**Vision Statement:**
Nurture for today
Learning for tomorrow
Character for eternity

**Mission Statement:**
Encourage students to love and follow Jesus
Promote an environment of respect and acceptance
Empower students to do their very best

**Values Statement:**
We value: Excellence
   Living for God’s glory
Compassion
   Caring at all costs
Humility
   Accepting my achievements without boasting
Respect
   Thinking of and behaving well towards others
Integrity
   Living at peace with myself
Justice
   Seeking the right
Discernment
   Making wise choices
Responsibility
   Owning my actions
Hope
   Looking to the future
(1 Corinthians 13)
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The Seventh-day Adventist Education System
The Seventh-day Adventist Church maintains one of the largest denominational Christian education systems in the world, second only to the Catholic education system. The system ranges from primary through to university levels of education. World-wide there are a total of 7,806 schools including 4,407 Primary Schools, 1,064 Secondary Schools and 99 Tertiary Institutions catering for approximately 1.6 million students. In Australia there are approximately 50 Schools, including one University Level Tertiary Institution (Avondale) catering for over 12,000 students.

The Seventh-day Adventist School System in North Queensland is coordinated by an Education Director located in Townsville. Australia-wide coordination is based in Melbourne.

All Seventh-day Adventist Schools are subject to accreditation. This is administered by our Australian Head office on behalf of the Non-State Schools Accreditation Board for the purpose of state and commonwealth funding.

Cairns Adventist College
Cairns Adventist College was established in 1950 and has operated continuously since then. At present it has four permanent teachers. We have a college chaplain who also contributes to the curriculum. Current enrolment is 83 and we cater for students from Preparatory Year to Year 6 in a co-educational setting. In 1999 Cairns Adventist College was registered to be an education provider for overseas students and since then has provided quality education for overseas students.

CRICOS Code 01940C (Commonwealth Register of Institutions and Courses for Overseas Students)
Course Code: 084809G Primary School Years Prep to 6

The College recently relocated in October 2014 to its new 26-acre campus at 42 Crossland Road, Gordonvale. This is in a rural setting with beautiful mountains surrounding the school.

Cairns Adventist College provides a full time Primary School course from Prep –Year 6 which is a seven year course. On completion, students are qualified to commence secondary studies at an accredited high school. The course is based on a 31½ hour week and students are expected to attend all classes. If a student’s attendance drops to 80% the School must advise the Department of Immigration and Border Protection (THE DEPARTMENT OF IMMIGRATION).

The College hours are:
- Morning Session: 8.50am - 11.10am
- Recess: 11.10am - 11.30am
- Middle Session: 11.30am - 1.00pm
- Lunch: 1.00pm - 1.40pm
- Afternoon Session: 1.40pm - 3.10pm
The Key Learning areas which are offered at Cairns Adventist College are:

- Biblical Studies
- English
- Mathematics
- Science
- Geography & History
- Health, Physical Education & Sport
- Technology – Computer
- LOTE (Languages Other Than English)
- The Arts
- Music

Teaching methods

Emphasis is placed on literacy and numeracy as shown by the considerable amount spent on upgrading our resources in the past few years. We have further expanded our technology and computer program. In addition, we have recently spent approximately $60,000 on quality books and new shelving to further expand our new 21st century library.

For the older grades there is usually a camp held towards the end of the year. From time to time there are day trips and excursions to local attractions and businesses to enhance students’ learning. Consent forms signed by the parents/guardians are required before students are allowed to attend any off campus activities.

Students attend weekly swimming lessons at a nearby venue during Terms One & Four. In Term Two field sports are held on the school oval. In Term Three they are taken by bus for weekly gymnastics lessons.

The College recognises the importance of having an adequate number of up-to-date computers and students are taught computer skills. As part of this recognition there are computers in all classrooms and teachers conduct computer lessons for all students.

