



Caloundra City  
Private School

# CALOUNDRA CITY PRIVATE SCHOOL



# INTERNATIONAL STUDENT HANDBOOK

CRICOS REG NO: 03241C

[ccps.qld.edu.au](http://ccps.qld.edu.au)

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# CODE OF PRACTICE

## INTRODUCTION

Caloundra City School Ltd. is an independent, co-educational, inter-denominational school which cater from Kindergarten to Year Twelve, and for children from six weeks to five years in Caloundra City Private School Child Care Centre. The School campus is situated in a natural setting on an 11 hectare site in Pelican Waters Boulevard, Pelican Waters. The School opened in 2005 with 100 students in Pre-School to Year Four. In 2008 our Childcare Centre opened and in 2009 our oldest students moved into Year 11, of the Senior School. The School will offer a continuity of educational experience from Child Care and Kindergarten to Year Twelve in 2012, and with the hope that an International School will be introduced into the Senior School.

Caloundra City School Ltd. is a community-based school which reflects the needs and aspirations of parents and the community at large. The School is controlled by a Board of Directors. The Principal of the School and staff are totally responsible for the administration of the School.

Caloundra City School Ltd. is an innovative and exciting school which offers amazing learning opportunities in 'state of the art', air-conditioned buildings. We provide the very best educational programs that extend, challenge, and support students while nurturing students' natural curiosity and love of learning. Our strong commitment to academic excellence and a balanced education (including sports and performing arts) ensures that your child has a world of opportunities at every step of their educational journey at CCS.

We encourage our students to do the very best of their ability at all times. Our Motto of '**Excellence, Integrity, and Learning**' says it all and our students thrive in such an engaging learning environment. CCS is at the forefront of modern technology with the integration of technology into the academic curriculum with students in Year 4, 5 and 6 have their own iPad and students from Year 7 have their personal computer.

Caloundra City School Ltd. provides the very best foundation for your child in every respect. The personal qualities that our students possess are a reflection of our traditional values and the importance we place on developing personal dignity, respect for self and one another, self-confidence and resilience. We want our children to be independent learners, resourceful, empathetic, tolerant and understanding of differences which exist in our community. Supporting our students to develop such abilities, through our pastoral care programme will allow them to grow into adults who can contribute to the wider community in a significant and meaningful way.

## MISSION STATEMENT

Caloundra City School Ltd. is a young, vibrant and exciting place of exceptional standards that through a fresh and innovative approach, helps proud, happy and respectful children realise their dreams and optimise their potential for a successful future.

The values which best capture the essence are:

- Embracing
- Confident
- Independent
- Innovative
- Fresh
- Success

### **Embracing**

It was very clear from the feedback that our school community is welcoming of both new ideas and new families. We embrace one another in a metaphorical sense, in nurturing and encouraging one another. We embrace the new and we embrace our history and its traditions. We deliberately develop this welcoming culture within our school and it is a feeling that visitors often comment upon when they walk into classrooms and around the school.

### **Confident**

We aim to build confidence in our students through our holistic approach to teaching and learning. We educate the 'whole' child. Through our academic, sporting, cultural and life skills programmes we develop within children, increased self-esteem, resilience and the confidence, so that when they leave the school they can take on new challenges and succeed. As a school we are confident to move forward in many innovative ways to better prepare our students for a very uncertain world.

### **Independent**

First and foremost, the school is totally independent and as such can set high standards and expectations in every sphere of school life – the academic, cultural, sporting and social dimensions. The school is governed by a Board of Directors who set the strategic direction and the CEO and Principal is responsible for all operational matters and for the implementation of the strategic direction of the school. This independence allows CCS to lead the way in many areas, not the least of which is in the technology programme. Our independence allows us to lead the way in teaching and learning, and allows us to give all students more individual attention to achieve better learning outcomes.

## **Innovative/Connected**

Being innovative is a value that we believe is a critical differentiator between Caloundra City School Ltd. and other schools. This innovation extends far beyond our excellent one-on-one computer programme, electronic whiteboards to authentic, integrated learning through computers and HeuLab and outstanding software in use in the classroom. Combined with a wireless campus, our students are connected to the real world in and out of the classroom and literally, the 'world comes' to our students on demand. We continue to scan the world for the latest developments in all fields of education, social-emotional wellbeing and technology.

## **Fresh**

How fortunate to be a relatively new, young and well-cared for school? Our buildings and classrooms are inviting and superb, our grounds and landscaping are fresh and appealing. This freshness equally applies to our uniform, which is distinctive and very attractive. As a school we take a fresh approach to everything that we do and we are not hamstrung by outdated approaches to teaching and learning. We are not locked into old traditions that have no relevance to today's world and we are forever looking forward to the future to ensure that we leading the way with fresh ideas by using contemporary research to best inform us of our future direction.

## **Success**

Above all, Caloundra City School Ltd. stands for success. We want every single student to experience success, whether this is in the academic, cultural or sporting domains of school life or in the future when they graduate from Year 12 and move into the world of university study, work or international destinations. We applaud all successes and believe that this is one of the core values of the school that builds slowly but surely towards a successful future. Our students will graduate with great confidence, independence and resilience with important life skills which will allow them to live a successful and rewarding life.

**These values are powerful and combined with the 'proposed essence' of "connected inspiration" make an excellent platform for our future strategic direction. These values help define who we are. Each value captures an important ingredient in the recipe for success that is Caloundra City School Ltd.**

**Our school is focused on achieving excellence in all that we do. This applies equally to students – academically, sporting, culturally and socially, as well as staff and school facilities.**

*"We're a young, dynamic school with fresh, vibrant and innovative outlooks connected to the education needs of today and the future."*

## **MARKETING**

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

## **STUDENT INFORMATION**

At the time of receiving enrolment forms Caloundra City School Ltd. will provide students with the following:

- Caloundra City School Ltd. Student Handbook for Overseas Students.
- Information on tuition/non-tuition fees for the course and what is included in those fees
- Information about the Queensland Certificate of Education and University entry requirement as per the Course Planning Booklet
- Information about Accommodation options (i.e. Homestay)
- A copy of the Senior School Handbook
- A copy of the Parent Handbook
- Description of ESOS Framework

If a place is offered the student will be provided with the following:

- Letter of Offer
- Written agreement
- Invoice
- Overseas Health Care Cover (OSHC)
- Confirmation of Appropriate Accommodation and Welfare (CAAW)
- Confirmation of Enrolment (CoE)
- Subject Selection Information

## **RECRUITMENT**

Recruitment of students will be conducted in an ethical and responsible manner at all times, consistent with the requirements of the curriculum and in accordance with the requirements of National Code Standard 7 Appropriately qualified staff will 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.

## REFUNDS

Caloundra City School Ltd. has a fair and clearly explained Refund Policy.

1. The enrolment application and confirmation fees are non-refundable
  - a) Fees are payable to the Accounts Manager according to the School's invoice.
  - b) An itemized list of school fees is provided in the school's Written Agreement
  - c) All fees must be paid in Australian dollars. Refunds will be reimbursed 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.
2. All notification of withdrawal from a course, or applications for refunds, must be made in writing and submitted to the Principal.
3. Student default because of visa refusal
  - a) If a student produces evidence of a 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, minus the lesser of
    - 5% of the amount of course fees received, or
    - AUD 500
  - 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.

## STUDENT DEFAULT

1. 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).
2. 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.
3. If the student, does not provide written notice of withdrawal, and does not start the course on the agreed starting date one terms tuition fees will be retained from tuition fees received by the school.
4. If tuition fees for up to 1 Semester have been received in advanced by the school 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:
  - Retain an administration fee of 20% and refund the balance of the tuition fee if written notice is received up to four weeks prior to commencement of the course.
  - Refund 70% of the tuition fees received if written notice is received less than four weeks prior to commencement of the course
  - Refund of one terms fees if written notice is received **before** one Semester of the payment period has passed.
  - No refund if the written notice is received **after** one Semester of the payment period has passed.
5. No refund of tuition fees will be made where a student's enrolment is cancelled for any of the following reasons:
  - Failure to maintain satisfactory course progress (visa condition 8202)
  - Failure to maintain satisfactory attendance (visa condition 8202)
  - Failure to maintain approved welfare and accommodation arrangements (visa condition 8532)
  - Failure to pay course fees.
  - Any behaviour identified as resulting in enrolment cancellation in *Caloundra City School Ltd School's* Behaviour Policy/Code of Conduct. If *Caloundra City School'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.



