

STUDENTS SHOULD BRING THIS HANDBOOK WITH THEM ON THEIR FIRST DAY AND KEEP IT FOR FUTURE REFERENCE.



DANE BANK

An Anglican School for Girls

INTERNATIONAL STUDENTS HANDBOOK

Registration of Danebank

Danebank is an Anglican School for Girls established in 1933. We offer education at the Preparatory, Infants, Primary and Secondary levels. International Students are welcome to apply for enrolment in secondary school. Secondary school students sit for the external state-wide examinations, the School Certificate in Year 10 and the Higher School Certificate in Year 12. Danebank is registered to provide education at these levels with the New South Wales and the Commonwealth governments.

Today, Danebank is a dynamic establishment with an enrolment in excess of 900 girls from Kindergarten to Year 12 plus Prep for 4 year olds. We have a total staff of 127. Danebank is proud of its professional, dedicated, highly qualified and experienced staff. The school is administered by the Principal, Deputy Principals and Head of Junior School. A Mentor has been appointed to look after the interests of students from overseas.

Danebank is accredited by the New South Wales Board of Studies for the delivery of the School Certificate and Higher School Certificate syllabi.

Courses

International Students are offered the choice of studying for the School Certificate (Year 10 level) and Higher School Certificate (Year 12 level) qualifications Danebank.

The individual subjects offered are listed in the Supplementary section of the Prospectus.

Course Credit Policy

Danebank School does not offer course credit and entry into **any** course is subject to the assessment of the school.

This also applies to on-shore school transfers, either within the state or territory or from interstate, with the exception of students who transfer in Year 11 and are able to carry on previous subject choices with no alterations.

Teaching Methods

Courses are approved with the New South Wales Board of Studies and follow Board of Studies syllabi and regulations. Staff use a range of face-to-face teaching methods including

research (text books, CD's Internet), practical lessons. Oral, listening and writing lessons, camps, tutorials, lectures, field trips etc. Students learn as individuals or through group learning exercises. The number of students in a class varies from around 6 to a maximum of 30.

Assessment Methods

Staff use a range of assessment methods which satisfy the Board of Studies outcomes, including, but not limited to, exams, assignments, oral presentations, practical assessments and computer based assessment tasks.

Facilities

Danebank has an impressive campus extending from Park Road to The Avenue, Hurstville. In all, the site measures around 9 hectares, consisting of single and double storey buildings plus outdoor areas. The average size of a classroom is around 52 square metres.

The Danebank Prospectus has photographs and more details of facilities.

Support Services for International Students

Settling into a new home and school environment can take some time. While Mrs Hambridge has helped you complete the necessary steps to obtain your Visa, as well as getting you ready to join the School, Danebank has appointed an International Student Mentor, Mrs C Whyte, to assist you from the day you join us. Mrs Whyte works in conjunction with Mrs L Chiba, Deputy Pastoral Care as well as your Form Patron, Pastoral Care teachers, Chaplain Mrs Williams, School Counsellor Mrs Allen and Careers Counsellor Mrs Cartwright.

All of these very experienced staff will be able to assist you with answers to your questions as you settle in. Mrs Whyte will take you through your initial orientation and will also check your academic progress and attendance throughout the time you are studying at Danebank.

If you have any concerns Mrs Whyte should be your first point of contact. She may refer you to one of the other staff above depending on your needs.

Mrs Whyte will be available during school hours by contacting the office, or by making an appointment to meet with her directly. Should you need to contact her at a time other than during school hours, you may do so using the following email address: ffhelp@danebank.nsw.edu.au. This address will be checked regularly during holiday breaks and weekends.

Equipment and learning resources

Danebank teachers use a wide range of equipment and resources. At all times, equipment and resources are purchased to enable the best possible learning environment for students. Resources include textbooks, video cameras, sport equipment, musical instruments, computers, electronic white boards, chalk boards, white boards, PowerPoint presentations

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etc. Audio-visual outlets are available in most classrooms, listening posts (tape recorders etc) posters, magazines and other printed materials.

Fees

Fees are published annually. For current fees families should refer to the Parents Agreement and Application Form at the time of application. Fees charged to International Students cover tuition, textbooks, stationary, resources, camps, excursions and school magazine. Fees are subject to change from time to time (usually at the beginning of each school year) and written confirmation will be provided to current students when fees are updated.

For 2008, applicants are required to pay the following:

Application fee of \$250.00 – to be paid at the time of lodging application and paperwork

Following receipt of Letter of Offer and confirmation of a place, the following amounts are payable:

First Terms fees in advance	\$5,635.00 (Full years fee is \$22,540)
Refundable Bond	<u>\$2,000.00</u>
TOTAL	\$7,635.00

This amount should be forwarded to the school as soon as your Visa has been received.

PLEASE NOTE: SHOULD YOU APPLY FOR AN E-VISA, 12 MONTHS FEES MUST BE PAID PRIOR TO THE ISSUE OF THE VISA. DETAILS OF THE FULL AMOUNT CAN BE PROVIDED TO YOU SEPARATELY IF THIS IS THE CASE.

Additional costs will be incurred for :

- i) **Year 12 Students only** – The Board of Studies of New South Wales has placed a levy for all students who sit for the Higher School Certificate examination. This is to cover the costs of preparing, marking and administering the Higher School Certificate. This is a statewide fee for all International Students sitting for the HSC and must be paid to the School with the school fees for Year 12. Last year the fee was \$853 per student, but the amount may change in future years.
- ii) **Uniforms** – The School has a Uniform Shop (for new items) and Clothing Pool (for second hand items of uniform). If the item is available in the Clothing Pool, the second hand price is approximately half the new price.

Please note that the fees for each year are subject to confirmation by the Commonwealth Department of Employment, Education and Training.

Refund Policy

Students are required to give one term's notice IN WRITING should they wish to withdraw from Danebank prior to the end of their agreed course. Should appropriate notice not be

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provided, a penalty is payable of one half of the full terms fees. This will be billed immediately and release will not be provided for any student until this penalty has been paid in full.

Students pay a bond of \$2000 as part of their initial acceptance of any place at the School and this bond will not be refunded unless all other fees have been paid in full, and all items such as textbooks, library books etc returned to the school.

See attached Refund Policy for a more detailed explanation of refunds and students rights and obligations.

Medibank

Danebank pays Overseas Student Health insurance for each student's first term at the school. After that, the guardian is responsible to see that medical insurance payments are kept up-to-date.

Outside Providers

Danebank uses outside providers to supply some education components, notably Languages. All outside providers are registered with NSW Department of Education and Training. They include:

- Saturday School of Community Languages. Students undertaking courses study their native language at another local Secondary School (e.g. Kogarah High School)
- Sydney Secondary Distance Education Centre. Students undertaking a course with this provider wish to study a course not offered at Danebank. (address: Vaucluse High School)
- Open High School. Students may study other languages not offered at Danebank (address: Avoca Street Randwick)

Use of Education Agents

Danebank does not enter into separate agreements with Education agents. Should you wish to use an agent to assist you in your application process, we will be happy to work with them to complete the enrolment process. However, we will not pay any fees to agents. Any agents' fees are the responsibility of the student.

Many students have successfully applied to our school without the use of an agent, and we will provide you with the paperwork (Letter of Offer, Confirmation of Enrolment, Confirmation of Welfare Arrangements) to support your Visa application should you wish to apply to the Department of Immigration and Citizenship direct.