Teaching methods include:
- Whole class
- Face to face
- Small groups
- One to one tutoring

The majority of teaching is done face to face. Personal interaction with a small number of students is deemed very important and helps to impart the caring, family atmosphere valued so highly at this School.

Assessment methods

Students have spelling and mathematics tests each Friday. In-class work is marked and assessed. There is a certain amount of homework to be completed each night. National Year 3, 5, & 7 testing is held once a year for students in these grades. Reports are handed out at the end of Terms 1, 2, and 4.
Description of facilities and equipment

Our College consists of four classrooms with a playing oval and a separate adventure playground. There is a college office, tuckshop and male and female amenities. We also have a dedicated library and computer room.

Our library is continually being upgraded. Reference resources, including a new World Book Encyclopaedia, have been purchased. All computers are networked to a server and they have internet access so students can undertake research in the classroom. We also encourage students to use the learning software installed on the computers. Each Upper Primary student is also provided a laptop for use during school. The college has wireless computer access and each class now utilises their own interactive whiteboard.

All textbooks and stationery supplies are provided by the college to each student and this cost is included in their fees. If they need to replace any items through the year then this is their responsibility.

Orientation

At the parent interview students are given an orientation which includes:

i. meeting with the Principal
ii. meeting significant staff members
iii. tour of the facilities

New students are also welcomed into the student body on their first day. Class teachers then help them feel at home, show them around their classroom and amenities and discuss any further concerns they may have and how to fit into the Australian school environment.

Level of English required

Because we are a primary school we do not require a certain level of proficiency in English, although it is preferable students come to school with some English skills. We welcome all overseas students as long as they meet our other requirements, as outlined in the College Handbook, and they will start to learn English naturally by associating with other English speaking students and by hearing English as it is spoken and taught in the classroom.
Overseas student fees
Our current overseas student fee schedule can be found on the fees sheet in the College prospectus or on the College’s website at www.cas.qld.edu.au. The fees include all tuition fees and non-tuition fees.

The College can only accept payment in Australian dollars and fees are subject to increase each year.

Information on local environment
Cairns, a tourist city located in North Queensland, Australia, has a population of around 155,000 and is the gateway to the Great Barrier Reef and the Wet Tropics Rainforests.

The following websites have more information:
www.cairns.qld.gov.au
www.tropicalaustralia.com.au

A copy of the ESOS (Education Services for Overseas Students) framework can be found on the Department of Education, Science and Training website at www.deewr.gov.au

Information on visa requirements can be found on the Department of Immigration and Border Protection (THE DEPARTMENT OF IMMIGRATION) website at www.immi.gov.au

Indicative costs of living
Here at the local Cairns supermarkets (Coles and Woolworths), a litre of milk costs between $1-$2 and a loaf of 650g bread costs $1-$1.50. The average rental price for a three-bedroom house in Cairns is approximately $340 per week. The average rental price for a two-bedroom unit is approximately $270 per week. Petrol costs approximately $1.60 per litre and new small cars cost between $14,000 to $21,000.
Student Support Services
The following support services are available to students

i. Our teachers form the first line of support. Students may ring the College at any time. If they ring outside college hours the answering machine will direct them to a mobile number they can call. Cairns Adventist College ph: (07) 4051 2585

ii. Westcourt Community Health
277 Mulgrave Rd Ph: (07) 4052 9333

iii. Centacare 195 Abbott St. Cairns Ph: (07) 4044 0130 Fax: (07) 4031 2839 Email: counselling@centacairns.org


vi. College Chaplain
Pr. Daniel Matteo Ph: (07) 4051 2585

vii. The closest medical services are located at:
The Doctors Mulgrave Rd. Westcourt Phone: (07) 4044 0444

vii. The closest pharmacy is located at (DFO), Brown St. Westcourt Another pharmacy which is also close by is located at the corner of Tills St. & Mulgrave Rd. Westcourt

If you are dialling from outside Australia please add 0011 61 in front of the phone number.
It is a requirement that this Overseas Student Policy handbook is given to intending overseas students before they sign a written agreement. It is also a requirement that the college’s grievance policy be given to the overseas student again seven days after they commence classes. For further information about the College please refer to our Handbook which is given to both domestic and overseas students, or view our website at www.cas.qld.edu.au

A copy of the ESOS (Education Services for Overseas Students) framework can be found on the Department of Education website at www.education.gov.au

Information on visa requirements can be found on the Department of website at www.immi.gov.au

Please refer to the College Handbook for further information regarding the College.

