



FRASER COAST
ANGLICAN COLLEGE

The Corporation of the Synod of the Diocese of Brisbane trading as Fraser Coast Anglican College

International Student Handbook

CRICOS Registration 01592G

2019

Enriching Body, Mind & Spirit

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Welcome to Australia

On behalf of the College community, we would like to welcome you to your educational adventure in Australia as a valued international student at Fraser Coast Anglican College (FCAC).

International education can be a life changing experience and we hope that you learn and grow as an individual during your stay. The quality of your experience is much like a bank account - the more you put into it, the more you get out of it. Good luck!

In this handbook you will find guidelines to help you adjust to life in Australia. This handbook must be kept for the whole of your time in Australia and we suggest you refer to it regularly. It should help you answer all your questions about life as a student at FCAC, however you are also welcome to ask the Marketing, Promotions & Events Officer or teachers at College, anytime you feel you need to. Remember, we are here to help you.

The team in the International department is as follows:

Mr Joe Wright	Principal Reception: (07) 4124 5411
Mrs Kate Beard	Registrar Direct line: (07) 4197 9357
Mrs Tracey Wigmore	Marketing, Promotions & Events Officer Direct line: (07) 4197 9394
Mrs Shona Divljak	Homestay Coordinator Direct line: (07) 4197 9388
Mrs Leanne Collins	ESL Teacher
Team Email:	international@fcac.qld.edu.au

You can find us in the Blue Gum building on the FCAC campus. Best wishes for the exciting time that is ahead of you!

Emergencies

An emergency is a problem that happens suddenly, requiring immediate action – it is a crisis.

An emergency usually is a medical problem. An emergency can happen here in Australia or to a relative or a close friend overseas. Contact your homestay family immediately if you have an emergency. If you cannot contact your host family, telephone the staff from the International department - they will help you.

**INTERNATIONAL DEPARTMENT - EMERGENCY PHONE NUMBER
0417 799 316**

Rules

The rules of the College International program are extremely important – as an international student you must follow these. They are carefully designed to provide a smooth program for everyone – you, your homestay family, your natural parents and your College.

The rules must be followed and will not be changed. International students at the College must obey all the laws of the Australian Government including laws covering immigration, status requirements, all State and Local Government laws, as well as the rules set by the College and the homestay family.

A student who disobeys the program rules may have her/his participation in the program terminated and the student may be sent back to her/his home country at her/his natural parents' expense.

Fraser Coast Anglican College International Student Rules

Students must strictly obey the following rules of FCAC International and the College's Rules and General Regulations set out in the College diary.

1. Drinking alcohol is prohibited.
2. Possession and/or use of non-prescription and illicit drugs are prohibited. Marijuana is illegal in Australia.
3. Driving any motorised vehicles is prohibited, except when supervised by legally qualified instructors and with your natural parent/guardian's permission.
4. Complying with all school rules; maintaining grades within a passing range is required (C grade or above). Students are expected to hand in all pieces of assessment and participate in exams.
5. Respectfully complying with all of your host family's rules is expected.
6. Independent travel by students, other than day to day travel within the Hervey Bay area, is not permitted during the program unless the College gives prior permission.
7. Students must not be convicted of any breach of Australian Federal Government or State Government laws, and students must not have any charge of such alleged breach found proved even if the courts record no conviction.
8. Students may not get their body pierced or get a tattoo while on the College program. To do so could result in being sent to their home country at their parents' expense.
9. The College will only permit students to participate in activities that have an element of risk subject to certain conditions. If the student engages in dangerous activities without the permission of the College, the student's program may be terminated at the discretion of the College. For example, activities such as bungee jumping and skydiving are prohibited. Please ask an International staff member before booking or paying for recreational activities.
10. Relationships of a romantic nature are strongly discouraged by the College.

When You Arrive

Arrival

You will probably have spent many sleepless nights preparing for your trip and wondering what life in Australia will be like. Your parents will also be worried about you, so call home when you first arrive at your homestay family's residence and let your natural family know you have arrived safely.

Physical Side Effects

You may be very tired for the first few days of your adventure. Your body is still on the time schedule of your home country. You may lie awake in the middle of the night and be ready to go to bed in the middle of the afternoon. This is called "jet lag" and all travelers must adjust to it.

Knowing what effect it will have on you will help you respond more calmly. You may experience some stomach problems during the first weeks as your body adjusts to the different food and water. Eventually, your body will become accustomed to your new environment and your upset stomach will be back to normal. We suggest that you eat plain food in small amounts until your body adjusts.

As all this is going on, you are also getting to know your homestay family. They will want to show you their community as soon as possible before school starts. Be patient, let them know you are excited, but also a little tired. Fortunately, this stage only lasts a few days and you will soon be feeling fine.

Immediate Cultural Differences

Australians are generally a relaxed nation of people – we call it being 'laid back' and you will find yourself becoming more like this as time goes by. You may be surprised by the direct questions you receive but you will learn to answer in a direct manner.

It is important, however, to always say 'please' and 'thank you', 'good morning' and 'good night'. Remember, if you don't understand anything – ASK. Your host family will be as anxious as you are to make sure you relax and begin to feel at home.

