

LINDISFARNE



ANGLICAN  
GRAMMAR SCHOOL

# International Parent and Student Guide

CRICOS PROVIDER: 03803G











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## From the Principal



Welcome to Lindisfarne Anglican Grammar School. With a number of new students joining us school year, our International Student Guide assists in providing an overview of the day-to-day operations of the School. The following pages explore the history, philosophy and aims of the School whilst outlining our expectations of students towards their academic learning, their environment and towards each other.

Much of what we do at Lindisfarne is built around our values of Compassion, Wisdom and Respect ensuring students have the foundation and the support they need to:

- stay safe;
- be healthy;
- enjoy and achieve academic growth;
- make a positive contribution to our school and community;
- learn to serve others; and
- achieve economic wellbeing.

With this commitment giving shape to our work, we set about establishing high expectations that empower student involvement, achievement, holistic From the Principal development, service learning and student voice in our local, national and international communities.



Through upholding and celebrating our Anglican tradition, we live out our school values by implementing unique learning programs which provide the essential skills and qualities students need to become the leaders of tomorrow who:

- accept responsibility for their own behaviour;
- are able to empathise with others;
- see difficulties as a challenge, not an obstacle;
- are confident in a range of social situations;
- are flexible and adapt to a constantly changing world;
- relate to people from a diverse range of backgrounds, abilities and interests; and
- are determined to never give up, to have a go and to persevere until they are successful.

Personal achievement is paramount at Lindisfarne and a partnership between parents, students and staff is a critical factor in the success of our students. To achieve this, we focus on a proactive and positive school culture cultivating learning through relationships, expert teaching, educational research and innovation ensuring leadership, standards and collaboration are at the forefront of our community-engaged framework.

Lindisfarne promotes a whole school sense of optimism that encourages our students to live their dreams, make a difference and leave the world a better place.

Kind regards,



Stuart Marquardt

**Principal**



# About Lindisfarne Anglican Grammar School

Lindisfarne Anglican Grammar School was established in 1981 as the result of initiatives taken by the Priest and parishioners of St Cuthbert's Church, Tweed Heads. The School is one of five schools of the Anglican Diocese of Grafton, and closely linked to the parish of Tweed Heads.

The original campus in Sunshine Avenue, Tweed Heads South, progressively expanded its facilities, and in 1995 began running secondary year levels. In 1996, the Senior School relocated to its permanent site at Mahers Lane, Terranora, with Stage 3 (Years 5 and 6), joining the Mahers Lane Campus in 1997. The Preschool opened at Sunshine Avenue in 1998.

## School Crest and Motto

Our school is named after the Isle of Lindisfarne; one of the very early centres of Christianity in England. It is situated on the north-east coast, near the River Tweed which forms the border between England and Scotland.

The crest contains three key elements:

- Two white bands converging into one which represent England's River Tweed and our own Tweed River. They signify unity of purpose and strength - a concept important in our school as we work together.
- An open book which symbolises the Lindisfarne Gospels; sacred manuscripts designed by the Lindisfarne monks in the late 7th or early 8th Century.
- The school motto is inspired by Matthew 5:16 and appears on the left of the crest in English, "Let Your Light Shine", and on the right in Latin, "Luceat Lux Vestra." The school motto highlights the instruction from Jesus, that all people should let their light shine in the world and contribute to it being a better place.



## Anglican Ethos

Lindisfarne actively supports the educational mission of the Diocese of Grafton. As a school, we recognise that God is concerned for the development and wellbeing of the whole person; therefore, we have a clear priority to help our students to thrive by realising their unique potential.

Education for excellence focuses on the development and wellbeing of the whole child through participation in the intellectual, spiritual, cultural, aesthetic, and physical pursuits which are offered in our teaching and learning, pastoral care, worship, and service learning programs.



## **School Values – Compassion, Wisdom and Respect**

Our school is a community founded on love, where Christian faith is encountered and proclaimed. We intentionally teach and live the values of Compassion, Wisdom, and Respect; and encourage students to consider how Christianity can inform their world view and life choices.

At Lindisfarne, every student matters, every day. We acknowledge that every person is an individual made in the image of God, so we provide a learning culture that seeks to develop self-confidence, respect for others and an appreciation of diversity.

We promote the development of the whole child, as well as encouraging students to be socially aware, to understand and serve the needs of others in the community and to exercise social, ethical, civic and environmental responsibility.

Our Anglican ethos is embedded in the structures and culture of the School which prepare and support students for life within and beyond the School itself. Our models for education, pastoral care, and personal development are designed to support our ethos and are delivered in ways that are relevant to the formation of the individual.

## **Faith Formation at Lindisfarne**

Faith Formation is a process which allows students and staff to explore the nature of faith and belief without expecting any prescriptive outcomes on the part of the student. The nature of faith itself suggests that there is not a logical end point at which you arrive, but rather a process of self-awareness, contemplation and engagement that you are invited into which has an impact on how you engage with and experience life.

The process of Faith Formation is not about a destination or doctrine to which students must subscribe, but an invitation into a process where students engage with the concept of personal faith and how faith has the potential to impact and motivate their lives.

Faith Formation has a different focus in each sub-school at Lindisfarne; each building upon the previous.

- Junior School - Godly Playtime
- Middle School - Godly Awareness and Wondering
- Senior School – Godly Mission



## **School Structure**

Our school is a diverse learning community that celebrates individual differences and values the cultural enrichment brought by students from other countries. The school is recognised for its excellent quality education programs.

The school has a wealth of experienced staff in teaching and integrating overseas students. Our teachers are hand-picked, exceptional educators who teach and guide students to be responsible local and global citizens. The school has a range of staff committed to helping students transition to their new class and integrate into the school community.

### **Junior School (Kindergarten – Year 4)**

We aim to provide your child with a safe, nurturing environment in which students can discover the world around them through independent, collaborative and whole class experiences. We are very deliberate about helping children make new friends and teaching them how to maintain healthy relationships based on mutual respect and honesty. Our dedicated team of teachers are committed to pastoral care for your child's physical, emotional, social and spiritual needs while ensuring that they reach their full potential academically.

### **Middle and Senior School (Year 5 – 12)**

As students transition from Junior School into Middle School and then into Senior School, they are presented with an increasing range of opportunities and choices as they move through their final years of schooling into post school life. These are the years where they become more independent, being further equipped and empowered to make good choices

### **Stage 6**

The students in Stage 6 are in their final years of education. We offer a large range of elective choices in Stage 6 (Year 11 & 12) courses, as well as the mandatory subjects in line with the NSW Education Standards Authority (NESA). It is a time of great anticipation, opportunity and responsibility. These two years significantly impact upon the opportunities that they will have in their future. It is designed to prepare them for the rigors and pressures of the HSC whilst providing a balance that will prepare them as a whole person for engagement in life beyond the school fence. The purpose of this stage of schooling is to provide the appropriate pathway for students to achieve their full potential. To this end, it is imperative that teachers and students work in unison to achieve the best possible outcomes.



## Curriculum and Reporting

Lindisfarne delivers curriculum, assesses the student and reports students results to the New South Wales Education Standards Authority (NESA). At the completion of Year 12, students will be issued with a Higher School Certificate (HSC) and Tertiary Entrance Rank (if student applied for one). These assessments and results are used by Australian universities and colleges to offer tertiary placements to eligible students.



## Location and Facilities

Lindisfarne Anglican Grammar School has two campuses; the Junior campus (Pre-school to Year 4) is located in the quiet suburbs of Tweed Heads South and the Senior campus (Years 5-12) is on top of the beautiful green hillside of Terranora, Northern New South Wales. Both campuses are very close to the famous Coolangatta beaches, Gold Coast airport, Kingscliff and Byron Bay, making our school an enviable place to live and study.

Our facilities include:

- Fully equipped sports gymnasium for strength training and fitness sessions
- Two working community gardens with pet chickens and guinea pigs which our students sew, grow and harvest vegetables and herbs
- Trade Skills Centre with an industrial sized kitchen and facilities for cooking classes and event catering
- Boathouse classroom and conference venue on Cudgen Creek
- Recent acquisition of 25 acres of land adjoining the Senior school campus to allow for further expansion of our facilities and to meet the demands of our increasing enrolments



# Subject Lists

## Kindergarten to Year 4 (Stages 1-2)

- Dance
- English
- French (Years 2 to 4)
- History
- Library
- Mathematics
- Music
- Personal Development, Health and Physical Education
- Religious and Values Education
- Science and Technology
- Visual Arts
- HSIE

## Years 5 to 6 (Stage 3)

- Dance
- Drama
- English
- History
- French
- Japanese
- Library
- Mathematics
- Music
- Personal Development, Health and Physical Education
- Religious and Values Education
- Science and Technology
- Visual Arts
- HSIE

## Years 7 and 8 (Stage 4)

- Drama
- English
- French or Japanese
- Human Society and Its Environment
- Mathematics
- Music
- Personal Development, Health and Physical Education
- Science
- Technology
- Visual Arts

Information Technology is integrated into all areas of Stage 4.

## Years 9 and 10 (Stage 5)

The subjects in Years 9 and 10 consist of a core:

- HSIE Geography
- HSIE History
- English
- Mathematics
- Personal Development, Health and Physical Education
- Science

In Stage 5, two subjects are studied from the following electives:

- Accelerated Mathematics (Year 9 only)
- Accelerated Science (Year 9 only)
- Commerce
- Design and Technology
- Drama
- Food Technology
- Information and Software Technology
- Japanese



- Marine Studies and Aquaculture Technology
- Music
- Photographic and Digital Media
- Physical Activity and Sports Studies
- STEM Project (Year 10 only)
- Visual Arts
- Geography (2 Unit)
- Hospitality (VET) (2 Unit)
- Industrial Technology - Timber
- Information and Digital Technology (VET) (2 Unit)
- Investigating Science (2 Unit)
- Japanese Beginners (2 Unit)
- Japanese Continuers (2 Unit)
- Legal Studies (2 Unit)
- Mathematics (2 Unit)
- Mathematics Advanced (Year 11 only)
- Mathematics Extension 1 (1 Unit)
- Modern History (2 Unit)
- Music Course 1 (2 Unit)
- Personal Development, Health and Physical Education (2 Unit)
- Physics (2 Unit)
- Screen and Media (VET) (2 Unit)
- Studies of Religion 1 (1 Unit)
- Software Design and Development (2 Unit)
- Textiles and Design (2 Unit)
- Visual Arts (2 Unit)

### **Years 11 and 12 (Stage 6)**

All Year 11 students must study English at Advanced or Standard level and in addition 10 units from the following list:

- Ancient History (2 Unit)
- Biology (2 Unit)
- Business Studies (2 Unit)
- Chemistry (2 Unit)
- Dance (2 Unit)
- Design and Technology (2 Unit)
- Drama (2 Unit)
- Economics (2 Unit)
- Engineering Studies (2 Unit)
- English Extension 1 (1 Unit)
- Entertainment Industry (VET) (2 Unit) (Year 12 only)
- French Beginners (2 Unit)
- Mathematics Standard (2 Unit)



## Lindisfarne Co-curricular activities

Chess	Production Club
Choir - Senior	Rock Band - Junior Level
Cricket - Introductory	Rock Band - Senior Level
Cricket - Training	Songwriting Circle
Cross Country	Stage Band
Football - Open Girls/Boys	Speech and Drama
Garden Club	Piano/Keyboard
Gym (must bring own towel)	Strings/brass/woodwind/percussion
Netball	
Orchestra	

## Extra Curricular

### Activities

Concert band	Maths Club	Songwriting private tuition
Jazz band	AB Patterson Public Speaking Competition	NCIS Tennis Championships

### Tutorials

Business Studies	English	Legal Studies
Chemistry	French	Mathematics
Homework Help	Hospitality	PDHPE
	Japanese	Physics

## Sports Academy

This program is designed especially for those Lindisfarne students who are excelling athletes and are performing at a national level in their chosen sport. These students apply to be a part of the Academy or the Development Squad and receive specialised coaching, nutrition, physiotherapy, career guidance and tutorial support throughout their time as a Lindisfarne Sports Academy athlete/student.

### Sport options include:

Yoga	Volleyball
Pilates	Gymnastics
Rowing	Kayaking
Tennis	Surfing - Beginners and Intermediate
Golf	Muay Thai
Brazilian Jiu Jitsu	Water Polo
Cross Fit	Cheerleading



## ENROLMENT PROCESS

### STEP 1: Submit completed Application form with all attached paperwork

- Download and complete all sections of the International Student Application Form available at [www.lindisfarne.nsw.edu.au](http://www.lindisfarne.nsw.edu.au)

As part of the application, you must provide the following:

- Copy of student's passport
- Copy of student's Subclass 500 visa documents (if available)
- Copies of the last two years school reports (Certified English translated copies are required, with costs to be covered by the applicant). All grades must demonstrate above average performance in all subjects
- Copies of English test results from IELTS, ISLPR or TOEFL to provide student's language proficiency
- Character reference from present school Principal
- Medical certificates/Doctors reports (if applicable)
- Letter of Release (if applicable)
- All sections of the Application Form completed and signed by both parents



### STEP 2: Assessment and Interview process

- Students will be interviewed via phone, Skype call or face to face with the Head of International, Head of Sub school and International Student Coordinator
- Once the application documents have been assessed and student interview conducted, Lindisfarne will notify the student on whether their enrolment has been accepted



### STEP 3: Home Inspection

- Family meeting and inspection of home



#### **STEP 4: Letter of offer**

- Upon acceptance, the student will be issued with a Letter of Offer outlining the initial fees payable and a Written Agreement with a total estimated fees due for the duration of the entire enrolment. This document will also include entry requirement, course details, conditions of enrolment and all relevant policies for the International student



#### **STEP 5: Acceptance and payment**

- The Letter of Offer must be signed by both parents and student indicating they have read and agreed with the enrolment conditions.
- Parents must pay at least 50% of total fees (an invoice will be issued)
- Once the signed Letter of Offer and payment has been received, the student will be issued with a CoE (Confirmation of enrolment) at Lindisfarne and a CAAW (Certificate of Accommodation and Welfare) for the duration of the enrolment



#### **STEP 6: Visa application**

- The student applies for a Student Visa (Subclass 500)



#### **STEP 7: Final arrangements**

- Final arrangements are made before the student's arrival including purchasing Overseas Student Health Cover, Homestay arrangements, airport transfers, School orientation



## INTERNATIONAL STUDENT FEE SCHEDULE 2020

ENROLMENT FEES			
Application fee (Non-refundable)			\$200
Enrolment fee (Non-refundable except in visa refusal case)			\$1000
Student bond (Refundable if one term's notice of withdrawal is given)			\$1000
COMPULSORY TUITION FEES			
	Tuition fees per semester	Levies per semester	Annual total tuition fees
Kindy- Yr 2 (Stage 1 & 2)	\$10,000	\$225	\$20,450
Years 3- 4 (Stage 2)	\$10,500	\$275	\$21,550
Years 5- 6 (Stage 3)	\$10,500	\$325	\$21,650
Years 7- 8 (Stage 4)	\$11,000	\$550	\$23,100
Years 9- 10 (Stage 5)	\$11,500	\$650	\$24,300
Years 11- 12 (Stage 6)	\$12,000	\$500	\$25,000
Total tuition fees include: <ul style="list-style-type: none"><li>Tuition</li><li>Levies</li><li>Textbook hire</li><li>Ipad/laptop hire</li></ul>		Compulsory Non-Tuition Fees <ul style="list-style-type: none"><li>Camps (as per table below)</li><li>Excursions</li><li>Uniforms (Approx \$1000- \$1200 per student)</li><li>Overseas Student Health Cover (Medibank Private approx \$650 per year)</li><li>NESA HSC Fee (Yr 12 only) \$1500</li></ul>	



<b>INDICATIVE CAMP COSTS 2020</b> <b>(These costs are estimates based on 2019 fees and may vary)</b>			
Kindergarten	\$30	Year 7	\$175 (orientation camp, term one)
Year 1	\$55	Year 7	\$395 (main camp)
Year 2	\$55	Year 8	\$314
Year 3	\$220	Year 9	\$440
Year 4	\$290	Year 10	\$430
Year 5	\$330	Year 11	\$525
Year 6	\$750	Year 12	\$100

<b>HOMESTAY AND WELFARE FEES</b> <b>(Years 7 - 12 only)</b>	
Homestay and Welfare Fee	\$8600 (\$200 + 350/week for 24 weeks)
Homestay relocation fee	\$250
Under 18 Student welfare fee (Applicable to students with pre-approved private homestay arrangements)	\$1000 per year

<b>AIRPORT TRANSFER FEES</b> <b>(Prices are per trip)</b>	
Private Transfer - Brisbane Airport	\$200
Private Transfer - Gold Coast Airport	\$60
Homestay parent transfer - Brisbane Airport	\$100
Homestay parent transfer - Gold Coast Airport	\$50
After hours Airport Transfer fee (Applicable between 9 pm and 6 am)	\$50







## Entry requirement procedures

Our school undertakes to recruit overseas students in an ethical and responsible manner. An offer of enrolment will be based on an assessment by a suitably qualified person; as well as an interview with the Head of Sub-School or the Principal. Any final determinations are made exclusively by the Principal.

Students will be assessed on their level of English language proficiency, academic standard and their willingness to contribute to school life. Assessment procedures are listed below:

## English Proficiency for Entry

Year K-12 students must provide evidence of English language proficiency by submitting either an IELTS, ISLPR,, TOLfL or PAT R test results.

