on any decision affecting the student's enrolment that is not made by the parents.

## STUDENT-INITIATED CHANGES IN ENROLMENT

### 2. Deferment of commencement of study requested by student

- a) Matthew Finders Anglican College will only grant a deferment of commencement of studies for compassionate and compelling circumstances. These include but are not limited to:
  - i) illness, where a medical certificate states that the student will be unable to attend classes
  - ii) bereavement of close family members such as parents or grandparents (where possible a death certificate should be provided)
  - iii) major political upheaval or natural disaster in the home country that has impacted on expected commencement of studies
  - iv) a traumatic experience which has impacted on the student (where possible, these cases should be supported by police or psychologists' reports).
  - v) if relevant, after undertaking ELICOS studies, the student has not/will not meet the English language benchmark required for entry into the desired course, and the school is willing to defer the student's commencement in the course until a later date when the required benchmark is achieved.
- b) All applications for deferment will be considered within 10 working days.
- c) The final decision for assessing and granting a deferment of commencement of studies lies with the the Principal. Where a student's request to defer his/her commencement of studies is refused, the student has a right of appeal (see School'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, Matthew Finders Anglican College will only grant a suspension of study for compassionate and compelling circumstances. These include but are not limited to:
  - i. illness, where a medical certificate states that the student was unable to attend classes bereavement of close family members such as parents or grandparents (where possible a death certificate should be provided)
  - ii. major political upheaval or natural disaster in the home country requiring emergency travel that has/will impact on studies
  - iii. a traumatic experience which has impacted on the student (where possible, these cases should be supported by police or psychologists' reports).
  - iv. 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 school 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 Head of Middle/Senior Secondary.
- g) Some examples of circumstances that are not considered compassionate and compelling at Matthew Finders Anglican College include:
  - i. Requests for early departure or late return from vacation, including inability to secure cheap flights
  - ii. Leaving early or returning late from holidays in order to attend festivals in the student's home country
  - iii. 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 10 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 Matthew Flinders Anglican 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 Matthew Finders Anglican College's Refund Policy and Cancellation Policy for information regarding refunds and cancellation fees.
- b) A student will be deemed to have inactively notified Matthew Finders Anglican College of cancellation of enrolment where:
  - i. the student has not yet finished his/her course/s of study with the school, and
  - ii. does not resume studies at the school within [14 days] after a holiday break, and
  - iii. the student has not previously provided the school with written notification of withdrawal.
- c) Student-initiated cancellation of enrolment, including "inactive" cancellation of enrolment in 4.b), above, is not subject to Matthew Finders Anglican College's Complaints and Appeals Policy.

**SCHOOL-INITIATED CHANGES IN ENROLMENT****5. School-initiated exclusion from class**

- a) Matthew Finders Anglican College may exclude a student from class studies on the grounds of misbehaviour by the student. Exclusion will occur as the result of any behaviour identified as resulting in exclusion in Matthew Finders Anglican College's Behaviour Policy/Code of Conduct.
- b) Students may also be excluded from class 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 Matthew Finders Anglican College intends to exclude a student from class it will first issue a letter which notifies the student and parents of this intention. The letter will provide details of the reason/s for the intended exclusion, as well as information about how to access Matthew Finders Anglican 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 students must abide by the conditions of their exclusion from studies and must adhere to any welfare and accommodation arrangements in place, as determined by the Principal.
- e) Where the student is provided with homework or other studies for the period of the exclusion, the student must continue to meet the academic requirements of the course.
- f) Exclusions from class will not be included in attendance calculations for the study period and will not be recorded on PRISMS.