Subject Choices

Our International team will organise for you to choose your subjects, get your class timetable and book list.

Uniforms

At FCAC, students are expected to wear the school uniform with pride. During your orientation, the International team will assist you to purchase your school uniforms from the Dilly Bag. Some second hand uniform items are available to loan from the International department, if you wish. These will need to be returned to International when you depart.

Students must wear the school uniform correctly and teachers will reprimand students who are not doing so. Information regarding the uniform, including what hairstyles and jewellery are appropriate, can be found in the Sub-school Handbook.

Bank Account

Ask your homestay family or College staff which is the most convenient bank to your home and ask them to help you open an account. (If you are only in Australia for a term (10 weeks) or less it may be better to use a debit or key card attached to your bank account back home. You will need to visit the local bank and make sure that your card is working so you can get your money). You will need to take your passport, College Confirmation of Enrolment, college ID card and enough money to open an account.

Student Identification Cards

College staff will organise your identity card (ID card) after your arrival. Take care of this card. You can use it to get a student discount on local transport, long distance bus and train tickets and at the cinema. (Please check at the College for eligibility). It is also used to borrow from the FCAC school library.

Passport and Return Airline Ticket

You do not need to carry your passport with you while in Australia so put it in a safe place where you won't lose it. Please tell a member of your homestay family where you put your passport for safety reasons.

Shopping

Ask your family where they recommend as the best places to shop. Try to budget for each week's transport cost, postage, toiletries, entertainment, clothes, etc. You will also need to budget for school items such as excursions, books and stationery.

Illness

If you feel ill or sick, tell your homestay family as soon as possible. They might have some non-prescription medication that will help you. They will be able to organise medical care for you if you need it. Any medication that you have brought with you from home needs to have an English translation, for safety purposes.

Please tell your host family if you have any ALLERGIES before taking any medicine. DO NOT take any medication until you check if you are allergic to any of its contents.

Medications

Your personal medications can be extremely dangerous if taken by young children.

Young homestay brothers and sisters may think that your medicine or tablets are juice or lollies if you leave them where they can reach them.

PLEASE ASK YOUR HOMESTAY FAMILY WHERE YOU SHOULD KEEP ALL YOUR MEDICINES, TABLETS, SPRAYS OR CREAMS SO THAT YOUNG CHILDREN WILL REMAIN SAFE.

Culture

What is Culture?

You will have several new "cultures" to adjust to. These new cultures will be composed of new friends, family, teachers, language and situations.

Do you know what Culture is?

The culture of a society is the way of life of its people. The collection of ideas and habits which they learn, share and transmit from generation to generation.

Culture can tell people how to think and feel. Culture directs our actions and gives us our outlook on life. Culture tells us the accepted ways of behaving. Accepted behaviours vary from society to society. This can lead to misunderstanding between people of different societies. For example, in Japan it is not polite to look directly at a teacher's eyes when speaking to them, however in Australia it is rude if you do not look at a teacher when they are speaking to you.

We have provided you with some knowledge of what culture is, it is now up to you to learn about how it impacts on your "Australian" experience and how to use it to better understand yourself.

Change Your Sunglasses!

Often we don't realise how much of our personality and the way we look at the world is affected by the culture in which we grow up.

If you are finding situations at home frustrating, think to yourself...do I need to change my sunglasses? We ask this because growing up in one culture is often like wearing a pair of coloured glasses, every time you look through them your view of the world is affected. If you have green glasses, the world will seem green, if you have blue glasses, the world will appear to be blue. Sometimes we need to take off our glasses and have a very fresh look at our new families, houses and friends.

Learning to do this is something that you can take with you and use anywhere in the world. It will help you to be a more adaptable person. Learning to understand people from a variety of cultures is a gift that you can give to the world. There is an old saying "When in Rome, do as the Romans do." This means that we should be sensitive to the culture in which we are living and try to follow it as much as we can. If you are finding your new culture confusing or difficult please discuss your concerns with the International Department. We are happy to assist you in any way possible.

Culture Shock

As the world grows smaller, and more people travel, work or study abroad, inexperienced travellers are realising that they can sometimes get a 'silent sickness' called "Culture Shock". Culture Shock is the loss of emotional stability that a person suffers when he/she moves from a familiar environment where they have learned to function easily and successfully to one where they have not.

There are many symptoms of culture shock. One is panic. You just know that something is wrong and you feel miserable. You may feel the whole thing is a huge mistake and be ready to return home immediately. This is just like a "homesickness" stage we all go through when moving. It is a natural step when adjusting to a new environment. In time, you will feel more relaxed and confident. Most people feel uneasy when they find themselves in a new environment. You may feel uninterested in things you have been dreaming about for months. You may feel nervous or uncertain. This is normal.

As you become more familiar with the Australian lifestyle, these symptoms will go away. Remember also that you may be coping with a new language - even students from Canada and the USA have difficulties with our Australian English; the different use of words and our accent make life very confusing!

This means that the simplest encounters require more effort from you than ever before. You may feel impatient with new routines. You may be critical of your new surroundings, disorientated and homesick. It will pass. You are young, adaptable and open-minded, you will soon feel energetic, comfortable and confident in your new environment. Be patient until you reach this stage.