Standard of Academic Ability and Competence in English

International Students must demonstrate that they have studied their preferred subject choices in their school of origin and have achieved at a high level in their home countries prior to entry into Danebank. Generally, International Students will have continuity of study for the years at home as well as in Australia. For example, students who have completed 3 years of secondary school at home must join Danebank during the 3rd year of secondary

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school (Year 9) or at the very beginning of the 4th year of secondary school (Year 10). Danebank will not accept students where continuity of study cannot be demonstrated.

International Students must also be able to demonstrate competence in English. Most International Students are required to complete a course of study at an Australian Language College prior to entry into Danebank.

To enable appropriate assessment of student's language skills, students are requested to sit for language testing through Australian Educational Assessment Services (AEAS). Information about testing can be found at www.aeas.com.au. Testing can be undertaken in most Asian countries as well as agencies within Europe and the Middle East. Results will be provided to Danebank for review. It is Danebank's expectation that students will enter the school with at least Intermediate level English in Year 9 and 10, and with Upper Intermediate level English necessary for Year 11. In order to meet these standards, students may need to spend up to 12 months in Language study at an Australian Language College. In assessing applications, a rigorous review of student information is undertaken. Any files that are incomplete will not be assessed. *Please refer to the attached assessment process for further information.*

Studying for the Higher School Certificate

Danebank highly recommends that, where possible International Students enrol for entry into Year 10. Entry at this level enables students to take the necessary time to settle into their new school before attempting the more difficult senior secondary workload.

Subject Selection

We are able to offer subjects that are outlined in the subject selection information provided to students prior to assessing applications. Please note the following:

- Students at Danebank, as well as the minimum prescribed units, are also required to take Christian Studies
- For International Students, subject selection will be based on availability of courses at the time of Interview. Students may be given entry tests in some subjects to determine which level is appropriate.
- Every student will have the opportunity to discuss their choices with Mr Fogden, Deputy Principal - Administration and/or Mrs Cartwright, Careers Adviser before making final subject choices.

Steps to Enrolment

It is most important that every student can satisfactorily cope with the academic programme as well as participate fully in the life of the School. There are four pre-requisites which must be fulfilled :

a) Appointment of a Guardian in Australia

Irrespective of her age, every student must have a responsible adult appointed by her parents as her guardian. In meeting the stringent requirements of the ESOS framework, Department

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of Immigration and Citizenship will only accept the following as suitable relatives for supervision of students under 18 years of age:

- a grandparent, brother, sister, aunt, uncle, niece or nephew, or a stepgrandparent, step-brother, step-sister, step-aunt, step-uncle, step-niece or stepnephew, and is
- nominated by a parent of the applicant or a person who has custody of the Applicant, and is
- aged at least 21, and is
- of good character.

Should there be no relative able to provide care for a student under the age of 18 years, the School will also consider a person, who meets the above criteria but is NOT a relative. This person must be nominated by the parents and be a registered Homestay parent with a reputable Homestay organisation.

This person will be the nominated guardian and is authorised by the parents to act as parents in all matters relating to the school policy, order and discipline. Please note that even when a student is 18 years of age or older the school still requires the same parental/guardian supervision and approvals as for all other students.

Guardian's and Students are both asked to sign separate agreements confirming that they understand their responsibilities in accepting the place offered by the School. *Copies of these agreements are annexed for your information, as is the Accommodation and Guardianship Policy of the School.*

b) Definite Accommodation

The student is expected to live in the same house as, and under the direct supervision of, her guardian/parent. The accommodation should be within a reasonable distance from the school and provide adequate facilities and room for a student to be able to study without distraction.

c) Competence in English

Applicants must submit verified copies of their last two school reports plus gain a satisfactory level in the AEAS test before they will be permitted to start at the school. It is also expected that all applicants will commence at the school at the beginning of the academic year which is usually near the end of January.

In special cases approval may be given for a student to enrol during the academic year. However, due to the importance of the foundation work and the volume of the work to be completed in Years 11 and 12 for the Higher School Certificate, applicants for entry into Year 11 will not be permitted to enrol after the beginning of Term 1. Students will not generally be granted enrolment directly into Year 12 due to HSC REQUIREMENTS.

d) Satisfactory Academic Achievement

It is essential that the student has successfully achieved the necessary academic background to enable her to commence the course for which she wishes to enrol.

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The Enrolment Process

STEP 1 – APPLICATION FOR ADMISSION

Your **APPLICATION FOR ADMISSION** must include the following documents:

1. Completed Enrolment Booklet
2. Non refundable application fee of \$250
3. Copy of Subject choices for year of entry (Year 9 to 11 entry only)
4. Certified transcripts of academic records from last two years of schooling
5. Certified evidence of date of birth
6. Two letters of recommendation (including one from previous school principal) confirming suitability of student to attend Danebank (if not included with academic records)
7. Copy of passport details
8. Copy of English language test/evidence English language proficiency (if not held already)
9. Recent passport sized photograph

STEP 2 – OFFER OF ENROLMENT

Your Application for Admission will be assessed. If all reports and documents are in order and satisfactory, and there is an appropriate vacancy, you will receive an Offer of Enrolment letter and a Confirmation of Enrolment from DIMIA to support your Visa Application.

You will also receive a written agreement for completion by your parent/guardian to return to the school with your payment of the acceptance fees below.

STEP 3 – YOUR ACCEPTANCE OF OFFER OF ENROLMENT

To accept your offer of a place in the School you must send to the School the following payment after notification that your Visa has been issued :

<u>The Fees :</u>	* Refundable Deposit	\$2,000.00
	One term's fees in advance	<u>\$5,635.00</u>
	TOTAL PAYABLE :	<u>\$7,635.00</u>

* The Deposit is refunded only when the student has completed her course or given more than one term's notice in writing.

A copy of your Visa is also required at this time.

This should be accompanied by the Parents/Guardian's agreement sent to you with your letter of Offer.

A copy of a blank agreement is attached for your information. A completed form will be sent to you with your letter of Offer.

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STEP 4 – ISSUE OF INTERNATIONAL STUDENT ACCEPTANCE ADVICE AND HEALTH COVER

On receipt of your fees, the School will send you a letter confirming your start date and place in the School.

International Student Health Cover (OSHC) will be paid for on your behalf from your date of joining the School for your first 3 months in Australia. Renewals after this period must be paid by the student.

STEP 5 – INFORMATION ABOUT PREPARING FOR SCHOOL

You will be sent a letter giving detailed information about :

1. School dates and vacations.
2. Orientation Procedures
3. Purchase of school uniform.
4. Uniform regulations.
5. Stationery requirements.

STEP 6 – COMMENCING SCHOOL

Most students attend a suitable Language College Course prior to entry to Danebank. The necessary time spent in Language College is detailed in your offer letter. During Language College, copies of all College reports should be sent to the School for our review. **SHOULD STUDENTS NOT MEET THE NECESSARY ENGLISH PROFICIENCY, THEIR START DATE MAY NEED TO BE VARIED.**

The School term will officially start with the Beginning of Term Service in the School Assembly Hall (Heslop Hall). All International Students should have been interviewed by the Principal before this date and should be settled into their accommodation in Australia and have purchased all uniforms and stationery required.

Following are details of policies for the care and management of International Student issues which you should read carefully, as they will assist you with:

- accommodation,
- attendance,
- academic performance and intervention strategies,
- legal services,
- complaints and appeals processes,
- transferring from one Provider to another
- deferment, suspension or cancellation of enrolment

We look forward to you joining us at Danebank for an exciting and successful conclusion of your school years, in preparation for a successful and challenging future.

***Mrs L Hambridge
Director of Finance and Enrolments***

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INFORMATION ON LIVING IN AUSTRALIA AND ACCOMMODATION OPTIONS FOR INTERNATIONAL STUDENTS

All students who are enrolled at Danebank must have a Guardian appointed as the main contact for the school.