**6. School-initiated suspension of studies**

- a) Matthew Finders Anglican College may initiate a suspension of studies for a student on the grounds of misbehaviour by the student. Suspension will occur as the result of any behaviour identified as resulting in suspension in Matthew Finders Anglican College's Behaviour Policy/Code of Conduct.
- b) Students may also be suspended for failure to pay fees that he/she was required to pay in order to undertake or continue the course, as stated in the student's written agreement.
- c) Where Matthew Finders Anglican College intends to suspend the enrolment of a student, it will first issue a letter that notifies the student and parents of this intention. The letter will provide details of the reason/s for the intended suspension, as well as information about how to access Matthew Finders Anglican 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 from studies and must adhere to any welfare and accommodation arrangements in place, as determined by the [insert position].
- e) Students who have been suspended for more than 28 days may need to contact Department of Immigration. Please see contact details at: <http://www.border.gov.au/about/contact/offices-locations>
- f) Suspensions will be recorded on PRISMS.
- g) The period of suspension will not be included in attendance calculations.

**7. School-initiated cancellation of enrolment**

- a) Matthew Finders Anglican College will cancel the enrolment of a student under the following conditions:
  - i) Any breach of an agreed condition of enrolment as outlined in the student's written agreement, including failure to disclose a pre-existing condition requiring a high degree of specialised support or care
  - ii) Failure to pay course fees
  - iii) Failure to maintain approved welfare and accommodation arrangements (visa condition 8532) [Alternatively schools may decide that they will not cancel enrolment for this reason]



- iv) Any behaviour identified as resulting in cancellation in Matthew Finders Anglican College's Behaviour Policy/Code of Conduct
- b) Where Matthew Finders Anglican College intends to cancel the enrolment of a student it will first issue a letter which notifies the student and parents of this intention. The letter will also provide details of the reason/s for the intended cancellation, as well as information about how to access Matthew Finders Anglican College's internal appeals process. Further information about the appeals process in the event of a school-initiated cancellation is outlined below.
- c) Matthew Finders Anglican 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 Matthew Finders Anglican College will be cancelled and this may impact on the student's visa. Further information can be found in Matthew Finders Anglican College's Course Progress and Attendance Policy.
- d) For the duration of the internal appeals process, Matthew Finders Anglican College will maintain the student's enrolment and the student will attend classes as normal. The Principal will determine if participation in studies will be in class or under a supervised arrangement outside of classes.
- e) If a student decides to access Matthew Finders Anglican College's complaints and appeals process because they have been notified of a school 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 Matthew Finders Anglican College need not await the outcome of this process before changing the student's enrolment status in PRISMS. If the school has issued a CAAW for such a student, welfare provisions under Standard 5.6 are applicable.
- g) The use of extenuating circumstances by Matthew Finders Anglican College to suspend or cancel a student's enrolment prior to the completion of any complaints and appeals process will be supported by appropriate evidence.
- h) The final decision for evaluating extenuating circumstances lies with the Principal.

## 8. Student to seek information from Department of Immigration

- a) Deferment, suspension and cancellation of enrolment can have an effect on a student's visa as a result of changes to enrolment status. Students can visit the Department of Immigration website [www.homeaffairs.gov.au/trav/visa-1](http://www.homeaffairs.gov.au/trav/visa-1) 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 school 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.

## ACCOMMODATION

Students may live with relatives over the age of 21 years who have a suitable character check and who possess a suitable length visa, or those studying in Years 10-12 may be accommodated in homestay situations.

## HOMESTAYS

Matthew Flinders Anglican College allows overseas students to live with Australian families for periods of time varying from a few days to one year. The College has no boarding facilities but may arrange homestay accommodation. A Homestay Placement Fee is applicable for this service. Airport transfers on arrival and departure incur a charge (please see Fees Schedule).

Students living in Australian homes learn English more quickly, as they practise what they learn with native speakers and integrate into Australian life more quickly. Homestay also helps overcome the homesickness and loneliness that some students experience. It helps build students' confidence and increases their enjoyment of the time they spend in Australia.

All homestay arrangements must be approved by the College. The College will check accommodation and welfare arrangements regularly until a student leaves the country, other arrangements suitable to (DIBP) are made, or a new provider takes over welfare arrangements. The College will ensure:

- a) The stability of the homestay environment and provision of character references prior to the selection of families.
- b) Provision of appropriate bedroom and study space.
- c) Assistance from homestay families in arranging transport to and from the College, ensuring that the student is familiar with the transport system.