If you have any further questions about Cairns Adventist College or its procedures, please do not hesitate to contact us. We look forward to working together with you and your family.
OVERSEAS STUDENT ENTRY REQUIREMENTS POLICY

Policy details

1. Cairns Adventist College will consider enrolment applications from students wishing to apply for a Student Visa, subject to compliance with minimum requirements and conditions set by the 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 the 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 year 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. Appropriate proof of identity and age;
   d. Written evidence of proficiency in English as a second language
   e. Photocopy or scanned copy of passport page with name, photo identification, passport number and expiry date
   f. Enrolment Application Fee

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 Admissions 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. Minimum academic and English language requirements are as follows:

**Academic Requirements**

7. 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.

8. Evidence of application to school work and age-appropriate achievement in literacy and numeracy areas of the curriculum
English Language Proficiency Requirements

1. Cairns Adventist College requires evidence of sufficient proficiency in English to successfully meet the curriculum demands of the enrolled course. This is a requirement under the 2007 National Code of Practice, Section D Standard 2.

2. The College Principal will also assess evidence of English language proficiency presented by a student at the time of application.

3. 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.
OVERSEAS STUDENT REFUND POLICY

Policy details
A copy of this policy is provided to the student (or parent(s)/legal guardian if the student is under 18) at a reasonable time prior to a written agreement being signed.

1. This policy outlines refunds applicable to course fees paid to the school.

2. The enrolment application fee of $50 is non-refundable.

3. Payment of Course Fees and Refunds
   a) Fees are payable according to the College Fees policy.
   b) An itemised list of school fees is provided in the school’s written agreement (as per NC Standard 3.1.b).
   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.

4. All notification of withdrawal from a course, or applications for refunds, must be made in writing and submitted to the College Principal.

5. Student default because of visa refusal
   a) If a student produces evidence of visa refusal (or provides permission for the school to verify visa refusal with the Department of Immigration) and fails to start a course on, or withdraws from the course on or before the agreed starting day, the school will refund within four weeks of receiving a written claim from the student the total amount of course fees received by the school before the student’s default day, minus the lesser of 5% of the amount of course fees received, or AU$500, whichever is greater.
   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).
6. 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 50% tuition fees will be retained from tuition fees received by the school.

(c) Non-Commencement with notification of withdrawal:

i. If the school receives written notification of withdrawal by the student (or parent(s)/legal guardian if the student is under 18) 4 or more weeks prior to commencement, the school will refund the amount of tuition fees less an administration fee of $500.

ii. If the school receives written notification of withdrawal by the student (or parent(s)/legal guardian if the student is under 18) less than 4 weeks prior to commencement of the course, the school will refund 50% of the tuition fee.

(d) Refunds after commencement of a course:

i. If tuition fees for up to 1 study period have been received in advance: Where the student (or parent(s)/legal guardian if the student is under 18) notifies the school in writing of withdrawal before completing the relevant study period, no tuition fees will be refunded.

ii. If tuition fees for more than 1 study period have been received in advance: If fees for more than one study period 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 5%, provided that at least 10 weeks written notice of withdrawal has been received.

NB: Where less than 10 weeks' notice of withdrawal is received, the school will refund the amount of unused tuition fees less 50%.