Students under the age of 18 must also have appropriate accommodation and welfare arrangements approved by the School. Danebank is not a boarding school, so most international students who come to our school live with a relative or friend of the family (who has been approved by the School), or they arrange to live with a registered homestay provider.

This is to ensure that students are cared for and supported during their time studying at the school.

DIAC has defined a ‘suitable relative’ as a person who is:

a grandparent, brother, sister, aunt, uncle, niece or nephew, or a stepgrandparent, step-brother, step-sister, step-aunt, step-uncle, step-niece or stepnephew
nominated by a parent of the applicant or a person who has custody of the applicant
aged at least 21
of good character.

If you do not have a suitable relative, but perhaps have a family friend who will allow you to live with them, Danebank requires that person to become a registered homestay parent through a reputable homestay organisation.

Currently Danebank refers such families to TUDA Homestay Services. TUDA will contact the family and arrange for the necessary child safety checks to be completed prior to confirming that carer as accepted as a registered homestay parent.

Once this has been completed, the homestay parent may choose to remain one of TUDA’s homestay placements after the original student has completed their time at Danebank should they wish to take on another student.

Should you not have any contacts in Sydney who may be interested in allowing you to live with them for the duration of your study time, Homestay Providers can find a suitable place for you.

Generally you should expect to pay about \$250 a week for homestay services, but it may be a little more if you also wish for your homestay parent to act as your guardian as well.

Below is a list of Homestay Providers you can contact regarding accommodation services. Remember to make sure that any accommodation offered to you is easily accessible by public transport!

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<http://www.homestay.com.au/> This website has a great deal of useful information about living in Australia including the Australian lifestyle, history, sports, and public transport timetables. It is also based in the south of Sydney, closer to where Danebank is situated.

<http://www.ozhomestay.com.au/>

<http://www.homestaynetwork.com.au/>

<http://www.auzziefamilies.com/>

<http://tuda.com.au/> This company is used by Danebank to register family friends as homestay providers for student placements,

There are many more providers available if you search on the internet. Remember to check the arrangements as some vary in the services they provide for example, meals, laundry etc.

Most homestay providers operate on the basis of providing two meals a day (breakfast and dinner). You should factor into your expectations the cost of lunches. Danebank has an excellent canteen which opens at recess and lunch. If you allow \$10 per day, you should have a very wide choice of food for recess and lunch. You can, of course, spend less than this if you choose.

HEALTHCARE – part of your initial term's school fees includes 3 months health care cover. This will be provided through Medibank Private. You are responsible for keeping healthcare cover current during your stay after this initial 3 months.

Australia has a comprehensive healthcare system and access to doctors and medical centres is easy to arrange.

Further information about health care services can be found at :

<http://www.health.gov.au/internet/wcms/publishing.nsf/Content/health-privatehealth-consumers-oshc.htm>

Other helpful websites regarding living and studying in Australia are:

<http://studyinaustralia.gov.au/> This is an Australian Government website that have options for language translation. There is a great deal of information here about course types, study options, living in Australia and applying for Visas

<http://www.australia.com/> The is the Tourism Australia website and give you more information about the country as a whole, as well as Sydney and its surrounding areas.

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Written Agreement with Students/Parents/Legal Guardians

Student Name

Student Address			
Phone Number		Fax Number	
Email			
Mobile Number		Date of Birth	

Parent(s)/legal guardian details

Name Parent 1			
Address Parent 1			
Phone Number		Fax Number	
Email			
Mobile Number			
Name Parent 2			
Address Parent 2			
Phone Number		Fax Number	
Email			
Mobile Number			

Course Enrolment

Junior Secondary	Years	Start Date	End Date
Senior Secondary	Years	Start Date	End Date

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Conditions of enrolment/preliminary requirements: Eg ELICOS language study, Homestay arrangements etc			
Course Fees (includes tuition, excursions, 3 months health care, sports fees, textbooks, school magazine)			
First Year		Per Term	
Subsequent Years fees will vary based on school fee charges and will be advised to all students in November of each year. An additional fee of approximately \$900 will be charged in Year 12 for students sitting the NSW Higher School Certificate.			
Refund Policy - attached			

Welfare and Accommodation Arrangements

Students under the age of 18 are required to maintain adequate welfare and accommodation requirements as a condition of their student visa. Where a student under the age of 18 is not in the care of a parent or suitable relative, as defined by the Department of Immigration and Citizenship, their accommodation arrangements must be approved by the school.			
Is the student in the care of a parent or suitable relative?			YES / NO
If no, homestay accommodation approved for student		Name of Provider	
Details of approved accommodation arrangements			
Dates nominated by Danebank for accommodation approval		Start	End

Change of address

<p>The student is obliged to notify the school of a change of address while enrolled at the school. This is to ensure that any notifications sent to the student advising of visa breaches are sent to the student's current address.</p> <p>Where Danebank School has approved the student's welfare and accommodation arrangements, the student requires school approval for any changes to welfare and accommodation arrangements.</p>

Privacy

<p>Information is collected on this form and during your enrolment in order to meet our obligations under the ESOS Act and the National Code 2007; to ensure student compliance with the conditions of their visas and their obligations under Australian immigration laws generally. The authority to collect this information is contained in the Education Services for International Students Act 2000, the Education Services for International Students Regulations 2001 and the National Code of Practice for Registration Authorities and Providers of Education and Training to International Students 2007. Information collected about you on this form and during your enrolment can be provided, in certain circumstances, to the Australian Government and designated authorities and, if relevant, the Tuition Assurance Scheme and the ESOS</p>

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Assurance Fund Manager. In other instances information collected on this form or during your enrolment can be disclosed without your consent where authorised or required by law. For more information on privacy, please refer to Danebank School's Privacy Policy.

School Policies

As a condition of enrolment, the student agrees to abide by all school policies for the duration of their enrolment [include all relevant school policies]. These are:

- Accommodation Policy
- Complaints and Appeals Policy
- Course Progress and Attendance Policy
- Behaviour Policy/Code of Conduct
- Student Transfer Request Assessment Policy
- Deferment, Suspension and Cancellation Policy.

These policies have all been provided to me in the International Student Handbook and School Diary.

DECLARATION

All students and parent(s)/legal guardian (if student is under 18 years of age) must read and sign this written agreement.

I confirm I have received information from the school about:

- the course(s) in which I am to be enrolled
- conditions on enrolment in the course(s)
- all course and course-related fees
- Danebank School's Refund Policy
- the sharing of personal information
- change of address obligations

I hereby declare that the information supplied by me is true and correct

I agree to pay all fees owing and by the due date

I have read, understood and agree to be bound by the above conditions of enrolment

Signed by Student		Date
Signed by Parent(s)/legal guardian		Date

PLEASE SIGN AND RETURN WITH YOUR ACCEPTANCE PAYMENT TO:

**The Director of Finance and Enrolments
DANEBANK An Anglican School for Girls
82-98 Park Road
HURSTVILLE NSW 2220
AUSTRALIA**

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AGREEMENT FOR INTERNATIONAL STUDENTS STUDYING AT DANE BANK

I, the undersigned agree to abide by the following:

1. **Change of address/phone/guardian details:**

I agree to make an interview with the school Director of Finance and Enrolment to discuss any of the above changes prior to that change.

2. **Attendance:**

I agree to abide by the immigration rules regarding attendance at school:

- I will supply a doctor's certificate when I am absent due to illness.
- I will ask permission from the Deputy Principal for any other absences based on compassionate reasons.
- I agree that lateness without permission is not acceptable.