Homestay families are required to:

- a) convey the rules of the household to the student
- b) respect the student's privacy and cultural differences
- c) clean the student's room once a week
- d) provide clean linen once a week
- e) attend to the student's laundry as required
- f) provide appropriate food 7 days a week
- g) ensure the student receives medical attention, if required
- h) invite the student to join the family on outings as appropriate
- i) actively engage the student in conversation with the family on a regular basis
- j) show the student how to use entertainment facilities and electrical goods etc
- k) allow the student reasonable access to common living areas and entertainment facilities
- l) clarify expectations regarding the use of telephone and settle telephone accounts directly with the student before they vacate
- m) operate within the local, state and federal laws of Australia

The student is required to:

- a) abide by the rules of the family
- b) be considerate and respectful towards the family and keep noise to a minimum after 8.30pm
- c) allow the family to clean your room once a week
- d) allow the family or help to do your laundry
- e) ask for permission before inviting friends to the homestay
- f) offer to help the family with light household duties
- g) pay for any damage done to the family's property
- h) secure all valuables, money, passport, airline tickets in a safe place
- i) spend no longer than 10 minutes in the shower and leave the bathroom tidy
- j) do not use the telephone between 10pm and 7am
- k) pay for all telephone calls made on the family's telephone before moving out of the homestay
- l) abide by the local, state and federal laws of Australia

Students may note that it is illegal for anyone under 18 years of age to purchase cigarettes in Australia or to drink alcohol in a public place.

## COST OF LIVING

Students pay a fee per week for homestay. Students are expected to have additional income for personal spending money to cover incidental living expenses and transport to and from school. Students should also consider entertainment and eating out expenses. For further information, visit the Study Australia website, <https://www.studyaustralia.gov.au/english/live-in-australia/living-costs>.



## STUDENT SUPPORT SERVICES

### Orientation and Student Protection

The College ensures that the student attends an orientation session upon commencement. At this time cross-cultural information may be included. Also at orientation the College Parent-Student Handbook is provided, along with the Homework Diary and copies of the Uniform Code, Code of Behaviour, Refund Policy, Dispute Resolution process and Change of Address process. Pastoral care staff (where possible those who speak the student's language) may be present to assist with clarification.

The College has several staff on campus to assist overseas students, many of whom are trained in counselling. Students are advised on commencement at the College who they need to contact if they need any information or have any concerns with either personal, academic, or other issues. This forms part of the orientation process on arrival. The following support staff are involved in the care and support of overseas students:

- a) Head of Middle School/Senior School (all secondary academic progress and dispute resolution issues)
- b) Head of Primary (all primary course and academic progress issues)
- c) Heads of House (all House related issues/Secondary)
- d) College Counsellor (all personal issues)
- e) Teacher in Charge – International Students/Head of Admissions (enrolment, visa, homestay and agent liaison issues)
- f) Director of Curriculum (all Secondary course issues)
- g) Careers Guidance (all career guidance and further studies issues/Secondary)

Further information regarding the College's pastoral care system and approach to providing Student Protection information, is provided below.

