



# INTERNATIONAL STUDENT PROSPECTUS

MORE THAN A SCHOOL

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Freshwater Christian College  
Administered by Cairns Christian College Ltd  
CRICOS Number: 01033E

# Welcome to Freshwater Christian College

Administered by Cairns Christian College Ltd

CRICOS Provider Number 01033E

We trust you will find this International Student Prospectus useful to you. This International Student Prospectus is to be read in conjunction with the International Student Handbook which is available from [www.freshwatercc.qld.edu.au](http://www.freshwatercc.qld.edu.au) or by contacting the College at the address/phone/email below.

## Introduction

Freshwater Christian College (formerly Cairns Christian College) is administered by Cairns Christian College Ltd. We are single campus Prep to Year 12 co-educational day school with Kindergarten, situated in picturesque Brinsmead. The campus is located at 369-401 Brinsmead Road, Brinsmead, Cairns, in Far North Queensland, Australia.

The College is made up of single level buildings which house our classrooms in groups. The campus facilities include a standalone 21<sup>st</sup> Century library, computer laboratories, extra-large covered multipurpose courts, science laboratories, innovation centre, tennis court, rugby field, soccer fields and auditorium. The College population is currently 554 students.

Established in 1983 by Cairns Christian Centre which is now known as Freshwater Church, an Assemblies of God church, the College provides distinctively Christian education to fellow Christians as well as those of non-Christian persuasions. Freshwater Christian College is a ministry of Freshwater Church and has the same doctrinal basis, values and statement of faith of the Church.

## College Mission Statement

At Freshwater Christian College we believe in the unique gifting of each individual within our community and exist to provide a safe and empowered learning environment that promotes caring relationships and authentic Christian Values.

## Teaching Objectives

Our four teaching objectives are a reflection on our Mission Statement

- H** High expectations
- O** Overt Christian Values
- P** Positive and caring relationships
- E** Empowered learning

## Contact information

**Campus Address:** 369-401 Brinsmead Road, Brinsmead, Qld, 4870  
**Postal Address:** PO Box 643, Redlynch, QLD, 4870, Australia  
**Telephone:** (07) 4055 1337  
**Email:** [enrolments@fcc.qld.edu.au](mailto:enrolments@fcc.qld.edu.au)  
**Website:** [www.freshwatercc.qld.edu.au](http://www.freshwatercc.qld.edu.au)  
**Office Hours:** 8.00am – 4:00pm Mondays to Thursdays  
8.00am – 3.00pm Fridays (closed on Queensland Public Holidays)



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## **International Student Program**

Freshwater Christian College (FCC) is a welcoming, caring school community of Christian believers who offer a high quality academic program to overseas students in order to provide them with an authentic Australian school experience.

Our aim is to:

- a) Immerse our International Students into the Australian culture within the FCC context while facilitating an educational environment of excellence and integrity.
- b) Provide a loving and safe Christian environment that is founded on the teachings of Jesus Christ as presented in the Bible.
- c) Teach sound academic principles and at the same time encourage young people to develop in character, morality and social justice.
- d) Provide Australian students with exposure to other cultures and ideas, and to broaden their understanding of the global context within which Australia is situated.
- e) Provide equal opportunity for International Students, enabling them to exit secondary schooling suitably prepared for a chosen pathway either in Australia or their country of origin.

## **Educational Standards**

Freshwater Christian College is committed to providing and maintaining the highest professional standards in both the marketing and delivery of its education program. This includes safeguarding the welfare and interests of all students, providing adequate facilities and resources and using appropriate and effective methods of instruction.

The programs of education provided at FCC will assist its students to develop as well-balanced persons who are acquiring the necessary values, attitudes, knowledge, skills and understandings to enable them to become responsible citizens. By providing a supportive and nurturing environment, students should develop an enthusiasm for learning and an optimism for the future based on their developing Christian worldview and the recognition of their unique characters, giftings and God-given destinies.

We believe that according to their innate abilities and personal motivation, students should attain high standards of knowledge, skills, wisdom and discernment and the ability to reason from a Biblical worldview through a comprehensive and balanced curriculum in the compulsory years of schooling encompassing the following key learning areas:

- English
- Mathematics
- Science
- Health and Physical Education
- Languages other than English – Japanese
- The Arts (Music, Art, Drama)
- Humanities and Social Sciences (History, Geography, Economics and Business)
- Design and Digital Technology (Computers, Food Textiles & Technology, and Design & Technology)



## Courses

All subjects and courses offered to overseas student have stated educational outcomes as specified in the curriculum documents and individual work programs.

All courses are full time, face to face delivery. Assessment methods include in class examinations and in and out of class assignments.

Freshwater Christian College does not have any arrangements with any other providers to provide the course or part of the course.

The following courses are offered by Freshwater Christian College at 369-401 Brinsmead Road, Brinsmead, Cairns, Queensland, Australia:

- Primary Years of Schooling (P-6) – CRICOS Course Code 060797E
- Junior Secondary Studies (7-10) – CRICOS Course Code 097048D
- Senior Secondary Certificate of Education (11-12) – CRICOS Course Code 097049C

Freshwater Christian College accepts applications for enrolment from international students for Years 1 to Year 9 (age limits apply). Please refer to our Entry Requirements for Registered Courses Policy located in this Prospectus for further information.

### **Primary School - Prep to Year 6 (CRICOS Course Code 060797E)**

The Primary Years of Schooling (P-6) course is total of seven years. Entry into this course is only from Year 1 and there may be limits on the length of student visa for Primary students. Refer to the Department of Home Affairs (Immigration) for further information.

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

Subjects for the Primary school course include:

English	Mathematics
Science	Humanities and Social Sciences
Health and Physical Education	Technology
Language Other Than English (Japanese)	The Arts (Music and Art)

Further information can be found at

<https://www.freshwatercc.qld.edu.au/learning-curriculum/primary/>

### **Junior Secondary Studies - Years 7, 8, 9, 10 (CRICOS Course Code 097048D)**

The Junior Secondary Studies (7-10) course is a total of four years. Entry into this course is only available up to Year 9 (age limits apply). We do not accept applications for new students into Year 10 of this course. Please see our Entry Requirements for Registered Courses Policy found in this Prospectus.

Subjects for the Junior Secondary course include:

English	Science
Mathematics, Advanced Mathematics	Health and Physical Education
Language Other Than English (Japanese)	The Arts (Drama, Music and Art)
Technology (Food & Textiles, Industrial Design, Digital)	
Humanities and Social Sciences (History and Geography)	

Further information can be found at <https://www.freshwatercc.qld.edu.au/learning-curriculum/junior-secondary/>.



## Senior Secondary Certificate of Education – Years 11 and 12 (CRICOS Course Code 097049C)

The Senior Secondary Certificate of Education (11-12) course runs for two years and is only open to students continuing enrolment from Year 10. Refer to our Entry Requirements for Registered Courses Policy located in this Prospectus for further information.

All Senior Students are required to study 4 General Subjects plus one English subject and one Mathematics subject (total of 6 subjects).

Subjects for the Senior Secondary course include:

- English – either General English or General Literature
- Mathematics – either General Mathematics, Mathematical Methods, Specialist Mathematics
  
- General subjects include
  - Legal Studies
  - Physical Education
  - Business
  - Economics
  - Drama
  - Modern History
  - Physics
  - Digital Solutions
  - Chemistry
  - Music
  - Biology
  - Japanese
  - Accounting
  - Visual Art
  - Design
  - Industrial Technology Skills

Pre-requisites may apply. Further information can be found at

<https://www.freshwatercc.qld.edu.au/learning-curriculum/senior-secondary/>.

For further information about the Queensland Certificate of Education (QCE) and Tertiary Entrance requirements please check the following links:

- Queensland Curriculum and Assessment Authority [www.qcaa.qld.edu.au](http://www.qcaa.qld.edu.au)
- Queensland Tertiary Admissions Centre [www.gtac.edu.au](http://www.gtac.edu.au)
- Department of Education and Training [www.qed.qld.gov.au](http://www.qed.qld.gov.au)

## Term Dates

Please refer to our website for Term Dates <https://www.freshwatercc.qld.edu.au/events/>

## Mode of Study

Students are required to attend Freshwater Christian College's courses face-to-face in school facilities on campus. Depending on course components, a student's course may also include:

- Online learning in class time or after school hours
- Approved excursions/field trips and/or camps
- Approved work experience program
- Outdoor education activities
- Approved studies that contribute to a student's enrolled course but are delivered by another approved provider



## Course Credit

Freshwater Christian College will assess all applications for course credit for students enrolling in Senior Secondary Studies. The student may receive course credit for units completed based on evidence provided of studies undertaken under the relevant State or Territory curriculum assessment authority or Nationally accredited framework. Freshwater Christian College assesses and records course credit, according to requirements of the [Queensland Curriculum and Assessment Authority](#) (QCAA).