3. **Subject Choices:**

- I agree that the school will determine with me the appropriate level of subjects studied.
- I realise that there may be entrance testing in some subjects.

4. **Behaviour:**

I agree to abide by the school's code of Conduct and Uniform as outlined in the school diary.

5. **Immigration:**

I am aware that information I supply to Danebank can be made available to Commonwealth and State government agencies.

6. **Payment of Fees:**

I agree to pay fees promptly upon receiving fee statements each term.

7. **Medibank:**

I realise that the school will pay one term's Medibank charge for me and that, after that, I am obligated to continue medical insurance payments myself.

8. **Refunds:**

Students are eligible to receive their Deposit at the end of their schooling. If this occurs before the end of their course, the guardian/parents must inform the Principal, **in writing, one full term before the student leaves. If sufficient notice is not provided, the deposit will not be refunded.**

I agree to apply for any refunds to the school's Director of Finance and Enrolments.

.....
(Name)

.....
(Signature)

Date

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GUARDIAN'S AGREEMENT

I, _____

of _____

acknowledge the following in accepting the position of Guardian for (student's full name) _____ :

1. As Guardian I am to take the place of the student's parents while she remains in Australia.
2. In order to fulfil this role I agree to the following:
 - I will ensure that the student has appropriate accommodation and will certify such to Department of Immigration, if required.
 - I will have contact with the student at least once a week and preferably in person to ensure her well being.
 - I will advise the school IMMEDIATELY of any change of address or circumstances that relate to my role as guardian for this student. This includes advice of an alternate contact should I be out of Sydney for any period of time, or unavailable for contact. This advice will be in writing and will include: duration of travel, name of alternate contact, address of alternate contact, all relevant telephone and mobile phone numbers.
 - I will advise the school IMMEDIATELY of any change of telephone number or contact details.
 - I will sign all absence notes for the student and ensure that each absence is legitimate.
 - I will ensure that each absence is confirmed with a Doctor's Certificate from a registered General Practitioner.
 - I will attend parent/ teacher interviews as required to ensure the student's progress.
 - I will communicate with the student's parents honestly and accurately, especially in relation to school requests.
 - I will ensure that the student attends the school for the full academic year which includes the first day of each school Term, the Carol Service and Speech Night. I will attend all functions of this nature during my period as guardian.
 - I will at all times encourage the student to participate fully in school activities and to satisfy all school requirements, both academic and behavioural.

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- I will communicate in English at all times when in contact with the School (both in verbal and written form). If necessary I will arrange translations to ensure that communication between the school and myself is clear and understood.
3. I understand that in accordance with Department of Immigration provisions the student must be in attendance at the school for no less than 80% of the year, and that any absences must be for legitimate illness as referred to above. Any other period of absence must be approved by Mrs L Chiba (Deputy – Pastoral Care) PRIOR to the period of absence to avoid the matter being referred to Department of Immigration.
 4. I certify that I am not related in any way to any agent who has referred this student to Danebank and that I act in my capacity as guardian with the best interests of the student as my first intention.
 5. I understand that if at any time Danebank believes that I am not fulfilling these obligations, or if this statement is incorrect in any way, Danebank will contact the student’s parents and advise them that I am unsuitable for the role of guardian. As a result of such contact, I understand that I must be replaced by another guardian within 30 days of this advice to the student’s parents. If no suitable guardian can be found then the student may then be referred to the Department of Immigration for appropriate action.

This I solemnly, sincerely and truly declare and affirm in accordance with the Oaths Act NSW (1900)

SIGNED: _____ DATE: _____

WITNESS: _____ DATE: _____

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Danebank – An Anglican School for Girls International Student orientation checklist

Student Name: _____

Grade: _____

Arrival Date: _____

Week 1 checklist

Orientation and School Tour Week 1, Day 1

Student has been introduced to:

- Mrs Cheryl Whyte - International Student Mentor
- Mrs Linda Chiba - Deputy Pastoral Care
- Mr Warwick Fogden – Deputy Administration
- _____ – Form Patron
- Ms Mina Angelopoulos - ESL Teacher
- Student Buddy for Week 1 _____

Staff member: _____

Date: _____

Student has / understands:

- Mobile phone or how to use pay phone
- Emergency contact number of staff member
- Accommodation contact number
- Emergency number for fire, police etc is 000 in Australia
- How to travel to and from school
- All school uniform requirements
- How to seek assistance on and off campus
- Bank account (if appropriate)

Staff member: _____

Date: _____

Student has received information about:

- OSHC
- Complaints and Appeals Processes
- Student visa conditions relating to course progress and attendance

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- Grounds for suspension or cancellation of enrolment
- School Calendar
- School Rules and Code of Conduct
- Subject selection, textbooks, etc
- Assessment policies and requirements
- Extra-curricular activities, clubs, etc

Staff member: _____

Date: _____

Other Information/Activities:

- Information about Cultural Awareness/Culture Shock/Adjusting to life in a new environment
- Orientation to local area – shops, recreational areas, etc

Staff Member: _____

Date: _____

Student interviews to check adjustment:

- End of Week 2
- End of Week 4
- End of Week 6
- End of Week 8
- End of Week 12

Staff Member: _____

Date: _____

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STUDENT NOTES

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POLICIES AND PROCEDURES

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THE ESOS FRAMEWORK

Information for International Students

The ESOS framework—providing quality education and protecting your rights

The Australian Government wants International Students in Australia to have a safe, enjoyable and rewarding place to study. Australia's laws promote quality education and consumer protection for International Students. These laws are known as the ESOS framework and include the *Education Services for Overseas Students (ESOS) Act 2000* and the National Code.

Protection for International Students

As an International Student on a student visa, you must study with an education provider and in a course that can be found on the Commonwealth Register of Institutions and Courses for International Students (CRICOS) at <http://cricos.dest.gov.au>. CRICOS registration guarantees that the course and the education provider at which you study meet the high standards necessary for International Students. Please check carefully that the details of your course – including its location – match the information on CRICOS.

Your rights

The ESOS framework protects your rights, including:

your right to receive, before enrolling, current and accurate information about the courses, fees, modes of study and other information from your provider and your provider's agent. If you are under 18, to ensure your safety, you will be granted a visa only if there are arrangements in place for your accommodation, support and welfare.

your right to sign a written agreement with your provider before or as you pay fees, setting out the services to be provided, fees payable and information about refunds of course money. You should keep a copy of your written agreement.

your right to get the education you paid for. The ESOS framework includes consumer protection that will allow you to receive a refund or to be placed in another course if your provider is unable to teach your course.

your right to know:

- how to use your provider's student support services;
- who the contact officer or officers are for International Students;
- if you can apply for course credit; when your enrolment can be deferred, suspended or cancelled;
- what your provider's requirements are for satisfactory progress in the courses you study;
- if attendance will be monitored for those courses;
- what will happen if you want to change providers; and

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- how to use your provider's complaints and appeals process

Your responsibilities

As an International Student on a student visa, you have responsibilities to:

- satisfy your student visa conditions;
- maintain your International Student Health Cover (OSHC) for the period of your stay;
- meet the terms of the written agreement with your provider;
- inform your provider if you change your address;
- maintain satisfactory course progress;
- if attendance is recorded for your course, follow your provider's attendance policy; and
- if you are under 18, maintain your approved accommodation, support and general welfare arrangements

Contact details

Who?	Why?	How?
Your provider	For policies and procedures that affect you	Speak with your provider. Go to your provider's website
Department of Education Science and Training (DEST)	For your ESOS rights and responsibilities	www.aei.dest.gov.au/esos (from 1 July 2007) ESOS Helpline +61 2 6240 5069 Email esosmailbox@dest.gov.au
Department of Immigration and Citizenship (DIAC)	For visa matters	www.immi.gov.au Phone 131 881 in Australia Contact the DIAC office in your country.