- All Matthew Flinders Anglican College students, including overseas students, are in a Year-Level Home Room with a Home Room Mentor, who moves with the class each year through to Year 12. The class size averages 15-18 students. This teacher is responsible for the pastoral care of this small group of students, and for new students each year. The mentor will ensure students are orientated about College policies and processes, ie student protection, and are settling into their new school routine. Mentors will check in with all students regularly, and will ensure overseas students understand the information in the context of a Sunshine Coast school setting. The Head of House will also meet with new students two to three weeks into the new school year to elicit and discuss any matters. The Head of Houses and Home Room Mentors will ensure that overseas students understand that if they have any concerns, that they can meet and discuss matters with their mentor.
- Matthew Flinders Anglican College holds yearly presentations to year levels regarding child protection, who to contact regarding any matters, and how to report, including through Stymie. Stymie is an online reporting system for schools. Anonymous notifications are delivered to authorised recipients, who respond according to the school's wellbeing framework. On the College's Student Portal, MyFlinders, instruction will be given regarding the information contained on the Student Protection – Students page, including an overview of Stymie, and posters of who to talk to in the Primary/Secondary. These posters are displayed throughout the College grounds. Students will also be shown where to access contact details for staff, including counsellors. Parents/Home-stay parents are directed through the MyFlinders Back to School information each year, to Child Protection Information on the Quick Links and Resources section at the top of the page. This page has links to relevant policies, including the Student Protection Policy.
- Our respective Heads of Sub-School will meet with the students to go through a checklist of the above processes in Term 1 of each school year, to ensure our overseas students understand the information provided, and that the information is relevant. These conversations are specific to international students and are designed to check on their feelings of safety and well-being.
- The Head of Admissions will also outline the student orientation and student welfare checklist process to overseas students and to families/home-stay families upon enrolment.

## ACCOMMODATION AND WELFARE POLICY

### Care for younger students under 18 years

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

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

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

- 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.

Matthew Finders Anglican 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 (only accommodation option for Prep to Year 9)**

Matthew Finders Anglican College approves the following accommodation and care options for overseas students:

**1)** The student will live with a parent or relative approved by the Department of Immigration.

In this case:

- i. 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 Immigration at the time of visa application for approval of these arrangements. The Department of Immigration must also approve any further change of welfare arrangements.
- ii. If the adult responsible for the welfare, accommodation and other support arrangements for a student under 18 years holds a Student guardian Visa (subclass 590), all obligations and conditions of this visa must be met, including:
  - a) 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
  - b) advising the Department of Immigration of any change of address, passport or other changes of circumstances.

Matthew Finders Anglican College requires holders of Student Guardian Visas to:

- i. maintain Overseas Visitor Health Cover for themselves and any dependent children living with them in Australia
- ii. immediately advise the College of any change to address or contact details
- iii. immediately advise the College if there are any compassionate or compelling reasons to travel overseas or not be at home for an extended period of time to care for the student.

If there is a valid reason for travelling overseas, and the College is able to approve alternative accommodation and care arrangements for the student for the period of student guardian visa holder's absence, the College will provide documentation approving temporary care arrangements for the student to the student's guardian and for the Department of 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 College will advise if compulsory attendance requirements will or will not be affected by the student's absence.

**2) The student will live in College-approved accommodation and welfare arrangements and Matthew Finders Anglican College will generate the welfare letter (CAAW) via PRISMS to accompany the student's Confirmation of Enrolment (CoE).** (Only available to students, Years 10 to 12.)

Accommodation options that may be approved by Matthew Finders Anglican College for full fee paying 500 (formerly 571) visa subclass students under 18 years of age include:

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

Matthew Finders Anglican College will maintain approval of accommodation and care arrangements until:

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

Any accommodation, welfare and other support arrangements for the student must be approved by Matthew Finders Anglican College, including arrangements provided by third parties.

Accommodation and care arrangements are checked prior to approval and at least every six months thereafter to ensure they are appropriate to the student's age and needs.

Any adults involved in or providing accommodation and welfare arrangements to the student have a Blue Card as appropriate (<https://www.bluecard.qld.gov.au/>).

Any changes to approved arrangements must also be approved by the College. Note: Matthew Flinders Anglican College will NOT agree to requests by students to attend "Schoolies Week" on completion of Year 12.

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

If a student for whom the School has issued a CAAW refuses to maintain approved arrangements, the College will report this to the Department of Immigration and advise the student to contact the Department of Immigration to ensure visa implications are understood. (See Department of Immigration office addresses at: <https://immi.homeaffairs.gov.au/help-support/contact-us>.)

In the event of a significant or critical welfare issue involving the student, and if determined necessary by the school, a parent, legal guardian or approved relative agrees to travel to a designated location within 1-2 days to assume care of the student until the situation has been resolved to the College's satisfaction.

