

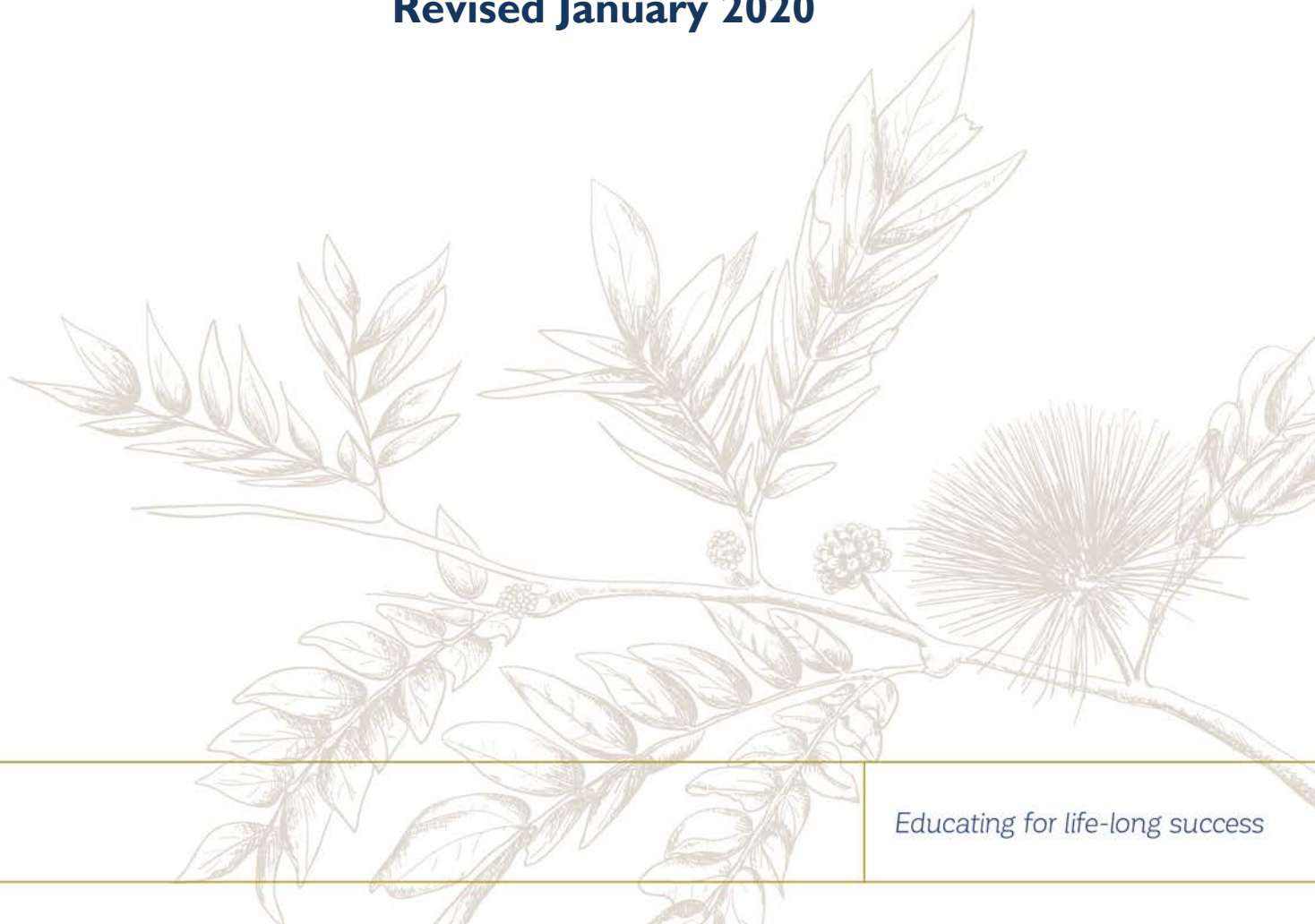


Founded 1917

**The Cathedral School**  
of St Anne & St James  
T O W N S V I L L E

# INTERNATIONAL STUDENT HANDBOOK

**Revised January 2020**



*Educating for life-long success*

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## Introducing Townsville

Townsville is a city on the north-eastern coast of Australia, in the state of Queensland. Adjacent to the central section of the Great Barrier Reef, it is in the dry tropics region of Queensland. Townsville is Australia's largest urban centre north of the Sunshine Coast, with an estimated population of 180,000. Considered the unofficial capital of North Queensland, Townsville hosts a significant number of governmental, community and major business administrative offices for the northern half of the state.

Popular attractions include 'The Strand', a long tropical beach and garden strip; Riverway, a riverfront parkland attraction located on the banks of Ross River; Reef HQ, a large tropical aquarium holding many of the Great Barrier Reef's native flora and fauna; the Museum of Tropical Queensland, built around a display of relics from the sunken British warship HMS Pandora; and Magnetic Island, a large neighbouring island, the vast majority of which is national park.



## Introducing The Cathedral School

The Cathedral School is Townsville's only Anglican co-educational day and boarding school. Founded in 1917, it has established a very good reputation as a school that provides a first-class academic and extracurricular program in a caring and supportive environment.

The School caters for children from Early Childhood to Year 12 on a single campus in suburban Mundingburra, just 8 kilometres from the city centre. It is located close to major shopping and sporting facilities, and regular bus services go past the front gate.

Approximately 180 boarders live in modern air-conditioned on-campus accommodation – international students soon develop language and cultural understanding through living together with boarders from many places across Australia and around the world.



life.

Our aim is to support and encourage all students to achieve to the best of their potential, so that they will be prepared for their future life-path – whether that be further study at a tertiary institution or direct entry to the workforce. Cathedral graduates enjoy success because they have developed skills, attitudes and values which provide firm foundations for adult

## Welcome Message

### Message from the Principal – Mr Ian Gamack

Welcome to The Cathedral School.

You have made a very important decision, and the staff here will make every effort to help you achieve your goals. Our aim is to work closely with each student to make sure they develop the skills and attitudes necessary for success in life.

At Cathedral, you will benefit from the excellent academic programs and ESL support, a large variety of extracurricular activities, and a friendly and supportive school community.

I hope you will enjoy your time with us, and make the most of every opportunity available to you.



### Message from the Registrar - Mrs Jane Passmore

Congratulations on your decision to enrol at The Cathedral School.



We look forward to your arrival, and hope that you will settle in quickly and become a proud member of The Cathedral School community.

Starting at a new school can be quite daunting, and moving to a different country far from home makes it even more difficult, but we are here to help with your transition.

This book contains a lot of useful information to help you prepare for your new adventure. Please read it carefully, and ask for assistance if there is anything you don't understand.

Our staff and students will be more than happy to help.

# Important Information and Emergency Contacts

## Education Provider Contact Details

### The Cathedral School of St Anne & St James

#### Postal address:

P O Box 944,  
AITKENVALE QLD 4814

#### Street address:

154 Ross River Road,  
MUNDINGBURRA QLD 4812

Phone: +61 (0)7 4722 2000  
Fax: +61 (0)7 4722 2111  
Email: [tcs@cathedral.qld.edu.au](mailto:tcs@cathedral.qld.edu.au)  
Website: [www.cathedral.qld.edu.au](http://www.cathedral.qld.edu.au)

#### International Student Coordinator

Mrs Jane Passmore - Registrar  
Phone: +61 (0)7 4722 2005  
Email: [registrar@cathedral.qld.edu.au](mailto:registrar@cathedral.qld.edu.au)

#### Head of Boarding

Mr Jock Walker-Campbell  
Mobile: 0419 650 009  
Email: [boarding@cathedral.qld.edu.au](mailto:boarding@cathedral.qld.edu.au)

#### Homestay Coordinator

Mrs Jane Passmore - Registrar  
Phone: +61 (0)7 4722 2005  
Email: [registrar@cathedral.qld.edu.au](mailto:registrar@cathedral.qld.edu.au)

#### Local Transport

Local bus service [www.sunbus.com.au](http://www.sunbus.com.au)

Taxi 131008

#### Emergency Telephone Numbers

Police, Fire, Ambulance 000

#### Department of Immigration and Border

Protection (DIBP) 131 881

#### International Student 24 Hour Emergency Contact

Mr Ian Gamack – Principal  
(urgent health & welfare issues)  
Phone: 0427 138 670

Mrs Jane Passmore – Registrar  
(enrolment, visa and homestay issues)  
Phone: 0404 218 859

Mr Jock Walker-Campbell – Head of Boarding  
(boarding issues)  
Phone: 0419 650 009

#### Medical Centres

School Health Centre 47222024  
Townsville Hospital (emergencies) 4796 1111  
Mundingburra Medical Centre 4779 0622

#### Public facilities

#### Location of Automatic Teller Machines (ATMs)

Stockland Shopping Centre has all major banks & ATM machines

IGA (Ross River Rd) also has cash-out facilities

#### Location of Public Telephones

Stockland Shopping Centre

#### Post Office

Letters can be sent through the school office.