It is very important to **talk about things with your family**, no matter how much effort it involves. Expressing your feelings will help your homestay family to understand you better, so talk over any problems with them. When they know the cause of the problem, and your feelings about it, they are better able to help you solve it.

When you talk to your family about your feelings, try to relate these feelings to your actions. If you are feeling depressed, tired or homesick for no real reason, try to let them know. We all have our bad days. Let them know that they have not done something to make you unhappy. **Failure to do this can lead to misunderstandings and hurt feelings and possibly ruin your relationship with the people who are so important to your success.**

Communication will solve most problems. Remember there are many ways to communicate. A smile is universal. We humans use body language as well as words to communicate. Use your eyes, your hands, facial expressions or even pictures from a magazine to express what you mean.

Don't worry about feeling foolish – people will appreciate the fact that you are attempting to communicate.

You may find it easier at first to write things down if you can't say the words. Many students have learnt to write English better than speaking it.

You may like to keep a journal of your experiences and feelings while in Australia. If you reread this towards the end of your program, you will be amazed at how much you have learnt and how much you have changed. Your journal may be something you want to keep for the rest of your life.

Your homestay family are facing the same feelings of uncertainty and anxiety that you are. So, give them a chance to share their feelings too. Try your best to be a good listener. Communication is always a two way process of expressing and understanding. Spending time with your homestay family and your friends will help you feel more comfortable and at ease. Also try to keep busy in your spare time, and this will help reduce the feeling of loneliness and it will also help you meet new people.

You'll feel very proud and so will your parents and College when you master these communication skills. It will take time, effort, love and understanding. Remember to remain positive, and you will succeed.

Remember that just as you are learning about Australian Culture, Australians you meet may not know much about yours. You may need to explain this such as what food you can and can't eat, how your food needs to be prepared, and any additional religious or cultural needs. Always discuss the reasons behind your needs so people can understand and accommodate them.

Language

The English you are using in everyday situations will seem very different from the English you have learnt at school or heard on the television. Some Australians speak very quickly, they can mumble and sometimes they slur their words. If you do not understand, say so. People are happy to explain what they mean.

It may be difficult in school to constantly ask for your teacher to explain in class as the teacher may not always have time during lessons. It is a good idea to write down your questions and ask the teacher after class. You will need to do this less and less as your understanding of English improves.

Remember to be patient with yourself while getting used to our Australian expressions. At times you may be confused and frustrated, but this is all part of the learning process. Your fluency in English will increase gradually until suddenly one day you will become aware that you no longer need to ask for explanations!

While you are becoming fluent in English, you are learning on many different levels about all kinds of situations. Communication is a combination of words, tone and body language. If you carefully watch and listen to people around you, you will find it easier to adapt to our homestay family, College, friends, social situations and the Australian lifestyle generally. We recommend that you purchase an Australian Phrasebook such as the one published by Lonely Planet which has a number of useful tips to help you understand the unique way Australians use the English language.

Your New Family

Learning to live with another family can be one of the most challenging experiences in your life.

Of all the friendships you will make during your stay in Australia, your experience with your homestay family has the most potential for a close, lasting personal friendship. Hosting an international student such as yourself is an exercise in "good will" for these families.

It can be difficult to get to know other people through letters and phone calls, so the first few weeks of your exchange will include many revelations and maybe a few disappointments for both you and your new family.

There isn't a rule book for learning about each other. Despite all your preparation, there will still be unforeseen situations which arise. Be open, truthful and discuss each situation as it happens.

Some Differences You May Encounter

You may be used to a family where your father is the head of the house and he makes all the decisions. Your homestay family may be just the opposite with every family member giving their opinion before a final decision is made.

Australian teenagers do NOT make their own decisions about where they are going, or what time they will come home or about doing homework – Australian parents make and enforce these rules and it is expected that you will respectfully adhere to these rules.

You may find you are expected to help with chores, even though you are not used to doing this. You may be used to your mother or paid household help doing the tasks that you are expected to do in Australia. This does not mean your homestay family has abandoned their responsibilities – it is just part of our different lifestyle where everyone shares the chores.

Australians within a family have a relaxed and generous manner with each other. Of course, there are many, many different types of families and your homestay family will have its own unique ways and ideas.

Daily Life

Always be considerate. Your new family, teachers, classmates and friends will all react positively to your thoughtfulness. For instance, if you are going to be late, call someone to let them know. If you want to make a long distance phone call, ask permission and remember to observe the homestay family rules for using the phone. Don't forget to pay for your call.

If you want to invite a friend home, check with your homestay family first to see if it is going to be convenient for them. If you cannot complete a school assignment on time, ask your teacher for an extension of time **before** the due date. If you are given advice, whether it is from your homestay family or not, listen to it carefully and then act on it.

How Do You Live With These Differences?

Every family has a different way of operating – it is your job to learn about your new family and work with them. The best way to learn about each other is to communicate.

Communication

Bad communication creates misunderstandings. Misunderstandings can start wars so imagine what good communication can do! If you believe in international peace, start by becoming an effective communicator.

If you can communicate – it will make a very big difference to your experience as an exchange student. Although we cannot give you an entire book to read we have given you a few pointers:

- If you are not comfortable with something – use “I” statements to express your concern, for example, “**When you** drive very fast, **I feel** scared **because** I am not familiar with such high speeds.”