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Danebank – An Anglican School for Girls Refund Policy for International Students

This refund policy applies to tuition fees only.

1. The application fee is non-refundable.
2. Fees are payable for each term in advance. Accounts will be forwarded to the person who enters into the written agreement as well as the student's guardian 4 times a year in January, April, July and October.
3. Where fees have been paid 12 months in advance, (for example, when the student applies for an E-Visa), refunds will be made pro-rata for the time spent at the school taking into account any penalty incurred for insufficient notice of withdrawal.
4. All notifications of withdrawal from a course must be made in writing to The Principal.
5. Notification of withdrawal after commencement of the course requires 1 full school term's notice. Where insufficient notice is provided, there will be a penalty payable equal to one half of one terms fees.
6. All fees must be paid in Australian dollars. Refunds will be reimbursed in Australian dollars and the payment sent to the applicant's home country unless otherwise requested. Refunds will be paid to the person who enters into the written agreement.
7. The school will refund within 28 days all tuition fees paid where the student's application for enrolment is refused by the school. [Only applicable where the written agreement is the application form and payment of fees has accompanied lodgement of the application form.]
8. The school will refund within 28 days all tuition fees paid where the student produces evidence that the application made by the student for a student visa has been rejected by the Australian immigration authorities.
9. If the student changes visa status (e.g. becomes a temporary or permanent resident) he/she will continue to pay full International Student's fees for the duration of that year.
11. Where a student's enrolment is cancelled for any of the following reasons, a cancellation fee of 100% of the current semester fee is applicable.
 - a) Failure to maintain satisfactory course progress (visa condition 8202)
 - b) Failure to maintain satisfactory attendance (visa condition 8202)
 - c) Failure to maintain approved welfare and accommodation arrangements (visa condition 8532)
 - d) Failure to pay course fees
 - e) Any behaviour identified as resulting in enrolment cancellation in Danebank's School Rules, or as may be determined by the Principal from time to time.

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12. Any default by the school will be covered by the provisions of the ESOS Act 2000 and the ESOS regulations 2001 (as amended). These include:
 - a) If for any reason the school is unable to offer a course, a full refund of fees paid will be made within 14 days of notification of course cancellation.
 - b) If for any reason the school is unable to continue offering a course after commencement, a full refund of fees paid will be made within 14 days of notification of course cancellation.
13. This agreement, and the availability of complaints and appeals processes, does not remove the right of the student to take action under Australia's consumer protection laws.

Danebank – An Anglican School for Girls

Procedures for assessing student’s qualifications, experience and English language proficiency

Admissions Office

- Check if placement is available, advise family if no suitable placement available
- Check documentation is complete - request any documentation outstanding
- Confirm that AEAS testing is being arranged.

On receipt of AEAS results, consider how much time in Language College is required to meet school standards. Is there still a suitable placement to meet the timeframe of Language Study?

Consider non verbal results of AEAS testing in reference to student’s academic reports – do the reports and testing indicate sufficient academic ability to transition successfully to the year requested? Would starting in a more junior year be of benefit? Discuss with Deputy Principal - Administration.

Advise family of most suitable placement.

Admissions Office

- Confirm recommended placement is available
- Confirm documentation and consultation process is complete
- Follow up any academic or management requests
- Finalise documentation

Completed enrolment application documents are received. These include:

- Completed enrolment application form
- Copy of Subject choices for year of entry
- Completed school entry survey
- Signed agreement all policies and conditions have been understood and accepted [see Standard 3, page 19]
- Certified transcripts of academic records from last two years of schooling
- Certified evidence of date of birth
- Two letters of recommendation (including one from previous school principal) confirming suitability of student to attend Danebank (if not included with academic records)
- Copy of passport details
- Copy of English language test/evidence English language proficiency (if not held already)

Principal

- Application approved/Application not approved
- Interview arranged
- Confirmation of Enrolment and Letter of offer provided to student to support Visa application.

Advise outcome of application and complete enrolment process if application is accepted

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Danebank – An Anglican School for Girls Accommodation and Guardianship Policy

Danebank is registered as a provider of education services for International Student through CRICOS (Commonwealth Register of Immigration and Multicultural Affairs).

A part of this registration requires the school to confirm that accommodation arrangements for students under 18 are appropriate.

Danebank policy for approval of accommodation for students follows:

1. All students must have a guardian regardless of their age.
2. Some students will reside with their guardian. Sometimes they live with a homestay parent separate to their guardian.
3. Unless the student lives with an immediate family member, Danebank requires that any person that students live with be registered as a Homestay parent.
4. Danebank instructs TUDA Homestay Services to carry out the necessary police checks and inspections to ensure that accommodation is satisfactory.
5. Once confirmed, TUDA will then include this homestay as a registered homestay with their organisation.
6. On receipt of written confirmation from TUDA that the property is satisfactory, and that all living at the address have full Child Protection clearances, The Principal will sign the Confirmation of Appropriate Accommodation to accompany the student's Visa application.
7. Should the student wish to change to another residence, they may not do so until the next residence is also fully checked with TUDA and confirmation received.
8. Should the new place of residence already be an approved Homestay, but registered with another organisation, the Director of Finance and Enrolments will obtain written confirmation of this registration prior to the Principal approving the transfer of residence.
9. While the student remains at Danebank, the School must be advised of all holidays and other activities undertaken by the student. Parents/Guardians must give written permission for the student to go on any vacation break that involves them living away from their homestay address. However, the School is not obliged to authorise ANY such vacation, if it considers the venue or activity to be unsuitable.

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Danebank – An Anglican School for Girls

Critical Incident Plan - Injury to International Student

IF A STUDENT IS INJURED AT SCHOOL, FIRST AID PROCEDURES WILL BE FOLLOWED IN ACCORDANCE TO THE SCHOOL'S OCCUPATIONAL HEALTH AND SAFETY POLICY

1) Immediate Action (within 24 hours)

- a) Identify the nature of the critical incident

- b) The person, who is initially notified of the incident, be that the school secretary or homestay co-ordinator or international student co-ordinator, 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) Report the incident to the Principal. In the absence of the Principal, either of the Deputy Principals should be advised.

- e) The Principal will convene a Response Committee meeting. The Committee comprises the Principal, both Deputy Principals, School Counsellor, School Chaplain and Form Patron. Other staff may be included if appropriate. The Committee will assess the immediate needs and implement the appropriate management plan or action strategy. This may include any or all of the matters listed below:
 - 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

If the student has already been taken to hospital

 - Go to hospital
 - Ascertain seriousness of injury from hospital staff

- Other actions as may be deemed appropriate by the Response Committee

- f) Dissemination of information to parents and family members
 - i) When there are a number of people to contact such as when a student is in a homestay, the school should attempt to simultaneously contact all parties.

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- ii) Contact the parents/legal guardian of the student
- iii) Contact the carer of the student e.g. they may be living with a relative
- iv) Contact the homestay family of the student
- i) Completion of a critical incident report [see sample [critical incident report](#), attached]

g) Media response if required will be the responsibility of the Principal.

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

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

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

k) 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 counselling for those directly and indirectly involved (ongoing)

b) Provide staff and students with factual information as appropriate

- i) Depending on the nature of the incident, it may be appropriate for the Principal to address the 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 supervisor 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 counselling.

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

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- 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) Evaluation of critical incident management

- i) The critical incident supervisor should evaluate the critical incident report and the effectiveness of the management plan and to make modifications if required.

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

**Danebank – An Anglican School for Girls
School Critical Incident Report**

To be completed after all critical incidents.