Acceptable Test	Minimum Test Result IELTS	Minimum Test Result ISLPR	Minimum Test Result TOEFL	GELI HSP Level	For entry to Year*
ISLPR or other English language proficiency test obtained from a recognised ELICOS Course or recognised HSP Course	5.0	2	35-45	HSP 2	Yr 7, 8 & 9
	5.5	2+	46-59	HSP 3	Yr 10 Semester 1
	6.0	3	60-78	HSP 4	Yr 10 Semester 2
	6.0	3	60-78	HSP 4	Yr 11 Semester 1

\* Entry requirements are subject to change

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.

Lindisfarne Anglican Grammar 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.

Students should note that if their language proficiency is below that outlined above, they may be required to undertake an intensive English language course before beginning mainstream studies this is not provided by Lindisfarne Anglican Grammar School.



If undertaking an intensive English language course before beginning mainstream studies, English language proficiency will be reassessed at the conclusion of the language course to ensure the student's level of proficiency is sufficient to allow them to commence their mainstream course.

### **Academic Standard**

Students need to provide translated academic results for at least 2-3 years.

Please note: Course credit will only be granted if students are transferring mid-course from another CRICOS accredited educational provider.

Students need to have demonstrated consistent above average academic performance. Conduct at a previous college/school needs to have been at a consistently good level to fit in with the Our school environment.

Students must be the right age for their school course as per the Australian Government Department of Home Affairs Student Visa – school sector, students must comply with the age requirements at time of Entry.

### **Interview**

In addition to the above, Entry is also subject to a successful interview.

### **Contribution to the School**

Students accepted into our school will be expected to cooperate and participate in a full range of activities including academic, sporting and cultural life of the school.



## Accommodation

Homestay arrangements for Lindisfarne Anglican Grammar School will be managed by My Homestay Queensland. This organisation selects quality host families to enable international students to immerse themselves in the English language and the Australian way of life.

Whilst the agent is responsible for managing some of Lindisfarne's homestay program, the School is ultimately responsible for the welfare of all the students under 18 years old in Homestay for the period that the student visa has been issued.

Lindisfarne will sign a welfare and accommodation agreement with DIBP to ensure that this care is appropriate and complies with government regulations and conditions of the student visa.

Students living with a homestay family will be:

- Provided with their own private room
- Provided with meals they can share with the family
- Provided with a comfortable living environment
- Treated as a member of the family and are expected to help with chores around the family home.

To ensure the highest standard of homestay accommodation and student welfare, the School undertakes the following procedures when determining Homestay arrangements:

- Existing School Families are encouraged to nominate as Homestay Families
- Nominees are assessed in terms of requirements and suitability
- Homestay Inspection Report completed
- Working with Children Declaration completed
- Child Protection check conducted every 6 months in line with the database check
- Homestay Inspection Report reviewed each term



### **International students not utilising Homestay:**

- Are only allowed to live with a parent who has custody of the student or a nominated carer (nominated by a custodial parent).
- The only persons who may be nominated as a carer by a parent or by a person who has custody of the student, is a relative of the student who is AT LEAST 21 years old and is of good character.
- An eligible relative to be nominated as a carer is a brother, sister, step parent, step-brother, step-sister, grandparent, aunt, uncle, niece or nephew, step-grandparent, step-aunt, step-uncle, step-niece or step-nephew.

### **The nominated carer must provide evidence of the following:**

- Police clearance of the carer in the country or countries in which they have resided for more than 12 months in the past 10 years after the age of 16.
- Current Working With Children Check Clearance Letter
- Copy of their passport
- An application to live with a Custodian and Nominated Carer must be completed and approved prior to the commencement of the living arrangement.
- Any change of address, email, phone and mobile phone contact information for both student and parent during the period that the student visa has been issued must be notified to Lindisfarne Anglican Grammar School.

### **Please note:**

- International students' living arrangements (Homestay or parent/relative) are reviewed on a regular basis to ensure a good standard.
- Concerns regarding living arrangements should be reported to and will be investigated by the International Program Coordinator or Homestay Coordinator.
- The welfare of international students is monitored within the guidelines of the School's Student Welfare and Pastoral Care policies and procedures.
- Student accommodation and welfare will continue to be monitored until the student is accepted by another registered provider and that registered provider takes over responsibility for approving the student's accommodation, support and general welfare arrangements
- Or the student leaves Australia
- Or other suitable arrangements are made to satisfy the Migration Regulations,
- Or the registered provider reports under 3.11.1.d of the Guidelines that it can no longer approve of the arrangements for the student.



# Enrolment Deferral/Suspension and Cancellation

## Deferment of commencement of study requested by student

a) Our 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.

c) Deferment will be recorded on PRISMS depending on the student's confirmation of enrolment status.

## Suspension of study requested by student

a) Once the student has commenced the course, our 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) Suspensions will be recorded on PRISMS.

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

d) The final decision for assessing and granting a suspension of studies lies with the Principal.



## **Assessing requirements 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 14 working days.

### **Exclusion from class (1-28 days)**

- a) Our 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 our school's Code of Conduct (please refer to Appendix 1).
- 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 Heads of Sub-School or 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.
- e) Periods of 'exclusion from class' will not be included in attendance calculations as per our school's Course Progress and Attendance Policy. (please refer to Appendix 3).

### **School Initiated suspension of studies (28 days +)**

- a) Our 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 our school's Code of Conduct (please refer to Appendix 1).
- 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 Heads of Sub-School or the Principal.
- c) Students who have been suspended for more than 28 days are required to return to their home country by DHA 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 Heads of School or the Principal.
- e) Suspensions will be recorded on PRISMS.
- f) The period of suspension will not be included in attendance calculations.



## Cancellation of Enrolment

- a) Our 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.
  - iii) Any behaviour identified as resulting in cancellation in our school's Code of Conduct (please refer to Appendix 1).
- b) Our school is required to report failure to maintain satisfactory course progress and failure to maintain satisfactory attendance to DHA which will result in automatic cancellation.

## Complaints and Appeals

- a) Student requested deferment and suspension are not subject to our school's Complaints and Appeals Policy (please refer to Appendix 2).
- b) Exclusion from class is subject to our school's Complaints and Appeals Policy (please refer to Appendix 2). School initiated suspension, where the suspension is to be recorded in PRISMS, and cancellation is subject to our school's Complaints and Appeals Policy (please refer to Appendix 2).
- d) For the duration of the appeals process, the student is required to maintain his/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 our 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).
  - 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 our 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.

## **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 Home Affairs (DHA).

## **Definitions**

a) Day – any day of the week including weekends.

# **Student transfer request**

## **Transferring Course of Study**

Overseas students are restricted from transferring from their principle course of study for a period of six months. This restriction also applies to any course(s) packaged with their principle course of study.

## **Applying for a Letter of Release**

Students can apply for a letter of release to enable them to transfer to another education provider. This process can be discussed with the Director of International Services who will assist with the process. A request for release will then be given to the Principal's Assistant with final approval resting with the Principal.

## **Letter of Release Requirements**

Our school will only provide a letter of release to students in the first six months of their principle 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 that the student would be better placed in a course that is not available at our school.
- c) Any other reason stated in the policies of our school.

## **Letter of Release Restriction Period**

Our school will NOT provide a letter of release to students in the first six months of their principle course in the following circumstances:

- a) The student's progress is likely to be academically disadvantaged.



b) Our school is concerned that the student's application to transfer is a consequence of the adverse influence of another party.

### **Evidence Required for Letter of Release**

Students under 18 years of age MUST have;

a) A valid enrolment offer from another registered provider.

b) Written evidence that the student's parent(s) supports the transfer.

c) 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) or a suitable nominated relative.

d) Evidence of compassionate or compelling circumstances.

e) Evidence the provider fails to deliver the course as outlined in the written agreement. (Please refer to Appendix 2 for our school's Complaints and Appeals Policy).

### **Decision Process**

All applications for transfer will be considered within 28 working days and the applicant notified of the decision.

### **Students Transferring to Our school**

Students must have completed the first six months of their first registered school course. The releasing provider must agree to the student's release. The student will need to apply to our school through the normal international student enrolment process. Offshore applications for Years 11-12 will not be considered after the Year 11 course has commenced, unless the student can complete course assessment.

### **Withdrawal**

Students withdrawing from the school must give one term's notice or pay a full term's fees. Provided such notice is given pro-rata refunds are made on all tuition fees paid.



# Notification to Department OF Education & Training (DET)

## Acceptance

Details of each student accepted will be submitted by the Registrar to DET within fourteen (14) days.

## Breaches of Visa Conditions

Breaches of any student visa conditions relating to either attendance or academic performance will be reported to DET by the Principal of our school. Failure to attend 80% of the contact hours for the course will constitute a breach of conditions.

Any such breach will be brought to the attention of a student in writing by the Principal. The Principal will present the student with a written statement giving particulars of the breach, and state that the student is required to attend before an officer within 28 days in order to explain the breach. Students will also be informed that photographic identification will be required at the meeting. The Principal will also set out in writing the effect of Sections 137J and 137K of the Migration Act, 1988.

It is the responsibility of the Principal to notify DET of student attendance or academic performance default.

## Change of Enrolment Status

Any change of status to a student's enrolment will be notified to DHA via PRISMS. This is the responsibility of the Principal's Assistant.

## Lack of Attendance

It is the responsibility of the Head of Lindisfarne International to make all staff teaching overseas students aware that they are legally obliged to use PRISMS to report a student's lack of attendance.

## Agents

Our school typically deals directly with the families wishing to enrol their son or daughter. It is not usual practice to use agents to recruit students, however, this may occur from time to time.







## Diaries

Diaries are an invaluable means of communication between parents/caregivers and teachers. All students in Preschool to Year 8 are provided with a Lindisfarne diary which must be brought to school each day. It is expected that Stage 3 students have their diary with them at each lesson. Parents may write a short note in the diary with information for teachers or to arrange an appointment. For Preschool to Year 4 students, any information regarding pick up or after school care arrangements and notes advising a child will be leaving school early may also be included in the school diary. These must be sent in separately for all Year 5 to 8 students.

Diaries must be kept completely free of graffiti, stickers or decorations and are not to be used as a social diary. Students not abiding by this rule will be required to purchase a replacement diary from Student Administration.

### Junior School – Preschool to Year 4

Diaries should be read and signed by the teacher and the parent/caregiver every day.

### Middle School – Years 5 to 8

Staff check school diaries regularly and Homeroom Teachers and parents/caregivers are required to sign the diary each week.

### Senior School – Years 9 to 12

Students in Years 9 to 12 are introduced to an electronic diary provided within the online Student Cafe. An orientation and introduction to this platform is delivered during House Tutor time.

## Photocopying and Printing – Mahers Lane

A photocopier and printer are available in the Library. Students are allocated \$20.00 per term for printing.

## Student Identification Cards

Students attending the Mahers Lane Campus are required to have an identification card. The cost of this is included in the school fees. If students lose their card a replacement fee of \$2.00 is required to be paid.



## Electronic Devices

ConnectEd is a Lindisfarne initiative that provides access to a modern, high-quality device to students in all year levels at the School.

The school will provide:

- Students in Years 3 to Year 6 with their own personal iPad.
- Students in Years 7 to Year 12 with their own personal MacBook.

The ConnectEd device at all times remains the property of the School, but is loaned to the student. The student takes full logical responsibility of the device and is encouraged to use their device for all activities, including personal use, so long as personal use does not inhibit any educational requirements.

The School protects every school-owned student device with world-class internet filtering systems. The systems that the School has in place not only limit access to certain websites and apps, but also provide the school with resources to counter social issues such as bullying and self-harm.

Students are responsible for:

- The overall care of the device;
- Ensuring the device is always transported in the school-provided protective case;
- Ensuring the device is stored in a secure location when not in use;
- Ensuring their school data is located within their Google Drive so that in the unfortunate event of loss or damage, their school work is able to be restored;
- Ensuring the device is charged every night and ready for the school day; and
- Ensuring at all times they abide by the School's Information Technology Acceptable Use Policy

## Mobile Phones

Students who bring a mobile phone to school must have their phone switched off unless it is being used for educational purposes under the specific direction and supervision of a teacher. Students needing to check travel arrangements after school may ask the teacher on duty for permission to use their mobile phone.

All members of the school community are reminded that it is a criminal offence to use a mobile phone to menace, harass or offend another person. Students must not record or photograph staff or students without their permission. This constitutes an invasion of privacy and will result in disciplinary action. The School has a secure and reliable WiFi network and students must not use their mobile phone as a personal hotspot.

Failure to abide by this policy may result in confiscation of the student's phone and/or detention. Confiscated phones will be handed to the relevant Head of House or Year



Level Coordinator and returned to the student at 3.20pm. However, if the phone is confiscated a second time, the Head of House or Year Level Coordinator will contact the parent and organise for the parent to collect the phone.

*Note: The School does not accept any liability for damaged, lost or stolen mobile phones.*

## Student Cafe

The TASS Student Cafe (<https://tassweb.lindisfarne.nsw.edu.au/studentcafe/>) provides students in Years 7 to 12 with online access to information and resources linked to the School administration system. This includes access to personal school timetables, past academic reports, the School Calendar, Daily Notices and other information relevant for each student.

## Parent Lounge

The TASS Parent Lounge (<https://tassweb.lindisfarne.nsw.edu.au/parentlounge/>) provides parents with online access to information available through the School administration system. The Parent Lounge provides parents with the ability to:

- View student details.
- View and edit personal details including change of address and update medical records.
- Access past academic reports and current academic results.
- View student timetables, class details and contact teachers.
- View the School Calendar and Daily Notices.
- Approve and pay for excursions, events and school fees.

## Illness

If a child has a disease for which an immunisation vaccine is available or has a contagious infection (for example: impetigo - school sores, head lice, viral/bacterial meningitis, etc.), guardians must inform the School upon diagnosis and check for up-to-date information on the length of time the child should be kept home from school.

Medical/dental appointments, except in cases of emergency or special need, should be made outside of school hours where possible. For exceptions, a parental note is required.



## House Groups

Lindisfarne has four Houses with the following colours:

**St Andrew House**

**Red**

**St Barnabas House**

**Yellow**

**St Cuthbert House**

**Purple**

**St Stephen House**

**Green**

## Textbook Hire

Lindisfarne operates a textbook hire scheme and the following terms and conditions apply to any student hiring items through this scheme:

- Students are issued with textbooks at the commencement of enrolment.
- Students are responsible for all texts and equipment issued in their name.
- Full replacement cost is expected for any damage, loss or theft.
- Full replacement cost is also required for any books or equipment returned with the barcode missing or destroyed.
- All books and equipment on hire must be returned to the school Library before the student leaves school each year.
- Any books or equipment that have been lost, stolen or damaged beyond what is deemed reasonable wear and tear should be paid for in full before the student leaves the School.
- Any student with books or equipment outstanding from the previous year will be ineligible to borrow from the hire scheme again, until all outstanding responsibilities have been met.



# Uniform

## General Uniform Information

Students are to be correctly and neatly dressed at all times. If the correct uniform is not worn, students may be sent home until these items are obtained. Students will be advised of days when the sports uniform is to be worn at the beginning of the school year. All items are to be clearly labelled with the student's name.

## Hair/Makeup

- Hairstyles must be neat, tidy and well-maintained.
- Students' hair should not come over the eyes at any time.
- Shoulder length, or longer, hair is to be tied back with either a navy blue school ribbon, navy blue headband or navy blue or tartan scrunchie for Preschool to Year 8. For Years 9 to 12 these items can be red in colour.
- Hairstyles such as mohawks, undercuts, tracks, rat's tails or shaved sections are not permitted.
- Hair must not be dyed or coloured a non-natural colour.
- Nail polish, nail patterns/art and nail jewellery are not permitted.
- False nails or nail attachments are not permitted.
- The minimum crew-cut length is a No. 2 cut.
- Boys are to be clean shaven at all times.

## Jewellery

- No jewellery except a wristwatch and a thin chain with an appropriate Christian cross is permitted.
- Female students who have pierced ears are permitted to wear small studs only. One stud only is permitted in the lower lobe of each ear.
- Male students are not permitted to wear earrings to school.
- Body piercing jewellery, metal or plastic, or tattoos of any form are NOT permitted

## Shoes

For safety reasons, conventional black leather lace-up 'Clark' style school shoes that provide good support are to be worn with the school uniform. The Athlete's Foot, Tweed City has a range of shoes approved by Lindisfarne.

Note: Black joggers, runners or sports shoes are NOT acceptable.

Lace-up sports shoes (jogger style) that provide good support are to be worn for sport. If shoes are black, black laces are to be worn. Boots, skate shoes, canvas shoes, or velcro are NOT permitted for students.







## Socks

Female students in Kindergarten to Year 10 are to wear plain white ankle socks (socks that when folded over fully cover the ankle) with their day uniform. Ankle socks are NOT permitted.

## Skirts

The length of the skirt for all girls is to be no shorter than on the knee.

## School Bag

The Lindisfarne backpack is the only school bag permitted.