In this example, the words ‘**when you**’, ‘**I feel**’ and ‘**because**’ are in bold print. These words are underlined because they are good to use when you need to phrase a concern. Remember to keep in mind these ‘I’ statements when you are discussing any problems you have, whether it is with family, friends or teachers.

- Practise listening – remember this famous quote: “***We have been given two ears and but a single mouth, in order that we may hear more and talk less.***”

Avoid using the following communication blocks:

- Ordering and commanding people – for example, ‘you must’, ‘you have to’, ‘you will’, ‘what you have to realise is’.
- Preaching and moralising – for example, ‘you should’, ‘you ought to’.
- Giving advice – for example, ‘what I would do is’, ‘why don’t you’.
- Judging – for example – ‘you are lazy’, ‘what’s wrong with you is’.

If you are upset about something, do not react immediately – think about your response before raising your voice at another person and saying something you may regret.

Beware!

Frequently we have heard international students object to requests or rules set by the homestay family or school – their objection is often “...but it is OK to do this in my home country...”

Such a response is not in the spirit of this program and not acceptable – please do not use it. It is OK to compare your home with Australia, however make sure that this is used to better your relationship through understanding and sharing.

Manners and Courtesy

Each culture has its own rules of behaviour, each unique to itself. Your sensitivity, willingness to learn and adapt to new ways will help you to adjust into Australian life quickly. Courtesy everywhere is based on consideration of feelings. Good manners come from the natural desire to please, or to show respect for another.

Daily Life with Your Homestay Family

Soon after you arrive, sit down with your family and discuss their daily life, their expectations and their routines. We suggest you include the following topics:

Addressing your host parents: Some host parents prefer Mum and Dad while others prefer first names. Be sure that you and your family discuss this and choose names that suit you and your homestay family – not calling them a name at all is very rude.

Family rules: Think about the rules such as attendance at meals, curfews, use of television, power, acceptable noise levels, asking permission and so on.

Eating: The most important issue to remember is that there are other people in the house and that you must never take the last of anything unless you ask! Ask your homestay family what their rules are in regard to eating snacks and meal times.

Family routine: This will include meal times, weekend activities, family outings and chores. Ask when the family does the shopping. Many Australians shop once a week and their purchases must last all week.

Chores: Ask your homestay family if they would like to make a roster of chores they expect you to do and be certain to do them.

Technology: Understanding how to operate the mechanics and technology of the house. This will include the locks, shower, washing machine, iron, fan, etc

Laundry routine: This means the washing and ironing of clothes, changing of bed linen and so on. Your homestay family will most likely do this for you, but you may like to wash your own personal items.

Other things to consider:

- Ask if there are special requirements such as not using too much water. Don't take too long in the shower (**5 minutes should be adequate**). This is one thing that often causes problems - people really do not like to miss their shower. Please check when all the family members shower and agree with them on the best time for you to use the bathroom.
- When and how does your homestay family expect you to pay your share of the telephone bills?
- If you do not understand – ask – and be prepared to go through some of these things again later.
- If you need to use a hairdryer or put on your make-up, it is better to do this in your bedroom rather than the bathroom as someone may be waiting to use the shower.
- Ask for the location of clean towels, toilet paper, soap and other household items.

Privacy

You are expected to respect your homestay family's privacy. Good manners should be applied. Knocking on doors before entering and respecting personal property are essential to any family.

Privacy also refers to confidentiality – you are expected to keep private matters confidential and not share them with people who should not be privy to such information. Respecting your family's privacy includes not talking about them to school friends, neighbours, other international students and so on. Of course, you can talk to the Marketing, Promotions & Events Officer and teachers about any issues if there is a problem.

Do NOT take other students into the house without your host family's permission when the host family are out.

Family Rules

As in all families, there are probably many unspoken rules in your new homestay family. Discussing the following is very, very helpful to making your program a success.

- Curfew – what time are you expected home if you are going out? Telling them where you are going and if you are going to be late.
- What you should do if you are going to be late coming home.
- Turning off lights.
- Household chores.
- Use of television and stereo.
- Transportation to and from school and social activities.
- Schedule for use of the bathroom.
- Eating snacks.
- Using the telephone.
- Using the computer.
- Entering the parents' bedroom (e.g. to answer the phone, use the ensuite etc).
- Holidays and special events.

As some houses sometimes use a different sewage system, girls are asked not to put sanitary items down the toilet. Usually there will be a bin in the toilet where you can put wrapped items.

Handy Discussion Points

- What else am I expected to do other than:
 - Make my bed?
 - Keep my room tidy?
 - Clean the bathroom after I use it?
- What is the procedure about dirty clothes? Where do I keep them?
- Must I wash my own underclothes and socks?
- May I use the iron and washing machine at any time?
- Where can I keep my bathroom accessories?
- May I use the family toiletries, shampoo, soap, toothpaste etc?

