



INTERNATIONAL STUDENT PROSPECTUS

MORE THAN A SCHOOL

FRESHWATERCC.QLD.EDU.AU

WELCOME TO FRESHWATER CHRISTIAN COLLEGE ADMINISTERED BY CAIRNS CHRISTIAN COLLEGE LTD

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 or by contacting the College at the address/phone 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 21st Century library, computer laboratories, extra-large covered multipurpose courts, science laboratories, construction workshop, tennis court, rugby field, soccer fields and auditorium. The College population is currently 520 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.

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

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CRICOS Provider Number 01033E



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International Student Program

Freshwater Christian College is a welcoming, caring school community of Christian believers who offer an 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 English language support so that students can be successfully integrated into mainstream classes with Australian standards.
- f) 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:

- The Arts
- English
- Health and Physical Education
- Languages other than English
- Mathematics
- Science
- History
- Geography
- Technology

and the interrelationships between them.



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 (Prep to Year 6) – CRICOS Course Code 060797E
- Middle Years of Schooling (Years 7 to 9) – CRICOS Course Code 0607099E
- Senior Years of Schooling (Years 10 to 12) – CRICOS Course Code 060800E

Primary School

Prep to Year 6

Subjects for the Primary school course include:-

- English
 - Mathematics
 - Science
 - History/Geography
 - Physical Education
 - * Japanese
 - * Music
 - * Art
- * Denotes Supplementary Courses

Secondary School

Years 7, 8 and 9

'Junior Choices' Handbook located at <http://www.freshwatercc.qld.edu.au/curriculum/junior-secondary/> provides a summary of subjects and courses, and is available to overseas students prior to their taking up the place to assist them in making a suitable selection (where applicable).

Year 10

'Year 10 Choices' Handbook located at <http://www.freshwatercc.qld.edu.au/curriculum/senior-secondary/> provides a summary of subjects and courses, and is available to overseas students prior to their taking up the place to assist them in making a suitable selection.

Year 11 and 12

'Senior Choices' Handbook located at <http://www.freshwatercc.qld.edu.au/curriculum/senior-secondary/> provides a summary of subjects and courses, and is available to overseas students prior to their taking up the place to assist them in making a suitable selection.

Students wishing to obtain OP equivalence should select 5 Authority Registered subjects and should sit the QCS Test in Year 12. For further information about the QCS Test, OP eligibility and Tertiary Entrance requirements please check the following links:

- Queensland Curriculum and Assessment Authority www.qcaa.qld.edu.au
- Queensland Tertiary Admissions Centre www.qtac.edu.au
- Department of Education and Training www.deta.qld.gov.au



Statement regarding Course Credit

Freshwater Christian College does not offer course credit and entry into any course is subject to the assessment of the school. This also applies to on-shore school transfers, either within the state or from interstate.

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).

Freshwater Christian College will request confirmation of student contact information twice per year. This request will include confirmation that the College has up to date address, mobile, email, parent and emergency contact details.

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
For information on moving to Cairns, healthcare and public transport
- Cairns Regional Council www.cairns.qld.gov.au
For information on the community, maps, and events
- Tourism Tropical North Queensland www.ttnq.org.au
For information about our region and the sights to see
- Queensland Government Website www.qld.gov.au
For detailed information on Queensland's environment, public transport
- Cairns Connect Website 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 temperatures between 25- 33 degrees Celsius. Winter months are June to August with typical temperatures between 15 - 25 degrees Celsius.

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 ^{v4}

- 1) Freshwater Christian 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 School, 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:
 - Copies of Student Report Cards from the previous 2 years of study, including a copy of the latest Student Report;
 - 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;
 - A completed Subject Choices Form if appropriate ;
 - Appropriate proof of identity and age;
 - Written evidence of proficiency in English as a second language
 - Photocopy or scanned copy of passport page with name, photo identification, passport number and expiry date
 - Written piece of work in English, eg; story about their family,
 - Payment of the 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 Executive Assistant to Principal.
- 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 school may require relevant testing of the applicant to assess the application.

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 (up to Year 6) students:- Evidence of application to school work and age-appropriate achievements in literacy and numeracy areas of the curriculum*
- *For Secondary School (Year 7 to Year 12) students:- A pass level or "C" grade or better for the majority of core subjects*

English Language Proficiency Requirements

Freshwater Christian College requires evidence of sufficient proficiency in English to successfully meet the curriculum demands of the enrolled course.

If applicable, the school can assess evidence of English language proficiency presented by a student at the time of application. Alternatively, Freshwater Christian College accepts results from the following test instruments:

For Entry to Year	Minimum Test Result	Acceptable Test
7, 8, 9, 10	5.5	IELTS
11, 12	6	IELTS

Students should note that they may be required to undertake an intensive English language course before beginning mainstream studies at their own cost. 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.