Nearest Post Office - Anne St, Aitkenvale

## Things to Do – A Summary

### Before Leaving Home:

- Apply for passport
- Arrange student visa
- Send copies of these to institution
- Arrange for immunisations and medications from my doctor
- Apply for a bank account and/or arrange sufficient funds
- Confirm overseas access to your funds with your bank
- Make travel arrangements
- Advise institution of travel details
- Confirm accommodation arrangements
- Pack bags being sure to include the following:
  - Name and contact details of emergency contact (parent, agent)
  - Name and contact details of a school representative
  - Enough currency for taxis, phone calls etc. in the event of an emergency
  - Important documents:
    - THIS HANDBOOK
    - Passport
    - Student visa
    - eCoE (Confirmation of Enrolment)
    - CAAW (Accommodation & Welfare Form)
    - Travel insurance policy
    - ID cards, birth certificate (or copy)
    - Parent's contact details
    - School contact details

NOTE: Make sure you leave any originals or copies of these documents safely with family in your home country in case of loss.

Upon Arrival in Australia:



- Call home
- Settle into accommodation
- Contact school (if staying off-campus)
- Buy uniforms and stationery requirements
- Get timetable & student diary
- Start classes
- Get student ID card
- Register for OSHC card (Overseas Students Health Cover)
- Organise bank account, telephone, email address
- Apply for tax file number if seeking work
- Get involved in student life and activities  
(eg music, sporting and cultural clubs).



## Preparing for arrival

You will need to make your own travel arrangements to Australia. You need to arrive at school on the designated Boarders' Travel Day, but if travelling with family or staying in homestay, you can come a few days earlier to allow enough time for settling-in and overcoming jet-lag. Note that you must not arrive in Australia before the Welfare Start Date on your CAAW.

You should fly into Brisbane or Cairns International Airport, and connect with a domestic flight to Townsville. This will take 2 hours from Brisbane, or 45 minutes from Cairns. Visit <http://www.townsvilleairport.com.au>

Please notify the school well in advance of your travel if you require airport pick-up. A staff member will meet you at the luggage collection area of the Townsville Airport.

The Cathedral School is located 5kms from Townsville Airport. Taxis are readily available outside the terminal and the trip to school takes about 10 minutes.

### Keeping in Contact

Before you leave home, you should provide your family and friends, and your education provider in Australia, with details of your flights to Australia and where you will be staying when you arrive. (Do not change these details without informing them.)

Once you have arrived in Australia, you should then let your family and friends know that you have arrived safely. It is important to ALWAYS let someone know where you are and how to contact you.

**If there are any changes to your travel schedule (e.g. flights are delayed, missed connecting flight), please notify the Registrar at The Cathedral School:**

During office hours – phone (+61) 07 4722 2005

After hours – (+61) 0404 218 859

### What to Bring

Students are often surprised by how strict Australian Customs Services and quarantine can be, particularly in relation to food and natural products. If you're in doubt about whether your goods are prohibited or not, **declare it anyway** on the Incoming Passenger Card which you will receive on the plane.

Baggage allowances flying into Australia will vary according to your carrier, flight class and country of origin. Please check with your carrier prior to departure. The limits mean that you will have to pack carefully. You will be able to purchase most things upon arrival in Australia but the price may be higher than in your own country.

### Seasonal Considerations

Summer in Australia is from December to February, winter from June to August. However, Townsville has a tropical climate so does not have a lot of seasonal variation in temperatures. The summer months are quite hot and can be wet; the winter months are mild and generally sunny. Do not bring heavy winter clothes.



## Clothing

During the school day, students wear school uniform. All uniform items can be purchased at the school shop on campus. You may wish to bring your own shoes – black leather lace-up shoes are worn for daily classes, and good quality cross-trainer sports shoes for physical education classes.

Outside of school hours, dress is casual – jeans, slacks, shorts or skirts are worn with t-shirts or blouses. The Cathedral School has conservative standards so clothing should provide good coverage and not display any offensive images or language. Sneakers or sandals are the most common footwear during free time.

Some functions such as formal dinners, chapel services, student dances or outings will require more formal clothing. Boys will need long pants and business-style shirts and a tie; girls will need a smart dress or skirt and blouse for these occasions. For festive occasions, you may want to bring traditional dress and accessories.

## Money

You will need to make sure you have enough funds to support you when you first arrive. It is recommended that you have approximately \$A1,000 to \$A1,500 available for the first two to three weeks to pay for set-up requirements (uniforms, stationery, personal items). Do not travel with large amounts of cash. It is best to have funds transferred by your bank, or have an international credit/debit card.

## Other Items

Here is a list of other items you may wish to bring with you. Please note, most of the items listed can also be purchased in Australia.

- |  |  |
|--|--|
| <input checked="" type="checkbox"/> alarm clock                    | <input checked="" type="checkbox"/> scientific or graphics calculator  |
| <input checked="" type="checkbox"/> bath towels                    | <input checked="" type="checkbox"/> spare spectacles or contact lenses |
| <input checked="" type="checkbox"/> doona (bedcover – single size) | <input checked="" type="checkbox"/> optical & medical prescriptions    |
| <input checked="" type="checkbox"/> toiletries                     | <input checked="" type="checkbox"/> photos of friends and family       |
| <input checked="" type="checkbox"/> dictionary (bilingual)         | <input checked="" type="checkbox"/> swimming costume & beach towel     |
| <input checked="" type="checkbox"/> camera                         | <input checked="" type="checkbox"/> small gifts from home              |
| <input checked="" type="checkbox"/> music CDs or iPod              | <input checked="" type="checkbox"/> umbrella                           |
| <input checked="" type="checkbox"/> sporting equipment             | <input checked="" type="checkbox"/> small sewing kit                   |

## Accommodation Arrangements

Most international students at The Cathedral School will live in the on-campus boarding accommodation – this will be organised as part of the enrolment process – and on arrival in Townsville, you will go directly from the airport to the boarding house.

In this case, it is important that you arrange your travel so that you **arrive in Townsville on the designated Boarders' Travel Day**, as the boarding staff are not available before this time. Once you have moved into the boarding house, staff and students will be assigned to assist you to settle in and prepare for the start of your studies.

If you will be staying off-campus with family or in a school-arranged homestay, you will be met at the airport by them, and will go directly to their home. Soon after arrival, you should call the school to make arrangements for orientation.

### On-campus Boarding Accommodation

#### Facilities

Boys and girls are accommodated in separate air-conditioned buildings on the school campus in Mundingburra. All accommodation has been recently upgraded and provides an excellent standard of comfort and safety.

There is space for approximately 90 girls and 90 boys. Generally, senior students (Years 11 and 12) will have single rooms, while younger students will be in twin-share or four-share rooms with other students.

Each student has a single bed, storage space for clothes and personal items, and a built-in study desk with fluorescent light and internet connection. Bathrooms are shared, but individual privacy is assured.

The Boarding Handbook contains detailed information to help you become familiar with boarding procedures. This will be sent to you prior to arrival, and is also available in the Boarding section of the school website. Please read it carefully and ask for assistance if you do not understand something.

#### Boarding Staff

The Head of Boarding (Mr Jock Walker-Campbell) is responsible for the overall management of the boarding community at The Cathedral School. He is a full-time staff member who lives on campus, and has close contact with all boarding students and staff.

Heads of dormitories and boarding supervisors provide the ongoing care and supervision of boarders in the dormitories. They are on duty whenever there are students in the dormitory, and they all live in staff quarters within the dormitory buildings.

## Study

“Prep” or study time is scheduled after dinner five nights a week (Sunday – Thursday) for a minimum of 90 minutes, but senior students have an extended prep session after the younger ones have gone to bed.

Prep is done either in a classroom or in the dormitory (depending on the year level), Prep sessions are supervised by staff who can provide some assistance when necessary, and ensure that a quiet and productive working environment is maintained for the benefit of all.

## Computer & Internet Access

Boarding students will have automatic internet access through the school’s wireless network. Internet access is switched off at 10pm on week nights.

We strongly discourage personal broadband devices, as this makes it very difficult for staff to monitor appropriate internet usage.

All students will have an email address on the school server, in the following format:

[firstname.surname@cathedral.qld.edu.au](mailto:firstname.surname@cathedral.qld.edu.au) This will be available as soon as the student logs on to the school network.

Parents will also have access to Parent Lounge on the school’s intranet service, eCat. This enables parents to view information about their child’s subjects, timetable, reports and also provides direct email links to the child’s teachers. Logon details will be emailed to parents prior to the student’s arrival.

## Recreation

Boarding students are able to participate in any of the school’s extra-curricular activities, and (with parental permission and school approval) can also join sporting teams or special interest groups that operate off-campus.

There are many recreational facilities available to students at the school – TV, DVDs, and indoor recreation areas in the dormitories; swimming pool, sports and music facilities on campus; and boarders have access to a number of recreational activities on weekends – shopping, ice skating, ten-pin bowling, going to the movies or the beach, dances, restaurants, football games etc. The weekend roster of activities is placed on eCat by Thursday each week.