(e) Refunds in the event of a provider initiated cancellation of enrolment:
No refund of tuition fees will be made where a student's enrolment is cancelled for any of the following reasons:

i. Failure to maintain satisfactory course progress (visa condition 8202).

ii. Failure to maintain satisfactory attendance (visa condition 8202).

iii. Failure to maintain approved welfare and accommodation arrangements (visa condition 8532).

iv. Failure to pay course fees.

v. Any behaviour identified as resulting in enrolment cancellation in Cairns Adventist College's Behaviour Policy/Code of Conduct.

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

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

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

8. This agreement, and the availability of complaints and appeals processes, does not remove the right of the student to take action under Australia’s consumer protection laws.
Definitions

a) Non-tuition fees – fees not directly related to provision of the student’s course, including $50 enrolment application fee, uniforms, etc.
b) Pre-paid fees - tuition fees received by the College for a study period of the student’s course before the student begins the study period.
c) Tuition fees – fees directly related to the provision of the student’s course (includes stationery, books, excursions, etc).
d) Study period – a semester (two terms) at school, typically 20 weeks.
OVERSEAS STUDENT DEFERMENT, SUSPENSION AND CANCELLATION POLICY

Policy details
This Policy for deferring, suspending or cancelling a student’s enrolment is based on the ISCA 2007 National Code Transition handbook at www.isca.edu.au

1. Deferment of commencement of study requested by student
   a) Cairns Adventist 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).
   b) The final decision for assessing and granting a deferment of commencement of studies lies with the Enrolments Committee of the School Management Council via the College Principal.
   c) Deferment will be recorded on PRISMS within 14 days of being granted.

2. Suspension of study requested by student
   a) Once the student has commenced the course, Cairns Adventist 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).
   b) Suspensions will be recorded on PRISMS within 14 days of being granted.
   c) The period of suspension will not be included in attendance calculations.
d) The final decision for assessing and granting a suspension of studies lies with the [insert position].

3. Student initiated cancellation of enrolment:
   a) All notification of withdrawal from a course, or applications for refunds, must be made in writing and submitted to the College Principal. Please see Cairns Adventist College’s Refund Policy for information regarding refunds.

4. Assessing requests for deferment or suspension of studies
   a. Applications will be assessed on merit by the Enrolments Committee of the School Management Council via the Principal.
   b. All applications for deferment or suspension will be considered within 10 working days.

5. School initiated exclusion from class (1 – 28 days)
   a. Cairns Adventist 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 Cairns Adventist College’s Behaviour Management Policy and Code of Conduct.
   b. Excluded students must abide by the conditions of their exclusion from studies which will depend on the welfare and accommodation arrangements in place for each student and which will be determined by the Principal.
   c. Where the student is provided with homework or other studies for the period of the exclusion, the student must continue to meet the academic requirements of the course.
   d. Exclusions from class will not be recorded on PRISMS.
   e. Periods of ‘exclusion from class’ for up to 5 days will not be included in attendance calculations.

6. School initiated suspension of studies (28 days+)
   a. Cairns Adventist 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 Cairns Adventist College’s Behaviour Management Policy and Code of Conduct.
   b. Suspended students must abide by the conditions of their suspension from studies which will depend on the welfare and accommodation arrangements in place for each student and which will be determined by the School Management Council.
   c. Students who have been suspended for more than 28 days may need to contact Department of Immigration. (Please see contact details at: http://www.immi.gov.au/contacts/australia/index.htm.)
   d. If special circumstances exist, the student must abide by the conditions of his or her suspension which will depend on the welfare and accommodation arrangements in place for each student and which will be determined by the [insert position].
   e. Suspensions will be recorded on PRISMS.
   f. The period of suspension will not be included in attendance calculations.