6. If the student changes visa status (e.g. becomes a temporary or permanent resident) he/she will continue to pay full overseas student's fees for the duration of that year.

### **PROVIDER DEFAULT**

Any default by the school must be compliant with the current provisions of the ESOS Act 2000 and the ESOS regulations 2001.

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.

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.

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 receive assistance from the Australian governments Tuition Protection Service. For information on the TPS, please see: <https://tps.gov.au/StaticContent/Get/StudentInformation>.

### **STUDENT GRIEVANCES**

Caloundra City School Ltd. will have a fair and transparent process for dealing with student grievances. In the event that such grievances cannot be resolved internally, Caloundra City School Ltd. will advise students of the appropriate bodies from which they can seek further assistance.

### **EDUCATION SERVICES ACT FOR OVERSEAS STUDENTS (CODE OF ETHICS)**

Caloundra City School Ltd. is bound by the National code of Practice (ESOS Act 2000), which became effective from 2007.

The Code of Ethics ensures visiting students are financially protected from undesirable practices by some providers.

## **STUDENT SERVICES**

Caloundra City School Ltd. will ensure that students have access to:

- Orientation on arrival
- Assistance and information about their academic progress
- Information regarding entry to further study
- Ongoing counseling as required in relation to health and family matters.

## **PRIVACY OF PERSONAL INFORMATION**

Caloundra City School Ltd. will meet all requirements of the *Private Act 2001* in relation to the way it handles personal and sensitive information about students.

## **SANCTIONS**

Caloundra City School Ltd. recognizes that if it should not meet the obligations of Code of Practice or supporting regulatory requirements, it may have its registration as a provider withdrawn.

## **ACCREDITATION**

Caloundra City School Ltd. is an approved school under the Accreditation of Non-State Schools Act 2001.

### **Teacher Registration**

All Teachers at Caloundra City School Ltd. are Registered Teachers. This means that they hold full registration, provisional registration or permission to teach under the Education (Queensland College of Teachers) Act 2005.

### **Blue Card Suitability Clearance**

All other staff at Caloundra City School Ltd. hold a Positive Notice Blue Card (referred to as a "Blue Card"). For child Related Employment issued by the Commission for Children and Young People and Child Guardian under the Commission for Children and Young People and Child Guardian Act 2000.

## COURSES

Caloundra City School Ltd. offers Prep to Year 12 courses for Overseas Students. All Overseas Students are eligible for the Queensland Studies Authority Queensland Certificate of Education at the end of Year 12. Only those students who are eligible for an Overall Position (OP) will receive a Tertiary Entrance Statement at the end of Year 12. From 2008, students are eligible for the Queensland Certificate of Education.

## ENTRY REQUIREMENTS

Caloundra City School Ltd. will consider enrolment applications from students wishing to apply for a student visa, subject to compliance with conditions set by the School, and with legislative requirements of the State of Queensland and the Commonwealth of Australia.

Applications for enrolments must be made on the Caloundra City School Ltd. Enrolment Form. This application must be fully and correctly completed, signed by the student's parent/s or legal guardian and be submitted together with the following documents to support the application:

- Certified academic reports (translated into English) for the previous two school years, together with an explanation of reporting procedures applied at the student's current or most recent school.
- A completed Reference Form, from the student's current or most recent school Principal.
- A report on student's behaviour, attendance and commitment to studies is also required, if not reported with the Academic reporting.
- Written evidence of proficiency in English as a second language.
- A completed Subject Choices Form (Years 10-12)
- Copies of Immunisation Records
- Copies of Current Passport
- Copies of Birth Certificate
- Copy of Visa Class and number
- Copy of date of entry into Australia
- Copy of any previous student visa(s) held for study in Australia.
- Payment of the Enrolment Application Fee does not guarantee a place at Caloundra City School Ltd.
- Application for Course Credit if where applicable.

## ASSESSMENT OF APPLICATION

Minimum academic and English language requirements – Caloundra City School Ltd. requires evidence of the completion of an International English Language Testing Standard (IELTS) test or its equivalent, to a standard equal to, or above, for the year level applied for as outlined below. English Language Tests can be arranged in most overseas countries.

Assessment procedures include an evaluation of reports from previous schools in the applicant's home country and an evaluation of the applicant's English language proficiency (either age-appropriate or sufficient for entry to the level of education applied for). Caloundra City Private School accepts academic records that are originals or certified copies. In the case where the school is suspicious of any documents, the school will attempt to contact the school or language centre to confirm the details and legitimacy of the documents. International students who have English as a second language may be required to complete an English Proficiency Assessment to determine level of language proficiency.

Once all information is provided with the enrolment application and fees, a personal interview with the student and parent/s will be required. The student may also be required to take an academic assessment at this time. A comprehensive tour of the School facilities will also be provided, together with an introduction with key staff members.

Following interview and assessment, Caloundra City School Ltd., may recommend a year level other than the year requested on the enrolment application, as more appropriate for the student. If this recommendation is accepted by the student/parents, then no change to the School's recommendation will be considered after the student commences. Accepted students as well as any changes to their enrolment are reported to PRISMS within 14 days. Caloundra City School Ltd. is required by law to keep and confirm in writing and update student contact details at least every 6 months. If you do not abide by this condition and Caloundra City School Ltd. Needs to contact you with regard to unsatisfactory attendance/academic requirements, it may lead to the automatic cancellation of your student visa.

Students must provide evidence of two years of academic performance, social skills, commitment and effort appropriate to entry to the year level requested on the Application for Enrolment or offered as an alternative point of entry by Caloundra City Private School in the Letter of Offer.

### **ACADEMIC REQUIREMENTS FOR JUNIOR SCHOOL – Prep to Year 6**

- i) A full education report on all subjects, particularly academic and English language performance assessments (see English Proficiency Requirements

below) for each international student applying to enrol in the school. These reports must cover the previous 12 month period, at least. Copies of the past two years' reports are preferable.

- ii) With respect to other academic subjects – the student's report is to indicate that the international student is achieving consistently a satisfactory level in most subjects. Indications of effort levels/reference should reflect a studious student.

### **ACADEMIC REQUIREMENTS FOR SENIOR SCHOOL – Year 7 to 12**

- i) A full education report on all subjects, for each international student applying to enrol is required. These reports must cover the previous 12 month period, at least. Copies of the past two years' reports are preferable.
- ii) The student's reports must indicate that the student is achieving satisfactory results in most academic subjects and effort levels/reference should indicate a studious student.

### **ENGLISH LANGUAGE PRIFICIENCY REQUIREMENTS**

1. Caloundra City Private School requires evidence of sufficient proficiency in English to successfully meet the curriculum demands of the enrolled course. 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, *Caloundra City School Ltd* 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, *Caloundra City School Ltd* will assess the student's application for entry based on satisfactory test results as follows:

Alternatively, *Caloundra City School Ltd* accepts results from the following test instruments:

<b>For Entry to</b>	<b>AEAS</b>	<b>NLLIA</b>	<b>IELTS</b>	<b>TOEFL</b>
Primary school studies	40+	4 or above	4 or above	34 or above
Junior Secondary Years 7 - 10	60+	5 or above	5 or above	45 or above
Senior Secondary Years 11 - 12	80+	6 or above	6 or above	78 or above

Those students applying offshore for entry into Caloundra City Private School are to sit for a certified off-shore English test. The preferred offshore testing company for Caloundra City Private School is AEAS (Australian Education Assessment Services.)

Please contact the school or visit [ww.aeas.com.au](http://ww.aeas.com.au) for the nearest testing centre.

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 studies at the school.