## Meals

All meals for boarders are provided in the school Dining Room, where qualified chefs produce a large variety of healthy, nutritious meals. All students must attend breakfast and dinner. Lunch, morning tea and afternoon tea are also provided.

## Laundry

The school laundry operates 5 days a week (Monday – Friday) and takes care of all the laundry requirements for boarding students – uniforms, casual clothes, underclothes, bed linen and towels. All items must be clearly labelled with the student's name and laundry number so that they can be returned to their rightful owner. Commercially printed sew-in tags must be used, as other marking methods do not last.

Some washing and drying facilities are available in the dormitories for personal use – this is regulated by boarding staff.

## Health

The Student Health Centre on campus is staffed by qualified nurses from 8am to 4pm on weekdays. The nurses handle all routine matters during clinic hours, and arrange medical appointments for students when necessary. Out of hours care is handled by a doctor or nurse on call. In an emergency, the student will be taken to the Townsville Hospital.

For the safety of our students, all medications must be handed in to the nursing staff, who will administer them as required. Students are not permitted to keep any medicines (including over-the-counter pharmaceutical items) in the dormitory.

## Homestay Accommodation

Homestay accommodation may be arranged for students in the following circumstances:

- During Easter & September school holidays, if the student is not returning home
- If there is no boarding place available at the time of the student's arrival
- If boarding proves to be unsuitable (after a minimum of 6 months' trial)

The Cathedral School selects homestay families according to our Homestay Policy. In brief, such families must:

- have suitable space to accommodate the student
- have current Blue Cards (Suitability for Working with Children)
- undertake to provide supervision 'equivalent to that of a reasonable parent'

A signed agreement between the student's parent and homestay provider will be obtained before any homestay placement can proceed.

Homestay families will be responsible for providing an appropriate home environment for the student, including a private room and quiet study area. They will also provide the student with a minimum of three meals a day and will arrange suitable transport to and from school each day.

Students living in private or homestay accommodation may need to arrange their own internet access – this should be discussed with the family before proceeding.

The School retains responsibility for accommodation and welfare of international students, and will oversee homestay arrangements and conduct periodic checks, according to the homestay policy.

## International Student Orientation

On arrival, report to the Registrar (International Student Coordinator).

One of the first things you will need to do is purchase uniforms and stationery items. Once you have done this and settled into your accommodation, a suitable time for your Orientation session will be arranged. This will occur as soon as practicable, and will include a tour of the school and introduction to key personnel. At this time you will also receive your course orientation – confirmation of subject choices, timetable and student diary.

Orientation includes

- Finding your way around the campus
  - Accommodation, dining & laundry facilities
  - Staff offices
  - Classrooms
  - Library
  - Student Health Centre
  - Recreation and sports areas
- Knowing where to find the most important people you will need to know at the institution.
  - Registrar/International Student Coordinator
  - Boarding House staff (or homestay coordinator)
  - Tutor and Dean (pastoral care providers)
  - Head of School
  - Director of Studies
  - Careers Advisor
  - ESL teacher
  - Health Centre staff & School Counsellor
- Understand your timetable and use of the School Diary
- Meet and get advice from your Tutor (pastoral care teacher) and student buddy.
- Meet other students, including other international students who may be in your classes, and share your concerns or fears.
- Get your student card - you will need your student card to open bank accounts, borrow books from the library, and more.
- Become familiar with the location of services you may need to access off campus.

As part of the Orientation process, you will be allocated one or two student 'buddies' who will be available to assist you until you know your way around and are familiar with school routines. You will also have a designated member of staff (your Tutor) who will oversee your orientation to the school.

### ID Cards

Initial ID photos are taken soon after arrival, and ID cards are issued to all students. The first ID card is provided free of charge, but replacement cards will incur a small cost.

## Health and Welfare

Maintaining good health is of vital importance when studying abroad.

While living in another environment is a good way to change a daily routine, it is important for students who are experiencing difficulties in their own country (relationship, health, emotional, substance abuse, etc.) not to expect a vacation from their problems. It is important that all students are able to adjust to potentially dramatic changes in climate, diet, living, and study conditions that may seriously disrupt accustomed patterns of behaviour.

### Mental Health

Many students experience homesickness, anxiety and stress, especially when they are far from home. In these cases feel free to talk openly and honestly about your feelings with your Boarding House Parent or Homestay parents. During school hours you can also discuss your feelings with your Tutor, Dean, School Nurse, the School Counsellor, the International Student Coordinator, or any other adult or teacher in the School with whom you feel comfortable.

### Physical Health

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

- ☑ **Exercise** – do at least 30mins of moderate exercise a day
- ☑ **Sleep** – get at least 8-9 hours of sleep a night
- ☑ **Nutrition** – keep a balanced diet remembering to eat lots of vegetables and fruit everyday

### Sexual Health

Taking care of your sexual health means more than being free from sexually transmissible infections or diseases (STIs or STDs); it also means taking responsibility for your body, your health, and your decisions about sex. In Australia, the age of consent is 16 years and it is illegal to engage in non-consensual sexual activity with any person.

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

Health care for boarding students is managed by the nurses in the Student Health Centre. Students living in homestay need to organise their own medical treatment – the homestay parent will help to arrange appropriate care.

At the Student Health Centre, the nurse will assess your condition and take appropriate action. This may involve:

- Medication, advice re ongoing care, and return to class
- Medication and a period of rest in the Health Centre
- Appointment with a doctor or other medical professional – someone will accompany you to your first appointment, and interpreting services can be arranged if necessary.

## Seeing a Doctor

When you attend your appointment, the doctor will ask you questions about your health and may give you a brief physical examination, such as checking your breathing, your throat, ears etc. The doctor will then give you some advice regarding management of your illness, and may give you a prescription for some medication. If your illness is more serious or the doctor is unsure of a diagnosis she or he may refer you for further tests eg: blood tests or x-rays, or to see a specialist doctor.

If you have had, or need to take time off studies, you will need to get a medical certificate from the doctor to provide to your education provider. Unexplained absences will affect your attendance record and may also affect your ability to complete assessment.

## Pharmacies

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

## Prescription Medication

Medication prescribed by your doctor is not free. You must pay the pharmacy. If the cost is more than the 'prescribed fee' of A\$40.30 you will be able to claim the difference back from your OSHC provider. Many pharmacists will offer you the option of having a "generic" brand of medicine. This is ONLY offered if the content of the medicine is exactly the same as that prescribed by your Doctor. It will, however, assist you to pay less for your medicine.

## Over-the-Counter Medication

Pharmacies/chemists also provide a variety of over-the-counter medications useful for treating colds, headaches, allergies and the like which do not require a prescription. Ask the pharmacist on duty for advice regarding the best medication for your symptoms. Ensure that you advise the pharmacist of any other medications you may be taking.

## Dental and Optical

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

## Overseas Student Health Cover (OSHC)

Overseas Student Health Cover (OSHC) is mandatory for international student visa holders. It is an insurance policy that provides cover for the costs of medical and hospital care which international students may need while in Australia. OSHC will also cover the cost of emergency ambulance transport and most prescription drugs.

As part of your enrolment agreement with The Cathedral School, you have been asked for an OSHC payment for Medibank Private to provide health insurance cover for the duration of your student visa / enrolment at the school.



Your policy will be arranged by the School, but you must register online with Medibank OSHC when you arrive in Australia. Your membership card will then be sent to your Australian postal address.

Students may also take out additional cover in the form of Extra OSHC. See the website for details - [www.medibank.com.au](http://www.medibank.com.au) and select Overseas Student Health Cover.

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

If you need to visit a doctor or medical centre, show your card at the end of the visit. Some medical centres accept your card as full payment for the visit (they 'bulk-bill' the health fund for the visit). However, in most cases, you will be charged the doctor's fee and you will need to claim back the portion covered by the health fund. This **may** be processed by the medical centre OR you may have to take your receipt to Medibank to claim your refund.

#### How do I make a claim?

Students will need to pay for their medical appointments at the time of treatment, and claim the refund via the online claim form. Please see the International Student Coordinator if you need any help with this.

#### Renewal information

As of 2010, cover must be purchased in advance for the entire duration of your course of study.

#### Alcohol, Smoking, and Drugs

There are very strict rules around the use of alcohol, cigarettes and drugs in Australia, and at The Cathedral School. Please be aware of the legal requirements, as well as the School's guidelines in these matters.

#### Alcohol

Consumption of alcohol is illegal for those aged under 18 years in Australia. In addition you will face severe disciplinary action, and possible exclusion, from The Cathedral School for being in possession of or under the influence of alcohol at School or on any School related activity.

This will have immediate and long term impacts on your right to study in Australia and means you can be asked to leave the country immediately. We therefore strongly advise that you do not consume alcohol during your stay in Australia. Once you are over 18 years of age, you can legally consume alcohol, but not on school premises or whilst under the care of the School. This includes any time spent in school-arranged homestay.