Welfare and Accommodation Policy v6.2

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 Immigration.**

In this case:

- i. 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 Immigration at the time of visa application for approval of these arrangements. The Department of Immigration must also approve any further change of welfare arrangements.
- ii. If the adult responsible for the welfare, accommodation and other support arrangements for a student under 18 years holds a Student guardian Visa (subclass 590), all obligations and conditions of this visa must be met, including:
 - 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.

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

In this case:

- i. Any accommodation, welfare and other support arrangements for the student must be approved by the School, including arrangements provided by third parties
- ii. 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.
- iii. If a student for whom the School has issued a CAAW refuses to maintain approved arrangements, the School will report this to the Department of Immigration and advise the student to contact the Department of Immigration to ensure visa implications are understood. (See Department of Immigration office addresses at: <http://www.border.gov.au/about/contact/offices-locations/australia>)

School approved accommodation options for full fee paying 500 (formerly 571) visa subclass students under 18 years of age include:

- i. Homestay Program operated by the school. Please see *Additional Information*, below.
- ii. Private accommodation and care arrangements approved by the School which meet all requirements under relevant state and commonwealth legislation.

3. **For School vacation periods, the following accommodation options are available to full fee paying 500 (formerly 571) visa subclass students under 18 years of age for whom the school has issued a CAAW:**

- i. Student returns home to parents
- ii. Student continues to live in / is placed in Homestay arranged and approved by the school
- iii. Student may spend vacation with relatives or a friend's family if all requirements are met in order to attain school approval.

4. **Accommodation options for full fee paying 500 (formerly 571) visa subclass students 18 years and older include:**

- i. Any accommodation, welfare and other support arrangements for the student must be approved by the School, including arrangements provided by third parties.
- ii. 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.
- iii. Homestay Program.

5. **For School vacation periods, the following accommodation options are available to full fee paying 500 (formerly 571) visa subclass students 18 years or older:**

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

Additional Information:

HOMESTAY / PRIVATE ACCOMMODATION ARRANGEMENTS:

The Homestay / private accommodation arrangements operated and approved by Freshwater Christian College meets Queensland legislative requirements for child protection as well as Standard 5 of the National Code. These include:

- o Continuous dates for approved welfare arrangements;
- o Documented procedures for checking suitability of accommodation, support and general welfare arrangements;



- Guidelines for selecting family and ensuring the family can provide a stable environment for the duration of the student's enrolment at the school;
- Criteria about accommodation services to be provided, and contract for arrangements about providing accommodation services;
- Orientation program for families new to provision of homestay services;
- Compliant Homestay risk management strategy, reviewed annually, undertaken by operator of the homestay program;
- Blue Card for adults living in the homestay / private arrangement other than overseas students.

STUDENT GUARDIAN VISAS

Freshwater Christian 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 School of any change to address or contact details;
- iii. immediately advise the School if there are any compassionate or compelling reasons to travel overseas or not be at home for an extended period of time to care for the student.

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

Behaviour Management Policy ^{v4}

The Behaviour Management policy aims to set in place the procedure and guidelines whereby students and teachers are able to work in an 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 every student obeys all of the rules of the College and is aware that there are 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 school'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.



Course Progress and Attendance Policy v8

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 (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 C level of achievement 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).
- e) If a student does not achieve a C level in at least 50% of subjects studied in a study period, then the Executive Assistant to Principal will formally contact the parent(s) to advise there will be a meeting with the student to develop an intervention strategy for academic improvement. This may include;
 - i) Subject tutorial support in class time
 - ii) Mentoring
 - iii) Change of subject selection, or reducing course load (without affecting the 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 Principal 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, Freshwater Christian 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 school's internal complaints and appeals process. Following the outcome of the internal process, if the student wishes to complain or lodge an external appeal about a decision made or action taken by Freshwater Christian College he/she may contact the Overseas Student Ombudsman at no cost. This must be done within 2 weeks. Please see Complaints and Appeals Policy for further details.
- i) The school 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 school will monitor, record and assess the course progress of each student for the course in which the student is currently enrolled.
- b) Part of the assessment of course progress at the end of each semester will include an assessment of whether the student's progress is such that they are expected to complete their course within the expected duration of the course.
- c) The school will only extend the duration of the student's study where it is clear the student will not complete their course by the expected date due to:
 - 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 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.