If undertaking an intensive English language course before beginning studies at the school, 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.

The Queensland Academic program for the tertiary pathway (Years 11 and 12) requires students to complete four semesters of study over two years.

Course credit may only be offered as outlined below:

- For student transferring from interstate up to Year 10, the school does not offer course credit and entry into any course is subject to the assessment of the school.
- For the students transferring from interstate in Year 11 and the beginning of Year 12, the student may receive course credit for units completed based on the assessment of the Australian Curriculum Assessment and Certification Authority.

Students must attend all applicable lessons and examinations for the duration of the course. They are expected to submit all assignments as required by their selected subjects. Students who do not have full attendance or do not submit assignments as required risk having their student visa cancelled.

## TUITION AND NON-TUITION FEES

The current fee schedule for overseas students and a copy of the Policy for Fees, Charges and Conditions of Enrolment including refunds will be sent to anyone requesting information on the enrolment of overseas students and thus before any contract is entered into. These are adjusted annually.

## TUITION FEES

### ENROLMENT APPLICATION FEE AND CONFIRMATION FEE

If the application is approved and an offer of place is made parents are to pay a non-refundable Application Fee of \$150 and Confirmation Fee of \$1000 along with an invoice for school fees which initiates the execution of the School Agreement and Acknowledgement of acceptance of the uniform code, Code of Conduct, Refund Policy, Dispute Resolution Policy and change of address acknowledgment.

Tuition Fees are quoted as a Semester amount. These fees are payable for each student and billed prior to commencement and every Semester.

<b>Fees</b>	<b>Semester</b>	<b>Annual Fee</b>
(Prep - Year 4) <i>Course 072586F</i>	\$13,000.00	\$26,000.00
(Years 5 - 6) <i>Course 082455A</i>	\$15,000.00	\$30,000.00
(Years 7 - 10) <i>Course 082456M</i>	\$15,000.00	\$30,000.00
(Years 11 - 12) <i>Course 072590K</i>	\$15,000.00	\$30,000.00

### BUILDING FUND

The is a building fund donation of \$800 per annum per student

## NON TUITION FEES

Overseas Student Health Care Levy	approx. \$600.00 per annum
QSA Fee for Year 11 and 12 students only	approx. \$800.00 per annum
Airport transfer fee	\$200.00
Homestay placement fee	\$300.00
Homestay accommodation	\$6,500.00 per Semester

## CAMPS AND EXCURSIONS

A separate charge will apply for year level camps/excursions, co-curricular activities and other significant whole of School/year level/house events, Stationery, text books and Uniform items.

## OVERSEAS STUDENT HEALTH COVER LEVY (OSHC)

The overseas student health cover levy as required by the Commonwealth Government is payable prior to commence and is non-refundable.

The School can arrange OSHC for the period covered by their visa. Medibank Private is the School's preferred provider for OSHC. If you wish to pay premiums for the full length of your child's visa, please advise us in writing and we will arrange this for you.

The OSHC Levy paid prior to commencement is not refunded by the School. The responsibility for seeking any refund from the medical insurance authority lies with the student. For detailed information regarding Medibank Private's OSHC, including what can be claimed please click on the following link: [www.medibankprivate.com.au](http://www.medibankprivate.com.au)

## QUEENSLAND STUDIES AUTHORITY (QSA) LEVY

The levy as required by the QSA is payable prior to commencement for Years 11 and 12 and is included in other levies and charges.

## INDICATIVE COSTS OF LIVING

In addition to the above the applicant should be aware of other expenses involved in the general Cost of Living of \$30-\$120 per week (e.g. transport, personal items telephone/internet/computer use, stationery, entertainment, holidays etc.)

## PRIVATE LESSONS AND TUTORIALS

Fees for private lessons are to be paid direct to the person providing the service. Parents/guardians will receive a separate account from the teachers, tutors or coaches concerned.



## PAYMENT DATES

Tuition Fees are quoted as a Semester in duration. These fees are billed prior to commencement and every Semester. The fees are payable for each student prior to commencement and two weeks before the student's next Semester.

## TERMINATION OF ENROLMENT

Should parents wish to terminate their child's enrolment prior to completion of schooling to Year 12, then written notice must be received by the School by no later than the first day of the term at the end of which it is intended they should leave, or if it is intended that they should leave during the term, by no later than the first day of the preceding term. Parents failing to comply with this requirement will pay or forfeit (as the case may be) to the School, one term's fees in lieu of notice.

## GST

Where possible the School will quote its tuition fees and charges on a GST inclusive basis. If GST becomes payable in respect of any part of any tuition fee and charges levied by the School then the School reserves the right to increase these tuition fees and charges at any time.

Student Welfare – Additional costs where necessary (e.g. Translation Services) will be charged to Parents/Guardians.

## STUDENT ACCOMMODATION AND WELFARE POLICY

### Care for younger students under 18 years

*Caloundra City School Ltd* is a CRICOS-registered provider which enrolls younger students under 18 years of age.

As part of its registration obligations *Caloundra City School Ltd* 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.

*Caloundra City School Ltd* 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**

*Caloundra City School Ltd* approves the following accommodation and care options for overseas students:

**The student will live in school approved accommodation and welfare arrangements and *Caloundra City School Ltd* will generate the welfare letter (CAAW) via PRISMS to accompany the student's Confirmation of Enrolment (CoE).**

Accommodation options that may be approved by *Caloundra City School Ltd* for full fee paying 500 (formerly 571) visa subclass students under 18 years of age is a Homestay Program.

*Caloundra City School Ltd* 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 *Caloundra City School Ltd*'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 Home Affairs (Immigration) assumes care of the student

*Caloundra City School Ltd* has notified the Department of Home Affairs (Immigration) that it is no longer able to approve the student's welfare arrangements and has taken the required action after not being able to contact the student. Any accommodation, welfare and other support arrangements for the student must be approved by *Caloundra City School Ltd* including arrangements provided by third parties.

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

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

Any changes to approved arrangements must also be approved by the School. This includes any requests by students under 18 years of age to attend "Schoolies Week" on completion of Year 12.

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

other relevant authorities.

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

**1.** If a parent / nominated guardian wishes to assume welfare responsibility, the parent / nominated guardian must notify the school as soon as practicable of their intentions and must provide the school with written evidence of a guardian visa grant. **For School vacation periods, students under 18 years of age for whom Caloundra City School Ltd 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.

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

- a. Homestay Program

**3. Caloundra City School Ltd for School vacation periods, the following accommodation options are available to students 18 years or older:**

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

**Homestay arrangements at Caloundra City School Ltd:**

- iv. The Homestay arrangements approved by *Caloundra City School Ltd* 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 school / operator of the homestay program

Blue cards as required for adults living in the homestay other than overseas students, or who otherwise have regular contact with the student.

## DEFERMENT, SUSPENSION OR CANCELLATION OF ENROLMENT POLICY

Fair, appropriate and objective measures are employed for the correction and/or discipline of students, including detention, suspension of and/or termination of enrolment, after each individual case has been carefully considered. The School's expectations of student behaviour are given in the Parent Handbook. The School may suspend or terminate an enrolment at its discretion for failure to comply with the Conditions of Entry, or other serious breaches of the School's rules and regulations. In the event of termination of enrolment by the College, or a visa breach even if the student is no longer enrolled the Department of Home Affairs (Immigration) will be notified immediately, and arrangements will be made for the return of the student to parental/custodial care as soon as possible, with expenses to be met by the person/s with whom the School has a signed Agreement. In the event of termination of enrolment by the School, a refund, less any relocation expenses for the student and/or monies owed by the student, will be due as per the Refund Policy.

- 1) **Deferment of commencement of study requested by student**
  - a) Caloundra City School Ltd. 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 was unable to attend classes
    - ii) bereavement of close family members such as parents or grandparents (where possible a death certificate should be provided)
    - iii) major political upheaval or natural disaster in the home country that has impacted on expected commencement of studies
    - iv) a traumatic experience which has impacted on the student (these cases should be where possible supported by police or psychologists' reports)
    - v) 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) The final decision for assessing and granting a deferment of commencement of studies lies with the Principal. Where a student's request to defer his/her commencement of studies is refused, the student has the right of appeal.
  - c) Deferment will be recorded on PRISMS within 14 days of being granted.
  