#### Smoking

Australian law makes it an offence to sell or supply tobacco products to a person under the age of 18 years. It is illegal for anyone under 18 to purchase tobacco products. There are also a number of laws regulating and restricting the advertising, promotion and packaging of tobacco products. Regulations have been introduced to restrict smoking in public areas such as shopping centres, hotels, restaurants and dining areas, and in some workplaces.

The Cathedral School is a non-smoking zone. Cigarettes are not allowed at School, inclusive of all of the boarding facilities. In addition, homestay homes do not allow smoking. Disciplinary action will be taken if students are found to be smoking. Repeated offences may result in exclusion from school. For your own health, we can assist you with a Quit Smoking program if you are a regular smoker.

## Drugs

Each State and Territory has laws governing the manufacture, possession, distribution and use of drugs, both legal and illegal. Drug laws in Australia distinguish between those who use drugs and those who supply or traffic drugs. The Federal Customs Act covers the importing of drugs, while each State has laws governing the manufacture, possession, distribution and use of drugs, both legal and illegal.

The Cathedral School has a zero tolerance policy to illegal drugs. Your enrolment at The Cathedral School will be cancelled if you are found to be in possession of drugs, under the influence of drugs, or to have supplied drugs to any other student.

This will have immediate and long term impacts on your right to study in Australia and means you can be asked to leave the country immediately. We therefore strongly advise that you do not have any involvement with drugs during your stay in Australia.

## Money Matters

Once you have settled in, you will need to budget for ongoing costs. Your basic living costs are covered in your boarding/homestay fees, but there will be other expenses you should be prepared for. These may include medical costs, mobile phone recharging, membership of any sporting teams or clubs you choose to join, taxi or bus fares, and any general shopping and entertainment expenses (weekend activities).

It is best to have a bank account with an EFTPOS card so you can access small sums of money as needed. Please ask the Registrar/International Student Coordinator for assistance, if required, in setting up a bank account.

## Setting up a Bank Account

You can choose to open an account in any Bank, Credit Union or Building Society in Australia. To open a bank account you will need:

- your passport (with arrival date stamped by Australian immigration)
- student ID card
- money to deposit into the account (this can be as little as \$1)

## Using an ATM (Automatic Teller Machine)

When you open a bank account, you will be given a PIN (Personal Identification Number) which you will enter into the ATM to access your account. It is the key to your account and it is important that you never tell anyone your PIN. A bank or reputable business will never ask you for your PIN. If anyone does, be suspicious, don't hand it over and report the incident to the bank and the police. Be careful no-one is looking over your shoulder when you enter your PIN in an ATM or EFTPOS machine.

## School Uniforms

School uniforms are sold in the Retail Shop on the school campus. A full set of uniforms will cost around \$A700. Payment can be made by cash, debit or credit card at the time of purchase, or can be applied to the school account if there is a credit balance available.

## Textbooks

The Cathedral School operates a text book hire scheme, so you will not be required to purchase expensive text books. The school tuition fee covers the cost of all necessary text books for all subjects.

Students will borrow the text books from the school library, and return them at the end of the course of study. If a student loses or damages any text book, the replacement cost will be charged to the family's account.

## School Stationery Items

You will need to supply your own stationery supplies. This includes a laptop in Years 7 to 12. A list of requirements for each year level is available on the school intranet, and suggested retailers are listed there. Initial lists will be sent to families - please ask for help if needed in making your initial purchases.

## Working in Australia

Student visas holders will automatically receive permission to work with their visa grant. Please note that you will NOT be able to work in Australia until you have started your course of study.

## Working While Studying

Your education provider needs to confirm your study commencement on PRISMS before you can commence employment. If you are intending to get a job, please check with the Registrar that your study commencement has been confirmed.

You can work a maximum of 20 hours per week during the term and unlimited hours when your course is not in session.

## Taxes

Taxes are managed through the Australian Taxation Office (ATO). The tax you pay depends on how much you earn. You must obtain a Tax File Number to be able to work in Australia. A tax file number (TFN) is your unique reference number for our tax system.

When you start work, your employer will ask you to complete a tax file number declaration form. If you do not provide a TFN your employment will be taxed at the highest personal income tax rate, which will mean less money in your wages each week.

You can apply for your TFN online at [www.ato.gov.au](http://www.ato.gov.au), or phone **13 28 61**, 8am to 6pm Monday to Friday. For the ATO translating and interpreter service phone: **13 14 50**.

## Important Rules and Policies – A Summary

It is your responsibility to read all of the policies in full so that you understand the conditions of your enrolment at The Cathedral School. Below is a summary of each policy and the complete versions can be found in the Appendices and on the school website: <https://www.cathedral.qld.edu.au/international-students>

If there is anything you do not understand, please see the Registrar for an explanation before accepting enrolment at the School.

### International Student Code of Conduct

The School Rules outline the expectations of student behaviour at The Cathedral School. In brief, the school is a caring Christian community in which all staff and students should feel safe and welcome. Trust, cooperation and mutual respect are important to maintain the friendly, inclusive school community. The School Rules are in your Student Diary and on the school website.

### International Student Visa Conditions

Most international students wanting to study in Australia require a student visa. If you are granted a visa, you must abide by its conditions. Failure to comply with these conditions could result in the cancellation of your visa. These conditions include (but are not limited to):

- Complete the course within the duration specified in the CoE
- Maintain satisfactory attendance and academic progress
- Maintain approved Overseas Student Health Cover (OSHC) while in Australia
- Remain in approved accommodation and welfare arrangements for the duration of your course
- Remain with the principal education provider for 6 calendar months, unless issued a letter of release from the provider to attend another institution
- Notify your training provider of your Australian address and any subsequent changes of address within 7 days.

### Course Progress & Attendance

In accordance with visa requirements, The Cathedral School has a Course Progress and Attendance Policy for International Students. In brief, students must be in attendance for at least 80% of scheduled class time, and must be awarded at least 'C' results for effort and achievement in the majority of subjects at the completion of each semester. See the Appendix and the school website for more information.

### Accommodation and Welfare

It is a condition of enrolment at The Cathedral School that students maintain approved accommodation arrangements, as outlined in the school's Accommodation and Welfare Policy. Students may not change their accommodation arrangements without the approval of the School. See the Appendix and the school website for more information.

### Current Address Details

Students on an Student Visa no longer need to keep the Department of Immigration informed of their home address in Australia, as the Department will check these details with your education provider if required. Therefore you **MUST** maintain a current residential address on your student file **AT ALL**

TIMES. Please see the Registrar/International Student Coordinator with your new details within 7 days of changing your address. The School will also routinely check your residential address every six months.

For a full list of **mandatory** and **discretionary** student visa conditions please visit <https://www.border.gov.au/Trav/Stud/More/Visa-conditions/visa-conditions-students>

### Academic Policies & Procedures

Academic policies and procedures, including conditions relating to assessment, can be found in the Student Diary which will be issued during your orientation to the school. Please read this carefully, and ask your tutor or class teacher if you need any further explanation.

### Deferment, Suspension or Cancellation of Enrolment

A student may apply for their studies to be deferred or suspended if there are compelling or compassionate circumstances. To cancel enrolment, a full term's notice is required, or fee penalties may apply. See the Appendix and the school website for more information.

The School may suspend or cancel a student's enrolment if the student breaches visa conditions or School Rules and Policies. If the student is under 18 years, the School will continue responsibility for accommodation and welfare until the student has commenced at another school, or has returned home.

### Transfer to Another Institution

Overseas students are restricted from transferring to another provider within the first six months of their course, unless certain conditions apply. See the Appendix and the school website for more information.

### Complaints & Appeals

The Cathedral School has a Complaints and Appeals Policy to provide students (or their parents/guardians) with the opportunity to access procedures to facilitate the resolution of a complaint or dispute. See the Appendix and the school website for more information.

### Fees and Conditions for Payment

#### **Fees**

Fees are set annually but may change during the year. The first semester's fees charged in advance as the Enrolment Confirmation Fee will be charged at the rates on the current year's fee schedule. The student's account will be adjusted to reflect the actual fee levels at the time of study.

Fees are paid by semester in advance. There are two semesters per year (January – June; July – November). Fees are due on the first day of each semester.

Families are issued a monthly statement of account if there is an outstanding balance. A due date appears on all statements.

Outstanding fees constitute a debt payable to the School. Overdue fees may be placed in the hands of a collection agency. If necessary the School may take legal action to recover debts to preserve the viability of the School.

### ***Absences During Term***

No allowances against fees will be made for late returns to School or absence during the term, including those due to disciplinary suspensions, or for the early completion of Year 12.

### ***Cancellation of Enrolment***

The School reserves the right to cancel a student's enrolment for non-payment of School fees. Enrolment will be cancelled at the end of a semester if fees for that semester have not been paid.

### ***Notice of Withdrawal***

One term's (10 weeks') notice in writing is required in the event of a student's withdrawal, otherwise one term's fees will be payable.