## Student Contact Details and Change of Contact Details

The student (and, if the student is under 18 years of age, the student's parent(s)/legal guardian(s) and any adult responsible for the student's welfare) is required to notify the school of contact details, including:

- i) current residential address
- ii) mobile number (if any)
- iii) email address (if any)
- iv) who to contact in any emergency, and
- v) if there are any changes to those details, within 7 days of the change.

This is a requirement under the 2018 National Code of Practice for Providers of Education and Training to Overseas Students. It is also a requirement under the student's visa conditions to ensure that any notifications sent to the student by the Department of Home Affairs advising of visa breaches are sent to the student's current address.

Where Freshwater Christian College has approved the student's welfare and accommodation arrangements, the student requires both the school's and the parent(s)/legal guardian(s) of the overseas student's approval for any changes to welfare and accommodation arrangements. It is also a Department of Home Affairs (Immigration) requirement a written agreement is in place.

The College is required by law to request confirmation of current address and contact details in writing for each student (and parent or legal guardian if a student is under 18 years of age) and emergency contact details at least every six months.

## Student Records

All students at Freshwater Christian College are issued with academic progress reports twice per year, (end of Semester 1 and end of Semester 2).

## Support Services

International students will be offered support on a number of levels. This includes homestay, accommodation, social and cultural experiences and access to necessary services and support personnel.

The College will ensure that the level of support services provided to accepted students is suitable and appropriate. Sometimes the College will arrange for another entity to provide such support or services.



## Social

- Monitoring of socialisation during school hours and facilitating integration.
- New students are allocated an Australian student to assist them in their assimilation into College life.
- Emotional support during settling in period.
- A designated student officer who will assist the student to adjust to life and study at an Australian institution, and to help resolve problems

## Cultural Experience

- In class excursions are to be offered each semester
- Weekly Chapel services

## Services

- Accommodation monitoring and support (intervention when needed).
- Private ESL tutoring can be arranged at the current rates. The College will monitor progress/attendance in private ESL tuition where there is an agreement between the school and the tutor.
- Assistance and information about their academic progress
- Provision of subject guidance and career counselling.
- The College will act dutifully in the case of all emergencies, and stay in close contact with parents/guardians to decide appropriate courses of action.
- Open lines of communication to parents, including progress semester reports, reports on request (academic and non-academic), and a letter of attendance/completion for secondary students on graduation.

## Living in Cairns

Cairns is a great place to live and visit. There is much to see and do and Cairns boasts a wonderful climate. Cairns industry was originally farming (sugar cane) but now also targets the international tourist market. Cairns is a port city, and has access to the fascinating Great Barrier Reef. Within a 50 km radius one can see ocean, beach and reef, rainforest, mangroves, savannah, mountains, farms, city, suburbs, markets and shopping malls.

To find out more about our city and surrounding region, we suggest applicants visit the following websites:

- Cairns Chamber of Commerce [www.cairnschamber.com.au](http://www.cairnschamber.com.au)  
For information on moving to Cairns, healthcare and public transport
- Cairns Regional Council [www.cairns.qld.gov.au](http://www.cairns.qld.gov.au)  
For information on the community, maps, and events
- Tourism Tropical North Queensland [www.ttnq.org.au](http://www.ttnq.org.au)  
For information about our region and the sights to see
- Queensland Government Website [www.qld.gov.au](http://www.qld.gov.au)  
For detailed information on Queensland's environment, public transport
- Cairns Connect Website [www.cairnsconnect.com](http://www.cairnsconnect.com)  
For information on accommodation, property, business, tourism



**Climate**

It has been said that *“Queensland is beautiful one day, perfect the next”*. Queensland has a sub-tropical climate of warm humid summers and mild clear winters.

Summer months are December to February with typical Cairns temperatures between 25- 33 degrees Celsius. Autumn months are March to May with typical temperatures averaging slightly cooler than the Summer months.

Winter months are June to August with typical temperatures between 15 - 25 degrees Celsius. Spring months are September to November with typical temperatures slightly increasing from the Winter temperatures.

**Transport**

Queensland is well serviced by public transport networks, including buses, trains and ferries. Travel concessions are available to students.

**Living costs**

The average international student in Australia spends about A\$350 to \$450 per week on accommodation, food, clothing, entertainment, transport, travel, telephone and incidental costs. While this is a realistic guide, it is important to remember that individual circumstances will vary by location, course and lifestyle.



## Entry Requirements for Registered Courses Policy v5.1

- 1) Freshwater Christian College will consider enrolment applications from students wishing to apply for a Student Visa commencing in levels Year 1 to Year 9 (age limits apply –see below), subject to compliance with minimum requirements and conditions set by the College, and with legislative requirements of the State of Queensland and the Commonwealth of Australia, including any requirements to undertake extra tuition to learn English to meet the English language proficiency standard needed to enter mainstream classes.
- 2) Applications for enrolment must be made on 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 previous 2 years of study, 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. A completed Subject Choices Form if appropriate;
  - d. Appropriate proof of identity and age;
  - e. Written evidence of proficiency in English as a second language;
  - f. Photocopy or scanned copy of passport page with name, photo identification, passport number and expiry date;
  - g. Written piece of work in English, eg; story about their family;
  - h. Payment of the Application Fee;
  - i. Letter of Offer from another registered provider, if applicable;
  - j. Completed Homestay application form, if applicable;
  - k. Application to the Queensland Assessment and Curriculum Authority (QCAA) for relaxation of completed Core requirements, if applicable;
- 3) Where the above documents are not in English, certified translations in English are required, with necessary costs to be met by the applicant.
- 4) An application for enrolment can only be processed when all of the above are in the hands of the Enrolments & Community Relations Officer.
- 5) Applications from overseas students are processed according to established policy and procedures, and are dealt with on their merits.
- 6) Assessment procedures include an evaluation of reports from previous schools and of English language proficiency. In cases where report cards are not available or are inconclusive for any reason, the College may require relevant testing of the applicant to assess the application.
- 7) Freshwater Christian College does not accept applications for enrolment from International Students commencing in Prep, Year 10, Year 11 or Year 12.

Freshwater Christian College requires evidence that the applicant’s academic ability and English proficiency is sufficient to successfully meet the entry and curriculum demands of the intended course. 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 Primary School (Year 1 to Year 6) students:  
*Evidence of application to school work and age-appropriate achievement in literacy and numeracy areas of the curriculum*
- For Secondary School (Year 7 to Year 9) students:  
*A pass level or “C” grade or better for the majority of core subjects*

For Secondary School (Year 10) students who are currently enrolled and attending Freshwater Christian College and are continuing enrolment at the College to Senior Secondary (Year 11 and 12):

*A pass level or “C” grade or better in Semester 1 and Semester 2 report cards for Year 10 for the majority of core subjects.*

### English Language Proficiency Requirements

- 8) 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.
- 9) If supplied, Freshwater Christian College will assess evidence of English language proficiency presented by a student at the time of application, but reserves the right to confirm the student’s English language proficiency through additional tests.
- 10) If not presenting appropriate evidence of English language proficiency at the time of application, Freshwater Christian College will assess the student’s application for entry based on satisfactory test results as follows:

For Entry to Year	Acceptable Test	Minimum Test Result
Year 7 Year 8 Year 9	IELTS (International English Language Testing System)	5.5

Students who are enrolled and attending Freshwater Christian College and are continuing enrolment at the College from Year 10 to Senior School (Year 11 and Year 12) are required to achieve a pass level or “C” grade or better in the core subject ‘English’ in their Semester 1 and Semester 2 report cards for Year 10.

- 11) 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.
- 12) 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 the mainstream course.

- 13) Students wishing to enter the school below Year 7 level 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.



## **Age Limits**

Students applying for enrolment for entry in Year level's 1 to 9, must also be:

- Less than 8 years old when you begin Year 1
- Less than 9 years old when you begin Year 2
- Less than 10 years old when you begin Year 3
- Less than 11 years old when you begin Year 4
- Less than 12 years old when you begin Year 5
- Less than 13 years old when you begin Year 6
- Less than 14 years old when you begin Year 7
- Less than 15 years old when you begin Year 8
- Less than 16 years old when you begin Year 9



## Welfare and Accommodation Policy v7

### Care for younger students under 18 years

Freshwater Christian College is a CRICOS-registered provider which enrolls younger students under 18 years of age. As part of its registration obligations Freshwater Christian College must satisfy Commonwealth and State legislation, as well as any other regulatory requirements, relating to child welfare and protection for any overseas student enrolled who is under 18 years of age.