- 2) **Suspension of study requested by student**
  - a) Once the student has commenced the course, Caloundra City School Ltd. will only grant a suspension of study for compassionate and compelling circumstances. These include but are not limited to;
    - i) illness, where a medical certificate states that the student was unable to attend classes
    - ii) bereavement of close family members such as parents or grandparents (where possible a death certificate should be provided)
    - iii) major political upheaval or natural disaster in the home country requiring emergency travel that has/will impact on studies
    - iv) a traumatic experience which has impacted on the student (these cases should be where possible supported by police or psychologists' reports)
    - v) 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 The Principal
- g) 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.
- h) All applications for suspension will be considered within 5 working days.
- i) The final decision for assessing and granting a suspension of studies lies with the [insert position]. Where a student's request to suspend studies is refused, the student has a right of appeal (see Caloundra City School Ltd's Complaints and Appeals policy). Suspensions will be recorded on PRISMS if the student is under 18 years of age, and within 31 days if the student is over 18 years of age.
- j) The period of suspension will not be included in attendance calculations.
- k) The final decision for assessing and granting a suspension of studies lies with the Principal.

### 3) **Student initiated cancellation of enrolment**

- a) All notification of withdrawal from a course, or applications for refunds, must be made in writing and submitted to the Principal. Please see Caloundra City School Ltd Refund Policy for information regarding refunds.

### **School initiated changes of enrolment**

School-initiated exclusion from class

- a) Caloundra City School Ltd 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 Caloundra City School Ltd'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 Caloundra City School Ltd 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 Caloundra City School Ltd'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

#### **4. School initiated suspension of studies**

b) Caloundra City School Ltd 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 Caloundra City Private School Ltd Behaviour Policy/Code of Conduct.

c) 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.

d) Where Caloundra City School Ltd 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 Caloundra City School Ltd's internal appeals process. Further information about the appeals process in the event of a school-initiated suspension is outlined below.

e) Suspended students must abide by the conditions of their suspension from studies and must adhere to any welfare and accommodation arrangements in place for each student and which will be determined by the Principal.

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

g) Suspensions will be recorded on PRISMS.

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

#### **5. School initiated cancellation of enrolment**

Caloundra City School Ltd. 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 Caloundra City School Ltd Behaviour Policy/Code of Conduct

Where Caloundra City School Ltd 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 Caloundra City School Ltd's internal appeals process. Further information about the appeals process in the event of a school-initiated cancellation is outlined below.

c) Caloundra City School Ltd 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 Caloundra City School Ltd will be cancelled and this may impact on the student's visa. Further information can be found in Caloundra City School Ltd Course Progress and Attendance Policy.

For the duration of the internal appeals process, Caloundra City School Ltd will maintain the student's enrolment and the student will attend classes as normal.

If a student decides to access Caloundra City School Ltd 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.

Where extenuating circumstances are deemed to exist, a student may still access the complaints and appeals process, but Caloundra City School Ltd 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.

The use of extenuating circumstances by Caloundra City School Ltd to suspend or cancel a student's enrolment prior to the completion of any complaints and appeals process will be supported by appropriate evidence.

The final decision for evaluating extenuating circumstances lies with the Principal.

### **Student to seek information from Department of Home Affairs (Immigration)**

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



***Student Application for deferment of commencement, or suspension of studies***

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Student name:

Year Level:

Current Address in Australia:

Address in home country:

Phone no:

Mobile Ph:

Email address:

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**I am applying for**

A deferment of commencement of studies

A suspension of studies

Please state why you wish to defer/suspend/cancel your studies.

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**Attachments:**

Attach any relevant supporting documentation.

This form will be assessed once all documentation has been received. The school may ask for more documentation if required. Applications are usually processed in 5 working days.

Students are required to maintain the condition of their visa, including maintaining enrolment in a registered course of study. Deferment, suspension and non-commencement of enrolment can have an effect on a student's visa as a result of changes to enrolment status. The Department of Home Affairs (Immigration) Website <https://immi.homeaffairs.gov.au/visas/getting-a-visa/visa-listing/student-500> provides further detail regarding the conditions of the visa and obligations of students.

Students who have not yet commenced their studies at Caloundra City School Ltd will also need to contact Department of Immigration in case there is any effect on their student visa as a result of changes to enrolment or CoE status. Please see contact details at: <https://immi.homeaffairs.gov.au/help-support/contact-us>

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Student signature

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Date

## TRANSFER TO AND FROM OTHER EDUCATIONAL INSTITUTIONS POLICY

An Overseas Student wishing to transfer to and from other educational institutions will be assessed in accordance with Caloundra City School Ltd.'s transfer policy. The registered provider must maintain records of all requests from students for a letter of release and the assessment of, and decision regarding, the request on the student's file. Caloundra City School Ltd will record details of any student transfers in PRISMS within 14 days after the transfer occurs, as per ESOS 2000, section 19.

### **Requests to Transfer to Caloundra City School Ltd**

Caloundra City School will not enrol a transferring student before a student has completed six months of their principal course, unless the exceptions in Standard 7.1 are satisfied.

- A student who is currently enrolled in another registered provider's course may be enrolled at *Caloundra City School Ltd* prior to completion of enrolment in the first six months of enrolment in a principal course of study if :
  - i. The original provider has confirmed the student's release in PRISMS, recording also the date of effect and reason,
  - ii. the original registered provider / course has ceased to be registered,
  - iii. the original registered provider has had a sanction imposed by a relevant registration authority that prevents the student from continuing enrolment in the first registered school sector course, or
  - iv. any government sponsor of the student provides written support for a change of course to be in the student's best interests.
- Confirm in PRISMS that the student is currently enrolled with another provider. The student will only need approval for release from the other provider (via PRISMS) if they have not yet completed 6 months of their first registered school sector course with that provider.

If the other provider's approval is required for release, the student will need a Letter of Offer from your school so that they can give it to their current provider. (If the intending student is under 18yo, your school will also need to give a written undertaking to take over welfare from the student's date of release. This information should be included with the Letter of Offer.)

*Caloundra City School Ltd* MUST NOT create a CoE until PRISMS shows that the student is released by the current provider. (NC B St 7.2.1 and St 7.3)

The welfare responsibility should transfer from the releasing provider to the receiving provider 7 days from the student's last day of study with the releasing provider, unless both providers agree to a different date.

- Where the transfer request is approved by the other provider, confirmation of release from the student's current course is provided to the School via PRISMS. (NC 7.1.3)

Prior to accepting a student wishing to transfer from another provider, *Caloundra City School Ltd* will apply criteria for course entry requirements, and should be satisfied that the student has demonstrated a commitment to studies during the course, had a good attendance record for the course, and paid all fees for the course.

***Student Application for student transfer from Caloundra City School Ltd***

Student name:

Grade:

Current Address in Australia:

Address in home country:

Phone no:

Mobile Ph:

Email address:

**Reason for transfer:**

***Please state why you wish to transfer from Caloundra City School Ltd***

**Attachments:**

Attach a letter of offer from the institution to which you wish to transfer. If you are under 18 years of age and not in the care of a parent or suitable nominated relative, the letter of offer must also show that the institution will accept responsibility for approving your accommodation, support and general welfare arrangements.

If there are any gaps between school approved accommodation, support and general welfare arrangements please detail any Department of Immigration approved interim arrangements.

If you are under 18 years of age, please attach a letter from your parents to indicate that you have their permission to transfer.

Attach any relevant supporting documentation.

This application will be assessed once all documentation has been received. The school may ask for more documentation if it requires it. Applications are usually processed in 5 working days.