### ***Payment of Accounts***

The following methods of payment are available:

- Over the counter at the School office, by cash, cheque, credit or debit card
- By mail or facsimile using a completed statement of account remittance advice for card payments or by enclosure of cheque or money order
- By telephone for card payments
- By BPAY and Internet banking using BPAY information provided on the fee statement
- By direct deposit
- By bank transfer

### ***School Banking Details***

Account Name	The Cathedral School of St Anne & St James
Bank and Branch	National Australia Bank, Aitkenvale
Swift Code	WPACAU2S
BSB Number	034212
Account Number	185647
Identifier	Parent Code or Student Name and Year Level

### ***Refund & Cancellation Policy***

The Cathedral School's Refund Policy outlines the situations under which a refund may be paid, and the amount of refund payable in each situation. This is included in the Appendix and as part of the Fees and Conditions document on the school website.

## Student Support Services

If you need to know about:

### **Academic Matters**

Timetable and room allocations  
Content of units, teaching procedures, assessment  
Help with reading, writing, note taking  
Overall course requirements, academic regulations  
Decisions to change subjects, defer from study  
Career planning and university applications

### **Administrative Matters**

Uniforms and stationery requirements  
Library and computer access  
Change in accommodation or address details  
Homestay requests  
Health insurance, personal finances  
Visa or travel issues

### **Personal Matters**

Feeling unwell, medical problems  
Homesickness, relationship issues  
Problems in boarding house  
Problems in homestay  
Spiritual/religious issues

you need to see:

School Receptionist  
Class/Subject teacher  
ESL teacher  
Director of Studies  
Director of Studies  
Careers Advisor

School Retail Shop  
Library desk/ IT office  
Registrar  
Registrar  
Registrar  
Registrar

Student Health Centre  
School Counsellor  
Head of Boarding  
Registrar  
School Chaplain



## Quick Guide to Key Personnel

### **International Student Coordinator**

Mrs Jane Passmore (Registrar)

Phone (07) 4722 2005

Mobile 0404 218 859

Email [registrar@cathedral.qld.edu.au](mailto:registrar@cathedral.qld.edu.au)

### **Accommodation / Homestay Coordinator**

#### Boarding:

Mr Jock Walker-Campbell

Phone (07) 4722 2083

Mobile 0419 650 009

Email [jock.walker-campbell@cathedral.qld.edu.au](mailto:jock.walker-campbell@cathedral.qld.edu.au)

#### Homestay:

Mrs Jane Passmore

Phone (07) 4722 2005

Email [registrar@cathedral.qld.edu.au](mailto:registrar@cathedral.qld.edu.au)

### **Academic & Careers Advice**

#### Academic Subjects:

Mr Allan Carman (Director of Studies)

Phone (07) 4722 2008

Email [allan.carman@cathedral.qld.edu.au](mailto:allan.carman@cathedral.qld.edu.au)

#### Careers and Tertiary Course Information:

Ms Katrina Wilshire (Careers Officer)

Phone (07) 4722 2041

Email [katrina.wilshire@cathedral.qld.edu.au](mailto:katrina.wilshire@cathedral.qld.edu.au)

### **ESL Support**

Mrs Linda Pradhan

Phone (07) 4722 2000

Email [linda.pradhan@cathedral.qld.edu.au](mailto:linda.pradhan@cathedral.qld.edu.au)

### **Counsellor**

Mrs Cathy Muguira

Phone (07) 4722 2004

Email [catherine.muguira@cathedral.qld.edu.au](mailto:catherine.muguira@cathedral.qld.edu.au)

### **Health care**

Mrs Renee Neilson

Phone (07) 4722 2024

Email [student.health@cathedral.qld.edu.au](mailto:student.health@cathedral.qld.edu.au)

## Appendices

### APPENDIX I - ACCOMMODATION AND WELFARE POLICY

#### **CARE FOR YOUNGER STUDENTS UNDER 18 YEARS**

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

These obligations include ensuring that all overseas students under 18 years of age are given age-and culturally-appropriate information on who to contact in emergency situations, including contact number/s of a nominated staff member, and how to seek assistance and report any incident or allegation involving actual or alleged sexual, physical or other abuse.

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

The Cathedral School approves the following accommodation and welfare arrangements.

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

In this case, the school does not provide a Welfare Letter (CAAW) via PRISMS. The student's family completes Form I57N and provides proof of relationship to the Department of Immigration at the time of visa application for approval of these arrangements. The Department of Immigration must also approve any further change in welfare arrangements.

N.B. This is the only accommodation for primary school students enrolling at The Cathedral School.

If the adult responsible for the welfare, accommodation and other support arrangements for a student under 18 years holds a Student guardian Visa (subclass 590), all obligations and conditions of this visa must be met, including:

- not leaving Australia without the nominating student unless there are compassionate and compelling circumstances and the School has first approved alternative welfare and accommodation arrangements for the student for the adult's period of absence, and
- advising the Department of Immigration of any change of address, passport or other changes of circumstances.

The Cathedral School requires holders of Student Guardian Visas to:

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

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

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

**I. The student will live in school-approved boarding or homestay accommodation and The Cathedral School will generate the Welfare Letter (CAAW) via PRISMS to accompany the student's Confirmation of Enrolment (COE).**

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

- School Boarding House
- Homestay Program operated by or approved by the school
- Private accommodation and care arrangements requested by the parent but approved by the School which meet all requirements under relevant state and commonwealth legislation.

The Cathedral School will maintain approval of accommodation and care arrangements until:

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

Any accommodation, welfare and other support arrangements for the student must be approved by The Cathedral School, including arrangements provided by third parties.

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

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

Any changes to approved arrangements must also be approved by the School.

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

If a student for whom 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> ).

In the event of a significant or critical welfare issue involving the student, and if determined necessary by the school, a parent, legal guardian or approved relative will be requested to travel to a designated location within 5 days to assume care of the student until the situation has been resolved to the school's satisfaction.

If a parent / nominated guardian wishes to assume welfare responsibility, the parent / nominated guardian must notify the school as soon as practicable of their intentions and must provide the school with written evidence of a guardian visa grant.

**During school vacations**, the school boarding houses are closed. Students may:

- Return home (parents must arrange for boarding students to leave and return on designated Travel Days)
- Stay with friends or relatives in Australia - provided that all travel and contact details, plus written permission from parents, are provided to the School
- Stay in school-approved homestay
- Attend a supervised excursion or camp if all requirements are met in order to obtain school approval.

**Please note: It is The Cathedral School Policy, and a condition of enrolment, that all overseas students remain in approved accommodation until their course end date, even if they are more than 18 years of age.**

### ***Boarding Accommodation***

This is the preferred option for overseas students. The dormitories on the school campus provide accommodation for approximately 180 boys and girls in single, twin-share or four-share rooms (depending on the age of the student).

### ***Homestay accommodation***

The Homestay Program operated by or approved by The Cathedral School meets Queensland legislative requirements for child protection as well as Standard 5 of the 2018 National Code of Practice for Providers of Education and Training to Overseas Students.

The school will approve private homestay arrangements which meet these requirements:

- Continuous dates for approved welfare arrangements
- Criteria about accommodation services to be provided, and contract for arrangements about providing accommodation services
- Documented procedures for checking suitability of accommodation, support and general welfare arrangements before a student is placed in an approved arrangement, and at least every six months thereafter
- Guidelines for selecting, screening and monitoring each family and ensuring the family can provide age-appropriate care and facilities for the duration of the student's enrolment at the school
- Blue Cards as required for all adults living in the homestay/private arrangement
- Orientation program for families new to provision of homestay services
- Compliant homestay risk management strategy, reviewed annually, undertaken by operator of the homestay program

## **CHANGES IN ACCOMMODATION**

Students moving to a new address must inform the School in writing within 7 days of taking up residence at the new address.

Students living in school-approved accommodation must not change accommodation arrangements without school approval. A request to change accommodation arrangements must include written permission from parents/guardians.

Students may apply to move from boarding to homestay after completing at least one full semester in boarding, if boarding proves to be unsuitable for their needs. Approval must be obtained from parents and the School Principal, and is subject to availability of a suitable host family.

## APPENDIX 2 - COURSE PROGRESS AND ATTENDANCE POLICY

Overseas students must meet and maintain satisfactory course progress and attendance requirements for the duration of their course of study under Visa Condition 8202 and Standard 8 of the National Code of Practice for Providers of Education and Training to Overseas Students 2018.

### **COURSE PROGRESS**

The school will monitor, record and assess the course progress of each student during each study period and will send a formal report home to the parents. In Prep to Year 10, a study period consists of a semester of work (2 semesters per year). In Years 11 and 12, students study units of work that do not necessarily follow a semester outline, and as such, student progress will be evaluated at the culmination of a unit of study (four units of two years). Students who have begun part way through a study period will be assessed after completion of one full study period.