7. School initiated cancellation of enrolment
   a. Cairns Adventist College will cancel the enrolment of a student under the following conditions:
      i. Failure to pay course fees.
ii. Any behaviour identified as resulting in cancellation in Cairns Adventist College’s Behaviour Management Policy and Code of Conduct.

b. Cairns Adventist College is required to report failure to maintain satisfactory course progress and failure to maintain satisfactory attendance to Department of Immigration, which may impact on a student’s visa.

c. Cairns Adventist College may cancel the enrolment of a student for failure to disclose a pre-existing condition requiring a high degree of specialised support or care.

d. For all school-initiated suspension and cancellation of enrolment, Cairns Adventist College must keep the student enrolled while the internal appeals process is underway, unless there are extenuating circumstances relating to the student’s welfare.

School initiated cancellation of enrolment is subject to Cairns Adventist College’s Grievance Settlement Policy.

Parents are also advised to refer to the Cairns Adventist College “Refund Policy” as a refund may apply.

8. Complaints and Appeals

a) Student requests for deferment, and suspension and cancellation of enrolment are not subject to Cairns Adventist College's Complaints and Appeals Policy.

b) Exclusion from class is subject to Cairns Adventist College’s Complaints and Appeals Policy.

c) School initiated suspension, where the suspension is to be recorded in PRISMS, and cancellation are subject to Cairns Adventist College’s Complaints and Appeals Policy.

d) For the duration of the internal appeals process, the school 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 students access Cairns Adventist College’s complaints and appeals process regarding a school initiated suspension or cancellation of enrolment under Standard 13, 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. NB: Students may still access the external complaints and appeals process, but the College need not await the outcome of this process before changing the student’s enrolment status in PRISMS. However, if the College has issued a CAAW for a student, welfare provisions under NC St 5.3 are applicable.

f) Extenuating circumstances include:

i. the student refuses to maintain approved welfare and accommodation arrangements (for students under 18 years of age)

ii. the student is missing

iii. the student has medical concerns or severe depression or psychological issues which lead the school to fear for the student’s wellbeing

iv. the student has engaged or threatened to engage in behaviour that is reasonably believed to endanger the student or others

v. is at risk of committing a criminal offence, or

vi. the student is the subject of investigation relating to criminal matters.
g) The use of extenuating circumstances by Cairns Adventist 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 Discipline Committee of the School Management Council.

9. Student to seek information from Department of Immigration

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

OVERSEAS STUDENT TRANSFER REQUEST POLICY

Policy details

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

   a) If the student’s course or school becomes unregistered
   b) The school has a government sanction imposed on its registration
   c) A government sponsor (if applicable) considers a transfer to be in the student’s best interests
   d) If the student is granted a Letter of Release.

2. Students can apply to the College Principal for a Letter of Release 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 principal course of study or is under 18 years of age, conditions apply.

3. Cairns Adventist College will only provide a letter of release to students before completing the first six months of their principal course in the following circumstances:

   a) The student has changed welfare and accommodation arrangements and is no longer within a reasonable travelling time of the school
   b) It has been agreed by the school the student would be better placed in a course that is not available at Cairns Adventist College.
   c) Any other reason stated in the policies of Cairns Adventist 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
   b) Written confirmation that the new provider will accept responsibility for approving the student’s accommodation, support, and general welfare arrangements where the student is not living with a parent/legal guardian or a suitable nominated relative
   c) Evidence that the student is always in DEPARTMENT OF IMMIGRATION approved welfare and accommodation arrangements.

5. Cairns Adventist College will NOT provide a letter of release to students before completing the first six months of their principal course in the following circumstances:

   a) The student’s progress is likely to be academically disadvantaged
   b) Cairns Adventist 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) All school fees have not been paid for the current study period.
6. In order to apply for a letter of release, all students must first have a letter of offer from the receiving provider.

7. Applications to transfer to another registered provider may have visa implications. The student is advised to contact the Department of Immigration and Border Protection (Department of Immigration) office as soon as possible to discuss any implications. The address of the nearest Office is: Level 2, GHD Building, 85 Spence Street, Cairns Qld 4870

   Other contact details for Department of Immigration are:
   Tel: 131 881 and E: student_centre@immi.gov.au

8. If a letter of release is provided by this School it will give information about whether the student has demonstrated a commitment to studies during the course, had a good attendance record for the course, and paid all fees for the course.