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

**3) For vacation periods, students under 18 years of age for whom Matthew Finders Anglican College has issued a CAAW will:**

- i. return home to parents, or
- ii. continue to live in / is placed in Homestay arranged and approved by the school, or
- iii. apply for approval to spend the vacation with relatives or a friend's family, or
- iv. apply to attend a supervised excursion, camp, etc., if all requirements are met in order to attain school approval.

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

- i. Homestay Program, including private arrangements requested by a parent.

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

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

**6) Homestay/ private accommodation arrangements at Matthew Finders Anglican College:**

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

These include

- i. Continuous dates for approved welfare arrangements
- ii. 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
  - o 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 school
  - o Criteria about accommodation services to be provided, and contract for arrangements about providing accommodation services
  - o Orientation program for families new to provision of homestay services
  - o Compliant Homestay risk management strategy, reviewed annually, undertaken by College/ operator of the homestay program
- iii. 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.

## OVERSEAS STUDENT TRANSFER REQUEST POLICY

Matthew Finders Anglican College's Overseas Student Transfer Request Policy and processes apply to:

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

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

1. Overseas students are restricted from transferring from their first registered school sector course of study for a period of six months. This restriction also applies to any course(s) packaged with their first registered school sector course of study. Exceptions to this restriction are:
  - a) If the student's course or school becomes unregistered
  - b) The school has a government sanction imposed on its registration
  - c) A government sponsor (if applicable) considers a transfer to be in the student's best interests
  - d) If the student is granted a release in PRISMS.
2. Students can apply to be released by submitting 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.
3. Matthew Finders Anglican College will only release a student before completing the first six months of their first registered school sector course in the following circumstances:
  - a) The student has changed welfare and accommodation arrangements and is no longer within a reasonable travelling time of the school.
  - b) The student will be reported because they are unable to achieve satisfactory course progress at the level they are studying, even after engaging with Matthew Finders Anglican College 's intervention strategy to assist them in accordance with Standard 8 (Overseas student visa requirements).
  - c) The student provides evidence of compassionate or compelling circumstances.
  - d) Matthew Finders Anglican College fails to deliver the course as outlined in the written agreement.
  - e) The student provides evidence that their reasonable expectations about their current course are not being met. The student provides evidence that he / she was misled by Matthew Finders Anglican College or an education or migration agent regarding Matthew Finders Anglican College or its course and the course is therefore unsuitable to his/her needs and/or study objectives.
  - f) An appeal (internal or external) on another matter results in a decision or recommendation to release the student.
  - g) Any other reason stated in the policies of Matthew Finders Anglican College.
4. Students under 18 years of age MUST also have:
  - a) Written evidence that the student's parent(s)/legal guardian supports the transfer application
  - b) Written confirmation that the receiving provider will accept responsibility for and communicate with the student about approving the student's accommodation, support, and general welfare arrangements from the proposed date of release where the student is not living with a parent / legal guardian or a suitable nominated relative
5. Matthew Finders Anglican College will NOT agree to the transfer before the student completes the first six months of their first registered school sector course in the following circumstances:
  - a) The student's progress is likely to be academically disadvantaged
  - b) Matthew Finders Anglican College is concerned that the student's application to transfer is a consequence of the adverse influence of another party
  - c) The student has not had sufficient time to settle into a new environment in order to make an informed decision about transfer
  - d) The student has not accessed school support services which may assist with making adjustments to a new environment, including academic and personal counselling services
  - e) School fees have not been paid for the current term/semester.
6. To apply for transfer to another provider, students need to:
  - a) Complete an Application for Student Transfer Form available from the Head of Admissions.
  - b) Give this completed application form and a valid offer of enrolment from another provider to the Head of Admissions for assessment.
  - c) If under 18 years of age, attach written confirmation of the parent/s or legal guardian/s support for the transfer to the nominated provider.  
 In this case, the valid offer of enrolment must also confirm the new provider's acceptance of responsibility for approving the student's accommodation, support and general welfare arrangements from the proposed date of the student's release from Matthew Finders Anglican College, in accordance with Standard 5 (Younger overseas students) of the 2018 National Code of Practice for Providers of Education and Training for Overseas Students.
7. Matthew Finders Anglican College will assess the student's transfer request application and notify the student of a decision within 10 working days.
8. If Matthew Finders Anglican College grants the student's transfer request, the student will be notified and the decision will be reported to the Department of Immigration via PRISMS.
9. If Matthew Finders Anglican College intends to refuse the student's transfer application request, Matthew Finders Anglican College will provide the student with reasons for refusal in writing and include a copy of Matthew Finders Anglican College's complaints and appeals policy (available in Student Handbook). The student has the right to access Matthew Finders Anglican