To demonstrate satisfactory course progress, students enrolled in Prep through to Year 9 need to:

1. Maintain at least a satisfactory effort (minimum C standard) in subjects taken in a study period
2. Gain achievement (C standard) in at least 50% of the subjects taken in a study period

To demonstrate satisfactory course progress, students enrolled in Year 10 will need to:

1. Maintain at least a satisfactory effort (minimum C standard) in subjects taken in a study period
2. Gain achievement (C standard) in all core subjects taken in a study period

To demonstrate satisfactory course progress, students enrolled in Year 11 through to Year 12 will need to:

1. Maintain at least satisfactory effort (minimum C standard) in the subjects taken in a study period
2. Gain satisfactory academic achievement so as to ensure their continuing eligibility for the Queensland Certificate of Education (QCE)

If a student does not achieve these benchmarks in a study period, the Pastoral Care Tutor will meet with the student to develop an intervention strategy for academic improvement. This may include additional ESL support, mentoring, after-hours tutoring, counselling, change of subjects or other strategies as deemed appropriate. A copy of the student's individual strategy and progress reports in achieving improvement will be forwarded to parents.

The student's individual strategy for academic improvement will be monitored over the following semester by the Pastoral Care Tutor and records of the student's response to the strategy will be kept. If the student fails to achieve satisfactory course progress by the end of the following semester, the school will advise the student in writing of its intention to report the student for breach of visa condition 8202. The student has 20 working days 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 The Cathedral School of St Anne & St James, he/she may contact the Overseas Student Ombudsman at no cost. This must be done within 10 working days. Please see The Cathedral School of St Anne & St James's Complaints and Appeals Policy for further details.

If the student does not access the complaints and appeals process within stated policy timeline, withdraws from the process, or the process finds in favour of the School, the student will be reported to the National ESOS Authority via PRISMS for unsatisfactory course progress. The student's CoE and enrolment will then be cancelled. The Principal will determine if a new CoE and enrolment period will be offered to the student.

### **COMPLETION WITHIN EXPECTED DURATION**

Part of the School's assessment of course progress at the end of each semester will include an assessment of whether the student's progress is such that they are expected to complete their course within the expected duration of the course. The School will only extend the duration of the course if:

- The student can provide evidence of compassionate or compelling circumstances

- The student has, or is participating in, an intervention strategy and the student requires additional time to reach the required standard
- An approved deferment or suspension of students has been granted in accordance with the School's Deferment, Suspension and Cancellation Policy.

Where the school decides to extend the duration of the student's study, the school will report this change via PRISMS within 14 days and/or issue a new COE if required. In this case, the student will need to contact the Department of Immigration to see advice on any potential impacts on their visa, including the need to obtain a new visa.

## **COURSE ATTENDANCE**

Under student visa regulations (National Code Standard 8), satisfactory course attendance is 80% of scheduled school days. Student attendance is checked and recorded daily, assessed regularly and calculated over each semester.

All absences from school (with the exception of participation in school excursions or school-initiated exclusion from class) will be included in absentee calculations. Absences should be accompanied by a medical certificate, an explanatory communication from the student's carer or evidence that leave has been approved by the Principal/Head of School. Any absence longer than 5 consecutive days without approval will be investigated, and the student counselled as necessary.

Full attendance checks will be conducted by the School Secretary each day to informally track and assess student attendance. The Secretary will advise the Registrar of any student whose attendance is at risk of falling below the attendance threshold (i.e. absences are greater than [number of school days x 15%]). Students at risk of breaching the attendance requirements will be counselled and offered support in the first instance, and their parents will be advised.

If the student fails to maintain satisfactory attendance in any study period (i.e. absences are greater than [number of school days x 20%]) the School will advise the student in writing of its intention to report the student for breach of visa condition 8202, and that the student has 20 working days to access the school's internal complaints and appeals process.

If the student does not access the complaints and appeals process within 20 days, withdraws from the process, or the process finds in favour of the School, the student will be reported to the National ESOS Authority for unsatisfactory course attendance. The student's CoE and enrolment will then be cancelled. The Principal will determine if a new CoE and enrolment period will be offered to the student.

Students will not be reported for failing to meet the 80% attendance threshold for a semester where the student produces documentary evidence clearly demonstrating compassionate or compelling circumstances and the student's attendance has not fallen below 70% for the study period. Compassionate and compelling circumstances include:

- Extended illness (with a medical certificate stating that the student was unable to attend class)
- Bereavement of close family members
- A traumatic experience which has impacted on the student
- A major political upheaval or natural disaster
- Visa delays prior to commencement of the course
- Other circumstances that could be demonstrated to be having an impact on the student's progress through the course.

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 The Cathedral School's Deferment, Suspension and Cancellation Policy.

If the student does not obtain a suspension of studies under The Cathedral School's Deferment, Suspension and Cancellation Policy, and falls below the 70% threshold for attendance for the semester, the process for reporting the student for unsatisfactory attendance (breach of visa condition 8202) will occur as outlined above.

## APPENDIX 3 - COMPLAINTS AND APPEALS POLICY

The Cathedral School provides students (and their parents/guardians) with the opportunity to access procedures to help to facilitate the resolution of a dispute or complaint involving The Cathedral School, or an education agent or third party engaged by The Cathedral School to deliver a service on behalf of The Cathedral School.

The internal complaints and appeals processes are free, conciliatory and non-legal.

### **INFORMAL COMPLAINTS**

In the first instance, it is desirable to resolve issues informally, through mediation. Students should contact their Pastoral Care Tutor/Dean, Boarding House Parent, Registrar (or any other staff member they feel comfortable to approach) to attempt informal resolution of the complaint.

If the matter cannot be resolved through mediation, the matter will be referred to the Principal and it will be treated as a formal complaint.

### **FORMAL COMPLAINTS**

The student must notify the Principal in writing of the nature and details of the complaint or appeal. All information is confidential and any complaint or appeal is a matter between the parties concerned and those directly involved in the complaints handling process.

Where the internal complaints and appeals process is being accessed because the student has received notice that the School intends to report him/her for unsatisfactory course progress, unsatisfactory attendance, or suspension or cancellation of enrolment, the student has 20 working days from the date of notification in which to lodge a written appeal.

Students have the opportunity to present their case to the Principal, and may have a support person present at any meeting. Complaints and appeals processes are available to students at no cost.

The formal internal complaints and appeals process will commence within 10 working days of lodgement of the complaint or appeal, and will be finalised within 20 working days (or as soon as practicable).

For the duration of the internal complaints and appeals process the student's enrolment will be maintained, as required under the National Code of Practice for Providers of Education and Training to Overseas Students 2018 and the student must continue to attend classes.

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

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 decision, and a copy will be retained on the student's file.

If the complaints and appeals procedure finds in favour of the student, The Cathedral School will immediately implement the decision and any corrective or preventative action required, and advise the student of the outcome and action taken.



Where the outcome of a complaint or appeal is not in the student's favour, the school will advise the student within 10 working days of concluding the internal review of the student's right to access the external appeals process.

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

## **EXTERNAL APPEALS**

If the student is dissatisfied with the conduct or result of the internal complaints and appeals procedure, he/she may contact and / or seek redress through the Overseas Students Ombudsman at no cost. Please see: <http://www.ombudsman.gov.au/about/overseas-student-ombudsman-landing-page> or phone 1300 362 072 for more information.

If the student wishes to appeal a decision made by The Cathedral School that relates to being reported for a breach of course progress or attendance requirement (under Standard 8), the student must lodge this appeal with the Overseas Student Ombudsman's office within 10 working days of being notified of the outcome of his/her internal appeal.

If the student wishes to appeal a decision made by The Cathedral School that relates to refusal to approve a transfer application (under Standard 7), or suspension or cancellation of the student's enrolment (under Standard 9), any choice to lodge an external appeal with the Overseas Student Ombudsman is at the student's discretion. The school need not await the outcome of any external appeal lodged, before implementing the outcome of the internal appeal

## **OTHER LEGAL REDRESS**

Nothing in the Complaints and Appeals policy removes the right of the student to pursue other legal remedies. Independent legal advice may be obtained from Legal Aid Queensland, 12 Wills St, Townsville. Phone 1300 651 188

## APPENDIX 4 - DEFERMENT, SUSPENSION OR CANCELLATION POLICY

### COMMUNICATING WITH FAMILIES ABOUT CHANGES IN ENROLMENT STATUS

All communications regarding changes to enrolment status will be made directly with students and parents, in accordance with the latest contact details provided to the school. Parents must therefore keep The Cathedral School informed of their current contact details, as per the conditions of the student visa.

Where relevant and where approved by the parents, the school may also share copies of correspondence with the child's education agent to help facilitate communication about any changes in enrolment status. However, the parents with whom the school has a formal written agreement are the primary contact for the school in such matters. The school will not act on any decision affecting the student's enrolment that is not made by the parents.

### STUDENT-INITIATED DEFERMENT OF COMMENCEMENT OF STUDY

The Cathedral School will only grant a deferment of commencement of studies for compassionate and compelling circumstances. These include but are not limited to:

- illness, where a medical certificate states that the student was unable to attend classes
- bereavement of close family members such as parents or grandparents (where possible a death certificate should be provided)
- major political upheaval or natural disaster in the home country requiring emergency travel that has impacted on studies
- a traumatic experience which has impacted on the student (these cases should be supported, where possible, by police or psychologists' reports)
- after undertaking ELICOS studies, the student has/will not meet the English language requirement for entry to the desired course, and the school is willing to defer the student's commencement in the course until a later date when the required level is achieved.