9. All applications for transfer will be considered within 10 working days and the applicant notified of the decision.

10. Students whose request for transfer has been refused will be notified in writing of the reasons for refusal and may appeal the decision in accordance with Cairns Adventist College’s Grievance Policy. This policy is available upon enrolment.

The documents below relating to Standard 7, including the flowchart for assessment of transfer requests, are from the Independent Schools Council of Australia (ISCA) National Code 2007 Transition handbook for non-government schools enrolling full-fee paying overseas students, at: www.isca.edu.au.
INTERNATIONAL STUDENT COMPLAINTS AND APPEALS POLICY

Policy details

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 within 7 days of the commencement of student attendance of the enrolled course.

1. Purpose
   a) The purpose of Cairns Adventist 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.
   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 College’s Behaviour Policy/Code of Conduct.

3. Informal Complaints Resolution
   a) In the first instance, Cairns Adventist College requests there is an attempt to informally resolve the issue through mediation/informal resolution of the complaint.
   b) Students should contact the classroom 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 Cairns Adventist College’s internal formal complaints and appeals handling procedure will be followed.

4. Formal Complaints Handling Procedure
   a) The process of this grievance procedure is confidential and any complaints or appeals are a matter between the parties concerned and those directly involved in the complaints handling process.
   b) The student must notify the College 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 College 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 College may be accompanied and assisted by a support person at all relevant meetings.

h) The formal grievance process will commence within 10 working days of the lodgement of the complaint or appeal with the Principal.

i) 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.

j) If the grievance procedure finds in favour of the student, Cairns Adventist College will immediately implement the decision and any corrective and preventative action required, and advise the student of the outcome.

k) Cairns Adventist College undertakes to finalise all grievance procedures within 10 working days, or as soon as is practicable.

l) For the duration of the appeals process, the student’s enrolment and attendance must be maintained.

5. External Appeals Processes

a) If the student is dissatisfied with the conduct or result of the complaints procedure, he/she may seek redress through an external body at minimal or no cost within 2 weeks.

b) If the student wishes to complain or to lodge an external appeal about a decision made or action taken by Cairns Adventist College, he/she may contact the Overseas Students Ombudsman at no cost. The Overseas Students Ombudsman offers a free and independent service for overseas students. Please see: www.oso.gov.au or phone 1300 362 072 for more information.

c) If a student is concerned about the actions of the school they may approach the chief executive of the Department of Education, Training and Employment, who, under part 2, division 2 of the Education (Overseas Students) Act 1996, may suspend or cancel the registration of a provider or a course if a breach of the requirements of registration provision is proved. Concerns or complaints about the conduct of a registered provider should be addressed in writing to:

The Manager
International Quality (Schools) Unit
DETE
LMB 527
BRISBANE QLD 4001

6. Other legal redress

Nothing in the College’s Complaints and Appeals Policy negates the right of an overseas student to pursue other legal remedies.
INTERNATIONAL STUDENT ACCOMODATION AND WELFARE POLICY

Policy details

Cairns Adventist College approves the following accommodation and care options for overseas students:

1. The student will live with a parent or relative approved by the Department of Immigration.
   
   In this case:
   
   i. The School does not provide a welfare letter (CAAW) via PRISMS. The student’s family provides proof of relationship to Department of Immigration for the purposes of visa application.
   
   ii. If the adult responsible for the welfare, accommodation and other support arrangements for a student under 18 years holds a Student Guardian visa (subclass 580), all obligations and conditions of this visa must be met, including:
       o not leaving Australia without the nominating student unless the School has first approved alternative welfare and accommodation arrangements for the student for the adult’s period of absence, and
       o advising the Department of Immigration of any change of address, passport or other changes of circumstances.