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

- who to contact in emergency situations, including contact number/s of a nominated staff member, and
- how to seek assistance and report any incident or allegation involving actual or alleged sexual, physical or other abuse.

Freshwater Christian College has documented procedures relating to child welfare and safety, and will implement these procedures in the event that there are any concerns for the welfare of a student under 18 years of age.

### Accommodation and care options for overseas students under 18 years

Freshwater Christian College approves the following accommodation and care options for overseas students:

#### 1. The student will live with a parent or relative approved by the Department of Home Affairs (Immigration).

In this case:

- a. The School does **not** provide a welfare letter (CAAW) via PRISMS. The student's family completes Form 157N and provides proof of relationship to Department of Home Affairs (Immigration) at the time of visa application for approval of these arrangements. The Department of Home Affairs (Immigration) must also approve any further change of welfare arrangements.
- b. 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:
  - 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
  - advising the Department of Home Affairs (Immigration) of any change of address, passport or other changes of circumstances.

Freshwater Christian College requires holders of Student Guardian Visas to:

- c. maintain Overseas Visitor Health Cover for themselves and any dependent children living with them in Australia
- d. immediately advise the School of any change to address or contact details
- e. 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 (Immigration) 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.

**2. The student will live in school approved accommodation and care arrangements and Freshwater Christian College will generate the welfare letter (CAAW) via PRISMS to accompany the student's Confirmation of Enrolment (CoE).**

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

- a. Homestay Program operated by Freshwater Christian College. Please see Point 6. Additional Information, below.
- b. Private accommodation and care arrangements requested by the parent but approved by the School which meet all requirements under relevant state and commonwealth legislation.

Freshwater Christian College will maintain approval of accommodation and care arrangements until:

- c. The student completes the course and departs Australia
- d. the student turns 18 years
- e. any appeals processes in relation to Freshwater Christian College's intentions to cancel the student's enrolment has been finalised (including suspensions, cancellations, course progress and attendance)
- f. the student has alternative welfare arrangements approved by another registered provider
- g. a parent or nominated relative approved by the Department of Home Affairs (Immigration) assumes care of the student
- h. Freshwater Christian College has notified the Department of Home Affairs (Immigration) that it is no longer able to approve the student's welfare arrangements and has taken the required action after not being able to contact the student.

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

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

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

Any changes to approved arrangements must also be approved by Freshwater Christian College. This includes any requests by students to attend "Schoolies Week" on completion of Year 12.



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

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

In the event of a significant or critical welfare issue involving the student, and if determined necessary by the school, a parent, legal guardian or approved relative agrees to travel to a designated location within 4 days to assume care of the student until the situation has been resolved to the school's satisfaction.

**3. For School vacation periods, students under 18 years of age for whom Freshwater Christian College has issued a CAAW will:**

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

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

- a. Homestay Program operated by Freshwater Christian College. Please see Point 6. Additional Information, below
- b. Private accommodation and care arrangements requested by the parent but approved by the School.
- c. any changes to approved arrangements must also be approved by the School. This includes any requests by students to attend "Schoolies Week" on completion of Year 12.

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

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

**6. Additional Information for Homestay/Private Accommodation arrangements at Freshwater Christian College:**

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

These include:

- a. Continuous dates for approved welfare arrangements;
- b. 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; and
- Criteria about accommodation services to be provided, and contract for arrangements about providing accommodation services;
- c. Orientation program for families new to the provision of homestay services;
- d. Compliant Homestay risk management strategy, reviewed annually, undertaken by the school;
- e. Blue Cards as required for adults (over 18yo) living in the homestay/private arrangement other than overseas students, or who otherwise have regular contact with the student.



## **Behaviour Management Policy v2.1**

The Behaviour Management Policy aims to set in place the procedure and guidelines whereby students and teachers are able to work in this environment free from disruption, abuse or threat and within which they can reach their potential as teachers and learners.

At Freshwater Christian College, we believe that for effective learning to take place we need to create a safe, supportive and disciplined environment that respects the following rights:

- Students have the right to learn
- Teachers have the right to teach
- Everyone has the right to be safe

There is an expectation that students obey all of the rules of the College and be aware of the consequences should they choose to disregard them. The College may suspend or terminate enrolment at its discretion for failure to comply with these conditions or other breaches of the College's rules and regulations. Such termination may be for a singular serious incident or for failure over a period of time to correct repetitive less serious breaches.

We record infringements daily and the consequences for non-compliance are as follows: (within a five-week period)

The BLUE Behaviour Management Program

- B Behaviour
- L Late (to school or class)
- U Uniform (Formal uniform to be worn except on sports days) + hat to be worn each day
- E Equipment (ensure the correct equipment has been brought to school and/or each class)

3 of the 1 type of offence = an after school detention. This resets every 5 weeks.

No hat = No play. It is a sun safe issue.



## Student Code of Conduct

All students at the College are expected to abide by the following which is signed and agreed to at enrolment and found in the College Diary published annually.

1. Obey all the rules of the College as set out in the College issued student diary. In particular, whilst at school I will at all times:
  - Wear correct uniform in a manner which is neat and tidy;
  - Speak and behave toward all staff members in a respectful and courteous manner, and accept appropriate disciplinary action where deemed necessary.
2. Out of school I will act at all times in a manner that will set an example of behaviour that is consistent with the values of the College community, eg; not using illegal substances such as drugs or alcohol, nor being involved with pornographic material, or involved in such activities as cyber bullying.
3. In relation to my school work, I will at all times seek to achieve my potential and endeavour to submit assignments by the due date.
4. In relation to any part time work outside of school, I will ensure that hours worked do not infringe upon my ability to complete my school work.

I understand that failure to abide by the code of conduct will put my continuing enrolment at Freshwater Christian College in jeopardy and that enrolment may be terminated for a single serious breach or for the failure to rectify over time less serious breaches.

As a student of this Christian school, I pledge to uphold the College's standard against inappropriate language/swearing, gambling, drinking alcohol, having anything to do with drugs/substances, and will act in a very orderly and respectful manner.

I will uphold the Christian standard of politeness, kindness and honesty. I will try to be of unquestionable character in dress, conduct and other areas of my life.

I agree to abide by the above standards of conduct and other rules expected of each student enrolled in this Christian College while I am a student attending the College, and will uphold the reputation of Freshwater Christian College at all times.



## **Student Progress, Attendance and Course Duration Policy v9.1**

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

### **1) Course Progress**

- a) The school will monitor, record and assess the course progress of each student for the course in which the student is currently enrolled.
- b) The course progress of all students will be assessed at the end of each study period of enrolment according to Freshwater Christian College's course assessment requirements.
- c) Students who have begun part way through a study period will be assessed according to Freshwater Christian College's course assessment requirements after completing one full study period.
- d) To demonstrate satisfactory course progress in any study period.
  - i) For Primary (Prep to Year 6) students will need to achieve a minimum grade of 'Demonstrating' (DEM) in at least 50% of subjects in any study period. Students need to be demonstrating that they are improving and making an effort (ie; participating in class, displaying a good attitude to learning, completing homework).
  - ii) For Junior Secondary (Year 7 to Year 10) students will need to achieve a minimum grade of 'C' in at least 50% of subjects in any study period. Students need to be demonstrating that they are improving and making an effort (ie; participating in class, displaying a good attitude to learning, completing homework).
  - iii) For Senior Secondary (Year 11 to Year 12) students must achieve a Satisfactory in Unit 1 and Unit 2 in Year 11, and in Unit 3 and Unit 4 in Year 12. Students must progressively accrue sufficient credit in Year 11 and Year 12 to remain eligible for a Queensland Certificate of Education (QCE). Students enrolled in all four Units of a Senior Secondary Course will be identified and notified as being at risk of not achieving satisfactory course progress when their results indicate that the Learning Options available to them to remain eligible for a QCE are becoming limited.
- e) If at the end of a study period a student does not achieve satisfactory course progress as described above, the Enrolments and Community Relations Officer will formally contact the parent(s) to advise the student is at risk of breaching the course progress requirement and 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) Change of subject selection, or reducing course load (without affecting the course duration)
  - v) Counselling – time management
  - vi) Counselling – academic skills
  - vii) Counselling – personal
  - viii) other intervention strategies as deemed necessary
- f) A copy of the student's individual strategy and progress reports in achieving improvement will be forwarded to parents.
- g) The student's individual strategy for academic improvement will be monitored over the following study period by the Head of Primary and/or



the Head of Secondary and records of student response to the strategy will be kept. Parents will be kept informed of the student's academic progress while the student is receiving formal intervention.