Date of report: _____

Action Officer: _____

Position: _____

Brief summary of incident: include where, when, who, and why as appropriate.

Further information/documentation may be attached.

Immediate action taken: _____

Further action required: _____

Persons or staff notified and time & date _____

Signature _____ Date _____

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Danebank – An Anglican School for Girls

Procedure for Deferment, Cancellation or Suspension of Enrolment

1) Deferment of commencement of study requested by student

- a) Danebank School 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 requiring emergency travel that has impacted on studies
 - iv) a traumatic experience which has impacted on the student (these cases should be where possible supported by police or psychologists' reports)
- b) The final decision for assessing and granting a deferment of commencement of studies lies with the Principal.

2) Suspension of study requested by student

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

3) Assessing requests for deferment or suspension of studies

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

4) Exclusion from class (1 – 28 days)

- a) Danebank School 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 Danebank School's Behaviour Policy/Code of Conduct, or as may be determined by the Principal from time to time.
- b) Excluded students must abide by the conditions of their exclusion from studies which will depend on the welfare and accommodation arrangements in place for each student and which will be determined by the Principal.
- c) Where the student is provided with homework or other studies for the period of the exclusion, the student must continue to meet the academic requirements of the course.
- d) Exclusions from class will not be recorded on PRISMS.

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e) Periods of ‘exclusion from class’ will not be included in attendance calculations as per Danebank School’s Course Progress and Attendance Policy.

5) School initiated suspension of studies (28 days +)

- a) Danebank School 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 Danebank School’s Behaviour Policy/Code of Conduct, or as may be determined by the Principal from time to time.
- b) Suspended students must abide by the conditions of their suspension from studies which will depend on the welfare and accommodation arrangements in place for each student and which will be determined by the Principal.
- c) Students who have been suspended for more than 28 days are required to return to their home country by DIAC unless special circumstances exist (e.g. the student is medically unfit to travel).
- d) If special circumstances exist, the student must abide by the conditions of his or her suspension which will depend on the welfare and accommodation arrangements in place for each student and which will be determined by the Principal.
- e) Suspensions will be recorded on PRISMS.
- f) The period of suspension will not be included in attendance calculations.

6) Cancellation of enrolment

- a) Danebank School will cancel the enrolment of a student under the following conditions;
 - i) Failure to pay course fees
 - ii) Failure to maintain approved welfare and accommodation arrangements (visa condition 8532)
 - iii) Any behaviour identified as resulting in cancellation in Danebank School’s Behaviour Policy/Code of Conduct, or as may be determined by the Principal from time to time.
- b) Danebank School is required to report failure to maintain satisfactory course progress and failure to maintain satisfactory attendance to DIAC which will result in automatic cancellation.

7) Complaints and Appeals

- a) Student requested deferment and suspension are not subject to Danebank School’s Complaints and Appeals Policy.
- b) Exclusion from class is subject to Danebank School’s Complaints and Appeals Policy.
- c) School initiated suspension, where the suspension is to be recorded in PRISMS, and cancellation are subject to Danebank School’s Complaints and Appeals Policy.
- d) For the duration of the appeals process, the student is required to maintain her enrolment and attendance at all classes as normal. The Principal will determine if participation in studies will be in class or under a supervised arrangement outside of classes.
- e) If students access Danebank School’s complaints and appeals process regarding a school initiated suspension, where the suspension is recorded in PRISMS, or cancellation, the suspension or cancellation will not be reported in PRISMS until the complaints and appeals process is finalised, unless extenuating circumstances relating to the welfare of the student apply.
- f) Extenuating circumstances include;
 - i) the student refuses to maintain approved welfare and accommodation arrangements (for students under 18 years of age)

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- ii) the student is missing
 - iii) the student has medical concerns or severe depression or psychological issues which lead the school to fear for the student's wellbeing
 - iv) the student has engaged or threatened to engage in behaviour that is reasonably believed to endanger the student or others
 - v) is at risk of committing a criminal offence, or
 - vi) the student is the subject of investigation relating to criminal matters
- g) The use of extenuating circumstances by Danebank School to suspend or cancel a student's enrolment prior to the completion of any complaints and appeals process will be supported by appropriate evidence.
- h) The final decision for evaluating extenuating circumstances lies with the Principal.

8) Student Advice

- a) Deferment, suspension and cancellation of enrolment can have an effect on a student's visa as a result of changes to enrolment status. Students will be informed to contact the Department of Immigration for advice.

9) Definitions

- a) *Day – any day including weekends and public holidays in or out of term time*

Danebank – An Anglican School for Girls
Application for deferment of commencement or suspension of studies

Please read the attached Deferment, Suspension and Cancellation Policy before filling out this form to see if you meet the requirements to be granted a deferment of commencement or suspension of studies.

Student name: _____

Grade: _____

Current Address in Australia: _____

Address in home country: _____

Phone no: _____

Mobile Ph: _____

Email address: _____

I am applying for

A deferment of commencement of studies

A suspension of studies

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

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 10 working days. Deferment and suspension of enrolment can have an effect on a student's visa as a result of changes to enrolment status. Please contact the Department of Immigration on 131 881 or contact the local DIAC office to see if this will affect you. Students who have not yet commenced their studies at Danebank School will also need to contact DIAC in case there is any effect on their student visa as a result of changes to enrolment or CoE status.

Student signature _____

Date _____

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Sample Letter of intention to suspend or cancel enrolment

Student name:

Grade:

Current Address:

Phone no:

Email address:

This letter is to inform you that Danebank School intends to:

- Suspend your enrolment for ____ days/weeks/months
- Cancel your enrolment

This is due to: (insert reason for cancellation)

Deferment, suspension and cancellation of enrolment can have an effect on a student's visa as a result of changes to enrolment status. Please contact the Department of Immigration on 131 881 or contact the local DIAC office to see if this will affect you.

You have 20 working days in which to appeal the school's decision in accordance with the school's Complaints and Appeals Policy provided in your Student Handbook.

(OPTIONAL PARAGRAPH FOR EXTENUATING CIRCUMSTANCES AND IMMEDIATE ACTION:

However, Danebank School has determined that extenuating circumstances apply in this case. For this reason the school will suspend/cancel your enrolment immediately.)

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Danebank – An Anglican School for Girls

Course progress and attendance policy

NOTE: 80% attendance requirement

1) Course Progress

- a) The school will monitor, record and assess the course progress of each student for the course in which the student is currently enrolled.
- b) The course progress of all students will be assessed at the end of each semester of enrolment.
- 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 achieve competency in at least 50% of units in any study period
- e) If a student does not achieve competency in at least 50% of units studied in an assessment period, the International Student Mentor will meet with the student to develop an intervention strategy for academic improvement. This may include;
 - i) additional supervised study periods
 - ii) tutorial assistance
 - iii) other intervention strategies as deemed necessary
- f) A copy of the student's individual strategy and progress reports in achieving improvement will be forwarded to parents.
- g) The student's individual strategy for academic improvement will be monitored over the following semester by the International Student Mentor and records of student response to the strategy will be kept.
- h) If the student does not improve sufficiently academically and achieve satisfactory course progress by the end of the next assessment period, Danebank School 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.
- i) The school will notify DEST 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 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 Danebank School's Deferment, Suspension and Cancellation Policy.

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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.