All applications for deferment will be considered within 10 working days.

The final decision for assessing and granting a deferment of commencement of studies lies with the Principal. Where a student's request to defer his/her commencement of studies is refused, the student has a right of appeal. (see The Cathedral School's Complaints and Appeals Policy).

Deferment will be recorded on PRISMS within 14 days of being granted.

### STUDENT-INITIATED SUSPENSION OF STUDY

Once the student has commenced the course, The Cathedral School will only grant a suspension of study for compassionate and compelling circumstances. These include but are not limited to:

- illness, where a medical certificate states that the student was unable to attend classes
- bereavement of close family members such as parents or grandparents (where possible a death certificate should be provided)
- major political upheaval or natural disaster in the home country requiring emergency travel that has impacted on studies
- a traumatic experience which has impacted on the student (these cases should be supported, where possible, by police or psychologists' reports)
- student returns to their home country to sit a university exam (or similar assessment) which impacts upon their education

- where there is a significant issue impacting upon a student's attendance or course progress, it is essential that the student or parents contact the school as soon as possible to discuss the concern so that appropriate support can be put in place. Where deemed necessary, this may involve temporarily suspending the student's enrolment so that matters can be resolved without having a negative impact on the student's ability to satisfy their visa conditions.

Applications for suspension of students must be made in writing and submitted to the Principal. Applications will be assessed on merit and the decision will be provided in writing within 5 working days.

As part of any assessment of a request to defer or temporarily suspend studies, the impact of the request on the student's ability to complete their intended course of study in accordance with their CoE/s and student visa will be considered. Any implications will be communicated to students.

Temporary suspensions of study cannot exceed 6 months duration. The period of suspension will not be included in attendance calculations.

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.

Where a student's request to suspend studies is refused, the student has a right of appeal (see The Cathedral School's Complaints and Appeals Policy).

## **STUDENT-INITIATED CANCELLATION OF ENROLMENT**

Any notification of withdrawal from a course, or application for refund, must be made in writing and submitted to the Principal. Please see The Cathedral School's Refund Policy for information regarding refunds.

A student will be deemed to have inactively notified The Cathedral School of cancellation of enrolment where the student has not yet finished his/her course/s of study with the school, and does not resume studies at the school within 14 days after a holiday break, and the student has not previously provided the school with written notification of withdrawal.

Student-initiated cancellation of enrolment, including 'inactive cancellation of enrolment' (as outlined above) is not subject to The Cathedral School's Complaints and Appeals Policy.

## **SCHOOL-INITIATED EXCLUSION FROM CLASS**

The Cathedral School may exclude a student from class on the grounds of misbehaviour by the student. Exclusion will occur as the result of any behaviour identified as resulting in exclusion in The Cathedral School Rules or Behaviour Management Policy.

Students may also be excluded from class for failure to pay fees that he/she was required to pay in order to undertake or continue the course, as stated in the written agreement.

Where The Cathedral School intends to exclude a student from class it will first issue a letter which notifies the student and parents of this intention. The letter will provide details of the reason/s for the intended exclusion, as well as information about how to access The Cathedral School's internal appeals process. Further information about the appeals process in the event of a school-initiated exclusion from class is outlined below.

Excluded students must abide by the conditions of their exclusion from studies, which will be determined by the Principal. The conditions will take into account the accommodation and welfare arrangements in place for the student.

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.

Periods of exclusion from class will not be included in attendance calculations as per The Cathedral School's Course Progress and Attendance Policy.

Exclusion from class will not be recorded on PRISMS.

## **SCHOOL-INITIATED SUSPENSION OF STUDIES**

The Cathedral School may initiate a suspension of studies for a student on the grounds of misbehaviour by the student. Suspension will occur as the result of any behaviour identified as resulting in suspension in the Cathedral School Rules or Behaviour Management Policy.

Students may also be suspended for failure to pay fees that he/she was required to pay in order to undertake or continue the course, as stated in the student's written agreement.

Where The Cathedral School intends to suspend the enrolment of a student, it will first issue a letter that notifies the student and parents of this intention. The letter will provide details of the reason/s for the intended suspension, as well as information about how to access The Cathedral School's internal appeals process. Further information about the appeals process in the event of a school-initiated suspension is outlined below.

Suspended students must abide by the conditions of their suspension from studies and must adhere to any welfare and accommodation arrangements in place, as determined by the Principal.

Students who have been suspended for more than 28 days may need to contact Department of Immigration. (Please see contact details at: <http://www.border.gov.au/about/contact/offices-locations>)

Suspensions will be recorded on PRISMS. The period of suspension will not be included in attendance calculations.

## **SCHOOL-INITIATED CANCELLATION OF ENROLMENT**

The Cathedral School will cancel the enrolment of a student under the following conditions:

- Any breach of an agreed condition of enrolment as outlined in the student's Written Agreement, including failure to disclose a pre-existing condition requiring a high degree of additional support or care
- Failure to pay course fees
- Failure to maintain approved welfare and accommodation arrangements (visa condition 8532)
- Any behaviour identified as resulting in cancellation in The Cathedral School Rules or Behaviour Management Policy.

Where The Cathedral School intends to cancel the enrolment of a student it will first issue a letter which notifies the student and parents of this intention. The letter will also provide details of the reason/s for the intended cancellation, as well as information about how to access The Cathedral School's internal appeals process. Further information about the appeals process in the event of a school-initiated cancellation is outlined below.

The Cathedral School is required to report any confirmed breach of course progress and attendance requirements to the Department of Immigration. Where a student is reported for breach of visa condition, his/her enrolment at The Cathedral School will be cancelled and this may impact on the student's visa. Further information can be found in The Cathedral School's Course Progress and Attendance Policy.

## **Appeals process**

For the duration of the internal appeals process, The Cathedral 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.

If a student decides to access The Cathedral School's complaints and appeals process because they have been notified of a school initiated suspension or cancellation of enrolment under Standard 9, the change in enrolment status will not be reported in PRISMS until the internal complaints and appeals process is finalised, unless extenuating circumstances relating to the welfare of the student apply (see Definitions below).

Where extenuating circumstances are deemed to exist, a student may still access the complaints and appeals process, but The Cathedral School need not await the outcome of this process before changing the student's enrolment status in PRISMS. If the school has issued a CAAW for such a student, welfare provisions under Standard 5.6 are applicable.

The use of extenuating circumstances by The Cathedral School to suspend or cancel a student's enrolment prior to the completion of any complaints and appeals process will be supported by appropriate evidence.

The final decision for evaluating extenuating circumstances lies with the Principal.

## **Student to seek information from the Department of Immigration**

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 [www.border.gov.au/Trav/Stud](http://www.border.gov.au/Trav/Stud) for further information about their visa conditions and obligations.

## **Definitions:**

Extenuating circumstances include:

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

## APPENDIX 5 - ENTRY REQUIREMENTS POLICY

The Cathedral School 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.

International students attending The Cathedral School are integrated into mainstream classes with ESL support, so they must provide evidence that their academic performance and English proficiency is sufficient to successfully meet the entry and curriculum demands of the intended course. This is a requirement under the 2018 National Code (Standard 2).

An Application for Enrolment must be made on the School's Application for Enrolment/International Student, and be accompanied by a copy of the student's passport (as proof of age and identity), and copies of the student's school reports for the past 3 years. A written reference from the School Principal is also required if the school reports do not record student behaviour or commitment to studies. If any of these are not in English, a certified translation is required.

An application for enrolment can only be processed when all of the above are in the hands of the Registrar. In cases where the report cards are not available or are inconclusive for any reason, the school may require relevant testing of the applicant to assess the application.

Applications from overseas students are processed according to established policy and procedures, and are dealt with on their merits. Assessment procedures include an evaluation of reports and references from previous schools and of English language proficiency. Reference is also made to the vacancies available in the required year level and accommodation option.

### **ACADEMIC ENTRY REQUIREMENTS**

Students must provide evidence of satisfactory academic performance appropriate to entry to the year level requested, or an alternative point of entry offered by the school in a Letter of Offer.

**Students entering primary school (Prep – Year 6)** need to show commitment to studies and age-appropriate achievement in literacy and numeracy areas of the curriculum, with basic English language proficiency.

**Students entering lower secondary (Years 7 to 10)** need to show commitment to studies and satisfactory results. Minimum standard would be a pass level in the majority of core subjects and in school-based English studies over the past 3 years.

**Students entering senior secondary (Years 11 to 12)** need to show commitment to studies, good academic results and a high level of English language proficiency. Minimum standard would be a pass level in the majority of core subjects, and at least 4 years of English language study with a high level of achievement in the latest reports.

## **ENGLISH LANGUAGE PROFICIENCY REQUIREMENTS**

The Cathedral School requires evidence of sufficient proficiency in English to successfully meet the curriculum demands of the enrolled course.