- h) If the student does not achieve satisfactory course progress by the end of the next study period, the Principal will advise the student in writing of Freshwater Christian College's 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 study period. 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 Freshwater Christian College, he/she may contact the Overseas Student Ombudsman at no cost. Please see Freshwater Christian College's Complaints and Appeals Policy for further details.
- i) 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 Freshwater Christian College in writing; or
  - ii) the complaints and appeals process results in a decision in favour of the school.

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

- a) As noted in 1.a., the school will monitor, record and assess the course progress of each student for the course in which the student is currently enrolled.
- b) Part of the assessment of course progress at the end of each study period (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 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 Freshwater Christian College's Deferment, Suspension and Cancellation Policy.
- d) Where the school decides to extend the duration of the student's study, the school will report this change via PRISMS within 14 days and/or issue a new COE if required. In this case, the student will need to contact the Department of Home Affairs (Immigration) to seek advice on any potential impacts on their visa, including the need to obtain a new visa.

## **3) Monitoring Course attendance**

- a) Satisfactory course attendance is attendance of 80% of scheduled course contact (school) 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 the absentee calculation and should be accompanied by a medical certificate, an explanatory communication from the student's carer or evidence that leave has been approved by the Principal/Head of School.



- e) Any absences longer than 5 consecutive days without approval will be investigated.
- f) Student attendance will be monitored by the Enrolments & Community Relations Officer every 3 weeks over a study period to assess student attendance using the following method.
  - i) Calculating the number of school-hours the student would have to be absent to fall below the attendance threshold for a study period. (For example – a 20-week study period with 6.25 school hours per day would equal 625 hours. 20% of this is 125 hours).
  - ii) Attendance for any period of exclusion from class will be assessed under Freshwater Christian College’s Deferment, Suspension and Cancellation Policy.
- g) Parents of students at risk of breaching Freshwater Christian College’s attendance requirements will be contacted by email and students will be counselled and offered any necessary support when they have 85% attendance in any study period.
- h) If the calculation at 3.f. indicates that the student has passed the attendance threshold for the study period, Freshwater Christian College will assess the student against the provisions of Item 3.j. (below). Where the student has failed to meet the minimum attendance requirement, and Item 3.j. 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 Freshwater Christian College 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 Item 4. Definitions (below), and
  - ii) the student’s attendance has not fallen below 70% attendance for the study period.
- k) The method for calculating 70% attendance is the same as that outlined in 3.f with the following change; number of school day’s x school hours x 30%, or the number of school days x the number of school days per week 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 Freshwater Christian College’s Deferment, Suspension and Cancellation Policy.
- m) If the student does not obtain a suspension of studies under Freshwater Christian College’s 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 3.h. – 3.i.

#### 4) Definitions

- a) *Compassionate or compelling circumstances* - circumstances beyond the control of the student that are having an impact on the student’s progress through a course. These could include:
  - i) serious illness, where a medical certificate states that the student was unable to attend classes.



- ii) bereavement of close family members such as parents or grandparents (with evidence of death 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 pre-requisite unit.
- vi) inability to begin studying on the course commencement date due to delay in receiving a student visa.

For other circumstances to be considered as compassionate or compelling, evidence would need to be provided to show that these were having an impact on the student's progress through a course.

- b) *Expected duration* – the length of time it takes to complete the course studying full-time. This is the same as the registered course duration on CRICOS.
- c) *School day* – any day for which the school has scheduled course contact hours.
- d) *Study period* –
  - i) For the purposes of monitoring attendance, a study period is a semester.
  - ii) For the purposes of monitoring course progress in a Primary school (Prep to Year 6) or Junior Secondary (Year 7 to Year 10) school course, a study period is a semester.
  - iii) For the purposes of monitoring course progress in a Senior Secondary (Year 11 and 12) course, a study period is a Unit of a subject or course of study. (ie; Unit 1 or Unit 2 in Year 11 and Unit 3 or Unit 4 in Year 12).
- e) Learning Options – the range of subjects and programs as outlined in Learning Options 1.2.2 of the Queensland Curriculum and Assessment Authority (QCAA) [QCE and QCIA Handbook 2019](#).



## Deferment, Suspension and Cancellation Policy v7

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

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

### STUDENT-INITIATED CHANGES IN ENROLMENT

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

- a) Freshwater Christian College will only grant a deferment of commencement of studies for compassionate and compelling circumstances. These include but are not limited to:
  - i) illness, where a medical certificate states that the student 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)
  - 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 10 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 Freshwater Christian College's Complaints and Appeals policy).
- d) Deferment will be recorded on PRISMS within 14 days of being granted.

#### 3. Suspension of study requested by student

- a. Once the student has commenced the course, Freshwater Christian College will only grant a suspension of study for compassionate and compelling circumstances. These include but are not limited to;
  - i) illness, where a medical certificate states that the student was unable to attend classes
  - 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)
  - v) student return to their home country to sit a university exam (or similar assessment) which impacts upon their education



- b. Where there is a significant issue impacting upon a student's attendance or course progress, it is essential that the student or parents contact the school as soon as possible to discuss the concern so that appropriate support can be put in place. Where deemed necessary, this may involve temporarily suspending the student's enrolment so that matters can be resolved without having a negative impact on the student's ability to satisfy their visa conditions.
- c. Temporary suspensions of study cannot exceed 6 month's duration.
- d. Suspensions will be recorded on PRISMS within 14 days of being granted if the student is under 18 years of age, and within 31 days if the student is over 18 years of age.
- e. The period of suspension will not be included in attendance calculations.
- f. Applications will be assessed on merit by the Principal.
- g. Some examples of circumstances that are not considered compassionate and compelling at Freshwater Christian College include:
  - i) Requests for early departure or late return from vacation, including inability to secure cheap flights
  - ii) Leaving early or returning late from holidays in order to attend festivals in the student's home country
  - iii) Returning home to attend family gatherings that occur during term time.
- h. As part of any assessment of a request to defer or temporarily suspend studies, the impact of the request on the student's ability to complete their intended course of study in accordance with their CoE/s and student visa will be considered. Any implications will be communicated to students.
- i. All applications for suspension will be considered within 10 working days.
- j. The final decision for assessing and granting a suspension of studies lies with the Principal. Where a student's request to suspend studies is refused, the student has a right of appeal (see Freshwater Christian College's Complaints and Appeals policy).

#### **4. 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 the Principal. Please see Freshwater Christian College's Refund Policy (and if applicable Deferment, Suspension and Cancellation Policy) for information regarding refunds (and if applicable cancellation fees).
- b. A student will be deemed to have inactively notified Freshwater Christian College of cancellation of enrolment where:
  - i) the student has not yet finished his/her course/s of study with the school, and
  - ii) does not resume studies at the school within [14 days] after a holiday break, and
  - iii) the student has not previously provided the school with written notification of withdrawal.
- c. Student-initiated cancellation of enrolment, including "inactive" cancellation of enrolment in 4.b), above, is not subject to Freshwater Christian College's Complaints and Appeals Policy.

### **SCHOOL-INITIATED CHANGES IN ENROLMENT**

#### **5. School Initiated Exclusion from class**

- a. Freshwater Christian College may exclude a student from class studies on the grounds of misbehaviour by the student. Exclusion will occur as the result of any behaviour identified as resulting in exclusion in Freshwater Christian College's Behaviour Management Policy.
- 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 Freshwater Christian College intends to exclude a student from class it will first issue a letter which notifies the student and parents of this intention.



The letter will provide details of the reason/s for the intended exclusion, as well as information about how to access Freshwater Christian College's internal appeals process. Further information about the appeals process in the event of a school-initiated exclusion from class is outlined below.

- d. Excluded students must abide by the conditions of their exclusion from studies which will depend on the welfare and accommodation arrangements in place for each student and which will be determined by the Principal.
- e. Where the student is provided with homework or other studies for the period of the exclusion, the student must continue to meet the academic requirements of the course.
- f. Exclusions from class will not be recorded on PRISMS.