3) Course attendance

a) Satisfactory course attendance is attendance of 80% of scheduled course contact hours.

b) Student attendance is:

i) checked and recorded daily

ii) assessed regularly

iii) recorded and calculated over each 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.

e) Any absences longer than 5 consecutive days without approval will be investigated.

f) Student attendance will be monitored by the International Student Mentor every 2 weeks over a semester to assess student attendance using the following method.

i) Calculating the number of hours the student would have to be absent to fall below the attendance threshold for a semester e.g. number of study days x contact hours x 20% [For example, a ten week term would equal 336 contact hours. 20% of this is 67.2 hours.]

ii) Any period of exclusion from class will not be included in student attendance calculations.

g) Students at risk of breaching Danebank School's attendance requirements will be counselled and offered any necessary support when they have absences totalling 40 hours during any assessment period.

h) If the calculation at 3.f. indicates that the student has passed the attendance threshold for the study period, Danebank School will advise the student of its intention to report the student for breach of visa condition 8202, and that she has 20 working days in which to access the school's internal complaints and appeals process except in the circumstances outlined in 3.j.

i) The school will notify DEST 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%.

l) 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 Danebank School's Deferment, Suspension and Cancellation Policy.

m) If the student does not obtain a suspension of studies under the Danebank School'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

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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

Example Correspondence for Unsatisfactory Course Progress

Letter of intention to report for unsatisfactory course progress

Student name:

Grade:

Current Address:

Phone no:

Email address:

This letter is to inform you that under section 20 of the Education Services for Overseas Students Act 2000 (ESOS Act), Danebank School intends to report you to the Department of Immigration and Citizenship for unsatisfactory course progress.

Under the Migration Act 1958, student visa condition 8202 requires student visa holders to:
maintain enrolment in a 'registered course'
attend classes, and
achieve a satisfactory academic result

According to our records, you have not achieved satisfactory course progress as defined in the National Code of the ESOS Act and the school's course progress policies and procedures provided in your Student Handbook.

You have 20 days in which to appeal the school's decision in accordance with the school's Complaints and Appeals Policy also provided in your Student Handbook.

Date:

Example Correspondence for Unsatisfactory Course Attendance

Student name:

Grade:

Current Address:

Phone no:

Email address:

This letter is to inform you that under section 20 of the Education Services for Overseas Students Act 2000 (ESOS Act), Danebank School intends to report you to the Department of Immigration and Citizenship for unsatisfactory attendance.

Under the Migration Act 1958, student visa condition 8202 requires student visa holders to:

maintain enrolment in a 'registered course'
attend classes, and
achieve a satisfactory academic result

According to our records, you have not achieved satisfactory course attendance as defined in the National Code of the ESOS Act and the school's Course Progress and Attendance Policy provided in your Student Handbook.

You have 20 days in which to appeal the school's decision in accordance with the school's Complaints and Appeals Policy also available in your Student Handbook.

Date:

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Danebank – An Anglican School for Girls Complaints and Appeals Policy

The purpose of Danebank School's Complaints and Appeals Policy is to provide a student or parent(s)/legal guardian with the opportunity to access procedures to facilitate the resolution of a dispute or complaint. These internal procedures are a conciliatory and non-legal process.

In the first instance, Danebank School requests there is an attempt to informally resolve the issue. If this is unsatisfactory or does not result in a resolution of the matter, Danebank School's internal formal complaints handling procedure will be followed.

The process of this grievance procedure is confidential and any complaints are a matter between the parties concerned and those directly involved in the complaints handling process.

If the student or parent(s)/legal guardian remains dissatisfied with the outcome, Danebank School will advise of access to an independent external appeals process.

Grievances brought by a student against another student will be dealt with under the schools Behaviour Policy/Code of Conduct.

For conditions which apply to handling of a complaint or appeal arising from the school's suspension or cancellation of a student's studies, please see Section 7 of the Danebank School's Deferment, Suspension and Cancellation Policy.

1) Students

- a) Students should contact the Deputy, Pastoral Care in the first instance to attempt mediation/informal resolution of the complaint.
- b) If the matter cannot be resolved through mediation, the matter will be referred to the Principal.
- c) At this point, the student should notify the school in writing of the nature and details of the complaint.
- d) Each complainant has the opportunity to present his/her case to the Principal. Students may be accompanied by a support person.
- e) The formal complaints process will commence within 10 working days of the lodgement of the complaint with the Principal.
- f) Once the Principal has come to a decision regarding the complaint, the student will be informed in writing of the outcome and the reasons for the outcome.
- g) If the complaints procedure finds in favour of the student, Danebank School will immediately implement the decision and any corrective and preventative action required.
- h) If the complaints procedure does not find in favour of the student or the student is dissatisfied with the result of the complaints procedure, he/she will be informed of the external complaints and appeals process available to them at minimal or no cost.
- i) Danebank School undertakes to finalise all grievance procedures within 20 working days.
- j) For the duration of the appeals process, the student is required to maintain enrolment and attendance at all classes as normal.

2) Parent(s)/Legal guardians

- a) Parent(s)/legal guardians should contact the Deputy, Pastoral Care in the first instance to attempt mediation/informal resolution of the complaint.
- b) If the matter cannot be resolved through mediation, it will be referred to the Principal.

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- c) At this point, parent(s)/legal guardians must notify the school in writing of the nature and details of the complaint.
- d) Each complainant has the opportunity to present their case to the Principal/other. Parent(s)/legal guardians may be accompanied by a support person.
- e) Danebank School's internal formal complaints process will commence within 10 working days of the lodgement of the complaint with the Principal.
- f) Once the Principal has come to a decision regarding the complaint, the parent(s)/legal guardian will be informed in writing of the outcome and the reasons for the outcome.
- g) If the complaints procedure finds in favour of the parent(s)/legal guardian Danebank School will immediately implement the decision and any corrective and preventative action required.
- h) If the complaints procedure does not find in favour of the parent(s)/legal guardian or the parent(s)/legal guardian is dissatisfied with the result of the complaints procedure, Danebank School will advise of the external complaints and appeals process available to them at minimal or no cost.
- i) Danebank School undertakes to finalise all grievance procedures within 20 working days.

3) Definitions

- a) Working Day – *any day other than a Saturday, Sunday or public holiday during term time*
- b) Student – *a student enrolled at Danebank School*
- c) Support person – *a friend/teacher/relative not involved in the grievance*

EXTERNAL APPEALS PROCESS

Should any student wish to appeal externally on any decision made in regard to their enrolment at Danebank School, they should firstly advise the International Student Mentor of their intention to do so.

The external review will be led by Mrs Jann Robinson. Mrs Robinson is Principal of St Lukes Grammar School Dee Why and is familiar with International Student protocols. The intent of the external appeals process is to provide a means for further review of the matter without placing undue stress on the parties involved. Any meetings or discussions will be informal in nature, however documented notes will be provided to all parties following any face to face meetings.

To being the appeals process:

- a) The student should provide copies of all documentation used in Danebank School's internal appeals process, as well as any further information they believe may be necessary to support their case. Refer to the attached form as a covering document for this information.
- b) The student will be contacted for further information as may be required.
- c) Each complainant has the opportunity to present his/her case to the external review. Students may be accompanied by a support person.
- d) The formal complaints process will commence within 10 working days of the lodgement of the complaint with Mrs Robinson.
- e) Once Mrs Robinson has come to a decision regarding the complaint, the student will be informed in writing of the outcome and the reasons for the outcome.

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- f) If the appeals procedure finds in favour of the student, Danebank School will immediately implement the decision and any corrective and preventative action required.
- g) If the appeals procedure does not find in favour of the student, Danebank School will advise the student in writing and the necessary action will be taken.
- h) Danebank School undertakes to finalise all grievance procedures within 20 working days. However this will depend on the timing and availability of all parties for any necessary mediation.
- i) For the duration of the appeals process, the student is required to maintain enrolment and attendance at all classes as normal.
- j) Following any mediation, Mrs Robinson will usually be able to reach a decision within 10 working days. Should there be any reason for further delays, the student will be contacted in writing with a revised date for a final decision.