College's complaints and appeals process and has 20 working days to do this. The student's transfer request application will only be finalised in PRISMS after one of the following occurs:

- a) the student confirms in writing they choose not to access Matthew Finders Anglican College's complaints and appeals process, or
  - b) the student confirms in writing they withdraw from any appeals process they have commenced, or
  - c) the appeals process is completed and a decision has been made in favour of the student or Matthew Finders Anglican College.
10. Applications to transfer to another registered provider may have visa implications. The student is advised to contact the Department of Immigration office as soon as possible to discuss any implications. The address of the nearest Office is: <https://immi.homeaffairs.gov.au/help-support/contact-us>.

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

11. Students under 18 years of age MUST have:
- a) Written evidence that the student's parent(s)/legal guardian supports the transfer application
  - b) Written confirmation that the receiving provider will accept responsibility for and communicate with the student about approving the student's accommodation, support, and general welfare arrangements from the proposed date of release where the student is not living with a parent / legal guardian or a suitable nominated relative
12. To apply for transfer to another provider, students need to:
- a) Complete an Application for Student Transfer Form available from the Head of Admissions.
  - b) Give this completed application form and a valid offer of enrolment from another provider to the Head of Admissions for assessment and response within 10 working days.
  - c) If under 18 years of age, attach written confirmation of support for the transfer to the nominated provider by a parent/s or legal guardian/s.  
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 Matthew Finders Anglican College in accordance with Standard 5 (Younger overseas students) of the 2018 National Code of Practice for Providers of Education and Training for Overseas Students.
13. Matthew Finders Anglican College will negotiate the welfare transfer date with the receiving provider and will advise the student of the welfare transfer date within 10 working days.
14. Transfers to another registered provider may have visa implications. The student is advised to contact the Department of Immigration office as soon as possible to discuss any implications. See <https://immi.homeaffairs.gov.au/help-support/contact-us>.

## PRIVACY NOTICE

Please refer to <https://www.mfac.edu.au/our-college/policies/> to access our current Privacy notice

## COURSE PROGRESS AND ATTENDANCE POLICY

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

### 1. Course Progress

- a) The school 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 Matthew Finders Anglican College's course assessment requirements.
- c) Students who have begun part way through a study period will be assessed according to Matthew Finders Anglican College's course assessment requirements after completing one full study period.
- d) Years P-6 - overseas students must demonstrate academic progress each semester which allows them to progress to the next year level;  
 Years 7-10 - overseas students must demonstrate academic progress each semester which allows them to progress to the next year level;  
 Years 11 and 12 - 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 (at a minimum) remain on track following the completion of each unit, to achieve a QCE by the end of their course.
- e) If at the end of a study period a student does not achieve satisfactory course progress as described above, the International Coordinator 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 relevant Head of Sub-School and 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) ii) of this policy)
  - vii. Counselling – time management
  - viii. Counselling -academic skills
  - ix. Counselling - personal
  - x. other intervention strategies as deemed necessary
- f) A copy of the student's individual strategy for academic improvement and any relevant progress reports will be forwarded to parents. Parents will be advised if the proposed strategy has any implications for fees payable, the student's progression through a package of courses, or the student's visa. Where a proposed intervention plan has significant implications for the student's course of study (as originally agreed), a new written agreement will need to be established. A new CoE may also be required.
- g) The student's individual strategy for academic improvement will be monitored over the following study period by Teacher in Charge – International Students/International Coordinator and records of student response to the strategy will be kept. Parents will be kept informed of the student's academic progress while the student is receiving formal intervention.
- h) If the student does not achieve satisfactory course progress by the end of the next study period, Matthew Finders Anglican College will advise the student in writing of its intention to report the student for breach of visa condition 8202, and that he/she has 20 working days in which to access the school's internal complaints and appeals process. The notification of intention to report will be issued to the student prior to the commencement of the next semester. Following the outcome of the internal process, if the student wishes to complain or lodge an external appeal about a decision made or action taken by Matthew Finders Anglican College, he/she may contact the Overseas Student Ombudsman at no cost. Please see Matthew Finders Anglican College's Complaints and Appeals Policy for further details.