## **6. School-Initiated Suspension of studies**

- a) Freshwater Christian College may initiate a suspension of studies for a student on the grounds of misbehaviour by the student. Suspension will occur as the result of any behaviour identified as resulting in suspension in Freshwater Christian College's Behaviour Management Policy.
- 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 Freshwater Christian College intends to suspend the enrolment of a student, it will first issue a letter that notifies the student and parents of this intention. The letter will provide details of the reason/s for the intended suspension, as well as information about how to access Freshwater Christian College's internal appeals process. Further information about the appeals process in the event of a school-initiated suspension is outlined below.
- d) Suspended students must abide by the conditions of their suspension from studies which will depend on the welfare and accommodation arrangements in place for each student and which will be determined by the Principal.
- e) Students who have been suspended for more than 28 days may need to contact Department of Home Affairs (Immigration). (See contact details at <https://immi.homeaffairs.gov.au/help-support/contact-us>)
- f) Suspensions will be recorded on PRISMS.
- g) The period of suspension will not be included in attendance calculations.

## **7. School Initiated cancellation of enrolment**

- a. Freshwater Christian College will cancel the enrolment of a student under the following conditions;
  - i) Any breach of an agreed condition of enrolment as outlined in the student's written agreement, including failure to disclose a pre-existing condition requiring a high degree of specialised support or care
  - ii) Failure to pay course fees
  - iii) Failure to maintain approved welfare and accommodation arrangements (visa condition 8532).
  - iv) Any behaviour identified as resulting in cancellation in Freshwater Christian College's Behaviour Management Policy.
- b. Where Freshwater Christian College intends to cancel the enrolment of a student it will first issue a letter which notifies the student and parents of this intention. The letter will also provide details of the reason/s for the intended cancellation, as well as information about how to access Freshwater Christian College's internal appeals process. Further information about the appeals process in the event of a school-initiated cancellation is outlined below.
- c. Freshwater Christian College is required to report any confirmed breach of course progress and attendance requirements to the Department of Home



Affairs (Immigration). Where a student is reported for breach of visa condition, his/her enrolment at Freshwater Christian College will be cancelled and this may impact on the student's visa. Further information can be found in Freshwater Christian College's Course Progress and Attendance Policy.

- d. For the duration of the internal appeals process, Freshwater Christian College will maintain the student's enrolment and the student will attend classes as normal. The Principal will determine if participation in studies will be in class or under a supervised arrangement outside of classes.
- e. If a student decides to access Freshwater Christian College's complaints and appeals process because they have been notified of a school initiated suspension or cancellation of enrolment under Standard 9, the change in enrolment status will not be reported in PRISMS until the internal complaints and appeals process is finalised, unless extenuating circumstances relating to the welfare of the student apply (see Definitions below).
- f. Where extenuating circumstances are deemed to exist, a student may still access the complaints and appeals process, but Freshwater Christian College need not await the outcome of this process before changing the student's enrolment status in PRISMS. If the school has issued a CAAW for such a student, welfare provisions under Standard 5.6 are applicable.
- g. The use of extenuating circumstances by Freshwater Christian College to suspend or cancel a student's enrolment prior to the completion of any complaints and appeals process will be supported by appropriate evidence.
- h. The final decision for evaluating extenuating circumstances lies with the Principal.

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

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

#### **Definitions**

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

*Extenuating circumstances* - if the student's health or wellbeing, or the wellbeing of others, is likely to be at risk. Examples include:

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



## Refund Policy v5

- 1) This policy outlines refunds applicable to course fees paid to the school including any course fees paid to an education agent to be remitted to the school.
- 2) Any service fees a student (or parent(s)/legal guardian if the student is under 18) pays direct to a third party are not within the scope of this refund policy.
- 3) The Application Fee is non-refundable.
- 4) Payment of Course Fees and Refunds
  - a. Fees are payable according to Freshwater Christian College's Fee Schedule (International).
  - b. An itemised list of school fees is provided in the school's written agreement [as per the 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.
- 5) All notification of withdrawal from a course, or applications for refunds, must be made in writing and submitted to the Principal.
- 6) Student default because of visa refusal
  - a. If a student produces evidence of visa refusal (or provides permission for the school to verify visa refusal with the Department of Home Affairs) and fails to start a course on, or withdraws from the course on or before the agreed starting day, the school will refund within four weeks of receiving a written claim from the student the total amount of course fees received by the school before the student's default day;
  - b. If a student whose visa has been refused withdraws from the course after it has commenced, the school will retain the amount of tuition fees proportionate to the amount of the course the student has undertaken and will refund of any unused tuition fees\* received by the school with respect to the student within the period of four weeks after the day of student default.

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

Any amount owing under this section will be paid within 4 weeks of receiving a written claim from the student (or parent(s)/legal guardian if the student is under 18).

  - a. Non-tuition fees:

Non-tuition fees will be refunded on a pro rata basis proportional to the amount of time the student was studying in the course, except where a non-refundable payment on behalf of the student has been made.
  - b. Non-commencement with no notification of withdrawal

If the student, does not provide written notice of withdrawal, and does not start the course on the agreed starting date, up to \$500 of tuition fees will be retained from tuition fees received by the school.
  - c. Non-commencement with notification of withdrawal



If tuition fees for up to two semesters have been received in advance by the school and the school receives written notification of withdrawal by the student (or parent(s)/legal guardian if the student is under 18), the school will retain an administration fee of \$250 and refund the balance of the tuition fees.

d. Refunds after commencement of a course:

*If tuition fees for up to 1 term/semester have been received in advance:*

Where the student (or parent(s)/legal guardian if the student is under 18) notifies the school in writing of withdrawal before completing the term/semester, no tuition fees will be refunded.

*If tuition fees for more than 1 term/semester have been received in advance:*

If fees for more than one term/semester have been received in advance, and the school receives written notification of withdrawal by the student (or parent(s)/legal guardian if the student is under 18), the school will refund the amount of unused tuition fees less administration fee of \$250, provided that at least 10 weeks written notice of withdrawal has been received. Where 10 weeks written notice of withdrawal has not been given, the school will refund the unused tuition fees less administration fee of \$500.

e. Refunds in the event of a provider initiated cancellation of enrolment:

- i. No refund of tuition fees will be made where a student's enrolment is cancelled for any of the following reasons:
  - Failure to maintain satisfactory course progress (visa condition 8202). Please see Course Progress and Attendance Policy
  - Failure to maintain satisfactory attendance (visa condition 8202). Please see Course Progress and Attendance Policy
  - Failure to maintain approved welfare and accommodation arrangements (visa condition 8532). *[If applicable]*: Please see Accommodation and Welfare Policy
  - Failure to pay course fees.
  - Any behaviour identified as resulting in enrolment cancellation in Freshwater Christian College's Behaviour Management Policy. Please see <http://www.freshwatercc.qld.edu.au/enrolments/international-students/>
- ii. Any refund in the case of cancellation of a student's enrolment for failure to maintain Freshwater Christian College's agreed conditions of enrolments 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, will be at the discretion of the school.

8) School (Provider) Default (*Any default by the school must be compliant with the current provisions of the ESOS Act 2000 and the ESOS Regulations 2019*).

- 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 course school's default day.
- c. In the event that the school is unable to fulfil its obligations of providing an agreeable alternative course for the student, or a refund, the student will 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).*  
[www.comlaw.gov.au/Details/F2014L00907](http://www.comlaw.gov.au/Details/F2014L00907).

9. This written agreement, and the right to make complaints and seek appeals of decisions and action under various processes, does not affect the rights of the student to take action under the Australian Consumer Law if the Australian Consumer Law applies.
10. If the student changes visa status (e.g. becomes a temporary or permanent resident) he/she will continue to pay full overseas student's (International) fees for the duration of that year.

#### Definitions:

*Non-tuition fees* – fees not directly related to provision of the student's course, including bus fees, application fees, OSHC fees.

*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.

*Tuition fees* – fees directly related to the provision of the student's course.

*Term* – there are 4 terms in one school year. A Term is approximately 9-11 weeks

*Semester* – there are 2 semesters in one school year. A Semester and is made up of 2 Terms (eg; either Term 1 and Term 2 OR Term 3 and Term 4).