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Student signature

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Date

### **Requests to Transfer from Caloundra City School Ltd.**

- 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:  
Overseas students are restricted from transferring from their principal course of study for a period of six months. This restriction also applies to any course(s) packaged with their principal course of study. 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 Letter of 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) *Caloundra City School Ltd* will only release a student before completing the first six months of their first registered school sector course in the following circumstances:  
*aloundra City School Ltd* will only provide a letter of release to students before completing the first six months of their principal course in the following circumstances:
  - a) The student has changed welfare and accommodation arrangements and is no longer within a reasonable travelling time of the 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 *Caloundra City School Ltd* 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) *Caloundra City School Ltd* 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.
  - f) The student provides evidence that he / she was misled by *Caloundra City School Ltd* or an education or migration agent regarding *Caloundra City School Ltd* or its course and the course is therefore unsuitable to his/her needs and/or study objectives.
  - g) An appeal (internal or external) on another matter results in a decision or recommendation to release the student.
  - h) Any other reason stated in the policies of *Caloundra City School Ltd* Any other reason stated in the policies of *Caloundra City School Ltd*.
- 4) Students under 18 years of age MUST also have:
- a) Written evidence that the student's parent(s)/legal guardian supports the transfer
  - b) Written confirmation that the 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) *Caloundra City School Ltd* 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) *Caloundra City School Ltd* 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 *[insert details]*
  - b) Give this completed application form and a valid offer of enrolment from another provider to *[insert details]* 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 *Caloundra City School Ltd*, 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) *Caloundra City School Ltd* will assess the student's transfer request application and notify the student of a decision within 10 working days.
  - 8) If *Caloundra City School Ltd* 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 *Caloundra City School Ltd* intends to refuse the student's transfer application request, *Caloundra City School Ltd* will provide the student with reasons for refusal in writing and include a copy of *Caloundra City School Ltd* complaints and appeals policy. The student has the right to access *Caloundra City School Ltd* 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 *Caloundra City School Ltd* 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 *Caloundra City School Ltd*.
  - 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: *[Insert contact details as appropriate. See <http://www.border.gov.au/about/contact/offices-locations/australia> for street addresses of Department of Immigration Offices in Brisbane and regional centres.]* Alternatively, students can contact the Department of Immigration through their web enquiry form: <https://www.border.gov.au/about/corporate/information/forms/online/student-visa-enquiry-form>.
  - 11) It is a requirement under Queensland legislation that letters of release, whether

provided by this School or by another registered provider, give information about whether the student has demonstrated a commitment to studies during the course, had a good attendance record for the course, and paid all fees for the course.

- 12) All applications for transfer will be considered and the applicant notified of the decision in writing.

***Student Application for student release***

Student name:

Grade:

Current Address in Australia:

Address in home country:

Phone no:

Mobile Ph:

Email address:

Please indicate if any of the following apply:

- I have not yet completed the first six months of my first school sector course
- I am under 18 years of age
- I have completed the first six months of my first school sector course
- I am over 18 years of age

Please note, if you have completed the first six months of first school sector course AND you are over 18 years of age, you do not need to use this form.

**Reason for transfer:**

Please state why you wish to transfer to another school.

If you **have not yet completed the first six months of your first school sector course**, please provide details of the reason or reasons why you wish to transfer to another education provider.

- i. Please indicate if any of the following apply, and attach evidence where requested.

- You are providing evidence (attached) that you / your family have changed welfare and accommodation arrangements, and these are no longer within a reasonable travelling time from school.



- └ *Caloundra City School Ltd* supports your decision to apply for a course that is not offered by this school.
- └ You have received notice you will be reported because you are unable to achieve satisfactory course progress, even after receiving support from *Caloundra City School Ltd* to assist you, in accordance with Standard 8 (Overseas student visa requirements) of the 2018 National Code of Practice for Providers of Education and Training for Overseas Students.
- └ You are providing evidence (attached) of compassionate or compelling circumstances.
- └ *Caloundra City School Ltd* is unable to deliver the course in which you are enrolled as outlined in the written agreement.
- └ You are providing evidence (attached) that your reasonable expectations about your current course are not being met.
- └ You are providing evidence (attached) that you were misled by *Caloundra City School Ltd* or an education or migration agent regarding *Caloundra City School Ltd* or its course and the course is therefore unsuitable to your needs and/or study objectives.
- └ An appeal decision (internal or external) on another matter has been made or recommended in favour of your release from enrolment at *Caloundra City School Ltd*.

ii. Please provide details of any other reason, with evidence if applicable, for why you wish to transfer to another education provider.

**Enrolment offer from another registered provider**

- └ Attach a valid enrolment offer / letter of offer from the education provider to which you wish to transfer.

**If you are under 18 years of age**

- └ If you are under 18 years of age and not in the care of a parent or suitable nominated relative, the valid enrolment offer / letter of offer you are providing must also show that the receiving education provider will accept responsibility for approving your accommodation, support and general welfare arrangements from the date of your proposed release.
- └ If you are under 18 years of age, attach written confirmation from your parents or legal guardian showing that you have their support to transfer.

Attach any other relevant documentation as evidence to support your application.

Your application will be assessed once all documentation has been received within 5 working days. *Caloundra City School Ltd* may ask for more documentation if it requires it.

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Student signature

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Date

## COMPLAINTS & APPEALS POLICY

In the event of a dispute or grievance, students should first try to solve problems through the School's internal complaints and appeals processes. A copy of this policy is given to the student before a contract is entered into or an amount is paid, whichever happens first and again 7 days of the commencement of studies. For the duration of the appeals process, the student's enrolment and attendance must be maintained. If the process results in a decision that supports the student, Caloundra City School Ltd. Must immediately implement any decision and/or corrective and preventative action required and advise the student of the outcome in writing.

Student should follow the process below.

- 1) Informal Complaints Resolution
  - a) In the first instance, *Caloundra City School Ltd* requests there is an attempt to informally resolve the issue through mediation/informal resolution of the complaint.
  - b) Students should contact the appropriate staff member 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 *Caloundra City School Ltd* internal formal complaints and appeals handling procedure will be followed
- 2) Formal Complaints Handling Procedure
  - a) The process of this grievance procedure is confidential and any complaints or appeals are a matter between the parties concerned and those directly involved in the complaints handling process.
  - b) The student must notify the 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 grievance process will commence within *10 working days* of the lodgement of the complaint or appeal with the Principal.
- 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 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 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, *Caloundra City School Ltd* 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.

### 3) External Appeals Processes

- a)** If the student is dissatisfied with the conduct or result of the complaints procedure, he/she may seek redress through an external body at minimal or no cost. Please see: <http://www.ombudsman.gov.au/about/overseas-student-ombudsman-landing-page> or phone 1300 362 072 for more information.

The Overseas Students Ombudsman offers a free and independent service for overseas students. Please see:

<http://www.ombudsman.gov.au/about/overseas-student-ombudsman-landing-page> or phone 1300 362 072 for more information.

- b)** If the student wishes to appeal a decision made by *Caloundra City School Ltd* 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 *Caloundra City School Ltd* 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.

4) 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.

5) Definitions

a) Working Day – *any day other than a Saturday, Sunday or public holiday during term time*

b) Student – *a student enrolled at Caloundra City School Ltd. 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.*

## COURSE COMPLETION WITHIN THE EXPECTED DURATION OF STUDY, SCHOOL COURSE PROGRESS AND ATTENDANCE POLICY

This policy has been prepared to detail the position the School holds in respect to Course Completion within the expected duration of study, Monitoring Course Progress and Attendance for Overseas Students.

### 1) Monitoring 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) for Prep – Year 10 and for students in Years 11 and 12 across the entire secondary

course of enrolment according to *Caloundra City School Ltd* course assessment requirements. A progress report is issued at the end of term one. Parent/host/teacher/student interviews are held twice each year and immediate on request

c) Students who have begun part way through a semester will be assessed after one full period of attendance.

d) To demonstrate satisfactory course progress, students will need to:

Primary: Years P – 6 will need to demonstrate a commitment to their studies and show willingness to participate in academic and co-curricular activities.

Junior Secondary Studies: Years 7 – 10 will need to demonstrate satisfactory course progress, students will need to achieve competency in at least 50% of units in any study period (semester.) Students must also achieve satisfactory effort ratings in at least 50% of subjects study period (semester.)