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.
- e) Any absences longer than 5 consecutive days without approval will be investigated.
- f) Student attendance will be monitored by the Executive Assistant to Principal every 10 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) Any period of exclusion from class will not be included in student attendance calculations. [Deferment, Suspension and Cancellation Policy].
- g) Parents of students at risk of breaching Freshwater Christian College's attendance requirements will be contacted by email or phone 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 advise the student of its intention to report the student for breach of visa condition 8202, and that he/she has 20 working days in which to access the school's internal complaints and appeals process except in the circumstances outlined in 3.j.
- i) The school 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 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, 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 school 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 Freshwater Christian College's Deferment, Suspension and Cancellation Policy.
- m) If the student does not obtain a suspension of studies under the 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* – a discrete period of study within a course which cannot exceed 24 weeks. Freshwater Christian College defines a “study period” for the purposes of monitoring course attendance and progress as a semester.



Deferment, Suspension and Cancellation Policy v6.1

1) 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)
- b) The final decision for assessing and granting a deferment of commencement of studies lies with the Principal.
- c) Deferment will be recorded on PRISMS within 14 days of being granted.

2) 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)
- b) 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.
- c) The period of suspension will not be included in attendance calculations.
- d) The final decision for assessing and granting a suspension of studies lies with the Principal.

3) Student initiated cancellation of enrolment

All notifications of withdrawal from a course, or applications for refunds must be made in writing and submitted to the Executive Assistant to Principal. Please see Freshwater Christian 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 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) 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) 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 as per Freshwater Christian College's Course Progress and Attendance Policy.

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

- 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) Suspended students must abide by the conditions of their suspension from studies which will depend on the welfare and accommodation arrangements in place for each student and which will be determined by the Principal.
- c) Students who have been suspended for more than 28 days may need to contact Department of Immigration. (See contact details at <http://www.border.gov.au/about/contact/offices-locations>)
- d) If special circumstances exist, the student must abide by the conditions of his or her suspension which will depend on the welfare and accommodation arrangements in place for each student and which will be determined by the Principal.
- e) Suspensions will be recorded on PRISMS.



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

7) School Initiated cancellation of enrolment

- a) Freshwater Christian College will cancel the enrolment of a student under the following conditions;
 - i) Failure to pay course fees
 - ii) Failure to maintain approved welfare and accommodation arrangements (visa condition 8532).
 - iii) Any behaviour identified as resulting in cancellation in Freshwater Christian College's Behaviour Management Policy.
- b) Freshwater Christian 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) The school 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) Students who have had enrolment cancelled are advised to contact Department of Immigration. (See contact details at: <http://www.border.gov.au/about/contact/offices-locations>)

School initiated cancellation of enrolment is subject to Freshwater Christian College's Complaints and Appeals Policy. (Please see 8 below).

8) Complaints and Appeals

- a) Student requests for deferment and suspension are not subject to Freshwater Christian College's Complaints and Appeals Policy.
- b) Exclusion from class is subject to Freshwater Christian College's Complaints and Appeals Policy.
- c) School initiated suspension, where the suspension is to be recorded in PRISMS, and cancellation are subject to Freshwater Christian 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 Freshwater Christian College's complaints and appeals process regarding a school initiated suspension or cancellation of enrolment under Standard 13, the change of 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 school need not await the outcome of this process before changing the student's enrolment status in PRISMS. However, if the school 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 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.

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. Students can visit the Department of Immigration website <http://www.border.gov.au/Trav/Stud> for further information about their visa conditions and obligations.

10) Definitions

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



Refund Policy v4.1

- 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 enrolment application fee is non-refundable.
- 4) Payment of Course Fees and Refunds
 - a. Fees are payable according to Freshwater Christian College's Fee Schedule.
 - b. An itemised list of school fees is provided in the school's written agreement [as per the 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.
- 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 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;
 - 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 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 relevant semester, no tuition fees will be refunded.

If tuition fees for more than 1 semester have been received in advance: If fees for more than one 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:

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).

Please see Course Progress and Attendance Policy

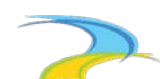


- ii. Failure to maintain satisfactory attendance (visa condition 8202). Please see Course Progress and Attendance Policy
 - iii. Failure to maintain approved welfare and accommodation arrangements (visa condition 8532). [*If applicable*: Please see Welfare and Accommodation Policy
 - iv. Failure to pay course fees.
 - v. Any behaviour identified as resulting in enrolment cancellation in Freshwater Christian College's Behaviour Management Policy. Please see www.freshwatercc.qld.edu.au
- 8) School (Provider) Default
- 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).* <http://www.comlaw.gov.au/Details/F2014L00907>.
- 9) 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 bus fees, application fees, OSHC fees.
- b. *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.
- c. *Tuition fees* – fees directly related to the provision of the student's course.
- d. *Study Period* – one Semester.

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



Complaints and Appeals Policy v7.2

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.