## Kindergarten – Year 2 Uniform

### Girls

- Basque blouse
- Tartan shorts
- Short white socks
- Navy blue ribbon or tartan scrunchie

### Boys

- Jack shirt
- Pull-on shorts
- Long socks

### Girls and Boys

- Sports polo - royal blue
- House sports polo - House colours
- Sports shorts
- Sports socks
- School floppy hat
- School backpack
- Conventional black leather lace-up school shoes (Clark style) or optional buckle-up shoes (can be velcro if necessary - Kindergarten students only)

### Winter Uniform

- Fleecy jumper
- Fleecy tracksuit pants (formal and sport uniform)
- Flight jacket
- Navy tights (formal uniform only)

## Years 3 to 6 Uniform

### Girls

- Basque blouse
- Tartan skirt
- Tartan skirt
- Short white socks
- Navy blue ribbon or tartan scrunchie

### Boys

- Dress shirt
- Dress shorts
- Long socks
- Black leather belt



## Boys and Girls

- Sports shirt - royal blue
- House sports shirt - House colours
- Sports shorts
- Sports socks
- Sports shoes with laces
- School floppy hat (Years 3 and 4)
- School cap (Years 5 and 6)
- School backpack
- Lindisfarne sports jersey (sport only)
- Conventional black leather lace-up school shoes (Clark style)

## Winter Uniform

- Tracksuit pants (sport only)
- Tracksuit jacket (sport only)
- Navy tights (formal uniform only)
- Woollen jumper
- Flight jacket
- Junior tie (Terms 2 and 3)

## Years 7 and 8 Uniform

### Girls

- Basque blouse
- Tartan skirt or skort
- White ankle socks (anklet socks are not to be worn with the day uniform)
- Navy blue ribbon or headband, or tartan scrunchie

### Boys

- Dress shirt
- Dress shorts
- Long socks
- Black leather belt
- Junior tie (Terms 2 and 3)

### Girls and Boys

- School sports shirt - royal blue
- House sports shirt - House colours
- Sports shorts
- Sports socks
- School floppy hat or school cap
- School backpack
- Lindisfarne sports jersey (sport only)
- Conventional black leather lace-up school shoes (Clark style)

## Winter Uniform

- Tracksuit pants (sport only)
- Tracksuit jacket (sport only)
- Navy tights (formal uniform only)
- Woollen jumper
- Flight jacket
- Junior tie (Terms 2 and 3)



## Years 9 to 12 Uniform

### Girls

- Senior blouse
- Red skirt
- White ankle socks (anklet socks are not to be worn with the day uniform)
- Red ribbon, headband or scrunchie

### Boys

- Dress shirt
- Dress shorts
- Grey trousers
- Long socks
- Black leather belt

### Girls and Boys

- School sports shirt - royal blue
- House sports shirt - House colours
- Lindisfarne sports jersey (sport only)
- Conventional black leather lace-up school shoes (Clark style)
- Sports shorts
- Sports socks
- School floppy hat or school cap
- School backpack

### Winter Uniform

- Tracksuit pants (sport only)
- Tracksuit jacket (sport only)
- Flight jacket
- Woollen jumper
- Blazer
- Navy tights (formal uniform only)
- Senior tie (Terms 2 and 3)

The Uniform Shop is located at the Mahers Lane Campus.



## Home Learning Guidelines

Home learning, when set, is intended to:

- Give further practise on work already covered in class.
- Encourage and develop habits of individual study patterns.
- Encourage integration between home and school.

In order to maximise the benefits of home learning, parents are asked to:

- Help their child set a regular time to complete their home learning.
- Where possible, provide a private, quiet place to work.
- Check their child/ren's home learning task/s and encourage neatness and accuracy - but NOT to provide answers.
- Contact the class teacher with any difficulties.
- Provide a written note for the teacher if there is a reason why a particular night's home learning could not be completed.

## Pickup and Drop Off Procedures

### Mahers Lane Campus

The designated student pick up/drop off zone is the top carpark. When entering the driveway for the campus grounds, take the first right to enter the designated zone.

This zone is free of buses and staff cars to help ensure the safety of students.

The lower level car park at the Mahers Lane Campus is used for Surfside and Lindisfarne buses only.

There are also designated pick-up bays for Junior School transfer students pick-up only on the lower level.

### Sunshine Avenue Campus

The parent drop off/pick up area is provided to parents to drop off and pick up their children without the need to park along Sunshine Avenue and physically enter the school grounds.

There is no parking along the left hand side of Sunshine Avenue. This allows drivers to form a queue and only drop off or pick up students when in the designated zone. Please avoid stopping across driveways when queuing as we need to be considerate of local residents during this busy period.

School backpacks should be placed inside of the car in the morning and afternoon, not in the boot, to allow easy access and prompt entry and exit of the vehicle.

Students are to be encouraged to enter and leave the vehicle through the door closest to the school gate. To allow a constant flow of traffic, drivers are to remain in the car at all times.



If your child is unable to seat themselves and buckle their seat belts independently, please park in Sunshine Avenue and walk in to collect your child.

All drivers entering and leaving the drop off/car park area must, by law, give way to all vehicles and pedestrians.

### **School Gate Entrance – Sunshine Avenue only**

The only access to the school grounds is via the front gate near Reception.

The gate from the adjacent carpark is locked at 8.15am each day. Additionally the bus gate is locked from 8.15am until 3.00pm. All visitors to the School are required to sign in at Reception.

### **Afternoon Procedure – Sunshine Avenue only**

All students are to wait in the supervised area inside the gate until their name is called out by the supervising teacher. Each family will be provided with two family name cards that will assist in communication between the drivers and duty teachers during the pick up period in the afternoons. Family name cards are available from Reception. Drivers are requested to display their family name card on the front passenger side dash to enable duty teachers to view and inform your child to approach the pick up area. Once the child has been collected, drivers are to exit the area through the signed "EXIT ONLY" driveway.



# Support Services

## General

Support services are provided to all students at our school through their Homeroom/Tutor Group. Each student is allocated to Homeroom/Tutor Group, which has a staff member allocated to oversee their progress and welfare.

International students also meet as a group with the Head of Lindisfarne International the International Student Coordinator to discuss any issues that may have arisen and to assist in helping the student adjust to study and life in Australia. The students meet monthly to discuss any concerns as they arise and to monitor how they are settling in. Concerns are passed onto the pastoral care team for follow up, Homestay relative and to the parents (if required).

Classroom Teachers/Homeroom Teachers/House tutors monitor the daily welfare and progress of all students, if there are concerns with how the international student is settling into school life or academic progress, they will notify the International Student Coordinator who will then initiate support through the relevant pastoral care personnel. The pastoral care teams, meet fortnightly to review all students that have been identified by the classroom teachers.

The Welfare Team at our school provides support at a number of levels. For support on lower level or day to day issues each student is assigned to a Homeroom/Tutor Group whose teacher monitors the well-being of each of the students in the school in their respective classes. The Head of Lindisfarne International and the Heads of Sub-School, Year Level Coordinators, Heads of House, Chaplain are also available for consultation and advice. Further support is then available through the School Psychologist who is able to provide short-term therapy across a range of issues. For more long-term cases support can be arranged via referral to other external agencies.

## Independent Dispute Resolution Procedures

The school also provides independent dispute resolution procedures using the services of external agencies. These services are inexpensive and in appropriate circumstances charges will be subsidised by the school or waived.



# CANTEEN

## Sunshine Avenue Campus

### BEVERAGES

Water (400ml)	\$2.50
Water (600ml)	\$3.00
Water Sparkling (600ml)	\$3.00
Plain Milk (300ml)	\$2.00
Flavoured Milk Straws	\$0.50
Fruit Box Poppers (250ml)	\$2.20

### SANDWICHES

(choose fresh or toasted)

Vegetemite (vn) (lf)	\$3.00
Raspberry Jam (vn) (lf)	\$3.00
Honey (v) (lf)	\$3.00
Cheese (v)	\$3.50
Salad (vn) (lf)	\$4.00
Egg, Lettuce and Mayo (v) (lf)	\$4.00
Tuna and Mayo (lf)	\$4.00
Ham and Cheese	\$4.00
Ham, Cheese and Tomato	\$4.00
Ham, Cheese and Pineapple	\$4.00
Ham and Salad (lf)	\$4.00
Chicken, Cheese and Mayo	\$4.00
Chicken and Salad (lf)	\$4.00
Falafel, Hommous and Salad (vn) (lf)	\$5.00
Tofu, Hommous and Salad (vn)	\$5.00
Wrap Option (vn) (lf)	\$1.00
Gluten Free Bread (toasted) (gf)	\$1.00

### SUSHI

Tuna and Avocado (vn) (lf)	\$3.20
Chicken and Avocado (lf)	\$3.20
Chicken Karaage (lf)	\$3.20
Teriyaki Chicken (lf)	\$3.20
Tuna (lf)	\$3.20
Prawn Tempura (lf)	\$3.20
Vegetable Tempura (vn) (lf)	\$3.20
Salad (vn) (gf) (lf)	\$3.20
Vegetable Rice Paper Roll (vn) (gf) (lf)	\$3.00

### HOT FOOD

Sausage Roll	\$3.00
Beef Pie	\$4.00
Beef Pie (gf)	\$4.50
Chicken and Vegetable Pie	\$4.00
Garlic Bread (1/2) (v)	\$1.50
Chicken Nuggets (6)	\$3.20
Steamed Chicken Dim Sims (6)	\$2.50
Sweet Potato Wedges (v)	\$3.00
Nachos (v)	\$4.00
with cheese, salsa and sour cream	\$1.00
Add Guacamole (v)	\$5.00
Bowtie Bolognaise	
with lean beef and roasted vegetables	\$5.00
Penne Bolognaise (gf)	
with lean beef and roasted vegetables	\$5.00
Hawaiian Pizza Slice	
ham, cheese and pineapple on a napoli base	\$3.00
Hawaiian Pizza Slice (gf)	
ham, cheese and pineapple on a napoli gluten free base	\$4.00
Vegetarian Pizza Slice (v)	
seasonal roasted vegetables on a napoli base	\$3.00
Vegetarian Pizza Slice (v) (gf)	
seasonal roasted vegetables on a napoli base	\$4.00
Assorted Condiments	\$0.50

### SNACKS

Watermelon Cup (vn) (gf) (lf)	\$2.50
Cut Up Oranges (vn) (gf) (lf)	\$2.00
Seasonal Fruit (Whole) (vn) (gf) (lf)	\$1.00
Assorted Yoghurt Tubs (v)	\$2.60
Frozen Yoghurt (v)	\$2.60
Yoghurt, Muesli and Berry Cups (v)	\$4.00
Sultana Box (vn) (gf) (lf)	\$1.00
Hommous Dip (vn) (lf)	\$1.50
with Vegetable Sticks	
Cheddar Cheese and Crackers (v)	\$2.00
Banana Bread (v)	\$3.20
ANZAC Cookie (v)	\$2.50
Chocolate Chip Cookie (v)	\$2.50
Red Rock Chips	\$1.50
Popcorn (air popped) (vn) (lf)	\$1.50
Assorted Icy Poles and Ice Creams from	\$1.00
Messy Monkeys	\$1.40
Power Snack (Carrot, Cucumber, Tomato, Cheese and Crackers) (gf)	\$2.50

### WEEKLY SPECIALS

Salad	\$5.00
Hot Meal	\$5.00
Homemade Muffins	\$3.00



(v) Vegetarian  
(vn) Vegan  
(gf) Gluten Free  
(lf) Lactose Free

flexischools



# CANTEEN

## Mahers Lane Campus

### BEVERAGES

Mount Franklin Water (400ml)	\$2.50
Pump Water (750ml)	\$4.00
Pump Water Flavoured (750ml)	\$4.20
Flavoured Milk (300ml)	\$3.00
Flavoured Milk (500ml)	\$4.00
Keri Juice	\$3.50
Juice Box Poppers	\$2.20
Powerade	\$4.20
Fuze Ice Tea	\$4.00
Vitamin Water	\$4.20

### SANDWICHES

(choose fresh or toasted)

Vegemite (vn) (lf)	\$3.00
Cheese (v)	\$3.50
Salad (vn) (lf)	\$4.00
Egg, Lettuce and Mayo (v) (lf)	\$4.00
Tuna and Mayo (lf)	\$4.00
Ham and Cheese	\$4.00
Ham, Cheese, Tomato	\$4.00
Ham, Cheese and Pineapple	\$4.00
Ham and Salad (lf)	\$4.00
Chicken, Cheese and Mayo	\$4.00
Chicken and Salad (lf)	\$4.00
Falafel, Hommous and Salad (vn) (lf)	\$5.00
Tofu, Hommous and Salad (vn) (lf)	\$5.00
Wrap option (vn) (lf)	\$1.00
Roll (lf) (lf)	\$0.50
Gluten Free Bread (toasted) (gf)	\$1.00

### SUSHI

Avocado (vn) (lf)	\$3.20
Chicken and Avocado (lf)	\$3.20
Chicken Karaage (lf)	\$3.20
Teriyaki Chicken (lf)	\$3.20
Tuna (lf)	\$3.20
Prawn Tempura (lf)	\$3.20
Vegetable Tempura (vn)	\$3.20
Vegetable Rice Paper Roll (vn) (gf) (lf)	\$3.20

### SALADS

Pumpkin Salad (vn) (gf) (lf)	\$5.00
baby spinach, pumpkin, carrot, capsicum, mixed seeds, feta and balsamic dressing	
Caesar Salad (v) (optional)	\$5.00
cos lettuce, egg, shaved parmesan and croutons with Caesar dressing (bacon optional)	
Greek Salad (vn) (gf) (lf) (optional)	\$5.00
mixed leaf lettuce, tomato, red onion, capsicum, cucumber, olives and vinaigrette (feta optional)	
Add Chicken (gf) (lf)	\$1.00
Add Avocado (seasonal) (vn) (gf) (lf)	\$1.00
Add Falafel (vn) (lf)	\$1.50
Add Tofu (vn) (lf)	\$1.50
Add Tuna	\$1.00

### HOT FOOD

Sausage Roll	\$3.00
Spinach and Feta Roll (v)	\$3.50
Beef Pie	\$4.50
Beef Pie (gf)	\$5.00
Cheese and Bacon Pie	\$4.50
Vegetarian Mornay Pie (v)	\$4.50
Garlic Bread (1/2) (v)	\$1.50
Chicken Nuggets (6)	\$3.20
Steamed Chicken Dim Sims (6)	\$2.50
Sweet Potato Wedges (vn) (lf)	\$3.00
Nachos (v)	\$4.00
with cheese, salsa and sour cream	
Add Guacamole (v)	\$1.00
Assorted Condiments	\$0.50
Aioli	\$1.00
Sour Cream	\$1.00

### SNACKS

Seasonal Fruit (Whole) (vn) (gf) (lf)	\$1.20
Seasonal Fruit Salad (vn) (gf) (lf)	\$4.00
Assorted Yoghurt Tubs (v)	\$2.60
Sultana Box (vn) (gf) (lf)	\$1.00
Hommous Dip (vn) (gf) (lf)	\$1.50
with Carrot Sticks	
Cheddar Cheese and Crackers (v)	\$2.00
Banana Bread (v)	\$3.00
Banana Bread (vn) (gf) (lf)	\$3.50
Assorted Muffins (v)	\$2.50
Chocolate Chip Cookie (v)	\$2.50
Red Rock Chips	\$1.50
Popcorn (air popped) (vn) (lf)	\$1.50
Assorted Icy Poles and Ice Creams (from \$1.00)	
Melting Moments	\$3.00
Carrot Sticks and Salsa	\$1.50
Watermelon Tubs	\$2.50
ANZAC Cookie	\$2.50
Yoghurt, Muesli and Mixed Berries	\$4.00
Bliss Balls Choc Plate	\$1.50