Senior School Studies: Years 11 and 12 will need to remain eligible for a Queensland Certificate of Education (QCE.)

e) If at the end of a study period a student does not achieve satisfactory course progress as described above, the *Head of School* will formally contact the parent(s) to advise that the student is at risk of breaching the course progress requirement and that there will be a meeting with the student to develop an intervention strategy for academic improvement. This may include;

- i. After hours tutorial support*
- ii. Subject tutorial support in class time*
- iii. Mentoring*
- iv. Additional ESL support*
- v. Change of subject selection, or reducing course load (without affecting course duration)*
- vi. Counselling – time management*
- vii. Counselling -academic skills*
- viii. Counselling - personal*
- ix. other intervention strategies as deemed necessary*

e) A copy of the student's individual strategy and progress reports in achieving improvement will be forwarded to parents.

f) The student's individual strategy for academic improvement will be monitored over the following semester by Head of School and records of student response to the strategy will be kept. Parents will be kept informed of the student's academic progress while the student is receiving formal intervention.

g) If the student does not improve sufficiently academically and achieve

satisfactory course progress by the end of the next Semester, Caloundra City School Ltd 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. 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 Caloundra City School Ltd, he/she may contact the Overseas Student Ombudsman at no cost. This must be done within 20 days. Please see Caloundra City School Ltd Complaints and Appeals Policy for further details.

- h) The school will notify ESOS via PRISMS of the student not achieving satisfactory course progress as soon as practicable where
  - i) the student does not access the complaints and appeals process within 20 days, or
  - ii) withdraws from the complaints and appeals process, or
  - iii) the complaints and appeals process results in favour of the school

## **2) Completion within expected duration of study (course progression)**

- 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 semester will include an assessment of whether the student's progress is such that they are expected to complete their course within the expected duration of the course.
- c) The school will only extend the duration of the student's study where the student will not be able to complete their course within the expected duration due to:
  - i) compassionate or compelling circumstances
  - ii) student participation in an intervention strategy as outlined in 1.e.
  - iii) an approved deferment or suspension of study has been granted in accordance with Caloundra City School Ltd.'s Deferment, Suspension and Cancellation Policy.
- d) Where the school decides to extend the duration of the student's study, the school will report via PRISMS and/or issue a new COE if required.
- e) The expected duration of study specified in the students CoE will not exceed the Cricos registered course duration, except in the circumstances as specified in compassionate or compelling circumstances.

## **3) Course attendance**

- a) Satisfactory course attendance is attendance of 90% of scheduled contact days for a Semester.
- b) Student attendance is:
  - i) checked and recorded daily

- ii) assessed regularly
  - iii) recorded and calculated over each semester.
- c) Late arrival at school will be recorded and will be included in attendance calculations.
- d) All absences from school 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 School. Note: All absences whether covered by a medical certificate or not, will count towards a student's attendance calculations.
- e) Any absences longer than 3 consecutive days without approval will be investigated. Student/Parent will be notified in writing as well as contact made via phone to discuss student absence.
- f) Student attendance will be monitored by Head of School every week over a semester to assess student attendance using the following method.

Calculating the number of hours the student would have to be absent to fall below the attendance threshold for a study period e.g. number of study days x contact hours x 20%. [For example, a 20 week study period with 5 contact hours a day would equal 500 contact hours. 20% of this is 100 hours.]

Any period of exclusion from class will be included in student attendance calculations. [See Sample School Deferment, Suspension and Cancellation Policy points 5 and 6.]

- g) Students attendance at 15% will be considered at risk of breaching Caloundra City School Ltd.'s attendance requirements will be notified in writing as well as contact made via phone to discuss student absence. The students will be offered counseling and any necessary support when they have absences totalling 5 days during any semester.
- h) If the calculation at 3.f. indicates that the student has passed the attendance threshold for the term, Caloundra City School Ltd will advise the student of its intention to report the student for breach of visa condition 8202, and that he/she has 20 working days in which to access the school's internal complaints and appeals process.
- i) The school will notify ESOS via PRISMS of the student not achieving satisfactory course attendance as soon as practicable where:
- i) the student does not access the complaints and appeals process within 20 days
  - ii) withdraws from the complaints and appeals process
  - iii) the complaints and appeals process results in a decision for the school.
- j) Students will not be reported for failing to meet the 80% threshold where:
- i) the student produces documentary evidence clearly demonstrating compassionate or compelling circumstances e.g., medical illness supported by a medical

certificate, and

ii) has not fallen below 70% attendance.

k) The method for calculating 70% attendance is the same as that outlined in 3.f. with the following change; number of study days x contact hours x 30%.

j) If a student is assessed as having nearly reached the threshold for 70% attendance, The Principal will assess whether a suspension of studies is in the interests of the student as per Caloundra City School Ltd.'s Deferment, Suspension and Cancellation Policy.

l) If the student does not obtain a suspension of studies under the Caloundra City School Ltd.'s Deferment, Suspension and Cancellation Policy, and falls below the 70% threshold for attendance, the process for reporting the student for unsatisfactory attendance (breach of visa condition 8202) will occur as outlined in 3.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

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.

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



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

## **BEHAVIOURAL POLICY**

### **VALUES AND ETHOS**

Support of the School's Values and Ethos is essential for every single person connected to the Caloundra City School Ltd. It is expected that all staff members, students and parents share our Mission Statement, Core Values, goals and expectations.

All students are expected to take great responsibility for their presentation, their behaviour and their actions.

To minimise bullying in a school environment requires a concerted effort on the part of the students, staff and parents. At Caloundra City School Ltd. we educate students about the detrimental effects of bullying and provide basic strategies to deal with and avoid bullying behaviours. Also, we provide pastoral care programmes designed to build resilience in our children. It is most important that all members of the school community have a clear understanding of what bullying behaviour is, and to work in partnership between the home and school in order to rid our school of this behaviour. Inappropriate behaviours are dealt with immediately they come to the attention of staff. There is a no blame approach in the first instance, and teachers will talk to students individually to find out what is going on between students and then will have a meeting with all of the students involved, to talk through the issues and to resolve any conflict that exists. If the behaviour persists, then the issue is brought to the attention of the relevant Head of School. The matter is dealt with in a timely and respectful manner, with the purpose of resolving the issue and moving on from the matter. Appropriate consequences are put in place by the Head of School, or in more serious instances, by the Principal. Parents, always will be notified of such serious instances.

For those students who fail to meet all of these fair and reasonable expectations, and who have previously been warned about one of these issues, a detention will be given after School. A Detention letter will be sent home to parents giving them at least 24 hour notice of the detention. Students need to understand that there will be consequences for inappropriate presentation and behaviour.

It is the goal of the School community for students to be safe and happy while they are at school and this can only be achieved if all students make an effort to abide by these expectations.

### **BEHAVIOUR MANAGEMENT**

Behaviour Management is only one aspect of classroom management. Behaviour Management involves keeping a delicate balance between control and freedom. Behaviour Management involves learning personal self-control, and knowing how to handle emotions, and feelings at a given time. The success and effectiveness of classroom and personal discipline of pupils depends very much on:

- the respect the students have for the teacher
- the consistency with which rules and expectations are applied by the teacher
- programs, lessons, and learning activities which are
  - properly conceived
  - planned and well executed
  - interesting
  - efficiently managed

The School's approach to student behaviour management is based upon the right of the individual to be treated with respect. There are three key elements to this approach including:

- All participants in the process have rights.
- All participants work within negotiated rules.
- All participants adopt a set of responsibilities that lead towards self control and personal accountability.

These elements are supported and reflected in the School's Code of Behaviour as outlined in the Student Diary.

### **CODE OF BEHAVIOUR EXPECTATIONS**

The global goals of School's Code of Behaviour, can be identified as:

1. Interaction with peers
2. Cooperation
3. Following directions
4. Uniform - being neatly and appropriately presented
5. Participation in School life
6. Respect - respect for self, others and staff

The final goal – respect – is central to these expectations. Students are particularly required to note the following:

### **RESPECT FOR SELF**

Students are asked to:

- Set and strive to achieve appropriate personal and academic goals for themselves on

a regular basis.