Additional Information:

STUDENT GUARDIAN VISAS

Cairns Adventist College requires holders of Student Guardian Visas to:

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

If there is a valid reason for travelling overseas, and the 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 for the Department of Immigration.

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.
OVERSEAS STUDENT COURSE PROGRESS AND ATTENDANCE POLICY

Policy details
This policy is available to staff and to students.

1. Course Progress

a) The College will monitor, record and assess the course progress of each student for the course in which the student is currently enrolled.

b) The course progress of all students will be assessed at the end of each study period (semester) of enrolment.

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

d) To demonstrate satisfactory course progress, students will need to achieve a minimum of C grade in at least 50% of Key Learning Areas in any study period. High levels of student effort, participation and attitude toward schoolwork will be taken into account for students who try hard, yet struggle to meet the academic benchmark set by the school.

e) If a student does not achieve a minimum of C grade in at least 50% of Key Learning Areas in any study period, the Principal will formally contact the parent(s) to advise there will be a meeting with the parents and student to develop an intervention strategy for academic improvement. This may include:

   i. Subject tutorial support in class time
   ii. Additional ESL support
   iii. Change of subject selection, or reducing course load (without affecting course duration)
   iv. Counselling – time management
   v. Counselling - academic skills
   vi. Counselling - personal
   vii. 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 classroom teacher in conjunction with the assigned teacher aide, and records of student response to the strategy will be kept.

h) If the student does not improve sufficiently academically and achieve satisfactory course progress by the end of the next study period, Cairns Adventist College will advise the student in writing of its intention to report the student for breach of visa condition 8202, and that he/she has 20 working days in which to access the College’s internal complaints and appeals process. Following the outcome of the internal process, if the student wishes to complain or lodge an external appeal about a decision made or action taken by Cairns Adventist College, he/she may contact the Overseas Student Ombudsman at no cost. This must be done within 10 days. Please see Cairns Adventist College’s Complaints and Appeals Policy for further details.
i) The College will notify the National ESOS Authority via PRISMS of the student not achieving satisfactory course progress as soon as practicable where:
   i. the student does not access the complaints and appeals process within 20 days, or
   ii. withdraws from the complaints and appeals process, or
   iii. the complaints and appeals process results in favour of the school

2. Completion within expected duration of study

   a) As noted in 1.a., the College will monitor, record and assess the course progress of each student for the course in which the student is currently enrolled. Assessment of progress will be throughout each study period and will be officially communicated through the College’s end of term reports in Term 1 (interim report), Term 2 and Term 4.

   b) Part of the assessment of course progress at the end of each semester will include an assessment of whether the student’s progress is such that they are expected to complete their course within the expected duration of the course.

   c) The College will only extend the duration of the student’s study where it is clear the student will not be able to complete their course by the expected date because of:
      i. compassionate or compelling circumstances (see Definitions below)
      ii. student participation in an intervention strategy as outlined in 1.e.
      iii. an approved deferment or suspension of study has been granted in accordance with Cairns Adventist College’s Deferment, Suspension and Cancellation Policy.

   d) Where the College decides to extend the duration of the student’s study, the College will report this change via PRISMS within 14 days and/or issue a new COE if required.

3. Monitoring Course attendance

   a) Satisfactory course attendance is attendance of 80% of scheduled course contact hours. [NB the National Code St 11 specifies a minimum attendance requirement of 80%, or under certain conditions, of 70% as outlined in St 11.9.]

   b) Student attendance is:
      i. checked and recorded daily
      ii. assessed regularly
      iii. recorded and calculated over each study period.

   c) Late arrival at school will be recorded and will be included in attendance calculations.

   d) All absences from school will be included in absentee calculations and should be accompanied by a medical certificate, or an explanatory communication from the student’s carer or evidence that leave has been approved by the Principal.