Language proficiency is assessed from school reports using the criteria outlined above, plus agent assessment and personal interview (if possible). The applicant may also be required to undertake a language proficiency test set by the school.

Students who do not meet the English language requirements may be required to complete an intensive English Language course prior to, or concurrent with, study at The Cathedral School. This can be delivered through Imagine Education or one of the English Language Colleges in Brisbane, Townsville or Cairns.

If undertaking an intensive English language course before beginning mainstream studies, English language proficiency will be reassessed at the conclusion of the course.

## **COURSE CREDIT**

The Cathedral School will assess all applications for course credit for students enrolling in Senior Secondary Studies. The student may receive course credit for units completed based on evidence provided of studies undertaken under the relevant assessment authority.

The Cathedral School will assess and record course credit according to the requirements of the Queensland Curriculum and Assessment Authority.

## APPENDIX 6 - REFUND POLICY

This Refund Policy outlines refunds applicable to all course fees paid to the school on behalf of international students. It does not include fees for services paid to education agents.

### **PAYMENT OF FEES AND REFUNDS**

- Fees are payable according to The Cathedral School's Schedule of Fees and Conditions for Payment of School Accounts for International Students.
- An itemised list of fees is included in the Written Agreement, as per *NC Standard 3.3.4*

### **PAYMENT OF REFUNDS**

- A refund may be payable in the case of student default or provider default. See below for specific circumstances.
- Any application for refund must be made in writing and submitted to the Principal.
- Refunds will be paid to the person who signs the Written Agreement with the school, unless the school receives a written request from this person to pay the refund to someone else.
- Refunds will be paid in Australian dollars and sent to the applicant's home country, unless requested otherwise in writing.
- The Application Fee is non-refundable.

### **STUDENT DEFAULT: Prior to commencement of course**

- If the student provides evidence of visa refusal and cannot undertake the course, the school will refund the total amount of pre-paid course fees within four weeks of receiving a written claim from the parent/guardian.
- If the student does not commence the course, but gives at least 10 weeks' notice of withdrawal from the course, the school will retain the application fee and refund all pre-paid course fees within four weeks of receiving a written claim.
- If the student does not commence the course, and gives less than 10 weeks' notice of withdrawal from the course, the school will retain the Application Fee and one term's (50% of semester) tuition fee and will refund the balance of the pre-paid course fees within four weeks of receiving a written claim.

### **STUDENT DEFAULT: After commencement of course**

- 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 that has elapsed at the time of notification of visa refusal. The school will refund any unused tuition fees \* within four weeks of notification 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 Refunds) Specification 2014).]
- Once the student has commenced the course, a minimum of 10 weeks' notice of withdrawal is required. If this notice of withdrawal is provided, a full refund of any unspent course fees will be made within four weeks of receiving a written claim.
- If a student withdraws from the course with less than 10 weeks' notice, or fails to commence the course but does not provide any notice, then one term's (50% of semester) tuition fee will be charged. The balance of any pre-paid course fees will be refunded within four weeks of receiving a written claim.
- No refund will be payable if the student's enrolment is terminated for any of the following reasons:
  - Failure to maintain satisfactory course progress (Visa condition 8202) in accordance with the School's [policy](#)
  - Failure to maintain satisfactory attendance (Visa condition 8202) in accordance with the School's [policy](#)



- Failure to maintain satisfactory accommodation and welfare arrangements (Visa condition 8532) in accordance with the School's [policy](#)
- Failure to pay fees in accordance with the School's [policy](#)
- The student's behaviour has violated School [Rules](#).

#### **PROVIDER DEFAULT:**

- If the school is unable to provide the course at the school on the agreed starting day, 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 course fees will be made within 14 days of the agreed starting day.
- 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 course fees\* will be made within 14 days of the school's default day. [\*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>.
- 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>

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

#### **Definitions**

- Tuition fees – fees directly related to the provision of the student's course (See [Schedule of Fees](#) for an itemised list)
- Non-tuition fees – fees not directly related to provision of the student's course (See [Schedule of Fees](#) for an itemised list)
- 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 a specific CRICOS Registered course.
- Total fees – the sum of all tuition fees and non-tuition fees received by the school in respect of the student in order for the student to complete their study program.

## APPENDIX 7 - STUDENT TRANSFER POLICY

The Cathedral School's Overseas Student Transfer Policy and processes apply to overseas students requesting to transfer prior to completing the first six months of their first registered school sector course OR where the student has completed the first six months of their enrolment in their first registered school sector course and wishes to transfer but the provider holds welfare responsibility via a CAAW.

### TRANSFER WITHIN FIRST SIX MONTHS OF COURSE

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

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

### CONDITIONS ON TRANSFER

Students can apply to be released by submitting a Student Transfer Request Application at no charge to enable them to transfer to another education provider. However, if a student has not completed the first six months of the principal course of study or is under 18 years of age, conditions apply.

The Cathedral School will only provide a Letter of Release to a student who has not completed the first six months of their principal course in the following circumstances:

- the student has changed welfare and accommodation arrangements and is no longer within a reasonable travelling time of the school
- the student will be reported because they are unable to achieve satisfactory course progress at the level they are studying, even after engaging with The Cathedral School 's intervention strategy to assist them in accordance with Standard 8 (Overseas student visa requirements).
- the student provides evidence of compassionate or compelling circumstances.
- The Cathedral School fails to deliver the course as outlined in the written agreement.
- the student provides evidence that their reasonable expectations about their current course are not being met.
- the student provides evidence that he / she was misled by The Cathedral School or an education or migration agent regarding The Cathedral School or its course and the course is therefore unsuitable to his/her needs and/or study objectives.
- an appeal (internal or external) on another matter results in a decision or recommendation to release the student.

Students under 18 years of age MUST also have:

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

- evidence that the student is always in Department of Immigration–approved accommodation and welfare arrangements

The Cathedral School will NOT agree to the transfer before the student completes the first six months of their first registered course in the following circumstances:

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

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

- complete an Application for Student Transfer Form available from the Registrar
- give this completed application form and a valid offer of enrolment from another provider to the Registrar for assessment.
- if under 18 years of age, attach written confirmation of the parents’ or legal guardian’s support for the transfer to the nominated provider.

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

The Cathedral School will assess the student’s transfer request application and notify the student of a decision within 10 working days. If The Cathedral School grants the student’s transfer request, the student will be notified and the decision will be reported to the Department of Immigration via PRISMS.

If The Cathedral School intends to refuse the student’s transfer application request, The Cathedral School will provide the student with reasons for refusal in writing and include a copy of The Cathedral School’s complaints and appeals policy (available on the school website). The student has the right to access The Cathedral School’s complaints and appeals process and has 20 working days to do this.

The student’s transfer request application will only be finalised in PRISMS after one of the following occurs:

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

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. See <http://www.border.gov.au/about/contact/offices-locations/australia> . Alternatively, students can contact the Department of Immigration through their web enquiry form: <https://www.border.gov.au/about/corporate/information/forms/online/student-visa-enquiry-form>

## **STUDENT TRANSFER REQUEST AFTER 6 MONTHS, BUT WHERE THE SCHOOL HOLDS WELFARE RESPONSIBILITY VIA A CAAW**

Students under 18 years of age MUST have:

- written evidence that the student’s parent(s)/legal guardian supports the transfer application

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

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

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

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

The Cathedral School will negotiate the welfare transfer date with the receiving provider and will advise the student of the welfare transfer date within 10 working days.

Transfers to another registered provider may have visa implications. The student is advised to contact the Department of Immigration office as soon as possible to discuss any implications. See <http://www.border.gov.au/about/contact/offices-locations/australia> . Alternatively, students can contact the Department of Immigration through their web enquiry form: <https://www.border.gov.au/about/corporate/information/forms/online/student-visa-enquiry-form>.

# Acceptance of School Policies

TO BE COMPLETED WITHIN 7 DAYS OF ARRIVAL AT THE CATHEDRAL SCHOOL

Name of student \_\_\_\_\_

Year level \_\_\_\_\_ Commencement date \_\_\_\_\_

I have read and understood the rules and policies of The Cathedral School, and agree to be bound by these provisions:

- School Rules
- Accommodation and Welfare Policy
- Course Progress and Attendance Policy
- Complaints and Appeals Policy
- Deferring, Suspending or Cancelling Enrolment Policy
- Entry Requirements Policy
- Fee Conditions and Refund Policy
- Student Transfer Policy

I understand that some policies and procedures may change during the course of enrolment, and updates will be published on the school website. The revised Fees and Conditions for Payment will be sent to parents at least 4 weeks before the commencement of each school year.

Signed (student) \_\_\_\_\_ Date \_\_\_\_\_

Signed (parent) \_\_\_\_\_ Date \_\_\_\_\_

Signed (parent) \_\_\_\_\_ Date \_\_\_\_\_

PLEASE RETURN THIS FORM TO THE REGISTRAR, MRS JANE PASSMORE



**The Cathedral School**  
of St Anne & St James  
T O W N S V I L L E

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