- i) The Head of Admissions 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,
  - ii. or the student withdraws from the complaints and appeals process by notifying the Principal of Matthew Finders Anglican 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 school.
2. Completion within expected duration of study
- a) As noted in 1.a., the school will monitor, record and assess the course progress of each student for the course in which the student is currently enrolled.
  - b) Part of the assessment of course progress at the end of each study period will include an assessment of whether the student's progress is such that they are expected to complete their studies within the expected duration of the course.
  - c) The school 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 Matthew Finders Anglican College's Deferment, Suspension and Cancellation Policy.
  - d) Where the school decides to extend the duration of the student's study, the school 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 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) In accordance with the school's Attendance Register procedures, 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 or periods of exclusion from class while still on campus is recorded but will not be included in attendance calculations.
  - d) All absences from school will be included in absentee calculations and should be accompanied by a medical certificate, an explanatory communication from the student's carer or evidence that leave has been approved by the Principal/Head of Secondary.
  - e) Any absences longer than 2 consecutive days without approval will be investigated.
  - f) Student attendance will be monitored by Teacher in Charge – International Students using the following method:
    - i. Calculating the number of hours the student would have to be absent to fall below the attendance threshold for a semester e.g. number of study days x contact hours x 20%. (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 Matthew Flinders Anglican College's Deferment, Suspension and Cancellation Policy).
    - iv. Any period of exclusion from class will not be included in student attendance calculations.
  - g) Parents of students at risk of breaching Matthew Finders Anglican College's attendance requirements will be contacted by email or phone and students will be counselled and offered any necessary support when they have absences totalling 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, Matthew Finders Anglican 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 evidence of compassionate and compelling circumstances do not apply, the school 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 school will notify the ESOS agency 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 Matthew Flinders Anglican College in writing,
  - iii. the complaints and appeals process, including any external appeal made by the student, results in a decision in favour of the school.
- j) Students will not be reported for failing to meet the 80% attendance threshold for a study period where:
  - i. the student produces documentary evidence in a timely manner clearly demonstrating compassionate or compelling circumstances e.g., medical illness supported by a medical certificate or as per Definition, below, and
  - ii. 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%.
- 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 if possible
  - iii. major political upheaval or natural disaster in the home country requiring their emergency travel that has impacted on their studies
  - iv. a traumatic experience which has impacted on the student (these cases should be where possible supported by police or psychologists' reports)
  - v. where the school was unable to offer a pre-requisite unit
  - vi. inability to begin studying on the course commencement date due to delay in receiving a student visa.

For other circumstances to be considered as 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 or attendance through a course.
- b) Expected duration – the length of time it takes to complete the course studying full-time. This is the same as the registered course duration on CRICOS.
- c) School day – any day for which the school has scheduled course contact hours.
- d) Study period – a discrete period of study within a course which cannot exceed 24 weeks. Matthew Flinders Anglican College defines a 'study period' for the purposes of monitoring course attendance and progress as a semester.
- e) *Core subjects – compulsory core of subjects, ie English, Mathematics*
- f) *Learning Options – the range of subjects and programs as outlined in Learning Options 1.2.2 of the Queensland Curriculum and Assessment Authority (QCAA) QCE and QCIA Handbook 2019.*