## Complaints and Appeals Policy v8

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 Freshwater Christian College's Complaints and Appeals Policy is to provide a student or parent(s)/legal guardian with the opportunity to access procedures to facilitate the resolution of a dispute or complaint involving Freshwater Christian College, or an education agent or third party engaged by Freshwater Christian College to deliver a service on behalf of Freshwater Christian College.
  - b) The internal complaints and appeals processes are conciliatory and non-legal.
- 2) Complaints against other students
  - a) Grievances brought by a student against another student will be dealt with under the school's Grievance Policy.
- 3) Informal Complaints Resolution
  - a) In the first instance, Freshwater Christian College requests there is an attempt to informally resolve the issue through mediation/informal resolution of the complaint.
  - b) Students should contact the student's teacher in the first instance to attempt mediation/informal resolution of the complaint.
  - c) If the matter cannot be resolved through mediation, the matter will be referred to the Principal and Freshwater Christian College's internal formal complaints and appeals handling procedure will be followed.
- 4) Formal Internal Complaints Handling and Appeals Process
  - a) The process of this complaints and appeals procedure is confidential and any complaints or appeals are a matter between the parties concerned and those directly involved in the complaints handling process.
  - b) The student must notify the school in writing of the nature and details of the complaint or appeal.
  - c) Written complaints or appeals are to be lodged with the Principal.
  - d) Where the internal complaints and appeals process is being accessed because the student has received notice by the school that the school intends to report him/her for unsatisfactory course attendance, unsatisfactory course progress or suspension or cancellation of enrolment, the student has 20 working days from the date of receipt of notification in which to lodge a written appeal.
  - e) Complaints and appeals processes are available to students at no cost.
  - f) Each complainant has the opportunity to present his/her case to the Principal.
  - g) Students and/or the school may be accompanied and assisted by a support person at all relevant meetings.
  - h) The formal complaints and appeals process will commence within 10 working days of the lodgement of the complaint or appeal with the Principal and will be finalised within 20 working days, or as soon as practicable.
  - i) For the duration of the internal complaints and appeals process the student's enrolment will be maintained, as required under the *National Code of Practice for Providers of Education and Training to Overseas Students 2018* and the student must continue to attend classes.



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

- j) Once the Principal has come to a decision regarding the complaint or appeal, the student will be informed in writing of the outcome and the reasons for the outcome, and a copy will be retained on the student's file.
- k) If the complaints and appeals process finds in favour of the student, Freshwater Christian College will immediately implement the decision and any corrective and preventative action required, and advise the student of the outcome and action taken.
- m) 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 Freshwater Christian College that relates to being reported for a breach of course progress or attendance requirement (under Standard 8), the student must lodge this appeal with the Overseas Student Ombudsman's office within 10 working days of being notified of the outcome of his/her internal appeal.
- c) If the student wishes to appeal a decision made by Freshwater Christian College that relates to:
  - i) refusal to approve a transfer application (under Standard 7), or
  - ii) suspension or cancellation of the student's enrolment (under Standard 9)any choice to lodge an external appeal with the Overseas Student Ombudsman is at the student's discretion. The school need not await the outcome of any external appeal lodged, before implementing the outcome of the internal appeal.

#### 6. Other legal redress

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

#### Definitions

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

*Student – a student enrolled at Freshwater Christian College or the parent(s)/legal guardian of a student where that student is under 18 years of age*

*Support person – for example, a friend/teacher/relative not involved in the grievance/complaint.*



## Overseas Student Transfer Request Policy v5

Freshwater Christian College's Overseas Student Transfer Request Policy and processes apply to:

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

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

- 1) Overseas students are restricted from transferring from their first registered school sector course of study for a period of six months. This restriction also applies to any course(s) packaged with their first registered school sector course of study. Exceptions to this restriction are:
  - a) If the student's course or school becomes unregistered
  - b) The school has a government sanction imposed on its registration
  - c) A government sponsor (if applicable) considers a transfer to be in the student's best interests
  - d) If the student is granted a release in PRISMS.
- 2) Students can apply to be released by submitting a Student Transfer Request Assessment Application at no charge to enable them to transfer to another education provider. However, if a student has not completed the first six months of the first registered school sector course of study or is under 18 years of age, conditions apply.
- 3) Freshwater Christian College will only release a student before completing the first six months of their first registered school sector course in the following circumstances:
  - a) The student has changed welfare and accommodation arrangements and is no longer within a reasonable travelling time of the school.
  - b) The student will be reported because they are unable to achieve satisfactory course progress at the level they are studying, even after engaging with Freshwater Christian College's intervention strategy to assist them in accordance with Standard 8 (Overseas student visa requirements).
  - c) The student provides evidence of compassionate or compelling circumstances.
  - d) Freshwater Christian College fails to deliver the course as outlined in the written agreement.
  - e) The student provides evidence that their reasonable expectations about their current course are not being met.
  - f) The student provides evidence that he/she was misled by Freshwater Christian College or an education or migration agent regarding Freshwater Christian College or its course and the course is therefore unsuitable to his/her needs and/or study objectives.
  - g) An appeal (internal or external) on another matter results in a decision or recommendation to release the student.
  - h) Any other reason stated in the policies of Freshwater Christian College.
- 4) Students under 18 years of age MUST also have:
  - a) Written evidence that the student's parent(s)/legal guardian supports the transfer application



- b) Written confirmation that the receiving provider will accept responsibility for and communicate with the student about approving the student's accommodation, support, and general welfare arrangements from the proposed date of release where the student is not living with a parent/legal guardian or a suitable nominated relative.
- 5) Freshwater Christian College will NOT agree to the transfer before the student completes the first six months of their first registered school sector course in the following circumstances:
    - a) The student's progress is likely to be academically disadvantaged
    - b) Freshwater Christian College is concerned that the student's application to transfer is a consequence of the adverse influence of another party
    - c) The student has not had sufficient time to settle into a new environment in order to make an informed decision about transfer
    - d) The student has not accessed school support services which may assist with making adjustments to a new environment, including academic and personal counselling services
    - e) School (Tuition) fees have not been paid for the current term/semester.
  - 6) To apply for transfer to another provider, students need to:
    - a) Complete an Application for Overseas Student Transfer Request Assessment Form available from the Principal.
    - b) Give this completed application form and a valid offer of enrolment from another provider to the Principal for assessment.
    - c) If under 18 years of age, attach written confirmation of the parent/s or legal guardian/s support for the transfer to the nominated provider. In this case, the valid offer of enrolment must also confirm the new provider's acceptance of responsibility for approving the student's accommodation, support and general welfare arrangements from the proposed date of the student's release from Freshwater Christian College, in accordance with Standard 5 (Younger overseas students) of the 2018 National Code of Practice for Providers of Education and Training for Overseas Students.
  - 7) Freshwater Christian College will assess the student's transfer request application and notify the student of a decision within 10 working days.
  - 8) If Freshwater Christian College 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.
  - 9) If Freshwater Christian College intends to refuse the student's transfer application request, Freshwater Christian College will provide the student with reasons for refusal in writing and include a copy of Freshwater Christian College's complaints and appeals policy (available at [www.freshwatercc.qld.edu.au](http://www.freshwatercc.qld.edu.au)). The student has the right to access Freshwater Christian College's complaints and appeals process and has 20 working days to do this. The overseas student's transfer request application will only be finalised in PRISMS after one of the following occurs:
    - a) the student confirms in writing they choose not to access Freshwater Christian College's complaints and appeals process, or
    - b) the student confirms in writing they withdraw from any appeals process they have commenced, or
    - c) the appeals process is completed and a decision has been made in favour of the student or Freshwater Christian College.
  - 10) Applications to transfer to another registered provider may have visa implications. The student is advised to contact the Department of Home Affairs



(Immigration) office as soon as possible to discuss any implications:  
<https://immi.homeaffairs.gov.au/help-support/contact-us>.

Students who are no longer subject to the transfer restriction but where Freshwater Christian College holds welfare responsibility via a CAAW.

11) Students under 18 years of age MUST have:

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

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

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

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

13) Freshwater Christian College will negotiate the welfare transfer date with the receiving provider and will advise the student of the welfare transfer date within 10 working days.

14) Transfers to another registered provider may have visa implications. The student is advised to contact the Department of Home Affairs (Immigration) office as soon as possible to discuss any implications. <https://immi.homeaffairs.gov.au/help-support/contact-us>.



## ESOS Framework and Tuition Protection Scheme

*International education: ensuring quality and protecting students  
Australia welcomes international students  
(Fact Sheet last updated 17/11/2017)*

The Australian Government wants international students to have a rewarding and enjoyable experience when they come to Australia to study. Australia offers high quality education services and protects the rights of international students to ensure you make the most of your time here.

This fact sheet contains important information for student visa holders about living and studying in Australia, including your consumer rights and responsibilities as an international student and key things you should know before and during your study.