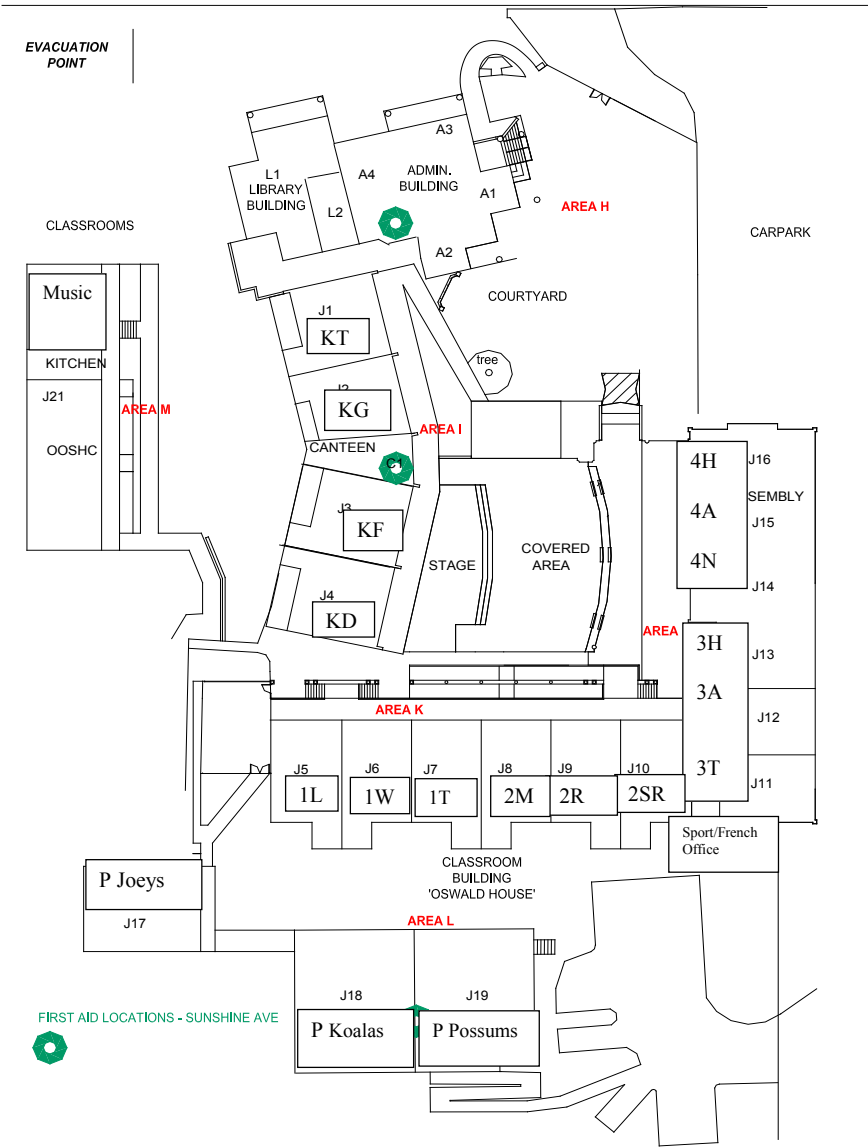
### WEEKLY SPECIALS

Homemade weekly specials available on FlexiSchools Various



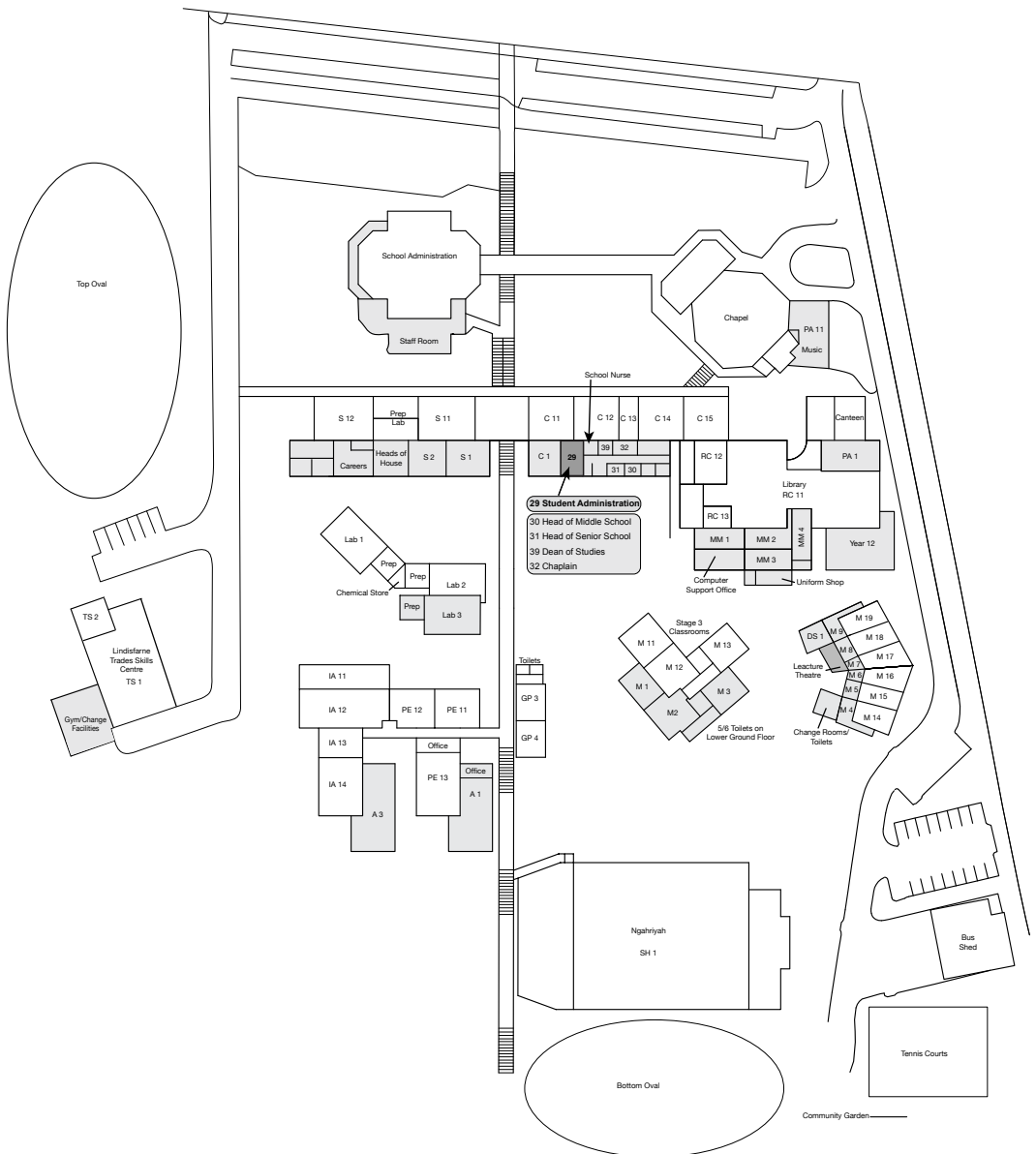


# SUNSHINE AVENUE CAMPUS





# MAHERS LANE CAMPUS







## Introduction to Australia

### The Country

Australia is a natural wonderland of beautiful beaches, crystal blue waters, amazing ancient rock formations and pristine rainforests. Australia is the sixth largest country in the world and has the lowest population density per square kilometer.

Australia has 16 world heritage listed properties with its historic townships, bustling cities, vivid landscapes and exotic flora and fauna all adding to its unique appeal. Much of Australia's exotic flora and fauna cannot be found anywhere else in the world and the lifestyle is one second to none.

### Culture and Customs

The culture and customs consists of a rich tapestry of nationalities including traditions, legends, myths and folklore. The indigenous 'Dreamtime' forms the base of tens of thousands of years of spiritual aboriginal art and culture.

### Language

In Australia over 200 different languages and dialects are spoken, including 45 indigenous languages. The most commonly spoken languages (other than English) are Italian, Greek, Cantonese, Arabic, Vietnamese and Mandarin.

### States and Territories

Australia is made up of six states and two territories.



## Introduction to Tweed Heads

Nestled in the Caldera of an ancient shield volcano, the Tweed stretched from world famous Byron Bay in New South Wales to Queensland's sun drenched Gold Coast. The Tweed offers lush World Heritage rainforests and dramatic mountain ranges just a short drive from unspoilt beaches and world-famous surf breaks.

Tweed Heads is a 45 minute drive North to the famous Gold Coast and 45 minutes drive South to Byron Bay. The nearest International Airport is Coolangatta 10 minute drive from Tweed Heads.

### Shopping

Tweed Heads has a wide range of both national branded stores, and local boutique stores. The main areas for shopping in Tweed are; Tweed Centro Mall and Tweed City Shopping Centre and The Strand in Coolangatta.

### Daylight Savings Time

Tweed Heads lies in the state of New South Wales and operates on Daylight Savings time 6 months of the year. DST runs from the first Sunday in October to the first Sunday in April each year. Please note, Queensland does not follow Daylight Savings and so when if you need to travel North into Queensland during Daylight Savings Time, they will be operating one hour earlier than NSW.

### Seasonal Considerations

Summer from December to February

Autumn from March to May

Winter from June to August

Spring from September to November.





# Health

## Emergencies – Dial 000

The Triple Zero (000) service is the quickest way to get the right emergency service to help you. It should be used to contact Police, Fire or Ambulance services in life threatening or emergency situations only. Emergency 000 lines should not be used for general medical assistance.

## Police

In Australia police protect people and properties, detect and prevent crime, and preserve peace for everyone. They are not connected to the military or politics. The police can help you feel safe. In a non-emergency situation you can contact the local Ballina police station directly on 6681 8699.

## Fire

The fire brigade extinguishes fires, rescues people from fires in cars and buildings, and helps in situations where gas or chemicals become a danger. As soon as a fire starts call 000 no matter how small or large the fire may be.

## Ambulance

Ambulances provide immediate medical attention and emergency transportation to hospital. Dial 000. There are many doctors in Coolangatta, Tweed Heads and Kingscliff. The local Hospital is located at Tweed Heads.

## State Emergency Service

The State Emergency Service (SES) is an emergency and rescue service dedicated to providing assistance in natural disasters, rescues, road crashes and extreme weather conditions. It is made up almost entirely of volunteers and operates in all States and Territories in Australia. For emergency assistance in a FLOOD or STORM dial 132 500.

## Poisons Information Line

The poisons information line provides the public and health professionals with prompt, up-to-date and appropriate information, and advice to assist in the management of poisonings and suspected poisonings. The seriousness of a poisoning situation is assessed after a detailed history is obtained from the caller. Members of the public may be then given first aid instructions, information on possible symptoms, and advised on the need for assessment by a doctor or referral to hospital. The Australia-wide Poisons Information Centres have a common telephone number: 131 126.



## **Emergency Translation**

For translation service in an emergency situation dial 1300 655 010

## **Overseas Student Health Cover (OSHC)**

Overseas student health cover (OSHC) is insurance that provides cover for the costs of medical and hospital care and is mandatory for international student visa holders. OSHC will also cover the cost of emergency ambulance transport and most prescription drugs.

### **How do I get OSHC?**

You will need to arrange and lodge your OSHC form and payment at the time of processing your enrolment to study in Australia.

### **What am I covered for?**

OSHC provides a safety net for medical expenses for international students, similar to that provided to Australians through Medicare. Additionally, OSHC includes access to some private hospitals and day surgeries, ambulance cover and benefits for pharmaceuticals. Please read your AHM booklet to see what you are covered for.

### **How do I use my OSHC card?**

If you need to visit a doctor or medical centre, show your card at the end of the visit. You will be charged the doctor's fee and the government fee component of that may be processed by the medical centre. If the medical centre is not able to process the government fee, pay the total amount, keep the receipt and you can claim the government fee back from your OSHC provider.

### **How do I make a claim?**

If you need to make a claim please contact your International Student Coordinator who will assist you to lodge the claim.

## **Renewal information**

Any student whose OSHC is due to expire must contact the International Student Coordinator who will arrange to have the cover period extended. This will ensure you are covered for the entire duration of your student visa to comply with DIAC regulations. Further information on OSHC can be found at: <http://www.studyinaustralia.gov.au/en/Study-Costs/OSHC/Overseas-student-health-cover>



# Medical Services

## What do I do if I'm sick?

Your International Student Coordinator or homestay parent can help you find a doctor and accompany you to the appointment.

## Seeing a Doctor

When you attend your appointment, the doctor will ask you questions about your health and may give you a brief physical examination, such as checking your breathing, your throat, ears etc. The doctor will then give you some advice regarding management of your illness, and may give you a prescription for some medication. If you have had, or need to take time off studies you will need to get a medical certificate from the doctor to provide to your education provider.

If your illness is more serious or the doctor is unsure of a diagnosis she or he may refer you for further tests eg: blood tests or x-rays, or to see a specialist Doctor. It is important to note that if you are dissatisfied with the diagnosis or service of the Doctor you see, you have the right to obtain an opinion from another Doctor.

## Pharmacies

GP surgeries do not have medications to dispense to you. You must take the prescription given to you by the doctor to a Pharmacy or Chemist to obtain the medication. You will need to provide the pharmacy with your OSHC card, your full name and address. You are able to walk in off the street to any pharmacy/chemist in Australia and will only have to wait a short while for your prescription medicine to be prepared.

## Prescription Medication

Medication prescribed by your doctor is not free. You must pay the pharmacy. If the cost is more than \*AU\$30.70 you can claim the difference back from your OSHC provider. If the prescription medicine the Doctor has prescribed is also made available by a company which produces generic brands at cheaper prices, this option will be offered to you. This is ONLY offered if the content of the medicine is exactly the same as that prescribed by your Doctor. It will, however, assist you to pay less for your medicine.

## Over-the-Counter Medication

Pharmacies/chemists also provide a variety of over-the-counter medications useful for treating colds, headaches, allergies and the like which do not require a prescription. Ask the pharmacist on duty for advice regarding the best medication for



your symptoms. Ensure that you advise the pharmacist of any other medications you may be taking.

## Dental and Optical

Dental and optical health services are not covered by your OSHC unless you take out extra cover. If you need to see a dentist or optometrist you will need to make an appointment (see the Yellow Pages) and pay the full fee of this service.

## Medical Facilities in the Tweed Heads Area

HOSPITAL	ADDRESS	PHONE
Tweed Public Hospital	Powell St, Tweed Heads	07 55 36 11 33
John Flynn Private Hospital	42 Inland Drive, Tugun	07 55 989 000
Murwillumbah Public Hospital	Ewing St, Murwillumbah	0266 721 822

MEDICAL CENTRE	ADDRESS	PHONE
Coolangatta Medical Centre	91 Griffith Street, Coolangatta	07 55 991 400
Kennedy Drive Medical Centre	2/97 Kennedy Drive, Tweed Heads West	07 55 994 200
Healthwise Medical Centre	Tweed Centro Shopping Centre	07 55 368 811
Tweed Banora Medical Centre	112 Minjungbal Drive, Tweed Heads South	07 55 231 711
Tweed Health for everyone Superclinic	33-35 Corporation Circuit, Tweed Heads South	07 55 897 555



<b>PATHOLOGY</b>	<b>ADDRESS</b>	<b>PHONE</b>
Sullivan and Nicolaides	38- 44 Boyd Street, Tweed Heads	07 55 365 277
	127A/54 Minjungbal Drive, Tweed Heads South	07 55 249 545
QML	16/112- 140 Minjungbal Drive Tweed Heads South (Tweed Hub)	07 55 247 170
	Kennedy Drive Shopping Plaza, Tweed Heads West	07 55 993 342

<b>CHEMIST</b>	<b>ADDRESS</b>	<b>PHONE</b>
Blooms	Banora Point	07 55 242 166
Chempro	Tweed Heads West	07 55 364 399
	Tweed Hub, South Tweed Heads	07 55 131 641
	Coolangatta	07 55 994 419

## General Health

Maintaining good health is of vital importance when studying abroad. Whilst living in another environment is a good way to change a daily routine, it is important for students who are experiencing difficulties in their own country (relationship, health, emotional, substance abuse, etc.) not to expect a vacation from their problems.

Sometimes students feel that a change of venue will help them to move past their current problems. However, living and studying in a foreign environment frequently creates unexpected physical and emotional stress, which can exacerbate otherwise mild disorders.

## Physical Health

A big part of staying healthy involves eating healthy foods, and getting enough exercise for fitness and relaxation. Nutrition Australia provides some great information about healthy eating, exercise and lifestyle on its website: [www.nutritionaustralia.org](http://www.nutritionaustralia.org)

Exercise – Do at least 30 minutes of moderate exercise a day

Sleep – Get at least 8-9 hours of sleep a night

Nutrition – Keep a balanced diet remembering to eat lots of vegetables and fruit everyday.



## Travel Arrangements

You will need to make your own travel arrangements to Australia. Please try to arrive in Australia at least 4 days before your agreed start date to allow enough time for settling in, adjusting to the climate and overcoming jet-lag.

You can fly into Brisbane International Airport (BNE) or Coolangatta International Airport (OOL). Lindisfarne will organise your airport pickup, at your expense, and inform you of the details once the arrangements have been confirmed.

## What to Bring to Australia

Australian Customs Services and quarantine are very strict. If you are in doubt about whether your goods are prohibited or not, declare it anyway on the Incoming Passenger Card which you will receive on the plane. Students have received on the spot fines for not declaring items.

Visit the Australian Quarantine and Inspection Service (AQIS) homepage: <http://www.agriculture.gov.au/travelling>

Baggage allowances flying into Australia will vary according to your carrier, flight class and country of origin. Please check with your carrier prior to departure.

International flights for Economy passengers are generally permitted 1 x checked luggage (35kg) and 1 x carry-on (7kg)

This will significantly limit the amount of things you can bring, especially if you will fly within Australia to get to your final destination. Therefore, it is essential to think the packing process through very carefully. You will be able to purchase most things upon arrival in Australia but the price may be higher than in your own country.

## Australian Immigration

### Entry into Australia

When you first arrive in Australia you will be required to make your way through Australian Immigration (follow the signs for Arriving Passengers as you leave the plane). An Immigration Officer will ask to see your completed Incoming Passenger Card (given to you on the plane) along with your passport and student visa evidence. The Immigration Officer will check your documents and may ask you a few questions about your plans for your stay in Australia.



## Baggage Claim

Once you have passed through the immigration checks you will move to baggage claim (follow the signs) and collect your luggage. Check that nothing is missing or damaged. If something is missing or damaged go to the Baggage Counter and advise them of your problem. Staff at the Baggage Counter will help you to find your belongings or lodge a claim for damage.

## Detector Dogs

You may see a Quarantine Detector Dog at the baggage carousel or while waiting in line to pass through immigration, screening luggage for food, plant material or animal products. If you see a detector dog walking close to you, please place your bags on the floor for inspection. Sometimes a dog will sit next to your bag if it sniffs a target odour. A quarantine officer may ask about the contents of your bag and check you are not carrying items that present a quarantine risk to Australia.

## Australian Customs and Quarantine

Once you have your luggage you will go through Customs. Be careful about what you bring into Australia. Some items you might bring from overseas can carry pests and diseases that Australia does not have.

You must declare ALL food, meat, fruit, plants, seeds, wooden souvenirs, animal or plant materials or their derivatives.

Australia has strict quarantine laws and tough on-the-spot fines. Every piece of luggage is now screened or x-rayed by quarantine officers, detector dog teams and x-ray machines. If you fail to declare or dispose of any quarantine items, or make a false declaration, you will get caught. In addition to on-the-spot fines, you could be prosecuted and fined more than AU\$60,000 and risk 10 years in prison. All international mail is also screened.

Some products may require treatment to make them safe. Items that are restricted because of the risk of pests and disease will be seized and destroyed by the Australian Quarantine and Inspection Service (AQIS). For more detailed information about bringing in food, animals, plants, animal or plant materials or their derivatives visit <http://www.agriculture.gov.au/travelling>

## Arrivals Hall

You will be able to leave the restricted area and enter the Arrivals Hall once you have cleared Customs. Here you will find a number of retail and food outlets along with public telephones, an information booth and money exchange facilities. If you arrive on a weekend, you may like to exchange money here as most banks are not open on Saturdays and Sundays.