- What is the most convenient time for me to shower?
- What are meal times?
- What can I do to help at meal time?
 - Lay the table?
 - Clear away the table?
 - Wash the dishes?
 - Put everything away after the meal?
 - Dry the dishes?
 - Empty the rubbish?
- May I help myself to food and drink or must I ask first?
- What areas of the house are strictly private and out of bounds?
- Where do I store my suitcase? (If you need coat-hangers, ask for them)
- May I move the furniture in my bedroom?
- What time must I get up on weekday mornings?
- What time must I get up on weekends?
- What time should I go to bed?
- What time must I be in at night if I go out?
- May I have friends around during the day?
- What are the rules about use of the phone?
- May my friends phone me?
- What are the rules about local calls?
- What are the rules about long distance calls?
- What are the rules about overseas calls?
- Must I keep a log of all my calls and pay you?
- Do you have any special dislikes or hates – chewing gum, wearing hats indoors, loud rock music?
- Do my host brothers and sisters have any special dislikes?
- If we go out together as a family, should I pay my own entrance fees, meals etc?
- May I use the stereo system and TV whenever I want?
- Who makes my school lunch?
- Do you expect me to phone you if I am going to be 10, 20, 30 minutes late home?
- Are there any other things you would like me to know?
- If I have a problem, how would you like me to handle this with you?

Handy Hints

The following list of simple suggestions will make life easier for you and those around you:

- If you open it – close it.
- If you turn it on – turn it off.
- If you unlock it – lock it up.
- If you break it – admit it and have it fixed or replaced.
- If you don't know how to operate it – leave it alone and ask someone.
- If it is broken – don't try to fix it, ask someone who can.
- If it isn't broken – don't try to fix it.
- If you want to borrow it – ask the owner for permission.
- If you value it – take care of it.
- If you move it – put it back.
- If it will brighten someone's day - say it.
- If you hurt someone's feelings - be the first to say "I'm sorry, let's talk".
- If someone hurts your feeling - say "Let's talk about it".
- If you have a problem – talk to your teachers or Marketing, Promotions & Events Officer at the College.

Money

You are required to have adequate money throughout the duration of your program for your personal expenses. Within three days of your arrival you should ask your homestay family to clarify what they expect you to pay for, what they expect to pay for themselves and how you will reimburse each other.

This discussion should include such expenses as:

- Telephone Bills
- Restaurants
- Holidays
- Internet Access
- Additional food items
- Toiletries and cosmetics

Remember the ideas we gave you earlier for good communication. Asking questions of this nature can be difficult but it is something that you must do. Money can be a sensitive issue, and it is important that you discuss it with your family. This will help avoid misunderstandings and hurt feelings later on.

For many international students, this is the very first time they have had to rely on their own financial budgeting skills. Therefore, the Marketing, Promotions & Events Officer will understand if you require assistance in working out how to budget your allowance and will be happy to help you if you need it.

Some important issues to remember and discuss with your homestay family:

- Your homestay fees will be reimbursed to your family on a weekly basis by the College.
- If you arrive with a Visa or MasterCard to access money, you will need to be shown where to do this.
- If you arrive with travellers' cheques or cash, you will need to open a bank account. You will need to take identification to the bank to open an account, this will include your passport.
- If you are short of money, or having problems managing it, please contact the Marketing, Promotions & Events Officer. **Do not** lend money or borrow money from your homestay family as this can lead to misunderstandings.
- If you owe money for phone calls, you must pay it as soon as the bill is received by your family (this means immediately). Your homestay family will usually know when the next phone bill is due. Australian phone bills are itemised for all interstate and overseas calls so there should not be any dispute over the amount owed. Or alternatively, if your family has an honesty jar for phone calls put the money in as you make the call, this will make it easier to remember what calls have been made and paid for.
- Please remember to pay for your local calls, which will not be itemised. 'Local calls only' refers to calls made in the Hervey Bay/Maryborough area. It is a good idea to use an international dialling phone card, which automatically charges the costs to your natural parent's telephone bill or a pre-paid phone card which can be purchased from any Post Office and many newsagents, these are a much cheaper alternative.
- If you damage your host family's property, you may be asked to pay for damage that you cause.

You are not expected to:

- Go to a restaurant with your homestay family and eat out where you are required to pay for food. Of course, you can choose to do this – and offering to help pay your portion of the bill will be greatly appreciated by your homestay family.
- Pay anything towards household expenses except for your personal needs and phone calls.
- Lend money to family members.
- Borrow money from family members.

Teachers and International Department

Your teachers and the International Department are there to help both you and your homestay family. They are the first people you call with a question, a problem or to share your joys other than your homestay family.

Your first contact with the International team will most likely be at the airport on your arrival and then soon after to conduct an orientation with you and your homestay family. Your teachers and International team members can be great friends to you – please keep in regular contact and cooperate with them. Talk to them, share your experiences, whether they are positive or negative.

School

Learning how to “fit-in” to a new school can be scary, fun and exciting. However, sometimes the experience is disappointing. The school may have supplied some books, class information and uniform requirements. Reading and re-reading school information once you have commenced school here will increase your understanding of the different system.