### **Australian laws protect international students**

As a student on a student visa, you benefit from Australian laws that ensure high standards of education, facilities and support services while you are in Australia. You also have rights to information about your course and the institution you wish to study with before and during your enrolment. The Education Services for Overseas Students (ESOS) framework offers you financial protection in case your education institution does not deliver what it has promised you.

You can find out more about the framework at <https://internationaleducation.gov.au/regulatory-information/pages/regulatoryinformation.aspx>.

### ***Before you begin your studies***

#### **Choosing a course to study**

As an international student, you can only study a course with an education institution listed on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS). All institutions registered on CRICOS have met the quality standards set out in Australian law, which ensures you receive the best possible education services.

CRICOS is a good place to start when you want to find a course or education institution to study with, and can be found at <http://cricos.education.gov.au>.

#### **Using an education agent**

International students **do not** have to use an education agent. You can enrol directly with an Australian education institution. Information about what education institutions offer is usually on their websites.

If you want to use an education agent, it's best to pick one used by the institution you want to study at. You can find a list of education agents on the institution's website.

The law requires institutions to use only education agents that act honestly and with integrity. Agents must give you accurate advice about the courses on offer, including entry requirements, and information about living in Australia. You should still be careful and alert when dealing with agents to ensure you enrol in a course that is suitable for you and will help you achieve your learning goals.



In Australia, education agents cannot give you information on visa and immigration matters – only migration agents can do this. You can find out more about using migration agents at the Department of Home Affairs website at <https://immi.homeaffairs.gov.au/help-support/who-can-help-with-your-application/using-a-migration-agent>

If you think your education agent might be behaving dishonestly or unethically, you should stop using them immediately and contact your education institution directly.

### **Written agreements or contracts between the student and institution**

Under Australian law an education institution must have a written agreement with you outlining the services they will provide, all the fees you are required to pay, and conditions for refunds of money you pay for the course.

The written agreement is a legal contract. You should read it carefully and make sure you fully understand what it says before signing it. You and your education institution must follow whatever is set out in the written agreement once you have accepted it, so you should keep a copy of it. Should you ever make a complaint about your institution, you will need to refer to your written agreement. You can find out more about making complaints in the section, **Making complaints and getting help**.

#### **Your rights before you enrol**

Even before you enrol with an education institution, under Australian law you have the right to:

- receive current and accurate information about the courses, entry requirements, all fees and modes of study from your institution and your institution's agent before you enrol
- sign a written agreement with your institution before or at the time you pay fees. You do not have to pay the institution any money or fees until you accept the agreement
- seek a refund in certain situations for course money you have paid. Information about refund arrangements must be included in your written agreement
- get the education you paid for. The law includes tuition protections that will allow you to be placed in another course or receive a refund if your institution is unable to teach your course (known as a provider default), visit <https://tps.gov.au/> for more information
- access complaints and appeals processes
- request to transfer to another institution and have that request assessed by your institution.

### **Paying your tuition fees**

From 14 December 2015, changes to Australian law give international students more choice about how they pay their fees. Previously you could not pay more than 50 per cent of your fees before you started a course. Now you can **choose** to pay more than 50 per cent of your tuition fees before you start. For example, you or the person who is paying your fees may decide this is a good idea if the Australian dollar exchange rates mean you will save money by paying more of your fees early.

Your education institution may ask you if you would like to pay more than 50 per cent of your fees before you start your course. This is your choice. Your institution cannot require you to pay more, unless you are doing a short course of 25 weeks or less. If your course is longer than 25 weeks, you cannot be asked to pay more than 50 per cent of your tuition fees before you start.



Your institution may wish to organise a payment plan so you can start regularly paying the rest of your tuition fees once you start the course. Your written agreement should include an itemised list of all the fees you will be charged for your course, including your tuition fees and how they will be paid, and refund arrangements.

In Australia there are also very strong protections for students' fees, which you can learn more about on **page 5** of this fact sheet under **Protecting your tuition fees**.

**What happens if you can't start the course because your visa is refused?**

If you have paid fees to an education institution and your visa is refused, you are entitled to a refund. Under Australian law, the institution is allowed to keep either 5 per cent of the tuition fees you paid or \$500, whichever is the lowest amount, and must refund you the rest.

**What happens if you decide you don't want to start or continue the course?**

If you change your mind and do not want to start the course, you may be entitled to a refund.

If you have a written agreement with the institution, the amount of your refund will depend on the written agreement, which should tell you what will or will not be repaid to you.

If you do not have a written agreement, you have the right to receive some of your fees back. Under Australian law, the institution is allowed to keep either 5 per cent of the fees you paid or \$500, whichever is the lowest amount, and must refund you the rest of the tuition fees you paid them.

***During your studies***

**Support services for you in Australia**

Under Australian law your education institution must offer you support services to help you adjust to study and life in Australia, achieve your learning goals and maintain satisfactory progress in your learning. This support is available because we recognise that Australia may be a new environment for students, with different laws, culture and customs. Your education institution must give you advice on:

- support and welfare services available at the institution
- legal services
- emergency and health services
- facilities and resources
- complaints and appeals processes
- any student visa condition that relates to the course you are studying.

Many education institutions also offer career advice services. You should ask them whether they can help advise you on working and careers.

**Welfare for students under 18 years of age**

If you are under 18 years of age, you will only be granted a visa if there are adequate arrangements in place for your accommodation, support and general welfare. This is for your personal safety and applies for the length of your student visa or until you turn 18.



If you are under the age of 18 your visa application must demonstrate that you will be accompanied by a parent, legal custodian or an eligible relative. If you will not be living with one of these people, your education institution can agree to be responsible for approving your accommodation, support and general welfare arrangements while you are in Australia on a student visa.

If your education institution has approved your living and general welfare arrangements, but you wish to change them, you **must** have the approval of your institution before you do so. This is because your institution must advise the Department of Home Affairs as soon as possible about changes to living and welfare arrangements for students under 18.

If you don't have your institution's approval, this may be reported to the Department of Home Affairs. If this happens, you will be in breach of student visa condition 8532 and your visa may be cancelled.

For more information about visa requirements for students under the age of 18, visit: <https://immi.homeaffairs.gov.au/visas/getting-a-visa/visa-listing/student-500/welfare-arrangements-students-under-18> and <https://immi.homeaffairs.gov.au/visas/already-have-a-visa/check-visa-details-and-conditions>

## ***Your responsibilities as an international student in Australia***

### **Your student visa**

As an international student on a student visa, you must:

- comply with your student visa conditions
- ensure you have and continue to maintain your Overseas Student Health Cover (OSHC) for as long as you stay in Australia on a student visa
- tell your institution if you change your address or other contact details
- meet the terms of your written agreement with your education institution
- maintain satisfactory course progress and attendance.

Information about visa conditions for student visa holders is available on the Department of Home Affairs website at <https://immi.homeaffairs.gov.au/visas/already-have-a-visa/check-visa-details-and-conditions>, or call 131 881 on Monday – Friday from 8.30am to 4pm inside Australia (except public holidays).

### **Academic integrity and misconduct**

The Australian Government and education institutions take issues of academic integrity very seriously. Education institutions have many ways of detecting cheating or plagiarism in exams and assessments.

Using ghost writing services, asking someone to take an exam in your place, or any other kind of academic misconduct will result in serious action being taken against you. Your enrolment or student visa could be affected, or cancelled altogether.

If you are struggling with your studies, it's best to ask your institution what support services they can offer you.



## ***Your consumer rights and protections***

### **Protecting your tuition fees**

Australia is widely recognised as a world leader in protecting the tuition fees of international students through its Tuition Protection Service (TPS). The TPS assists international students whose education institutions are unable to fully deliver their course of study, and ensures that international students are able to either:

- complete their studies in another course or with another education institution, or
- receive a refund of their unspent tuition fees.

In the unlikely event your education institution is unable to deliver a course you have paid for, they have obligations to offer you an alternative course or, if you do not accept the alternative course, pay you a refund of your unspent prepaid tuition fees. If your institution is unable to meet these obligations for some reason, the TPS will assist you in finding an alternative course or getting a refund if a suitable alternative is not found.

For more information on the TPS, visit [www.tps.gov.au](http://www.tps.gov.au). If you are a student whose provider is unable to fully deliver your course, you can call (02) 6271 3440 for assistance.

### **Working in Australia**

Australian workplace laws provide basic protection and entitlements for all workers in Australia, including workers from overseas. International students have the **same** entitlements to minimum wages and conditions as Australian workers, as well as superannuation and workers' compensation under Australian workplace laws.