- Participate in the school's extra-curricular program during the year to the best of their ability.
- Be appropriately attired and groomed at all times when wearing their uniform.
- Exhibit sound communications skills and manners when interacting with members of the staff.

### **RESPECT FOR OTHERS**

Students are asked to:

- Be proactive in supporting those in needs, both within and outside the school community.
- Model appropriate behaviour at all times when associated with the school.
- Be inclusive and supportive of individual differences that members of the school community may have.

In addition, students are encouraged to take responsibility for their own learning and be supportive of School activities.

These expectations are central to the management and monitoring of all student behaviour within the School.

### **MANAGING THE STUDENT'S BEHAVIOUR**

In implementing these goals, the following process of management will apply:

- The promotion of appropriate choices.
- Respectful discipline that affirms and encourages.
- Joint rights, responsibilities and rules.
- The minimisation of embarrassment, confrontation and hostility.
- Purposeful and reflective communication of expectations.
- Effective communication with families
- The follow up of consequences.
- The engagement of other staff in the process of management.

### **THE ROLE OF CLASSROOM TEACHERS**

In managing student behaviour, teachers are encouraged to adopt a four level structure of classroom management.

1. Prevention and minimisation of inappropriate behaviour.
2. Encouragement and redirection.
3. Application of appropriate consequences.
4. Maintaining working relationships between Teachers and Students.

### **THE REALITY OF BEHAVIOUR MANAGEMENT**

All people - parents, staff and students - are subject to the rules and expectations of the group to which we belong. Problems can and do arise when students fail to meet expectations which have been put in place for the good of all and for the orderly management of our school. Teaching and being a student at our school should be a pleasant experience for all. However, much will depend upon the - cooperation of all staff and the consistent application by all teachers with respect to the above. Our students must also be taught that the price of being allowed to participate in the good things that happen, in education at our school is that their behaviour must conform to the rules, expectations and customs.

Our students must also be told that when they are being difficult or their behaviour is creating difficulty for the teacher and other students to learn, then a consequence will follow. NOTE: In instances where students are not doing their work or just day-dreaming, then the problem is likely to be an educational one and will require solution rather than discipline.

#### **POSITIVE SIDE OF THE SYSTEM**

All classrooms (& school wide) run a variety of positive systems (some formal some informal). School wide we have certificates given out at assemblies. Within classrooms a full range of positive activities is to be always encouraged. The following are some possible actions that take place within classrooms at various times you could consider using.

#### **Behaviour Expectations to be emphasised in the classroom:**

1. Follow directions the first time they are given; be in the correct place with the correct equipment ready to start on time.
2. Do not disturb other children when they are working
3. Keep hands, feet, objects to yourself
4. A working noise level in class. No child should be heard above the rest
5. We use manners at all times.
6. Respect for school equipment and other peoples property

#### **Behaviour Expectations to be emphasised in the playground**

1. No verbal abuse (eg swearing, name calling, teasing etc)
2. No physical abuse (eg fighting, bullying etc)
3. Follow directions the first time
4. Do not willfully damage property, gardens or the environment (eg litter)
5. Be in the Right Place at the Right Time
6. No dishonesty

#### **KEY FEATURES OF THE CLASSROOM BEHAVIOUR PLAN**

##### **Expectations**

- Expectations are linked to agreed rights and responsibilities, sometimes expressed

through a classroom charter.

- There should be a maximum of five or six rules.
- Expectations should have positive wording – what we want to see, not what we do not want.
- They should be clear and succinct.
- They should be based on observable behaviours.
- They should be discussed with and agreed by the children.

### **Routines**

- Routines should be simple, sensible, clear, taught and consistent.
- Routines give a structure to all classroom activities.

### **Positive recognition:**

- acknowledges when children make a good choice about their behaviour;
- is linked to the language of choice;
- builds self-esteem and positive relationships;
- is used to motivate children to choose to behave appropriately;
- can include low-key, personal interactions (a smile, a thumbs-up signal, a quiet word of praise); public, status-linked communications (certificates and awards, praise in an assembly); social or tangible transactions (from praise, to stamps and stickers, to time on a favourite activity or a concrete reward);
- can be used as individual, group, class wide or whole-school
- incentive schemes.

### **Negative consequences:**

- are the least used part of the behaviour plan;
- are linked to the language of choice and signal that the child is making
- an inappropriate choice about his/her behaviour;
- follow a clear, known hierarchy;
- are discussed with and agreed by the children;
- are used in a consistent, fair way;
- are appropriate to the behaviour, not humiliating or excessive;
- used fairly, consistently and dispassionately will enable positive relationships to be maintained.

## Code of Expectations for Students

1. Caloundra City School Ltd. seeks to provide a secure, supportive and encouraging learning environment. All members of the School community have a responsibility to practise and promote tolerance and the valuing of individual differences, and to uphold the values of courtesy, consideration, cooperation, common sense and care (The 5 Cs of CCS)
2. Students are encouraged to form an understanding of their role within the broader community and the mutual obligations of community members.
3. All students must support the rights of members of the School community to be free from bullying, harassment, and discrimination. (see *Anti Bullying Policy*)
4. The School encourages students to achieve their full potential academically. It is therefore expected that each student will cooperate with his teachers in taking responsibility for his own progress by diligent preparation and participation in the learning process. It is important that no student, through poor behaviour or lack of concern, interferes with the rights of others to pursue their studies.
5. Students will behave in a manner which enhances their reputation and the reputation of the School. Students will also follow the rules and expectations written in the School Diary. Disrespect to staff, causing harm to others, interference with the property of others, bringing the School into disrepute, or involvement with drugs (including cigarettes and alcohol) are regarded as serious behavioural issues which may result in a student being removed from the School.
6. Students must not leave the grounds during school time without first obtaining permission from The Principal, or Head of Sub School. Except in the case of illness, students must be in attendance on all school days unless leave has been granted by the Principal.
7. Students at CCS are expected to take pride in their personal appearance and School uniform. Students will present themselves in a way which both complies with school requirements and shows respect for themselves and their School.
8. Students are encouraged to participate in a wide range of activities, and are expected to support others by attending events such as Concerts, Plays, Speech Night, competition fixtures and Championships.

***Being enrolled at the School implies acceptance of the above Code of Behaviour.***

## CRITICAL INCIDENT POLICY

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

- v) 24 hour access to contact details for all relevant staff members needed in the event of a critical incident e.g. chaplain, legal services, school security
- vi) development of a critical incident plan for each critical incident identified
- vii) dissemination of planned procedures
- viii) organisation of practice drills
- ix) regular review of the critical incident plan
- x) assisting with implementation of the critical incident plan
- xi) arranging appropriate staff development

#### 4) **Critical Incident Plans**

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



- v) Be aware of any possible longer term disturbances e.g. inquests, legal proceedings

**5) Resources**

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

**6) Managing the Media**

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

**7) Evaluation and review of management plan**

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

**Example of a critical incident plan - injury to overseas student**

**1) Immediate Action (within 24 hours)**

- a) Identify the nature of the critical incident
- b) The person, who is initially notified of the incident, should get as much information as possible regarding the nature of the critical incident.
  - i) Where did the injury occur? On campus or off?
  - ii) How severe is the nature of the injury?
  - iii) Where is the student now?