Remember, as an international student, the following is expected of you:

- You must attend school.
- As an international student, the College is constantly monitoring your behaviour and grades. (Remember the C grade average rule). The Department of Immigration and Multicultural Affairs also monitors your performance and your continued stay in Australia is dependent on your commitment to study.
- If you are having problems academically, the College will identify the best course of action – and the most appropriate response. The final decision about a student’s continued enrolment rests with the College.
- The school determines the year level you will undertake.
- Participation in all exams and submitting work assignments no later than the due dates.
- Accept the different structure of the College. Students attend classes from 8.25 am to 3.15pm, five days a week. Many students then attend sport and other activities after school and sometimes on weekends. A light lunch is eaten at school and you can either take this from home or buy it. You will be placed in a tutor group and meet regularly with other students.
- Class work and assessments are different in Australia. In senior classes you will sit for some exams, but much of your assessment will be based on assignments. In Australia, there is a great emphasis on research analysis and report writing and this work is done during class and at home. It is very important for you to draw up a good study plan that suits your own schedule and family life. If you need help doing this then ask your Tutor to help you. If you want to do well, it is essential that you understand how important assignments are in Australian schools. Do not be afraid to ask your teachers for help - especially from your ESL Teacher if there is a language problem. Reports in Australia show both your achievement results in each subject and information about your effort and behaviour.
- It is extremely important for you to obtain a good mark for **Effort** as well as **Achievement**.
- Students who require co-validated reports will need to discuss this with the College so that the report also shows the hours studied for each subject.
- Love your College uniform. If you have never worn a uniform before, you may feel strange for a little while. However, think of the positives – you don’t have to bring as many clothes from home, you won’t have to choose what to wear each day, you will not be faced with that competitive feeling that sometimes arises among fashion conscious teenagers and you will very quickly feel part of the group.
- Some students may wish to obtain an Overall Position (OP). This is possible but you will need to study at College for the final two years to graduate. The Australian academic year mirrors the calendar year and you may arrive during the mid-year holidays in July. This could be seen as a disadvantage as everyone has settled into a pattern and friendships appear to be established. However, College work is based on the semester and if you arrive in July, you will arrive for the beginning of a new unit of work, with a newly formed class of students.
- **Some types of behaviour and actions are sure to lead you into trouble. These include truancy, bad language and not wearing College uniform correctly. Actions such as smoking, consuming alcohol, possessing and taking illegal drugs are regarded as very serious and can lead to suspension or expulsion from College.**

Teachers

It is common to be surprised at the way Australian teachers relate to their pupils and they sometimes appear to be more of a friend than an authority figure. You may find this 'informal' but do not take this as a sign that they are not interested in your behaviour or performance.

A Special Note for Students from Brazil, Argentina, Spain and Italy

Students from some countries, in particular Brazil, Spain and Italy, are required to get their College reports validated before returning home. It is important to do this as it can affect your ability to return to school at home.

This is your responsibility, however, the Marketing, Promotions & Events Officer and the Marketing, Promotions & Events Officer will provide information on the process.

Overseas Student Health Cover (OSHC)

All international students are required to have OSHC. In most cases, the College has arranged your membership prior to your arrival – for some students, this is arranged privately by your family or agent. If you are unsure of which is the case for you, please ask the Marketing, Promotions & Events Officer or Marketing, Promotions & Events Officer.

Students who have elected to have FCAC arrange their OSHC are covered by Medibank Private. Once you arrive in Australia, you will be required to confirm with Medibank Private that you are in Australia by logging onto their website. At your orientation, International staff will prompt you to do this using the College computers.

After you do so, you will receive your membership card with an identity number on it. Keep this card in your wallet to show the doctor or to make a claim. If you have another insurance policy with you, please explain this to your homestay family so they know where to find it should you become ill.

If you need to go to a doctor you will have to pay for the medical treatment and then claim for reimbursement. Please make sure you keep copies of all medical transactions (receipts, payments, claims, etc.) OSHC has a very basic health cover and does not cover services such as dental, physiotherapy, optical, pharmaceuticals and pre-existing conditions.

PLEASE NOTE: If you have medical insurance from your own country, you must keep your receipts to claim on this insurance. You can only claim once for each medical bill.

Travel

Any time you spend a night or more away from your home, it is considered “Travel” and falls under the rules and guidelines set up by the College. These rules are for the safety and protection of the student, the homestay family, the overseas organisation and the College.

We are not trying to stop you having fun - we just want you to be safe!

There are two basic rules about travel:

1. Inform the Marketing, Promotions & Events Officer and ensure that the travel is approved well before the travel is to take place. A minimum of two weeks is required to process these requests – be sure to complete the travel release procedure with this in mind.
2. Under no circumstances are you allowed to spend a night away without adult supervision.

Travel & Time Spent Away from Your Homestay Family: Definition & Rules

Adult supervision is defined as being with someone over 25 years of age (and/or authorised by the College).

Overnight – if you wish to stay at a friend’s place overnight you must:

1. Be supervised by someone **over 25 years old**; and
2. Have your homestay family’s permission for the overnight stay.

In addition, your homestay family are to have a contact number, name and address of where you are staying. You **must** comply with the arrangements you have made – **under no circumstances** are you to change arrangements without notifying your family and having their approval.

If you do not follow these instructions – you have broken the College rules.

Homestay Family Travel

You do not need to follow the “Travel Release Procedure” if you are travelling with your homestay family for less than 14 days. However, you will need to provide the Marketing, Promotions & Events Officer with a copy of your itinerary complete with contact details.