The external appeals process will incur no cost to the student.

Danebank – An Anglican School for Girls
International Student Application for External Appeal

TO: Mrs J Robinson, Principal
St Lukes Grammar School, Dee Why

Student name: _____

Grade: _____

Current Address in Australia: _____

Address in home country: _____

Phone no: _____

Mobile Ph: _____

Email address: _____

Best method for contact: _____

Name of Support Person: _____

Relationship: _____

Background of matter:

Please explain in brief the matter.

Attachments:

- Copy of letter to Principal requesting internal review
- All documentation provided to support internal review
- Written decision from Danebank School regarding internal review
- Attach any additional relevant supporting documentation.

This application will be assessed once all documentation has been received. The reviewer may ask for more documentation if required. Applications are usually processed in 20 working days.

Student signature: _____

Date: _____

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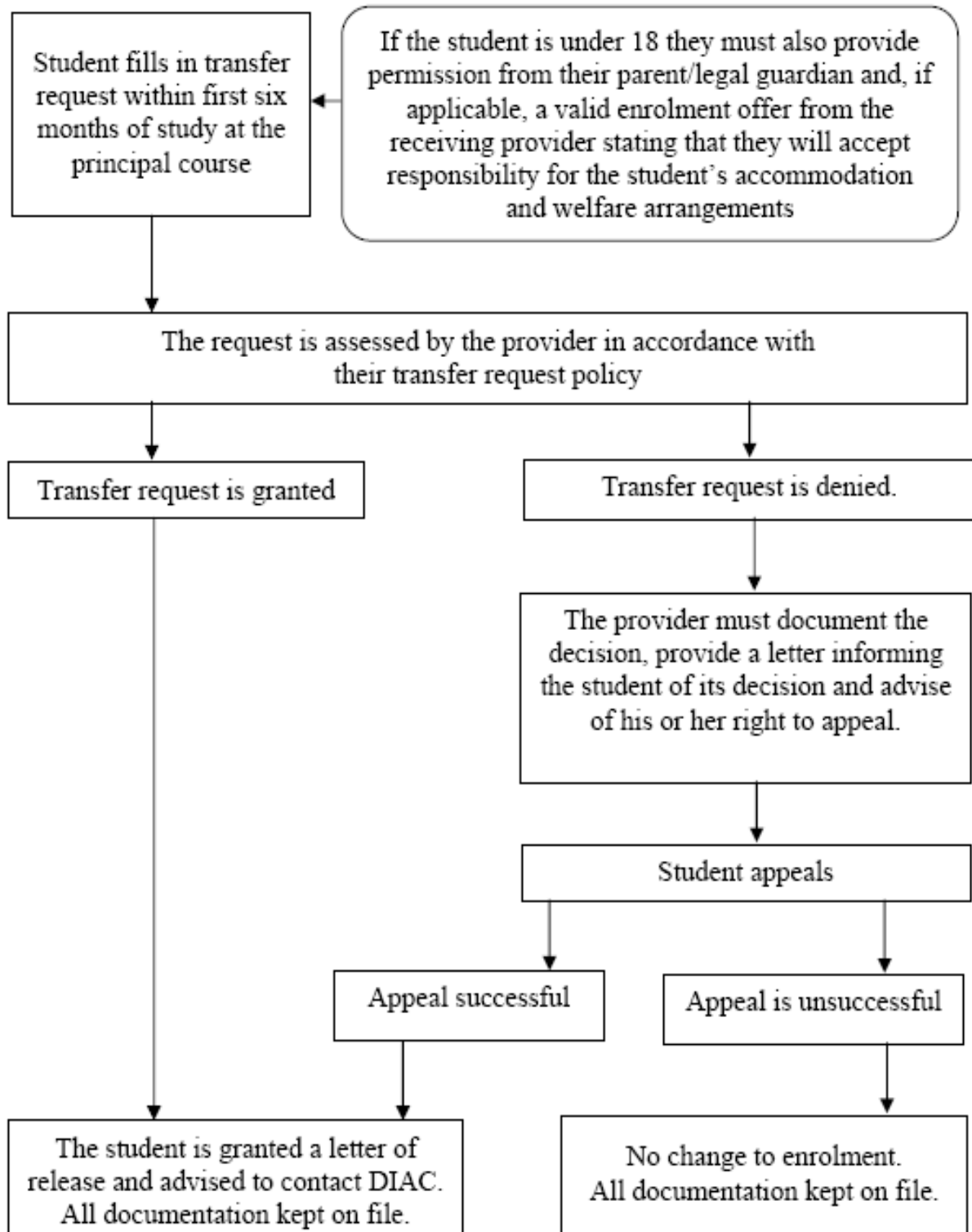
Change of Education Provider Procedure

Danebank School Student Transfer Request Assessment Policy

- 1) Overseas students are restricted from transferring from their principal course of study for a period of six months. This restriction also applies to any course(s) packaged with their principal course of study.
- 2) Students can apply for a letter of release to enable them to transfer to another education provider.
- 3) Danebank School will only provide a letter of release to students in the first six months of their principal course in the following circumstances:
 - a) The student has changed welfare and accommodation arrangements and is no longer within a reasonable travelling time of the school
 - b) It has been agreed by the school the student would be better placed in a course that is not available at Danebank School.
 - c) Any other reason stated in the policies of Danebank School
- 4) Danebank School will NOT provide a letter of release to students in the first six months of their principal course in the following circumstances:
 - a) The student's progress is likely to be academically disadvantaged
 - b) Danebank School is concerned that the student's application to transfer is a consequence of the adverse influence of another party
- 5) Students under 18 years of age MUST have;
 - a) Written evidence that the student's parent(s)/legal guardian supports the transfer
 - b) Written confirmation that the new provider will accept responsibility for approving the student's accommodation, support, and general welfare arrangements where the student is not living with a parent(s)/legal guardian or a suitable nominated relative
 - c) Evidence that the student is always in DIAC approved welfare and accommodation arrangements
- 6) All applications for transfer will be considered within 10 working days and the applicant notified of the decision.

Please refer to following pages with information regarding application for transfer and the process of assessment and communication.

Danebank – An Anglican School for Girls Student Transfer Request Assessment Flowchart



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Danebank – An Anglican School for Girls
Application for student transfer/letter of release

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 to another school.

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 DIAC 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 10 working days.

Student signature: _____

Date: _____

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Sample Responses to Application for Release

Letter of release

Student name: _____

Grade: _____

Current Address in Australia: _____

Phone no: _____

Mobile Ph: _____

Email address: _____

We have received your application for a letter of release. As the reasons stated in your application fall within the school's Student Transfer Request Assessment Policy, the school is pleased to grant your request.

You should be aware that your decision to transfer to a different education provider may have visa implications and you should contact the nearest Department of Immigration and Citizenship office as soon as possible to discuss this with them.

If you wish to seek a refund of fees, please refer to the school's Refund Policy provided in your Student handbook and follow the appropriate procedure.

Letter of refusal to release

Student name: _____

Grade: _____

Current Address in Australia: _____

Phone no: _____

Mobile Ph: _____

Email address: _____

We have received your application for a letter of release. As the reasons stated in your application did not meet the school's Student Transfer Request Assessment Policy, regrettably the school has refused to grant your application.

You have the right to appeal the school's decision in accordance with the school's Complaints and Appeals Policy which is attached and is also held in your Student handbook.

If you choose to appeal, until the process is complete, you must continue to maintain your enrolment and attendance at all classes as normal.

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