The minimum wages and conditions to which an employee is entitled are set out in awards (also known as modern awards). Awards apply to employees depending on the industry they work in or the job that they do. Awards don't apply when a business has an enterprise agreement or other registered agreement that covers the employee's working conditions. For more information on awards and agreements, visit [www.fairwork.gov.au/awards-and-agreements](http://www.fairwork.gov.au/awards-and-agreements).

Australian laws also protect you from being discriminated against at work, for example because of your race, when you are applying for a job, about to begin a job, or any time during your employment. For more information about discrimination at work, visit <https://www.fairwork.gov.au/employee-entitlements/protections-at-work/protection-from-discrimination-at-work> or <https://www.humanrights.gov.au/>.

The Fair Work Ombudsman (FWO) helps employers and employees to understand their rights and responsibilities at work. The FWO can also investigate suspected breaches of workplace laws. To find out what you should be paid and learn more about your minimum workplace entitlements you can visit [www.fairwork.gov.au](http://www.fairwork.gov.au). You can also call 13 13 94 from 8am to 5.30pm Monday to Friday inside Australia (except public holidays). Getting help to resolve a workplace issue will **not** automatically affect your student visa.

You are limited to 40 hours of work per fortnight when your course is in session, and unlimited hours in out of session periods. This is to ensure you are mainly focused on your studies. Work conditions for student visa holders can be found on the Department of Home Affairs (Immigration) website at <https://immi.homeaffairs.gov.au/visas/already-have-a-visa/check-visa-details-and-conditions/see-your-visa-con>



## **Changing education institutions or courses**

If you are not satisfied with the course you are doing and wish to transfer to another education institution, before you make the decision to enrol with another institution you should be aware that there are rules about what you can or cannot do.

If you haven't completed six months of your principal course (the main course of study you are undertaking), Australian legislation says that you can only change institutions if:

- your original institution can no longer provide the course you enrolled in, or
- you have a letter from your original institution saying they will release you, or
- you have a government sponsor and that sponsor writes a letter saying they support your change of course.

In other words, you will usually need your institution's permission if you want to transfer before you have completed six months of your principal course.

Your original institution can only provide a letter of release if:

- you have a letter from another institution saying they have made you an enrolment offer
- where you are under 18, you have the support of your parent or legal guardian, or the institution wishing to enrol you says they will take responsibility for your welfare.

You should read and understand your institution's transfer policy, as it should clearly state the reasons that you may or may not be granted a transfer. Your education institution must assess or consider your request to transfer against this policy.

If you are not satisfied with your institution's decision, you can appeal through their internal appeals and complaints handling process. If you are not satisfied with the outcome of that internal appeal process, your options are outlined in the section below, **Making complaints and getting help**.

If you are thinking about changing your course, you need to ensure that you continue to meet the conditions of your student visa. Further information about the impact of changing courses or education institutions is available on the Department of Home Affairs website at <https://www.homeaffairs.gov.au/trav/stud/more/changing-courses>

For more details about the legislative requirements around transferring courses, you can visit: <https://internationaleducation.gov.au/Regulatory-Information/Education-Services-for-Overseas-Students-ESOS-Legislative-Framework/National-Code/nationalcodepartd/Pages/ExplanatoryguideD7.aspx>

## ***Making complaints and getting help***

If you have a complaint about your institution, you should talk to them first. Your education institution must have complaints and appeals processes in place to help students resolve their issues.

If you cannot resolve your complaint with an institution, there are other actions you can take. You will need to find out whether your institution is a private or government type by searching them and looking at the **Institution type** field on the CRICOS website at <http://cricos.education.gov.au/Institution/InstitutionSearch.aspx>



If your institution is a private (non-government) organisation, you can take your complaint to the Overseas Students Ombudsman (OSO). Refer to the Overseas Students Ombudsman website at <https://www.ombudsman.gov.au/How-we-can-help/overseas-students> for more information about how the OSO can help students, or call 1300 362 072.

If you are studying with a government education institution, which includes most universities and TAFEs, the external appeal body will most likely be the ombudsman for the state or Commonwealth. Your education institution can give you the best information about the appropriate external appeals process for their institution. You can find the contact details of all Australian ombudsmen at <https://www.ombudsman.gov.au/what-we-do/Otherbodies>.

### **Questions?**

If you have any questions or concerns that haven't been answered in this fact sheet, you can submit an enquiry at <https://internationaleducation.gov.au/Regulatory-Information/Education-Services-for-Overseas-Students-ESOS-Legislative-Framework/ESOSenquiries/Pages/Default.aspx>

### **Find out more and connect on social media**

**Study in Australia** is the official Australian Government website for international students. You can connect with it through:

- Website: <https://www.studyinaustralia.gov.au/>
- Facebook: <https://www.facebook.com/studyinaustralia>
- Twitter: <https://twitter.com/futureunlimited>
- YouTube: <http://youtube.com/afutureunlimited>

The **Fair Work Ombudsman** gives you information and advice about your workplace rights and obligations. You can connect with it through:

- Website: <https://www.fairwork.gov.au/>
- Facebook: <https://www.facebook.com/fairwork.gov.au>
- Twitter: [https://twitter.com/fairwork\\_gov\\_au](https://twitter.com/fairwork_gov_au)
- YouTube: <http://www.youtube.com/user/FairWorkGovAu>
- Subscribe to email updates at <https://www.fairwork.gov.au/Website-information/staying-up-to-date/subscribe-to-email-updates>



## Code of Practice

### 1) Marketing

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

### 2) Student Information

Students will be provided with the following:

- a copy of the school's International Student Prospectus. This provides detailed information on fees, refunds, grievance procedures, courses, support, local environment information.
- International Student Enrolment Application

### 3) Recruitment

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

### 4) Refunds

Freshwater Christian College has a fair and clearly explained refund policy contained in this Prospectus.

### 5) Student Grievances

Freshwater Christian College has a fair and transparent process for dealing with student grievances. In the event that such grievances cannot be resolved internally, Freshwater Christian College will advise students of the appropriate bodies from which they can seek further assistance.

### 6) Education Services Act for Overseas Students

Freshwater Christian College will be bound by the provisions of the Education Services for Overseas Students Act 2000.

### 7) Student Services

Freshwater Christian College will ensure that students have access to:

- orientation on arrival
- accommodation services
- assistance and information about their academic progress
- information regarding entry to further study
- ongoing counselling as required in relation to health and family matters
- a designated student officer who will assist the student to adjust to life and study at an Australian institution, and to help resolve problems
- a copy of the school Complaints and Appeals Policy and International Student Prospectus.

### 8) Privacy of Personal Information

Freshwater Christian College will meet all requirements of the Privacy Act 2001 in relation to the way it handles personal and sensitive information about students.

### 9) Agents

Freshwater Christian College will not accept or continue to accept students recruited by agents whom they know, or reasonably expect to be:

- Engaged in dishonest practice, including suggesting to overseas students that they come to Australia on a student visa with a primary purpose other than full-time study
- Facilitating the enrolment of overseas students who do not comply with the conditions of their student visas.



- Engaged in false or misleading advertising and recruitment practices
- Using the CoE system other than for bona fide students

10) Sanctions

Freshwater Christian College recognises that if it should not meet the obligations of this code or supporting regulatory requirements, it may have its registration as a provider withdrawn.

## Code of Ethics

Cairns Christian College Ltd administered by (trading as) Freshwater Christian College is registered on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) and as a Registered Provider of courses to students in Queensland.

CRICOS Registration Number: 01033E

As a Registered Provider in Queensland, Freshwater Christian College must comply with the provisions of the *Education (Overseas Students) Regulation 2018* (Education Regulation).

The Education Regulation sets out in Division 2, the written policies that an applicant for registration as a provider in Queensland is required to have and maintain.

Section 11 of the Education Regulation requires that the Registered Providers have in place a policy regarding compliance with the “code of ethics” developed by Ministers of the Commonwealth and the States responsible for education matters that are directed at ensuring international students are financially protected from default by providers.

As a Registered Provider of courses to international students in Queensland, Freshwater Christian College is bound by, and must comply with:

1. the Code of Ethics developed by the Ministerial Council on Education, Training and Youth Affairs;
2. the *National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018 (National Code 2018)*,
3. the *Education Services for Overseas Students Act 2000* (Cth) and the *Education Services for Overseas Students Regulations 2019* (Cth); and
4. the *Education (Overseas Students) Act 2018* (Qld) and the *Education (Overseas Students) Regulation 2019*.