An itinerary is only necessary if you are travelling from one place to another and staying at more than one location. It is important that the International Department knows where to contact you while you are away from your homestay family’s normal place of residence.

This means that you need to provide a contact telephone number and if possible an address. For longer holidays, please follow the process outlined under Travel Release Procedure.

College Trips

This refers to any trips conducted by or on behalf of the College. Permission for official College trips is included in your application. Please ensure that you give the Marketing, Promotions & Events Officer a copy of the itinerary complete with contact details.

Individual / Independent Travel

This type of travel requires a special approval process and it is only under very rare circumstances that the College will approve requests by students to travel alone. Permission for individual travel must be obtained following the points outlined under Travel Release Procedure. Failure to obtain permission could result in you being excluded from the program and returned home early at the cost of your natural parents. Hitchhiking and backpacking also fall into this category, even though an overnight stay may not be involved.

Extended Travel

This is all travel lasting longer than two weeks. You must follow the "Travel Release Procedure" and seek permission from the Marketing, Promotions & Events Officer.

Travel with Natural Family

Natural parents should visit you at the end of your program or during the College holidays but not during the College term. This type of travel requires you to follow the "Travel Release Procedure".

Day Travel

Day trips includes day trips to places such as Brisbane or the Sunshine Coast. You must go with a school approved adult or meet an adult at the destination who will supervise all travel and take responsibility for your welfare. Travel release forms must be completed and signed by your natural parents, you and FCAC before the travel date.

Travel Release Procedure

You are not permitted to travel until all signatures have been obtained on the Travel Release Form.

Remember we can sometimes require up to two weeks for this process to be completed.

- First, check with your homestay family that they approve.
- If the Marketing, Promotions & Events Officer is happy with the arrangements, ask them for a Travel Release Form.
- The Travel Release Form is to be completed and signed by you, your homestay family and the College. This form will not be sent overseas unless all details are complete. A copy of your itinerary is also to be provided – this must outline travel dates and times, type of transport and supervision.
- The form and accompanying itinerary is to be sent by email overseas by the Marketing, Promotions & Events Officer for your natural parents'/guardians' signature.
- The College will notify you of permission to travel once all signatures are complete and your parents'/guardians' permission has been obtained.
- Make sure that you are aware of the school holiday dates and that any travel is organised within these dates. Allow yourself enough time to get organised for the upcoming school term. If your travel interferes with the school term and your education you may be expected to change your bookings, and this could potentially be a very expensive exercise.

If this procedure is not followed it is likely that the request for Travel Release will be denied.

Booking Your Return Flight

You will most likely arrive with a return air ticket. Some term dates will be booked, but many are open tickets. This is due to the complexity of the airline computer system which does not allow bookings over 333 days before the actual date.

Please make your return flight booking as early as possible, at least three months before your departure. Flights out of Australia are often full, so you need to book early to get your chosen date. Please give all the details to the International Staff at College.

Religion

Participation in your homestay family's religious activities is entirely voluntary. We expect you to treat your family's religious needs with respect. Living in a family situation with people of differing religious views is a wonderful opportunity for learning and sharing.

Mutual respect in matters of religion is essential to your success. You may wish to attend your homestay family's church with them when you first arrive but it is not compulsory. Many churches have active youth groups and it is a good place to make new friends. If you wish to attend another church, temple or synagogue, ask your homestay family's assistance in getting information about it.

Our College is affiliated with the Anglican Church. Attendance at Chapel services while at school is mandatory as outlined in the College's curriculum.

Work

International students holding a current Student Visa are allowed to work casually under this visa.

Part-time paid employment should not be entered into without serious thought. If you decide to work, please remember that you are here as a student and your study must be your first priority – this decision must also be discussed and approved by the College. Once permission is granted, students will be limited to 20 hours work per week.

For more information regarding Australian immigration matters you can refer to the Department of Immigration. Visit their web site at <http://www.immi.gov.au>

Reports

Reports are an important part of your time at the College. The College will send reports to your natural parents at the end of each semester.

Your final College report may not be ready until you have arrived back in your home country. It is important that you make sure the College understands your needs, especially if your report needs validation by your country's consul/embassy. It is particularly important for graduating Year 12 students to have provided a mailing address for QSA certificates and statements.

Drivers Licence

Driving of a motorised vehicle is not permitted. The only exception is learning to drive with an approved driving school. You can obtain a Learner's Permit to drive but should you get your licence, it must be given to the International Staff at the College to be sent to your natural parents for safe keeping.

Transport in Australia

If your friends offer to drive you somewhere make sure they hold a current driver's licence and are over the age of 21.

As an international college student, for your own safety we recommend that you:

- Do not get into a vehicle with someone that has consumed alcohol.
- Travel only with experienced and competent drivers.
- Be cautious about accepting lifts from inexperienced 'P' plate drivers (this means the driver is currently holding a Probationary Licence) – this may include your host siblings and older friends.
- Do not travel in a vehicle with a driver on 'L' plates (this means the driver holds only a current "Learners Permit").
- If you have concerns about a driver you are to travel with, please discuss this with the Marketing, Promotions & Events Officer, teachers or homestay parents.
- Driving a motorised vehicle is prohibited by College. Under no circumstances can you purchase a vehicle while in Australia on this College program.