For Academic/Subject concerns
<ul style="list-style-type: none"> • Your subject teacher • Your Class/Pastoral Care teacher • Head of Primary School • Head of Secondary School • The Principal
For Personal Problems
<ul style="list-style-type: none"> • Your Class teacher • College Chaplain • International Student Contact Officer • Head of Primary School • Head of Secondary School • Director of Pastoral Care • The Principal
For Homestay Problems
<ul style="list-style-type: none"> • The Chaplain • International Student Contact Officer • The Principal

- 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.
 - b) The internal complaints and appeals processes are conciliatory and non-legal.
- 2) Complaints against other students
 - a) Grievances brought by a student against another student will be dealt with under the school's Behaviour Management 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 Complaints Handling Procedure
 - a) The process of this grievance procedure is confidential and any complaints or appeals are a matter between the parties concerned and those directly involved in the complaints handling process.
 - b) The student must notify the school in writing of the nature and details of the complaint or appeal.
 - c) Written complaints or appeals are to be lodged with the Principal.
 - d) Where the internal complaints and appeals process is being accessed because the student has received notice by the school that the school intends to report him/her for unsatisfactory course attendance, unsatisfactory course progress or suspension or cancellation of enrolment, the student has 20 working days from the date of receipt of notification in which to lodge a written appeal.
 - e) Complaints and appeals processes are available to students at no cost.
 - f) Each complainant has the opportunity to present his/her case to the Principal.
 - g) Students and/or the School may be accompanied and assisted by a support person at all relevant meetings.
 - h) The formal grievance process will commence within 10 working days of the lodgement of the complaint or appeal with the Principal.



- i) 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, Freshwater Christian College will immediately implement the decision and any corrective and preventative action required, and advise the student of the outcome.
 - k) Freshwater Christian College undertakes to finalise all grievance procedures within 20 working days.
 - 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. This must be done within 2 weeks (10 working days) of receiving written notification of the outcome of the internal appeal and is to be done at minimal or no cost.
 - b) If the student wishes to complain or to lodge an external appeal about a decision made or action taken by the 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 <http://www.ombudsman.gov.au/about/overseas-student-ombudsman-landing-page> or phone 1300 362 072 for more information.
- 6) Other legal redress - Nothing in the school's Complaints and Appeals Policy negates the right of an overseas student to pursue other legal remedies.
- 7) Definitions
- a) Working Day – *any day other than a Saturday, Sunday or public holiday during term time*
 - b) Student – *a student enrolled at Freshwater Christian College or the parent(s)/legal guardian of a student where that student is under 18 years of age*
 - c) Support person – *for example, a friend/teacher/relative not involved in the grievance.*



Transfer Request Policy v4.1

- 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 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) 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
- 4) Freshwater Christian College will only provide a letter of release to students in the first six months of their principal course in the following circumstances:
 - a) The student has changed welfare and accommodation arrangements and is no longer within a reasonable travelling time of the school
 - b) It has been agreed by the school the student would be better placed in a course that is not available at Freshwater Christian College.
 - c) Any other reason stated in the policies of Freshwater Christian College.
- 5) Freshwater Christian 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) 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 fees have not been paid for the current semester.
- 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 office as soon as possible to discuss any implications. The address of the nearest office is: 85 Spence Street, Cairns QLD 4870
Students can also contact the Department of Immigration through their web enquiry form:
<https://border.gov.au/about/corporate/information/forms/online/student-visa-enquiry-form>
- 8) If a letter of release is provided by the college 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 Freshwater Christian College's complaints and appeals policy contained in the International Student Prospectus and International Student Handbook.



ESOS Framework

International education: ensuring quality education and protecting students

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 Immigration and Border Protection's website at www.border.gov.au/Trav/Visa/Usin.

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 on page 6 of this fact sheet, **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 Immigration and Border Protection 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 Immigration and Border Protection. 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: <http://www.border.gov.au/Busi/Educ/Educ/Welfare-requirements-for-student-visa-applicants-under-18> and <http://www.border.gov.au/Trav/Stud/More/Visa-conditions/visa-conditions-students>.

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 Immigration and Border Protection's website at www.border.gov.au/Trav/Stud/More/Visa-conditions/visa-conditions-students, 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. 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.

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. 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 Immigration and Border Protection website at www.border.gov.au/Trav/Stud/More/Work-conditions-for-Student-visa-holders

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 Immigration and Border Protection's website at <http://www.immi.gov.au/Study/Pages/changing-courses.aspx>.

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 <http://www.ombudsman.gov.au/about/overseas-student-ombudsman-landing-page> 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 www.ombudsman.gov.au/about/our-history/state-and-territory-ombudsmen.

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
- 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 eCoE 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 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 1998* (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 2007*,
3. the *Education Services for Overseas Students Act 2000* (Cth) and the *Education Services for Overseas Students Regulations 2001* (Cth); and
4. the *Education (Overseas Students) Act 1996* (Qld) and the *Education (Overseas Students) Regulation 1998*.