## **Other Items You Might Need (All can be purchased in Australia)**

- Alarm clock
- Dictionary (bilingual) music CDs or iPod sporting equipment toiletries
- Umbrella
- Scientific or graphics calculator camera
- Micro recorder for lectures
- Spare spectacles or contact lenses your optical prescriptions
- Photos of friends and family
- Swimming costume
- Small gifts from home

## **Electrical Items**

The standard voltage for electrical items in Australia is 240V. Electric plugs have three flat pins one of which is an earth pin. You may need to buy an adaptor or have the plugs changed when you arrive.

## **Bringing Your Computer**

Bringing a PC or laptop into Australia may be a little more complicated. Items owned and used for more than 12 months prior to arrival are allowed in tax-free. Proof of the date of purchase and purchase price may be required.

Computers which are less than 12 months old and over AUD\$400 may attract Goods and Services tax (GST) at a rate of 10%. Consideration is given as to whether or not you intend to export the computer at the conclusion of your studies.

To satisfy the Customs Officer that you will be taking the computer out of Australia you should bring along a statutory declaration (a written declaration witnessed by the certifying authority in your country) stating that the computer is for use during your studies in Australia, and that you intend to take it back with you when you complete your studies. You may be required to give an undertaking under Section 162 to this effect and provide a cash security to Australia Customs upon arrival.

## **Mobile Phones & Laptops**

If you are considering bringing a mobile phone, laptop, or any communication devices we suggest that you visit the Australian Communications and Media Authority [www.acma.gov.au](http://www.acma.gov.au) before making any purchases. Some students have brought in their own laptops with internal modems only to discover that they were unable to use their modem in Australia. Any external or built-in modems must be Austel Approved in order to function in Australia.



## On Your Flight

Wear comfortable, layered clothing so that you are able to make adjustments according to the local weather. Remember – if you are flying from a northern hemisphere winter into the Australian summer it will be very HOT so wear light weight clothing underneath, and have a pair of sandals or lighter shoes in your hand luggage if you need cooler footwear. Alternatively extra clothing may be required on-hand if flying into the Australian winter season.

Before landing in Australia passengers are given an Incoming Passenger Card to fill in. This is a legal document. You must tick YES if you are carrying any food, plant material including wooden souvenirs, or animal products. This includes fruit given to you during your flight. If you have items you don't wish to declare, you can dispose of them in quarantine bins in the airport terminal. Don't be afraid to ask airline staff if you have any questions.

If you are carrying more than AU\$10,000 in cash, you must also declare this on your Incoming Passenger Card. It is strongly recommended however, that you do not carry large sums of cash but arrange for an electronic transfer of funds into your Australian bank account once it has been opened.

## Accessing Money

All banks operate differently and you should be aware of all fees, charges, ease of access to your funds, and safety of the way in which you will access those funds.

### How Much to Bring

As your accommodation and living costs will already be paid for, you will only need to bring enough funds for pocket money. Usually AU\$50 per week is enough for students aged under 18 years.

Please note that it is not safe to bring large sums of money with you! Lost credit cards can be replaced, but very few travel insurance companies will replace lost or stolen cash. Do not ask someone you have just met to handle your cash for you or to take your cash to make payments for you. Not even someone who may indicate they are studying at the same education institution.

### Electronic Transfer

You can transfer money into Australia by electronic telegraph or telegraphic transfer at any time. This is a fast option and will take approximately 48 hours, but the bank will charge a fee on every transaction.



## ATMs

Automatic Teller Machines are located everywhere (including at the airport) and you can immediately withdraw cash from your overseas bank account at ATMs displaying the Cirrus Logo (if your ATM card has international access). Check this with your financial institution before leaving home.

## Credit Cards

All major international credit cards are accepted in Australia but you must remember that repayments for many of these cards can only be made in the country where they were issued.

## Setting up a Bank Account

You can choose to open an account in any Bank, Credit Union or Building Society in Australia. Do your research to get the best deal.

To open an Australian bank account you will need:

- Your passport (with arrival date stamped by Australian immigration)
- Student ID card
- Money to deposit into the account (this can be as little as \$10)

Your passport and proof of your arrival date in Australia will be acceptable if you open an account within six weeks of arrival in Australia.

After this time you will be required to produce additional documentation. As a student you will be able to open an account with special student benefits.

Many banks have 'StudentAccounts' which contain no or minimal fees for transactions that might normally be attached to regular savings accounts. You will also require the student ID card from your institution to prove you are a student and should have access to the benefits offered by a student bank account. bank account. For a comparison of accounts in banks throughout Australia see:



## Bank & ATM Locations in Tweed Heads and Tweed Heads South

BANK	ADDRESS	PHONE
Commonwealth	Tweed Centro & Tweed City Shopping Centre	13 22 21
Westpac	516/54 Minjungbal Drive Tweed Heads South	13 20 32
ANZ	Tweed City Shopping Centre	13 13 14
Suncorp	75/54 Minjungbal Drive, Tweed Heads South and Cnr of Wharf and Tweed Centro Shopping Centre	13 11 55
St George	54 Minjungbal Drive, Tweed heads South	07 55 060 200
NAB	71 Minjungbal Drive, Tweed Heads South	13 22 65

### Banking Hours

Most bank branches are open from Monday to Friday, 9:00am to 4:00pm (except on public holidays). Some branches have extended trading hours during the week and may be open Saturdays (check with your individual bank).

### Documents:

You should prepare a folder of official documents to bring with you to Australia, including:

- Valid passport with Student Visa
- Letter of Offer from Lindisfarne Anglican Grammar School
- Confirmation of Enrolment (eCoE) issued by Lindisfarne Anglican Grammar School
- Receipts of payments (e.g. tuition fees, OSHC, bank statements etc.)
- Insurance policies
- Original or certified copies of your academic transcripts and qualifications
- Other personal identification documents, e.g. birth certificate, ID card, driver's licence
- Medical records and/or prescriptions
- CAAW if you are under 18 years of age.

If you are travelling with your family you will need to include their documents as well. Keep all documents in your carry-on luggage. In case you lose the originals, make copies that can be left behind with family and sent to you. **Shopping**



The most common methods of purchasing items are by cash or EFTPOS.

Just swipe or tap your keycard through the EFTPOS card reader, select your account type and enter your PIN number. EFTPOS is available at most supermarkets, petrol stations and retail outlets. Just look for the EFTPOS sign. You can choose to make the EFTPOS transaction from your savings account, cheque account or credit card. You receive a printed receipt after each purchase and the transaction appears on your statement.

When shopping in Australia, you don't bargain or barter for the price of an item. The displayed price for items is fixed and if Australian GST (Goods & Services Tax) is applicable it will already be included in the displayed price.

However, there are exceptions to this rule. There are places and circumstances in which it is perfectly acceptable to barter for the best price possible. These may include: at garage sales, community markets, second hand dealerships, or at electrical goods' stores, furniture shops, or when purchasing a motor vehicle if you are offering to pay in cash, or have seen the item at a competitor store for a better price.

## Laws in Australia

One of the reasons we have such a wonderful lifestyle in Australia is due to our representative democracy, the separation of powers, and our respect for the rule of law. We have a lot of laws in Australia and as a result, society runs smoothly.

After being granted a visa to study in Australia, you signed a document (Australian Values Statement Temporary) agreeing to respect Australian values and obey the laws of Australia for the duration of your stay. Failure to comply with the laws of this land (including State and Territory laws) could result in a fine or the cancellation of your visa and possible deportation back home. If you are convicted of a serious crime, it could result in imprisonment. Nobody wants this to happen!

You can find a comprehensive outline of Australian law and the legal system at: [www.australia.gov.au](http://www.australia.gov.au)

## Legal Services & Advice

If you do break the law, are arrested and need to attend a court appearance you will need legal representation to negotiate Australia's complex legal system.

Solicitors you can contact:



SOLICITOR	ADDRESS	PHONE
Gerard Malouf and partners	9/1 Corporate Crt, Tweed Heads	1300 792 946
Stacks Law Firm	75 Wharf Street, Tweed Heads	07 55 361 311
Geoff Williams and Associates	24 Bay Street, Tweed Heads	07 55 366 777

## Adjusting to Life in Australia

While living and studying abroad may be an exciting adventure, it can also present a range of challenges. Having decided to study and live in Australia you will be undertaking adjustments in many areas of your life including cultural, social and academic.

It is also important to remember that while these changes are occurring you will be embarking upon a new semester of study and be away from your usual support network and resources. Adjustment to a new country and culture is a process that occurs gradually and takes time. The values, beliefs, traditions and customs of your home country may vary greatly from those in Australia and adapting to the Australian way of life may take some time.

### Listen, observe and ask questions

Adjustment to a new culture and way of life takes time. Allow yourself time to observe those around you and patterns of both verbal and non-verbal communication. Don't be afraid to ask questions if there are things you do not understand as this will reduce the chance of confusion or misunderstandings.

### Become involved

Make an effort to meet people and become involved in groups both on campus and in the wider community. Maintain an attitude of openness to new situations and experiences. Establishing friendships and joining groups is the best way to experience and learn about Australian culture and will certainly mean you have a richer and more enjoyable time here.

### Try to maintain a sense of perspective

When confronted with difficulties remind yourself that living and studying abroad is a challenge and it is normal to feel stressed, overwhelmed and out of your depth at times. Try to recall or make a list of the reasons you initially wanted to study abroad and the changes within yourself that have occurred since you arrived, may also assist with putting challenges in perspective.











Maintain some of the routines and rituals you may have had in your own country. This can include small things such as continuing to drink a certain type of coffee or tea or eating specific foods. It may also include maintaining involvement in bigger events such as celebrating a national day in your country of origin with a group of friends.

### **Keep lines of communication open with those at home**

Communicating with those at home regularly about your experiences of study and life in Australia, through emails, telephones and letters, is vital. Not only does it help to keep you connected with important social supports, it also assists your friends and family to understand your experiences which will smooth the transition when you return home.

### **Sense of humour**

Importantly, remember that living in a different culture means you will inevitably find yourself in a range of unusual and often confusing situations. Being able to laugh in these situations will remind you that it takes time to understand different cultures and that it is ok to make mistakes.

### **Ask for help**

Don't be afraid to ask for assistance or support if you need it. In addition to the Counselling Service there are many organisations set up on campus to ensure you have a successful and enjoyable time in Australia.



# Five Ways to Staying Safe

## 1. Develop A Safety Plan

Whether you are a new student or someone who has been in Australia for many years - it is important that you have a plan for what to do in an emergency.

The key part of developing your own safety plan is to think about the various situations you might find yourself in. Will you be spending time working late at night on assignments? Will you be walking alone in the dark? Think through all the scenarios and figure out how you might deal with them.

While you might think that something will never happen to you it's important that you're prepared just in case something does.

## 2. Know your surroundings

Get to know your school campus and the areas around it. It is best to do this during the day so that you know where to walk at night.

It's also important that you find a 'safe place' on your school campus - somewhere you can go or someone you can talk to at school if you get in to trouble.

Nothing beats local knowledge, so make sure you talk to some of the local students and find out where the safest areas of your city are and what areas you should avoid.

## 3. Have friends

If you find yourself at school late and you do not feel safe walking by yourself - be sure to get a friend to walk with you.

It's important that you know the phone number for your school International Student Co-ordinator- 0402 085 647 and phone in the event of an emergency.

## 4. Keep valuables safe

Carrying valuable objects, like a phone, or a laptop, can make you a target for thieves looking to make quick money. Whilst you can not avoid carrying objects like your phone - you can make sure you never leave your valuables unattended and try to keep them hidden when not in use.

The harder you can make it for people to steal your valuables, the less of a target you will become.

## 5. Stay in well lit areas

Walking by yourself at night can sometimes be scary and also a little dangerous. When walking at night, try to stick to well-lit areas and footpaths.



LINDISFARNE



ANGELICAN  
GRAMMAR SCHOOL

# Policies



## Entry Requirements Policy

Lindisfarne Anglican Grammar will consider enrolment applications from students wishing to apply for a Student Visa, subject to compliance with minimum requirements and conditions set by the School, and with legislative requirements of the State of New South Wales and the Commonwealth of Australia, including any requirements to undertake extra tuition to learn English to meet the English language proficiency standard needed to enter mainstream classes.

Applications for enrolment must be made to the Registrar via the International Student Enrolment Application form. This must be correctly completed, and must be accompanied by the following documents to support the application:

- a) Copies of Student Report Cards from the current school, including a copy of the latest Student Report;
- b) A completed Reference Form from the student's current or most recent school Principal is also required if student Report Cards do not record student behaviour or commitment to studies;
- c) Appropriate proof of identity and age;
- d) Written evidence of proficiency in English as a second language
- e) Photocopy or scanned copy of passport page with name, photo identification, passport number and expiry date
- f) Letter of Offer from another registered provider if applicable
- g) Completed Homestay form
- h) Enrolment Application Fee
- i) Any relevant application to the New South Wales Education Standards Authority (NESA) regarding course completion or relaxation of requirements.

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

An application for enrolment can only be processed when all of the above are in the hands of the International Student Coordinator and/or Registrar.

Applications from overseas students are processed according to established policy and procedures, and are dealt with on their merits.

Assessment procedures include an evaluation of reports from previous schools and of English language proficiency. In cases where report cards are not available or are inconclusive for any reason, the school may require relevant testing of the applicant to assess the application.



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

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

Lindisfarne Anglican Grammar requires evidence that the applicant's academic ability and English proficiency is sufficient to successfully meet the entry and curriculum demands of the intended course. This is a requirement under the 2018 National Code of Practice, Part B Standard 2.

Minimum academic and English language requirements are as follows:

#### Academic Requirements

Students must provide evidence of satisfactory academic performance appropriate to entry to the Year level requested on the Application for Enrolment or offered as an alternative point of entry by the school in a Letter of Offer.

#### For Year 7 – 12 students:

- i) A pass level or “C” Year Level or better for the majority of core subjects

#### English Language Proficiency Requirements

1. Applicants are assessed individually based on the contents of their report cards and personal references, and may also be required to undertake a language proficiency test set by the school.
2. Lindisfarne Anglican Grammar 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, Lindisfarne will assess the student's application for entry based on satisfactory test results as follows:



Acceptable Test	Minimum Test Result IELTS	Minimum Test Result ISLPR	Minimum Test Result TOEFL	GELI HSP Level	For Entry to Year*
ISLPR or other English language proficiency test obtained from a recognised ELICOS Course or recognised HSP Course	5.0	2	35-45	HSP 2	Year 7, 8 & 9
	5.5	2+	46-59	HSP 3	Yr 10 Sem 1
	6.0	3	60-78	HSP 4	Yr 10 Sem 2
	6.0	3	60-78	HSP 4	Yr 11 (Sem 1)

\* Entry requirements are subject to change

- Students should note that if their language proficiency is below that outlined above, they may be required to undertake an intensive English language course before beginning mainstream studies.
- If undertaking an intensive English language course before beginning mainstream studies, English language proficiency will be reassessed at the conclusion of the language course to ensure the student's level of proficiency is sufficient to allow them to commence their mainstream course.
- Satisfactory or above grades and comments must be received from English language course provider for all class descriptors reported on.
- Students must have no less than 90% attendance, without acceptable medical or family reason, at English language course.
- Student proficiency in Primary Years may be ascertained by PAT-R or similar diagnostic assessment instrument and/or by interview.

### Students must be the right age for their school course

As per the Australian Government Department of Home Affairs Student Visa – school sector, students must comply with the age requirements at time of Entry. See link below.

<https://immi.homeaffairs.gov.au/visas/getting-a-visa/visa-finder/study>.

### Interview

In addition to the above, Entry is also subject to a successful interview.



## Workplace Health and Safety

Students must be aware that they also have responsibilities under the Workplace Health and Safety Act and must therefore:

- Read and understand School health and safety rules applying to them.
- Report any unsafe situation immediately to their class teacher or supervisor, or any other person who can assess the situation.
- Conduct themselves in a manner so as not to cause injury to themselves or fellow students. Follow all verbal or written standard Work Health and Safety procedures, practices and directions.
- Report all personal injuries immediately to their teacher.
- Co-operate with, and participate in all programs to make the School safer and healthier.
- Maintain good housekeeping standards at all times.
- Observe all warning signs and notices.
- Ask for specific instructions regarding activities with which they may not be completely familiar.
- Wear personal protective equipment appropriate to the activity (or as specified) in which they are engaged.

## Declaration of Rights and Responsibilities – Students

- The right and responsibility to learn: no one should hinder another from learning or waste time in class, distract or disturb.
- The right and responsibility to ask questions: we should encourage inquiry as a way of learning.
- The right and responsibility to voice an opinion, and listen to others: no one will interrupt others whilst they are speaking or ridicule them for what they say; we should listen to each other.
- The right to be happy at School and the responsibility to help others be happy: we should treat each other with kindness, good manners and consideration.
- The right to be treated fairly by fellow students and teachers, and the responsibility to treat them in the same way: we should treat others with respect, regardless of age, or culture, or whether we be male or female.
- The right to be safe and the responsibility to help others feel more secure: no one should physically threaten another, throw things, hit, bully or abuse.
- The right to be accepted and the responsibility to accept others: no one should criticise or laugh at others for the way they look, walk, talk or act.
- The right to form our own friendships and the responsibility to promote friendships with others.
- The right to name and the responsibility to address each other in a way that does not offend.



- The right to our individual faith and worship, and the responsibility to encourage each other in seeking to discover the spiritual aspects of our lives.
- The right to a safe environment, and the responsibility to accept the advice of teachers in matters of safety.
- The right to have and care for our own property and the responsibility to care for the property of others: no one should damage property, nor write on touch or take another's property without permission.
- The right to have and care for our own property and the responsibility to wear the uniform well.
- The right to an attractive, clean and healthy environment and the responsibility to keep our School clean and healthy: by not littering or vandalising and by looking for ways to improve the things and places we share.
- The right to travel to and from School unsupervised and the responsibility to behave in such a way as to enhance our own and the School's reputation.