   e) Any absences longer than [5] consecutive days without approval will be investigated. [5 days is the maximum allowed under NC St 11.4]

   f) Student attendance will be monitored by the classroom teacher and College Secretary every month over a study period to assess student attendance using the following method:
      i. Using the online roll which automatically calculates the student’s attendance percentage (days in attendance/days in study period).
      ii. Any period of exclusion from class will not be included in student attendance calculations.

   g) Parents of students at risk of breaching Cairns Adventist College’s attendance requirements will be contacted by telephone once attendance falls to 85%.

   h) If the calculation at 3.f. indicates that the student has passed the attendance threshold for the study period, Cairns Adventist College will advise the student of its intention to report the student for breach of visa condition 8202, and that he/she has 20 working days in which to access the College’s internal complaints and appeals process except in the circumstances outlined in 3.j.
i) The College will notify the National ESOS Authority via PRISMS of the student not achieving satisfactory course attendance as soon as practicable where:
   i. the student does not access the complaints and appeals process within 20 days
   ii. withdraws from the complaints and appeals process
   iii. the complaints and appeals process results in a decision for the College.

j) [If applicable: see NC St 11.9] Students will not be reported for failing to meet the 80% attendance threshold for a study period where:
   i. the student produces documentary evidence clearly demonstrating compassionate or compelling circumstances e.g., medical illness supported by a medical certificate or as per Definition, below, and
   ii. the student’s attendance has not fallen below 70% attendance.

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

l) If a student is assessed as having nearly reached the threshold 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 Cairns Adventist College’s Deferment, Suspension and Cancellation Policy.

m) If the student does not obtain a suspension of studies under the Cairns Adventist 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 a 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 – a discrete period of study within a course which cannot exceed 24 weeks. Cairns Adventist College defines a “study period” for the purposes of monitoring course attendance and progress as a semester.
The ESOS framework – providing quality education and protecting your rights

The Australian Government wants overseas students in Australia to have a safe, enjoyable and rewarding place to study. Australia’s laws promote quality education and consumer protection for overseas students. These laws are known as the ESOS framework and they include the Education Services for Overseas Students (ESOS) Act 2000 and the National Code 2007.

Protection for overseas students

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

Your rights

The ESOS framework protects your rights, including:

- your right to receive, before enrolling, current and accurate information about the courses, fees, modes of study and other information from your provider and your provider’s agent. If you are under 18, to ensure your safety, you will be granted a visa only if there are arrangements in place for your accommodation, support and welfare.
- your right to sign a written agreement with your provider before or as you pay fees, setting out the services to be provided, fees payable and information about refunds of course money. You should keep a copy of your written agreement.

The Tuition Protection Service (TPS) is a placement and refund service for international students, which is activated in the event that your provider is unable to teach your course. Visit the TPS website for more information, at www.tps.gov.au.

The ESOS framework sets out the standards Australian providers offering education and training services to overseas students must meet. These standards cover a range of information you have a right to know and services that must be offered to you, including:

- orientation and access to support services to help you study and adjust to life in Australia
- who the contact officer or officers is for overseas students
- if you can apply for course credit
- when your enrolment can be deferred, suspended or cancelled
- what your provider’s requirements are for satisfactory progress in the courses you study and what support is available if you are not progressing well
- if attendance will be monitored for your course
- a complaints and appeals process.
One of the standards does not allow another provider to enrol a student who wants to transfer to another course but who has not completed six months of the final course of study in Australia. If you want to transfer before you have completed six months of your final course you need your provider’s permission.

Your responsibilities

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

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

Contact details

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<thead>
<tr>
<th>Who?</th>
<th>Why?</th>
<th>How?</th>
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| Your provider | For policies and procedures that affect you | • Speak with your provider  
• Go to your provider’s website |
• ESOS Helpline +61 2 6240 5069 |
• Phone 131 881 in Australia  
• Contact the DIAC office in your country |