- iv) Is the student in hospital?
  - v) Has an ambulance been called?
  - vi) Is an interpreter required?
- c) The information should be documented for further reference.
- d) Notification of the critical incident committee
- e) The person who is initially notified of the incident should notify the critical incident team leader immediately.
- f) Assignment of duties to school staff
- i) The critical incident team leader will identify the staff member responsible for any immediate action.
  - ii) The incident will then be referred to the identified staff member.
  - iii) The responsible staff member should keep in close contact with the critical incident team leader and any other staff members as required.
- g) Implement the appropriate management plan or action strategy
- i) If the student is on campus
    - Ensure appropriate intervention to minimise additional injury
    - Provide first aid where necessary
    - Ascertain seriousness of injury
    - Call ambulance if required
    - If ambulance is required, accompany student to hospital
    - Ascertain seriousness of injury from hospital staff
    - If ambulance is not required accompany student to relevant medical service e.g. doctor
  - ii) If the student is off-campus
    - If situation appears serious, call an ambulance and either meet the ambulance at the student's location or at the hospital
    - Otherwise go to location of student
    - Provide first aid where necessary
    - Ascertain seriousness of injury
    - Call ambulance if required
    - If ambulance is required, accompany student to hospital
    - Ascertain seriousness of injury from hospital staff
    - If ambulance is not required accompany student to relevant medical service e.g. doctor
  - iii) If the student has already been taken to hospital
    - Go to hospital
    - Ascertain seriousness of injury from hospital staff

- h) Dissemination of information to parents and family members
  - i) Contact the parents/legal guardian of the student
- i) Completion of a critical incident report
- j) Media response if required
- k) Inform critical team leader of any relevant factual information to be conveyed to the media liaison.
- l) Assess the need for support and counselling for those directly and indirectly involved
- m) The school should assess whether other staff and students have been affected by the incident and provide support and counselling as required.
- n) The school should also contact DIAC and inform them of the incident.

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

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

**3) Follow-up – monitoring, support, evaluation**

- a) Identification of any other people who may be affected by critical incident and access of support services for affected community members

- i) The effects of traumatic incidents can be delayed in some people; the school needs to be aware of any emerging need for support and/or counseling.
- b) Maintain contact with any injured/affected parties
- c) If the student is in hospital for some time, the school needs to maintain contact with the student and their family.
  - i) Support and assistance for the student and family
  - ii) Depending on the condition of the student, the school could provide school work for the student to enable them to remain in touch with school activities
  - iii) Discuss with the family any required changes to the enrolment of the student e.g. suspension or cancellation of enrolment and make any changes required on PRISMS
- d) Provision of accurate information to staff and students where appropriate
  - i) Depending on the nature of the incident, it may be appropriate for the principal to address the school and inform them of the facts of the incident and the condition of the student concerned.
- e) Evaluation of critical incident management
  - i) The critical incident committee should be held to evaluate the critical incident report and the effectiveness of the management plan and to make modifications if required.
- f) Be aware of any possible longer term effects on the school and student well-being e.g. inquests, legal proceedings

## ACADEMIC RESULTS

You must have satisfactory academic results for each term or semester of your course. If your course is shorter than a term or semester, you must have satisfactory academic results for the duration of the course.

Your education provider will advise the department if your results are not satisfactory. The definition of 'satisfactory' is determined by your education provider.

How the School deals with Overseas Students who are at risk of breaching their student visa conditions for non-attendance and unsatisfactory academic performance.

<b>Non-Attendance</b>	<b>Unsatisfactory Academic Performance</b>
Attendance checks are carried out daily.	All students will complete assessment on the due date, as determined by the teacher. Significant non-completion of assessment tasks will be viewed as non-completion of the course and may jeopardize a student being awarded a result in that subject.
Students parents/guardians are required to contact the School by phone on 07 5437 5800 or the absentee line on 07 5437 5888.	The relevant subject teacher talks to the student to find out if there is a good reason for his/her unsatisfactory academic performance.
If the School has not been advised, a phone call or message will be sent to check the whereabouts of the student.	If the issue of unsatisfactory academic performance is not resolved at the above level, the subject teacher will inform the Head of School.
Regular unexplained non-attendance is dealt with by Form Teachers, Head of School, or may be redirected to a more appropriate member of staff in certain circumstances. Eg. Chaplain.	If a student has failed to complete a task on the due date, the draft will be required. This will be marked and the achievement level recorded. Parents will be notified. If the student is unable to produce a draft, the student will be required to complete the task under the supervision of the Secondary Studies coordinator during the first available break.

## **ACADEMIC PROGRAM**

### SENIOR SCHOOL

#### **Years 11 and 12**

- English
- Mathematics A, B and C
- Biology, Chemistry, Physics
- Business Management
- Information Technology Systems
- Japanese
- Legal Studies
- Modern History
- Music
- Physical Education
- Visual Art

### **Year 10**

- English
- Maths
- Science
- Philosophical Enquiry
- Enterprise, Hospitality and Tourism
- History, Geography and Civics
- Wellbeing
- Health and Physical Education
- Music
- Japanese
- Media Arts
- Visual Art

### **Year 7, 8 and 9**

- English
- Maths
- Science
- Enterprise, Hospitality and Tourism
- History and Geography
- Wellbeing
- Health and Physical Education
- Music
- Japanese
- Media Arts
- Digital Technology
- Visual Art

### **JUNIOR SCHOOL**

- English
- Maths
- Visual Art
- Integrated Studies incorporating SOSE and Science
- Japanese
- Physical Education
- Music

## SENIOR SCHOOL – YEARS 11 AND 12

All student in Years 11 and 12 are expected to study English, and preferably at least one Mathematics subject. These years are a two year course of study. Subject selection is conducted during the year prior to students entering Year 11. Parents and students attend information sessions prior to selecting subjects for the following year. Students will study from two sets of subjects, those compulsory cores and those electives.

### QCE

Students may be eligible for a Queensland Certificate of Education (QCE) at the end of their Senior Schooling. Students who do not meet the QCE requirements can continue to work towards the certificate post-secondary schooling. The QCAA awards a QCE in the following July or December, once a student becomes eligible. Learning accounts are closed after nine years; however, a student may apply to the QCAA to have the account reopened and all credit continued.

### ATAR

The calculation of an Australian Tertiary Admission Rank (ATAR) will be based on a student's:

- best five General subject results or
- best results in a combination of four General subject results plus an Applied subject result or a Certificate III or higher qualification.

The Queensland Tertiary Admissions Centre (QTAC) has responsibility for ATAR calculations.

### QSA REGISTERED SUBJECTS

These subjects do not count towards an OP and do not lead to University Studies, but do lead to TAFE studies and other Post-Secondary School Studies.

### CO-CURRICULAR ACTIVITIES

Sport and physical education is a strong element in our curricular and extra-curricular program. All students in Junior and Senior School participate in specialist classes in Physical Education.

All students participate in house competitions for swimming, athletics, and cross country. Students who qualify also participate in Sunshine Coast Independent Schools District Association zone, regional, state and national competitions.

Students also have a wide range of extra-curricular team sports which train after school, and are played during or after school and on weekends. These may include rugby, netball, basketball, touch, oz-tag, golf, tennis.

## MUSIC

Caloundra City School Ltd. has an extensive co-curricular music program including choirs, school band, musical, and specialist ensembles. Private tuition is available in Woodwind/Percussion, Violin, Guitar, Piano, and voice.

## SPORTS HOUSES

Caloundra City School Ltd. has Four Sporting Houses. All children are allocated to one of four houses, with all members of the one family being associated with the one House. Munns – Yellow, Ford – Red, McLean - Green and Henzell - Blue.

## STUDENT CONTACTS

<b>Staff Member in this Role</b>	<b>Area of Responsibility for Overseas Students</b>	<b>Method to Contact</b>
Ms Cheryl McGregor	International Coordinator Emergency Email	Phone 5437 5800 Phone 0437213315 <a href="mailto:cmcgregor@ccps.qld.edu.au">cmcgregor@ccps.qld.edu.au</a>
Ms Alison Feldman	ESL Support	Phone 5437 5800
Mrs Lauren Tralau– Senior School	Academic and Careers Counselling	Phone 5437 5800
Mrs Leah Stuckings	Personal Counselling	Phone 5437 5800
Mr Leon van Niekerk - Principal	Complaints and appeals	Phone 5437 5800
Ms Cheryl McGregor	Visa / Passport issues/Monitoring of Homestay	Phone 5437 5800
Mrs Katrina Rava	Student Accounts	Phone 5473 5800

### FURTHER INFORMATION:

Caloundra City Private School  
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