## Administration of Medication Policy

The School's Administration of Medication Policy is available on the School's website.

Medication is not to be given to a student unless a letter or a Medical Authority form has been provided by the parent or guardian giving permission for employees of Lindisfarne to administer medication. Medication must be in the original packaging and clearly labelled with the student's name. If the medication is prescribed, it must have the prescription label attached.

Medication is not to be kept in students' bags. It is to be held at Student Administration and collected by the student or parent at the end of the day.

## Safe School Policy

### Bullying and Harassment

National definition of bullying: "Bullying is an ongoing misuse of power in relationships through repeated verbal, physical and/or social behaviour that causes physical and/or psychological harm. It can involve an individual or a group misusing their power over one or more persons. Bullying can happen in person or online, and it can be obvious (overt) or hidden (covert) Bullying of any form or for any reason can have long term effects on those involved, including bystanders. single incidents and conflict or fights between equals, whether in person or online, are not defined as bullying."

Bullying takes many forms, all of which will cause distress. Examples of bullying include:

- Physical - hitting, pushing, tripping, kicking, spitting on others, etc.
- Verbal - teasing, using offensive names, ridiculing, spreading rumours, etc.
- Non-verbal - writing offensive notes or graffiti about others, using email or text messaging to hurt others, rude gestures, etc.



- Exclusion - deliberately excluding others from group, refusing to sit next to someone, etc.
- Extortion - threatening to take someone's possessions, food or money, etc.
- Property - stealing, hiding, damaging or destroying property, etc.
- Cyber - any form of bullying which is carried out through electronic means such as mobile phones, email, chat room, social networking, "sums", web page, etc.

The school community addresses all unacceptable behaviour and work positively towards creating a safe school in which all students and staff feel valued.

## **What should you do if you are being treated unfairly by others?**

If you feel that you or others have been bullied, harassed, sometimes feel unsafe or unfairly treated or have problems outside of school, find some help – you don't have to deal with this alone. This is what you should do:

- Talk to your parents, friends or teacher - your House Tutor or Homeroom Teacher and other staff members are there to help.
- If you feel you cannot talk with a member of staff, write a signed note and drop it in at Student Administration.
- Staff will investigate the matter and you will be asked to talk through the problem. You may have a friend with you if you wish.
- With your help, a course of action will be decided upon and carried out. In some circumstances parents will be involved.
- If the matter cannot be dealt with easily or has not improved, you may make a request for further action by contacting your House Tutor or Homeroom Teacher stating that you wish to take this matter further.
- Parents will be informed of the action taken and followed up. They will be encouraged to be involved where possible.

## **Consequences of Bullying**

All cases brought to the school's attention will be fully investigated, and appropriate disciplinary action will be taken. Offenders who have been officially identified by the school will almost certainly have their enrolment reviewed.



## Important Helplines and Websites

- <https://kidshelpline.com.au> - 1800 551 800
- <https://www.lifeline.org.au> - 13 11 14
- <https://www.youthbeyondblue.com>
- <https://moodgym.anu.edu.au>
- <https://au.reachout.com/>
- <https://www.headspace.org.au>

## Bus Code of Conduct

The safety and comfort of all persons travelling on buses is of the utmost importance. This code is a reminder to all school students, their parents and carers that some behaviour is unacceptable on buses, or any other form of public transport.

To ensure your safety and the comfort of others, students will:

- Wear a safety belt at all times if fitted on the bus.
- Behave safely at all times.
- Respect the needs and comfort of other passengers.
- Respect bus property by not marking or damaging it.
- Always follow instructions about safety on the bus.

Students will NOT:

- Distract the driver - except in an emergency.
- Eat or drink on the bus.
- Move about the bus while it is in motion.
- Allow any part of their body to protrude from the bus.
- Fight, spit, use offensive language or place their feet on the seats.
- Throw any article inside or out of the bus.
- Push, shove or otherwise mishandle other passengers.

If a student's behaviour is either offensive or dangerous, disciplinary action will be taken and could result in the student losing bus privileges.



## Child Protection Policy

As part of legislative requirements, the Child Protection Policy sets out Lindisfarne's policy in general terms.

The Child Protection Policy covers the following:

- Procedures on Child Protection.
- Child Protection Policy.
- Guidelines for Reporting and Investigating 'Reportable Conduct'.
- Investigation processes.
- Documentation.

All staff, prior to commencing employment with the School, are to undergo a Working with Children Check as required by New South Wales Child Protection legislation.

## Critical Incident Management Policy

Lindisfarne places a high priority on the protection of all students, staff and visitors and the School actively works to prevent incidents which may result in significant harm.

In the event of a critical incident which has the potential to cause significant injury to persons or damage to property, the Principal will determine whether the Critical Incident Management Plan is to be implemented.

## Emergency and Lockdown Procedures

A copy of the evacuation procedure is displayed in a prominent place in all classrooms. Teachers will go through these procedures with their students, and drills will be held at each campus at least once a term.

Lockdown procedures are not displayed in classrooms, however, teachers regularly practise procedures with students and drills are held throughout the year.

## Safety and Welfare

Policies and procedures have been implemented to provide a safe and supportive environment which:

- Minimises risk of harm and ensures students feel secure.
- Supports the physical, social, academic, spiritual and emotional development of students.
- Provides student welfare policies and programs that develop a sense of self-worth and foster personal development.

Lindisfarne promotes a learning environment where teachers and students are mutually supportive. Staff and students should respect each other and not engage in conduct which undermines this mutual trust and support and also respects the philosophy



and ethics of the School. Lindisfarne encourages consultation of all members of the school community in matters which affect them. Lindisfarne implements measures designed to promote the safety and wellbeing of students including:

- Appropriate levels of supervision.
- Security of buildings.
- Procedures in case of fire.
- Use of grounds and facilities.
- Travel on school-related activities.
- Other appropriate matters.

These requirements and procedures are monitored for compliance at regular intervals.

## **Alcohol, Drugs, Tobacco and Graffiti**

It must be fully understood that Lindisfarne takes a clear stand on issues concerning illegal drugs, alcohol and tobacco.

Students face dismissal over the use, possession or selling of such substances. The School will always contact the police if illegal substances are found in the School.

Graffiti is considered vandalism and students who vandalise the School may face dismissal.







## International Student Code of Conduct

The most essential standard of behaviour is that all members of the community will treat one another with kindness, honour and respect in all situations. In everything we do, we will:

### Demonstrate Self-Respect by:

- Striving to reach our God given potential in all areas, including academic and co-curricular activities and citizenship.
- Taking pride in our behaviour and appearance.
- Focusing on our health and safety.

### Respect Others by:

- Helping to create an environment of encouragement and support within our K-12 school community.
- Listening with consideration to the opinions and ideas of others in the community even when they are different from our own.
- Respecting the privacy and property of others in the community.

### Respect the School by:

- Adhering to the rules of the school at all times.
- Maintaining the grounds and facilities by cleaning up after ourselves and others when necessary.
- Being a positive, honourable representative for the school in all endeavours and at all times.

## Rights

To be treated with dignity and respect.

## Responsibilities

- To behave in a God honouring way.
- To behave in a responsible, polite and courteous manner.
- To treat staff, students and visitors with consideration and respect.
- To respect the rights and differences of others to work free of distractions.



## Rights

To feel secure in an environment free from negative actions from others and from harmful substances and objects.

To study, work and pursue activities in pleasant, well-kept surroundings.

To have belongings treated with care.

## Responsibilities

- To move around the school in an appropriate manner.
- To display behaviours which, at school and in public, bring credit to oneself and the school.
- To wear the school uniform correctly and with pride.
- To attend school regularly and be punctual.
- To take pride in yourself and your school uniform.
- Not to bring to school substances which are harmful to health and items which have the potential to cause injury.
- Not to hurt or cause harm to others.
- To follow the instructions of staff members and other people in positions of care or instruction.
- To contribute my best efforts and complete all work to the best of my ability.
- To help keep classrooms tidy.
- To behave in a way that keeps you and others safe.
- To respect school grounds and property.
- To eat and drink outside classroom blocks, the library building, etc.
- To remain within school bounds.
- To dispose of litter in the bins provided.
- To respect the belongings of others.
- To understand that iPads and calculators are the only forms of personal electronic equipment to be used at school and mobile phones are to be switched off.



## **Rights**

To be communicated with clearly, politely and respectfully.

## **Responsibilities**

- To communicate with others clearly, politely and respectfully.
- To have viewpoints and contributions respected.
- To treat the viewpoints of others with respect.
- To respect the ethos of our school.

All students are required to respect the ethos of the school and its continued good name. A student's ongoing enrolment in the school may be placed at risk for serious breaches of student responsibilities. Examples of serious issues include bullying, use of alcohol or illegal drugs, smoking and theft.

## **Complaints and Appeals Policy for International Students**

The purpose of our Complaints and Appeals Policy is to provide a student or parent(s) 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, our 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, the school's internal formal complaints handling procedure will be followed.

Academic procedures are detailed in the Assessment Guidelines. The process of a 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) remain dissatisfied with the outcome, the school will advise of access to an independent external appeals process if appropriate. Grievances brought by a student against another student will be dealt with under our school's 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 refer to our school Pastoral Care Management/Behaviour Management Policies.



## Students

- a) Students should contact the Dean of Studies (Academic Complaints) Year Coordinator or Head of House 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 Heads of Sub-school. For specific issues for example, Homestay issues will be directed to the Head of Lindisfarne International, academic issues to the Dean of Studies.
- 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 Heads of Sub-School. Students will be accompanied by a Year Level Coordinator or Head of House.
- e) The formal complaints process will commence within 10 working days of the lodgement of the complaint with the Heads of Sub-School.
- f) Once the Head of Sub-School 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, our 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 as 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) Our school undertakes to finalise all grievance procedures within 10 working days where possible.
- j) For the duration of the appeals process, the student is required to maintain enrolment and attendance at all classes as normal.

## Parent(s)

- a) Parent(s) should contact the Year Level Coordinator or Head of House 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/Heads of Sub-school. For specific issues for example, Homestay issues will be directed to the Head of Lindisfarne international, academic issues to the Dean of Studies.
- c) At this point, parent(s) 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 Heads of Sub-School. Parent(s) may be accompanied by a support person.
- e) Our school's internal formal complaints process will commence within 10 working days of the lodgement of the complaint with the Principal/Heads of Sub-School.
- f) Once the Head of Sub-School/Principal has come to a decision regarding the complaint, the parent(s) 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) the 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) or the parent(s) is dissatisfied with the result of the complaints procedure, the school will advise of the complaints and appeals process available to them at minimal or no cost. For further advice, parent(s) may contact the NSW Ombudsman's Office via their website [www.ombo.nsw.gov.au](http://www.ombo.nsw.gov.au).
- i) Our school undertakes to finalise all grievance procedures within 10 working days.

## Definitions

- a) Working Day – any day other than a Saturday, Sunday or public holiday during term time.
- b) Student – a student enrolled at our school.
- c) Support person – a friend/teacher/Primary Coordinator/Secondary Stage Coordinator/relative not involved in the grievance. Lawyers and/or education agents are not acceptable support persons at this stage of the complaints handling process.

## International Student Course Progress and Attendance Policy

### 1) Course Progress

- a) The Dean of Studies 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 twice a year.
- c) Students who have begun part way through a semester will be assessed after one full period of attendance.
- d) Interim tracking takes place to monitor the student's personal learning profile.
- e) To demonstrate satisfactory course progress, students will need to complete all set assessment tasks, work with diligence and sustained



effort. [or any other measure of satisfactory course progress as required by the school].

- f) If a student does not satisfy the requirements in an assessment period, the Head of Sub-School will ensure a Year Level Coordinator/Head of House meeting is arranged with the student to develop an intervention strategy for academic improvement.

Our school intervention strategy is listed below:

- i) additional supervised study periods;
- ii) literacy and tutorial support;
- iii) Work Recovery Strategy formulated by the Head of Sub-School, or representative, designed to meet individual needs;
- iv) other intervention strategies as deemed necessary such as psychological assessment and counselling.

The point of intervention will be in accordance with the National Code 2007 (at a minimum the school must implement an intervention strategy if a student is deemed not competent in 50% or more of the assessments in any one study period.)

- g) A copy of the student's individual strategy and progress reports in achieving improvement will be forwarded to parents.
- h) The student's individual strategy for academic improvement will be monitored over the following semester by the student's Year Level Coordinator/Head of House and records of student response to the strategy will be kept.
- i) If the student does not improve sufficiently academically and achieve satisfactory course progress by the end of the next assessment period, the Heads of School, or representative, 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.
- j) 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 withdraws from the complaints and appeals process, or
  - ii) the complaints and appeals process results in favour of the School.



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

- a) As noted in 1a, the Dean of Studies 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 (the student is 'on-track').
- 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).

## 3) Course attendance

- a) Satisfactory course attendance for an international student is a minimum 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 Head of School.
- e) Any absences longer than 3 consecutive days without approval will be investigated by the Deputy Principal.
- f) Student attendance will be monitored by Year Level Coordinator/Head of House and Head of Sub-School every 14 days 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.
  - ii) Any period of exclusion from class will not be included in student attendance calculations.
- g) Students at risk of breaching our school's attendance requirements will be counselled and offered any necessary support when they have absences totalling more than 20% during any assessment period by the Head of Sub-School or their delegate.



- h) If the calculation at 3(f) indicates that the student has passed the attendance threshold for the study period, Our school 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 except in the circumstances outlined in 3(j).
- i) The Head of Lindisfarne International (via the Dean of Studies) 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 Head of Sub-School will assess whether a suspension of studies is in the interests of the student.
- m) If the student does not obtain a suspension of studies 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 as recommended and approved by the school.
- 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.

## **Parental Code of Conduct**

This code has been developed so that parents, and those with parental responsibilities, are aware of and meet the expectations of our school with regard to their interaction with the school, its teachers, other parents and students. Adherence to this code is important to promote positive and productive relationships within the school community.

## **Role of the school generally**

Our school is responsible for establishing and administering the policies, procedures and rules which govern the day to day operations of the school. It is important that parents recognise and respect this, adhere to, and have their children adhere to, the school's requirements, and support the school's decisions.

## **Discipline**

The school expects students to comply with its rules and not engage in behaviour which is harmful to others or is contrary to the ethos and philosophy of our school. Parents are expected to support the school in relation to its discipline policy and not do anything which undermines its authority. It must be understood that in the case of minor disciplinary matters, the school will be the arbiter of what is a fair punishment and will not engage in debate about the appropriateness of the punishment.

In relation to more serious disciplinary matters that may result in a long suspension or expulsion, our school will inform parents of the matter which will then be dealt with in accordance with the school's disciplinary policy. While parents will be consulted, the final decision will be that of our school.

## **Ethical Investigative Procedures**

Our school will engage ethical investigative principles which require the presentation of a clear, convincing and satisfactory standard of evidence. In order to meet the



determination/decision, the school need only be confident that a case is substantially more likely than not to be true. This standard is employed in both civil and criminal law. This standard requires proof that the case is more than 51% likely, but less than 100%. Our school does not have to be convinced beyond any doubt, but it does have to have most of its major questions and concerns settled (Cornell University Law).

The school does not accept that there is a requirement for parents to be present in the room for investigations to occur into matters at our school.

### **Interaction with Staff**

The school conducts regular meetings between staff and parents at which the student's progress can be discussed. There may be other times when a parent or staff member requests a meeting to discuss particular issues that may arise during the course of a student's schooling.

If a parent wishes to meet with a staff member, they must make an appointment so that a mutually convenient time can be arranged. This can be done through the school office.

Parents must never attempt to contact a staff member at their home.

Parents may make an appointment to see the Principal about any particular concerns they may have relating to their child after they have followed the correct channels with the staff member, coordinator and Heads of School.

It is important that parents show respect for staff and not publicly (including via social media) criticise them or seek to undermine their authority. If a parent has a particular concern about a member of staff, they can raise it with the staff member concerned or with the Principal, however when doing so, they should observe the general rules of conduct set out in this code. The school has a duty of care towards all staff and for this reason any aggressive or abusive behaviour will not be tolerated.

### **Grievance**

If a parent has a complaint about an issue, this should be directed in the first instance to the teacher responsible for the particular area of activity. If the grievance relates to a teacher or a teacher's conduct the complaint should be directed to the Principal or Deputy Principal.

If a parent wishes to make a complaint, they should not use rude or abusive language. This is not productive and can make it harder to resolve concerns.



Under the school grievance policy, parents should not contact Board members directly to issue a complaint about the school or staff. The only circumstance in which the Board will become involved in a dispute is if a parent and Principal are in agreement that an issue remains unresolved and refer the matter to the Board Chair.

### **Interactions generally**

Communications, whether verbal or in writing, with other members of the school community, whether teacher, administration staff, other parents or students should:

- show respect, courtesy and consideration
- not harass or bully another person; and
- not use intemperate language.

### **Social Media**

Social media should not be used to criticise or denigrate the school, staff or others in the school community.

### **Sport**

Parents are welcome to attend sporting events, but should exercise restraint when supporting the school team. In particular, they should not abuse, threaten or otherwise seek to intimidate an umpire or referee or direct abuse against a player or any representative of our school.

The sports coaches at the school pick teams based on their view of the most appropriate selection at the relevant time. It is not appropriate for parents to complain about the failure of their son or daughter to be selected for a particular team.

### **Separated Parents**

Our school is aware that some students have parents that are separated or divorced. In these cases, parents should not attempt to involve the school in any parental dispute that may arise. The school is not able to make judgements on the merits of claims made by one parent against another and should not be asked to do so. Nor should it be asked to take any action which is designed to disadvantage one party. The school will of course, observe any orders made by a Court in relation to a student or communications with parents.



## Failure to observe this code

If a parent fails to observe this code after being warned about a breach, our school may:

- limit access to a teacher or teachers;
- limit access to the school premises or sporting or other school events; or
- terminate the enrolment of the student.

## Younger Students welfare requirements

International students in Kindergarten to Year 6 must live with a parent or direct relative approved by the Department of Home Affairs (DHA). Direct relatives must also be approved by the Principal after a meeting and inspection. Students in Years 7 – 12 may live with a parent, approved relative or in a homestay.

The Department of Home Affairs (DHA) requires student visa holders under 18 years to either:

1. live with their parent or a suitable relative (as defined by DHA). Parents may accompany their child, usually on a carer visa, or parents may nominate a suitable relative who is aged over 21 and is of good character. The relative must provide a police check and evidence of the family relationship directly to the Australian Embassy / Consulate for approval. The relative's name, address and contact details are provided to the Application form. The student must live with this relative.

OR

2. live in homestay arrangements approved by our school. Homestay families must: agree to Working with Children Checks (WWCC) on all adults residing in the home, agree to take on the responsibilities of a carer for a student under 18 years.

These responsibilities include:

- obtaining medical attention (when required);
- attending parent/teacher interviews.

## Student Welfare & Support

International students also meet as a group with the Head of Lindisfarne International to discuss any issues that may have arisen and to assist in helping the student adjust to study and life in Australia. The students meet monthly to discuss any concerns as they arise and to monitor how they are settling in. Concerns are passed onto the pastoral care team for follow up, Homestay relative and to the parents (if required).

Classroom Teachers/Homeroom Teachers/House Tutors monitor the daily welfare and progress of all students, if there are concerns with how the international



student is settling into school life or academic progress, they will notify the Primary Coordinator or Secondary Stage Coordinator who will then initiate support through the Boys' or Girls' Welfare Coordinator. The pastoral care teams, consisting of Primary Coordinators, Secondary Stage Coordinators, the Boys' and Girls' Welfare Coordinators, Learning Engagement Teacher, Head of Primary, Head of Secondary and Deputy Principal meet fortnightly to review all students that have been identified by the classroom teachers.

### **Requirements for Living with a Parent or Relative**

All International Students who do not reside in local homestay must live with a parent or direct relative (defined by DHA) in the Gold Coast/Tweed Heads area.

#### **Parents/relatives must:**

- reside in the Gold Coast/ Tweed Heads area full time.
- be available to care for the student at any time.
- advise the school of any intention to change accommodation arrangements.
- be able to provide adequate and suitable support for the well-being of the student.
- sign any relevant documentation.
- be readily contactable by phone.
- attend Parent/Teacher interviews.
- speak English.
- provide a copy of their passport and a full copy of their current visa if he/she is in Australia on a visa.

An initial inspection of the accommodation will be completed before homestay is approved. A 6 monthly inspection and report on accommodation and welfare for all international students is completed by the Head of Lindisfarne International and/or International Student Coordinator. Inspection and welfare reports are retained in the student's file.

After two weeks, parents or homestay parents have a meeting with the Head of Lindisfarne International to assess how the student is settling into the school and into their accommodation. A record of each meeting is retained on the student's file.

Concerns regarding homestay arrangements will be reviewed by the pastoral care team and the Head of Lindisfarne International, if issues regarding homestay arrangements can't be resolved, alternative homestay arrangements in consultation with the parents will be made in the interest of the student. If the homestay arrangements are changed, the Head of Lindisfarne International will notify the DHA.



Parents/Homestay relatives meet with the classroom teacher once a term, in person or via telephone if the parent is based overseas.

It is an understanding that the international student staying in homestay will spend 6 weeks per year during school breaks away from their homestay family holidaying with their own family.

### **Process for Approving Homestay**

Once the Enrolment Application has been received and it indicates that the prospective international student requires homestay, the student is matched with the school's database of families willing to be a host family, or outsourced to a reputable Homestay Agency. Once a host family has been chosen, Working with Children Checks (WWCC) are completed on all adults living in the house and an inspection of the family's house is carried out. The Head of Lindisfarne International then introduces the host family to the international student and family via Skype. Once the position at the school has been accepted a Confirmation of Appropriate Accommodation/Welfare Arrangements (CAAW) letter is issued and the Department of Home Affairs (DHA) is notified of the arrangements.

After two weeks, parents or homestay parents have a meeting with the Director of International Services to assess how the student is settling into the school and into their accommodation.

For assistance in emergency situations, the students are given contact information for the Head of Lindisfarne International, International Student Coordinator and Homestay Agency (if required).

### **Supporting Documents**

- Parent/ Student Handbook
- Assessment Guidelines
- Our school's Attendance Policy
- Our school's Enrolment Policy
- Our school's Pastoral Care Management Policy







## **Accommodation and Welfare Policy**

### **Care for younger students under 18 years**

As part of its registration obligations Lindisfarne Anglican Grammar School 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.

Lindisfarne Anglican Grammar School 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**

Lindisfarne Anglican Grammar School approves the following accommodation and care options for overseas students:

#### **The student will live with a parent or relative approved by the Department of Home Affairs.**

In this case:

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



- b) advising the Department of Home Affairs of any change of address, passport or other changes of circumstances.

### **Lindisfarne Anglican Grammar School requires holders of Student Guardian Visas to:**

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

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

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

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

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

- i. Homestay Program operated by International Student Care Australia (ISCA) Please see Additional Information, below.

Lindisfarne Anglican Grammar School will maintain approval of accommodation and care arrangements until:

- i. The student completes the course and departs Australia
- ii. any appeals processes in relation to Lindisfarne Anglican Grammar School's intentions to cancel the student's enrolment has been finalised (including suspensions, cancellations, course progress and attendance)



- iii. the student has alternative welfare arrangements approved by another registered provider
- iv. a parent or nominated relative approved by the Department of Home Affairs assumes care of the student
- v. Lindisfarne Anglican Grammar School has notified the Department of Home Affairs 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.
- vi. The student turns 18.

Any accommodation, welfare and other support arrangements for the student must be approved by Lindisfarne Anglican Grammar School, including arrangements provided by third parties as approved by the Head of Lindisfarne International.

Accommodation and care arrangements are checked by the International Student Coordinator 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 WWCC as appropriate ([www.kidsguardian.nsw.gov.au](http://www.kidsguardian.nsw.gov.au)). Those details will be checked and recorded by the International Student Coordinator.

Any changes to approved arrangements must also be approved by the School (Head of Lindisfarne International/Principal). 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 (Head of Lindisfarne International/Principal/International Student Coordinator) 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 and advise the student to contact the Department of Home Affairs to ensure visa implications are understood. (See Department of Home Affairs office addresses at: <http://www.homeaffairs.gov.au/about/contact/offices-locations/australia> .

In the event of a significant or critical welfare issue involving the student, and if determined necessary by the school, a parent, legal guardian, approved relative



agrees to travel to a designated location within 10 days to assume care of the student until the situation has been resolved to the school's satisfaction.

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 and; proof of residential address in the name of the parent/nominated guardian and for the period of the enrolment.

**For School vacation periods, students under 18 years of age for whom Lindisfarne Anglican Grammar School 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 if all requirements are met to attain school approval.

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

- i. Homestay Program, including private arrangements requested by a parent
- ii. Student lives with parent, legal guardian or relative approved by The Department of Home Affairs

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

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

**Homestay / private accommodation arrangements at Lindisfarne Anglican Grammar School:**

The Homestay / private accommodation arrangements approved by Lindisfarne Anglican Grammar School meet New South Wales 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
- 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
- Criteria about accommodation services to be provided, and contract for arrangements about providing accommodation services
- Compliant Homestay risk management strategy, reviewed annually, undertaken by school / operator of the homestay program
- WWCCs as required for adults living in the homestay / private arrangement, other than overseas students, or who otherwise have regular contact with the student.



# School Complaints and Appeals Policy

A copy of this policy will be provided to the student (or parent(s)/legal guardian if the student is under 18) at a reasonable time prior to a written agreement being signed, and again during orientation or within 7 days of the commencement of student attendance of the enrolled course.

## 1. Purpose

- a) The purpose of Lindisfarne Anglican Grammar School Complaints and Appeals Policy is to provide a student or parent(s)/legal guardian with the opportunity to access procedures to facilitate the resolution of a dispute or complaint involving Lindisfarne Anglican Grammar School, or an education agent or third party engaged by Lindisfarne Anglican Grammar School to deliver a service on behalf of Lindisfarne Anglican Grammar School.
- b) The internal complaints and appeals processes are conciliatory and non-legal.

## 2. Complaints against other students

- a) Grievances brought by a student against another student will be dealt with under the school's Behaviour Policy/Code of Conduct.

## 3. Informal Complaints Resolution

- a) In the first instance, Lindisfarne Anglican Grammar School requests there is an attempt to informally resolve the issue through mediation/informal resolution of the complaint.
- b) Students should contact the International Student Coordinator 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 Head of Lindisfarne International/Principal and Lindisfarne Anglican Grammar School's internal formal complaints and appeals handling procedure will be followed.

## 4. Formal Internal Complaints Handling and Appeals Process

- a) The process of this grievance procedure is confidential and any complaints or appeals are a matter between the parties concerned and those directly involved in the complaints handling process.
- b) The student must notify the school in writing of the nature and details of the complaint or appeal.
- c) Written complaints or appeals are to be lodged with the Principal.



- d) Where the internal complaints and appeals process is being accessed because the student has received notice by the school that the school intends to report him 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 or other.
- g) Students and / or the School may be accompanied and assisted by a support person at all relevant meetings.
- h) The formal internal complaints and appeals process will commence within 10 working days of lodgement of the complaint or appeal with the Principal/other and will be finalised within 20 working days as soon as practicable.
- i) For the duration of the internal complaints and appeals process the student's enrolment will be maintained, as required under the National Code of Practice for Providers of Education and Training to Overseas Students 2018 and the student must continue to attend classes.

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

- j) Once the Principal/other has come to a decision regarding the complaint or appeal, the student will be informed in writing of the outcome and the reasons for the outcome, and a copy will be retained on the student's file.
- k) If the complaints and appeals procedure finds in favour of the student, Lindisfarne Anglican Grammar School will immediately implement the decision and any corrective and preventative action required, and advise the student of the outcome and action taken.
- l) Where the outcome of a complaint or appeal is not in the student's favour, the school will advise the student within 10 working days of concluding the internal review of the student's right to access the external appeals process.

However, the school is only obliged to await the outcome of an external appeal if the matter relates to a breach of course progress or attendance requirements. For all other issues, the school may take action (including making changes to the student's enrolment status in PRISMS) in accordance with the outcome of the internal appeal.



## 5. External Appeals Processes

- a) If the student is dissatisfied with the conduct or result of the internal complaints and appeals procedure, he/she may contact and / or seek redress through the Overseas Students Ombudsman at no cost. Please see: <http://www.ombudsman.gov.au/How-we-can-help/overseas-students> or phone 1300 362 072 for more information.
- b) If the student wishes to appeal a decision made by Lindisfarne Anglican Grammar School 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 Lindisfarne Anglican Grammar School that relates to:
  - i) refusal to approve a transfer application (under Standard 7), or
  - ii) suspension or cancellation of the student's enrolment (under Standard 9)Any choice to lodge an external appeal with the Overseas Student Ombudsman is at the student's discretion. The school need not await the outcome of any external appeal lodged, before implementing the outcome of the internal appeal.

## 6. Other legal redress

- a) Nothing in the School's Complaints and Appeals Policy negates the right of an overseas student to pursue other legal remedies.

## 7. Definitions

- a) Working Day – any day other than a Saturday, Sunday or public holiday during term time
- b) Student – a student enrolled at Lindisfarne Anglican Grammar School 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.



## School Deferment, suspension or cancellation Policy

### Communicating with families about changes in enrolment status

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

### Student-Initiated Changes in Enrolment

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

- a) Lindisfarne Anglican Grammar 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 will be unable to attend classes
  - ii) bereavement of close family members such as parents or grandparents (where possible a death certificate should be provided)
  - iii) major political upheaval or natural disaster in the home country that has impacted on expected commencement of studies
  - iv) a traumatic experience which has impacted on the student (where possible, these cases should be supported by police or psychologists' reports).
  - v) after undertaking ELICOS studies, the student has not/will not meet the English language benchmark required for entry into the desired course, and the school is willing to defer the student's commencement in the course until a later date when the required benchmark is achieved.
- b) All applications for deferment will be considered within 5 working days.
- c) The final decision for assessing and granting a deferment of commencement of studies lies with the Principal. Where a student's request to defer his/her commencement of studies is refused, the student has a right of appeal (see Lindisfarne Anglican Grammar Complaints and Appeals policy).
- d) Deferment will be recorded on PRISMS within 14 days of being granted.



## Suspension of study requested by student

- a) Once the student has commenced the course, Lindisfarne Anglican Grammar will only grant a suspension of study for compassionate and compelling circumstances. These include but are not limited to:
  - i. illness, where a medical certificate states that the student was unable to attend classes bereavement of close family members such as parents or grandparents (where possible a death certificate should be provided)
  - ii. major political upheaval or natural disaster in the home country requiring emergency travel that has/will impact on studies.
  - iii. a traumatic experience which has impacted on the student (where possible, these cases should be supported by police or psychologists' reports).
  - iv. Students 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 Dean of Studies
- g) Some examples of circumstances that are not considered compassionate and compelling at Lindisfarne Anglican Grammar include:
  - i. leaving early or returning late from holidays in order to attend festivals in the student's home country.
  - ii. returning home to attend family gatherings that occur during term time.
- h) As part of any assessment of a request to defer or temporarily suspend studies, the impact of the request on the student's ability to complete their intended course of study in accordance with their CoE/s and student visa will be considered. Any implications will be communicated to students.
- i) All applications for suspension will be considered within 5 working days.
- j) The final decision for assessing and granting a suspension of studies lies with the Dean of Studies. Where a student's request to suspend studies is refused, the student has a right of appeal.



## Student-initiated cancellation of enrolment

- a) All notifications of withdrawal from a course, or applications for refunds must be made in writing and submitted to International Student Coordinator. Please see Lindisfarne Anglican Grammar Refund Policy and Cancellation Policy for information regarding refunds and cancellation fees.
- b) A student will be deemed to have inactively notified Lindisfarne Anglican Grammar of cancellation of enrolment where:
  - i. the student has not yet finished his/her course/s of study with the school, and
  - ii. does not resume studies at the school within 14 days after a holiday break, and
  - iii. the student has not previously provided the school with written notification of withdrawal.
- c) Student-initiated cancellation of enrolment, including “inactive” cancellation of enrolment is not subject to Lindisfarne Anglican Grammar School’s Complaints and Appeals Policy.

## School-initiated changes in Enrolment

### School-initiated exclusion from class

- a) Lindisfarne Anglican Grammar 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 Lindisfarne Anglican Grammar School’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 Lindisfarne Anglican Grammar School 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 the School’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 International Student Coordinator.
- 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.

### **School-initiated suspension of studies**

- a) Lindisfarne Anglican Grammar 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 Lindisfarne Anglican Grammar School's Behaviour Policy/Code of Conduct.
- b) Students may also be suspended for failure to pay fees that he/she was required to pay in order to undertake or continue the course, as stated in the student's written agreement.
- c) Where Lindisfarne Anglican Grammar School 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 Lindisfarne Anglican Grammar School's internal appeals process. Further information about the appeals process in the event of a school-initiated suspension is outlined below.
- d) Suspended students must abide by the conditions of their suspension from studies and must adhere to any welfare and accommodation arrangements in place, as determined by the International Student Coordinator.
- e) Students who have been suspended for more than 28 days may need to contact Department of Home Affairs. (Please see contact details at: <http://www.homeaffairs.gov.au/about/contact/offices-locations>.) Support from the school will be offered to complete this step.
- f) Suspensions will be recorded on PRISMS.
- g) The period of suspension will not be included in attendance calculations.

### **School-initiated cancellation of enrolment**

- a) Lindisfarne Anglican Grammar School 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 Lindisfarne Anglican Grammar School's Behaviour Policy/Code of Conduct
- b) Where Lindisfarne Anglican Grammar School 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 Lindisfarne Anglican Grammar School's internal appeals process. Further information about the appeals process in the event of a school-initiated cancellation is outlined below.

- c) Lindisfarne Anglican Grammar School is required to report any confirmed breach of course progress and attendance requirements to the Department of Home Affairs. Where a student is reported for breach of visa conditions, his/her enrolment at Lindisfarne Anglican Grammar School will be cancelled and this may impact on the student's visa.
- d) For the duration of the internal appeals process, Lindisfarne Anglican Grammar School will maintain the student's enrolment and the student will attend classes as normal. The Dean of Studies will determine if participation in studies will be in class or under a supervised arrangement outside of classes.
- e) If a student decides to access Lindisfarne Anglican Grammar School complaints and appeals process because they have been notified of a school initiated suspension or cancellation of enrolment under Standard 9, the change in enrolment status will not be reported in PRISMS until the internal complaints and appeals process is finalised, unless extenuating circumstances relating to the welfare of the student apply (see Definitions below).
- f) Where extenuating circumstances are deemed to exist, a student may still access the complaints and appeals process, but Lindisfarne Anglican Grammar School need not await the outcome of this process before changing the student's enrolment status in PRISMS. If the school has issued a CAAW for such a student, welfare provisions under Standard 5.6 are applicable.
- g) The use of extenuating circumstances by Lindisfarne Anglican Grammar 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.
- i) If the internal or any external complaints handling or appeal process results in a decision or recommendation in favour of the overseas student, the registered provider must immediately implement the decision or recommendation and/or take the preventative or corrective action required by the decision, and advise the student of that action.

### **Student to seek information from the Department of Home Affairs**

- a) Deferment, suspension and cancellation of enrolment can have an effect on a student's visa as a result of changes to enrolment status. Students



can visit the Department of Home Affairs website <http://www.homeaffairs.gov.au> for further information about their visa conditions and obligations.

## Definitions

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

Examples include:

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



## Overseas Student Transfer Request Policy

Lindisfarne Anglican Grammar School's Overseas student transfer policy and processes apply to:

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

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

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

### Exceptions to this restriction are:

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

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.

Lindisfarne Anglican Grammar School will only release a student before completing the first six months of their first registered school sector course in the following circumstances:

- The student has changed welfare and accommodation arrangements and is no longer within a reasonable travelling time of the school.
- The student will be reported because they are unable to achieve satisfactory course progress at the level they are studying, even after engaging with Lindisfarne Anglican Grammar School intervention strategy to assist them in accordance with Standard 8 (Overseas student visa requirements).
- The student provides evidence of compassionate or compelling circumstances.



- Lindisfarne Anglican Grammar School fails to deliver the course as outlined in the written agreement.
- The student provides evidence that their reasonable expectations about their current course are not being met.
- The student provides evidence that he was misled by Lindisfarne Anglican Grammar School or an education or migration agent regarding Lindisfarne Anglican Grammar School or its course and the course is therefore unsuitable to his/her needs and/or study objectives.
- An appeal (internal or external) on another matter results in a decision or recommendation to release the student.
- Any other reason stated in the policies of Lindisfarne Anglican Grammar School.

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

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

Lindisfarne Anglican Grammar School will NOT agree to the transfer before the student completes the first six months of their first registered school sector course in the following circumstances:

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



To apply for transfer to another provider, students need to:

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

Lindisfarne Anglican Grammar School will assess the student's transfer request application and notify the student of a decision within 10 working days.

If Lindisfarne Anglican Grammar School grants the student's transfer request, the student will be notified and the decision will be reported to the Department of Home Affairs via PRISMS.

If Lindisfarne Anglican Grammar School intends to refuse the student's transfer application request, Lindisfarne Anglican Grammar School will provide the student with reasons for refusal in writing and include a copy of Lindisfarne Anglican Grammar School's complaints and appeals policy. The student has the right to access Lindisfarne Anglican Grammar School's complaints and appeals process and has 20 working days to do this. The student's transfer request application will only be finalised in PRISMS after one of the following occurs:

- the student confirms in writing they choose not to access Lindisfarne Anglican Grammar Schools complaints and appeals process, or
- the student confirms in writing they withdraw from any appeals process they have commenced, or
- the appeals process is completed and a decision has been made in favour of the student or Lindisfarne Anglican Grammar School.

Applications to transfer to another registered provider may have visa implications. The student is advised to contact the Department of Home Affairs office as soon as possible to discuss any implications. The address of the nearest Office See <http://www.homeaffairs.gov.au/about/contact/offices-locations> for street addresses of Department of Home Affairs Offices in Brisbane and regional centres.] Alternatively,



students can contact the Department of Home Affairs (immigration): <https://www.homeaffairs.gov.au/about/contact/make-enquiry>

Student who are no longer subject to the transfer restriction but [Lindisfarne Anglican Grammar School] where holds welfare responsibility via a CAAW.

### **Students under 18 years of age MUST have:**

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

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

- Complete an Application for Student Transfer Form available from International Student Coordinator
- Give this completed application form and a valid offer of enrolment from another provider to International Student Coordinator for assessment and response within 10 working days.
- If under 18 years of age, attach written confirmation of support for the transfer to the nominated provider by a parent/s or legal guardian/s.

In this case, the valid offer of enrolment must confirm acceptance of responsibility for approving the student's accommodation, support and general welfare arrangements from the proposed date of the student's release from Lindisfarne Anglican Grammar School in accordance with Standard 5 (Younger overseas students) of the 2018 National Code of Practice for Providers of Education and Training for Overseas Students.

Lindisfarne Anglican Grammar School will negotiate the welfare transfer date with the receiving provider and will advise the student of the welfare transfer date within 10 working days.

Transfers to another registered provider may have visa implications. The student is advised to contact the Department of Home Affairs office as soon as possible to discuss any implications. See <http://www.homeaffairs.gov.au/about/contact/offices-locations>. Alternatively, students can contact the Department of Home Affairs (immigration): <https://www.homeaffairs.gov.au/about/contact/make-enquiry>



## Student progress, attendance and course duration policy

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

### Course Progress

- The school will monitor, record and assess the course progress of each student for the course in which the student is currently enrolled.
- The course progress of all students will be assessed at the end of each study period /semester of enrolment according to Lindisfarne Anglican Grammar School's course assessment requirements.
- Students who have begun part way through a study period / semester will be assessed according to Lindisfarne Anglican Grammar School's course assessment requirements after completing [one full study period/semester].
- To demonstrate satisfactory course progress, students will need to obtain Years 10 and below
- C- or above in Mathematics and at least half of the remainder of his course subjects in each study period (Semester) if the student is in year 10 or below Years 11 and 12
- Students must not achieve below C- in two or more subjects in their course, nor English, nor Mathematics in a study period (Semester). The objective of this criterion is that the student avoids the possibility of not being issued a Higher Schools Certificate at the conclusion of year 12
- If at the end of a study period a student does not achieve satisfactory course progress as described above, the International Student Coordinator will formally contact the parent(s) by telephone and/or email 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. other intervention strategies as deemed necessary



- A copy of the student's individual strategy for academic improvement and any relevant progress reports will be forwarded to parents.
- The student's individual strategy for academic improvement will be monitored over the following study period by the International Student Coordinator and records of student response to the strategy will be kept. Parents will be kept informed by way of regular email updates of the student's academic progress while the student is receiving formal intervention.
- If the student does not achieve satisfactory course progress by the end of the next study period, Lindisfarne Anglican Grammar 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. The notification of intention to report will be issued to the student prior to the commencement of the next semester. Following the outcome of the internal process, if the student wishes to complain or lodge an external appeal about a decision made or action taken by Lindisfarne Anglican Grammar School, he/she may contact the Overseas Student Ombudsman at no cost. Please see Lindisfarne Anglican Grammar School's Complaints and Appeals Policy for further details.
- The school will notify the ESOS agency via PRISMS of the student not achieving satisfactory course progress as soon as practicable where:
  - i. the student does not access the complaints and appeals process within 20 days, or the student withdraws from the complaints and appeals process by notifying the Principal of Lindisfarne Anglican Grammar School in writing, or
  - ii. the complaints and appeals process results in a decision in favour of the school.

### **Completion within expected duration of study**

- a) As noted previously, 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 studies within the expected duration of the course.
- c) The school will only extend the duration of the student's study where it is clear the student will not be able to complete their course by the expected date because:
  - i. the student can provide evidence of compassionate or compelling circumstances (see Definitions below)
  - ii. the student has, or is, participating in an intervention strategy as outlined in 1.e.



- iii. an approved deferment or suspension of study has been granted in accordance with Lindisfarne Anglican Grammar School's Deferment, Suspension and Cancellation Policy.
- d) Where the school decides to extend the duration of the student's study, the school will report this change via PRISMS within 14 days and/or issue a new COE if required. In this case, the student will need to contact the Department of Home Affairs to seek advice on any potential impacts on their visa, including the need to obtain a new visa.

### **Monitoring Course attendance**

- a) Satisfactory course attendance is attendance of 80% of scheduled course contact hours.
- b) Student attendance is:
  - i. checked and recorded daily
  - ii. assessed regularly
  - iii. recorded and calculated over each study period.
- c) Late arrival at school will be recorded and will be included in attendance calculations.
- d) All absences from school will be included in absentee calculations and should be accompanied by a medical certificate, an explanatory communication from the student's career 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 Coordinator every day over a study period 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 study period e.g. number of study days x contact hours x 20%. [For example, a 20 week study period with 5 contact hours a day would equal 500 contact hours. 20% of this is 100 hours.]
  - ii. Attendance for any period of exclusion from class will be assessed under Lindisfarne Anglican Grammar School Deferment, Suspension and Cancellation Policy.
- g) Parents of students at risk of breaching Lindisfarne Anglican Grammar School's attendance requirements will be contacted by email and students will be counselled and offered any necessary support when they have absences totalling 10% in any study period.
- h) If the calculation indicates that the student has passed the attendance threshold for the study period, Lindisfarne Anglican Grammar School will assess the



student against the provisions below. Where the student has failed to meet the minimum attendance requirement, and Item 3.i. does not apply, the school will promptly advise the student of its intention to report the student for breach of visa condition 8202, and that he/she has 20 working days in which to access the school's internal complaints and appeals process

- i) The school will notify the ESOS agency via PRISMS of the student not achieving satisfactory course attendance as soon as practicable where:
  - i. the student does not access the complaints and appeals process within 20 days
  - ii. the student withdraws from the complaints and appeals process by notifying the Principal of Lindisfarne Anglican Grammar School in writing,
  - iii. the complaints and appeals process results in a decision in favour of the school.
- j) Students will not be reported for failing to meet the 80% attendance threshold for a study period where:
  - i. the student produces documentary evidence clearly demonstrating compassionate or compelling circumstances e.g., medical illness supported by a medical certificate or as per Definition, below , and
  - ii. the student's attendance has not fallen below 70% for the study period.
- k) The method for calculating 70% attendance is the same as that outlined in f. above 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 of 70% attendance for a study period, the Principal will assess whether a suspension of studies is in the interests of the student as per Lindisfarne Anglican Grammar School Deferment, Suspension and Cancellation Policy.
- m) If the student does not obtain a suspension of studies under Lindisfarne Anglican Grammar School Deferment, Suspension and Cancellation Policy, and falls below the 70% threshold for attendance for the study period, the process for reporting the student for unsatisfactory attendance (breach of visa condition 8202) will occur as outlined in h. and i. above.

## Definitions

Compassionate or compelling circumstances - circumstances beyond the control of the student that are having an impact on the student's progress through a course.

These could include:

- i. serious illness, where a medical certificate states that the student was unable to attend classes
- ii. bereavement of close family members such as parents or grandparents (with evidence of death a certificate if possible)



- iii. major political upheaval or natural disaster in the home country requiring their emergency travel that has impacted on their studies
- iv. a traumatic experience which has impacted on the student (these cases should be where possible supported by police or psychologists' reports)
- v. where the school was unable to offer a prerequisite 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.

- a) 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.
- b) School day – any day for which the school has scheduled course contact hours.
- c) Study period - Lindisfarne Anglican Grammar School defines a "study period" for the purposes of monitoring course attendance and progress as a semester.



## School Refund Policy

A copy of this policy is provided to the student (or parent(s)/legal guardian if the student is under 18) at a reasonable time prior to a written agreement being signed as well as comprising part of student's written agreement. This policy outlines refunds applicable to course fees paid to the school including any course fees paid to an education agent to be remitted to the school. Any service fees a student (or parent(s)/legal guardian if the student is under 18) pays directly to a third party are not within the scope of this refund policy.

### Payment of Course Fees and Refunds

- a) Fees are payable according to the School's Fees Policy.
- b) An itemised list of school fees is provided in the school's written agreement [as per NC Standard 3.3.4]
- c) All fees must be paid in Australian dollars unless requested otherwise. Refunds will be reimbursed in the same currency as fees were received.
- d) Refunds will be paid to the person who enters into the written agreement unless the school receives written advice from the person who enters the written agreement to pay the refund to someone else.

All notification of withdrawal from a course, or applications for refund, must be made in writing and submitted to the International Student Coordinator.

### Student is unable to commence at the School because of visa refusal

If a student produces evidence of visa refusal (or provides permission for the school to verify visa refusal with the Department of Home Affairs) and fails to start a course on, or withdraws from the course on or before the agreed starting day,

- refund all tuition and non-tuition fees paid in advance.
- payment will be processed within 4 weeks of receiving the Refund Request form from the student.

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 any unused tuition fees\* received by the school with respect to the student within the period of four weeks after the day of student default.



\*Calculation of the refund due in this case is prescribed by a legislative instrument (s.10 of Education Services for Overseas Students (Calculation of Refund) Specification 2014).

### **Student does not commence at the School and provides written notice of withdrawal to the School**

- where the student provides the School more than 28 days' notice of withdrawal prior to the student's course commencement date, the School will refund 100% of tuition and non-tuition fees paid in advance, within 4 weeks of receiving the Refund Request form from the student.
- where a visa has been approved by the Department of Home Affairs and the student provides notice to the School of withdrawal less than 28 days prior to the student's course commencement date, the School will:
  - retain 50% of the tuition fees paid for one semester in advance, and
  - will refund the balance of the tuition fees and the non-tuition fees paid in advance, within 4 weeks of receiving the Refund Request form from the student.

However, Lindisfarne will consider refunding these fees in full where the giving of timely notice is not possible due to the existence of extenuating circumstances.

Please note that even if the student has not begun at the School but intends to enrol at another CRICOS provider the rules regarding transfer contained in the transfer policy will prevail.

### **Student does not commence at the School and does not provide written notice of withdrawal to the School**

Where a visa has been approved by the Department of Home Affairs but the student does not commence his course at the School and does not provide written notice of withdrawal Lindisfarne, the School will:

- retain tuition fees for the first semester paid in advance.
- refund the balance of tuition fees paid in advance.
- refund all non-tuition fees.
- payment will be processed within 4 weeks of receiving the Refund Request form from the student.



## Student withdraws from the School after commencement

If a student has commenced at the School but decides either to:

- cancel enrolment (i.e. leave Australia), or
- transfer to another CRICOS provider

At least one complete term's notice (written) must be provided to the International Student Coordinator. The School will:

- retain tuition and non-tuition fees proportional to the amount of the course the student has undertaken. Calculation in accordance with S.10 of the Education Services for Overseas Students (Calculation of Refund) Specification 2014
- payment will be processed within 4 weeks of receiving written claim form from student.
- refund any unspent tuition and non-tuition fees relating to any period commencing after the period of notice.
- payment will be processed within 4 weeks of receiving written claim form from student.

## Provider default

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

- a) If for any reason the school is unable to offer a course on an agreed starting day for the course, and the student for some reason cannot be placed or refuses placement in an alternative course arranged by the school, a full refund of any unused tuition fees\* received by the school with respect to the student will be made within 14 days of the agreed course starting day.
- b) If for any reason the school is unable to continue offering a course after the student commences a course, and the student for some reason cannot be placed or refuses placement in an alternative course arranged by the school, a full refund of any unused tuition fees\* received by the school with respect to the student will be made within 14 days of the school's default day.

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 Government's Tuition Protection Service.

For information on the TPS, please see: <https://tps.gov.au/StaticContent/Get/StudentInformation> .

\*Calculation of the refund due in this case is prescribed by a legislative instrument (s.7 of Education Services for Overseas Students (Calculation of Refund) Specification 2014). <http://www.comlaw.gov.au/Details/F2014L00907>



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

All refunds will be paid by the School in the same currency in which the fees are paid i.e. Australian Dollars. Refunds and refusal thereof are subject to the School's dispute resolution process.

A copy of this policy will be given to each intending student before an agreement is entered into.

Compassionate and compelling circumstances include, but are not limited to:

- Illness, where a medical certificate states that the student was unable to attend classes
- Bereavement of close family member
- Major political upheaval or natural disaster in the student's home country
- A traumatic experience which has impacted on the student

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

#### Definitions

- a. Non-tuition fees – fees not directly related to provision of the student's course, including Music Tuition Fees, excursions, Uniforms, Stationery, Semi-formal and Formal.
- b. Tuition fees – fees directly related to the provision of the student's course.
- c. Course fees – the sum of tuition fees and non-tuition fees received by the school in respect of the student in order for the student to undertake the course.
- d. Term = 10-11 weeks duration  
Semester = 2 Terms







## The ESOS Framework Overview

Providing quality education and protecting your rights

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

An electronic copy of the ESOS Framework is available through

<https://www.studyinaustralia.gov.au/global/australian-education/education-system/esos-act>

## Protection for overseas students

As an overseas 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 Overseas Students (CRICOS). A list of these institutions can be found at <http://cricos.education.gov.au/Institution/InstitutionSearch.aspx?StateId=NSW>

CRICOS registration guarantees that the course and the education provider at which you study meet the high standards necessary for overseas 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 overseas 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
  - how to use your provider's complaints and appeals process.

## **Your responsibilities**

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

- satisfy your student visa conditions;
- maintain your Overseas 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 welfare arrangements.



## Glossary

CRICOS	Commonwealth Register of Institutions and Courses for Overseas Students
DET	Department of Education and Training
DHA	Department of Home Affairs
ESOS Act 2000	Education Services for Overseas Students Act 2000
FFPOS	Full Fee Paying Overseas Student
PRISMS	Provider Registration and International Students Management System
NESA	NSW Education Standards Authority







# LINDISFARNE



ANGLICAN  
GRAMMAR SCHOOL

## **Junior School**

Preschool to Year 4  
Sunshine Avenue Campus  
Tweed Heads South  
NSW 2486

## **Middle and Senior School**

Years 5 to 12  
Mahers Lane Campus  
Terranora  
NSW 2486

T: 07 5590 5099

Email: [enrolments@lindisfarne.nsw.edu.au](mailto:enrolments@lindisfarne.nsw.edu.au)

PO Box 996, Banora Point NSW 2486

[www.lindisfarne.nsw.edu.au](http://www.lindisfarne.nsw.edu.au)

CRICOS PROVIDER: 03803G