Activities – Permission Required

You must get permission from the College to do an activity that could involve some measured risk before you do it, except if this activity is organised by the College. See the Marketing, Promotions & Events Officer or International Staff at College at least a week before you intend to do the activity. They will need to get your natural parents written permission.

Although Overseas Students Health Cover (OSHC) will cover you for emergency attention resulting from an accident, you should be aware that it does not cover specialist or rehabilitation costs associated with these activities.

These activities include, but are not limited to:

- Horse jumping
- Hang-gliding
- White-water rafting
- Skiing or snowboarding outside maintained trails or slopes of ski resorts
- Mountaineering
- Hunting
- Use of firearms or air/spring powered guns
- Skydiving/parachuting
- Ice-hockey
- Judo
- Karate
- Wave running
- Bungee-cord jumping
- Scuba diving (Natural parental permission must be obtained if this is in the College curriculum)
- Rock climbing/abseiling (this activity can be undertaken in a 'rock-climbing gym' or as part of your school curriculum – providing you have formal and professional supervision)
- Flying in light aircraft (this includes being a passenger)
- Caving
- Other potentially perilous or violent activities not included in the above list

Please check with the Marketing, Promotions & Events Officer about any activity **before** making any plans, in case there could be some measured risk, and then we will need to get written permission from your natural parents.

Smoking, Drinking and Drugs

Smoking

Australian society does not approve of young people smoking. In many states, you must be 18 years of age to legally purchase tobacco products. Many Australians prefer not to smoke and do not allow anyone to smoke in the house. You must follow your homestay family rules about smoking.

Smoking on school property, in school uniform or on the way to and from school is forbidden.

Drinking

College rules state that students must not consume nor possess alcohol. The only exception to this rule is in your homestay family's home with your homestay family on special occasions, if they offer. You must also have your natural parents' permission to do this. In Australia, you cannot legally purchase alcohol if you are under 18 years.

Drugs

You must not use or possess illegal substances (drugs). It is against the law in Australia. You could get sent home or put in prison. It is also against College rules and will result in immediate dismissal from the College. You will be sent home at the expense of your natural parents. **Please note that marijuana is illegal in Australia.**

REGARDLESS OF YOUR AGE, REMEMBER YOU ARE AN INTERNATIONAL STUDENT.

In your home country, when you turn 18, you may be considered an adult. You are no longer legally obliged to do what your parents ask of you. However, if you turn 18 while on the Fraser Coast Anglican College International Program in Australia, this privilege does not apply to you.

Even if you are 18, you are required to do what your homestay family and College ask you to do. This includes what is written in this handbook.

Australian teenagers may not understand that you have more restrictions than they do. It is a good idea to tell them about those restrictions and what could happen if you break rules for international students.

Information to Help You in Australia

Take the initiative

The students who enjoy themselves and get the most out of this adventure are those that take initiative. Don't wait for other people to do things for you. Get out there and make friends. Be interested in the things your homestay family does. Talk to them. Talk to people at College. Join in College activities. Do these things and you will do better at College and enjoy life more. **GO FOR IT!**

Expressing yourself

Even if you find Speaking English difficult, talk to your family, teachers and students. Mime or draw pictures if you have too, it doesn't matter, just have fun and people will help you. Don't forget, English is your second or third language - how many languages can other people you meet speak? If you make a mistake, it doesn't matter. It is important that you try and people will like you for that.

Responsibilities

Take responsibilities given to you by your family or teachers seriously.

Maturity

Your place in your new family can be very demanding. Especially when you first arrive. There is only one of you for the homestay family to deal with but there may be three or four of them for you to consider. You need to use a lot of understanding and patience.

Spending Time with Your Homestay Family

Remember that your homestay family wants to see you and spend time with you. They should take priority over all other social activities. Take the time to sit and talk with them, play a game, watch the television. Give your homestay your attention. Remember, your homestay family has chosen you to share their home

If You Need Support

Talk with the Marketing, Promotions & Events Officer, Homestay Coordinator or teachers about anything at all. This is why we are here – as a support and to help you. Sometimes another point of view can help you sort out a problem. If we are not aware of problems then we will be unable to help you solve them, anything that concerns you, please bring it to our attention. If you have concerns regarding sexual, physical or other abuse please seek immediate assistance and advice from your Homestay Coordinator or one of our Student Protection Officers at the College.

Greetings

When Australians meet sometimes they shake hands. Teenagers usually just smile and say "hello" or "hi". Sometimes friends will hug or kiss on the cheek.

Visiting

Australians are usually relaxed and informal. When visiting each other they often just call in. At first students should always phone first to see if it is ok to visit your friend's house.

Eating

The main meal of the day is in the evening. Families usually eat together in the evenings and more frequently at weekends. Many Australians call the evening meal "tea" or "dinner". If you wish to invite friends to dinner make sure that you ask your homestay if they wouldn't mind, well in advance.

Postal Services

Postal services are provided by Australia Post and mail is delivered once a day from Monday to Friday. For larger parcels, a card will be left in your letter box for you to take to your nearest post office for collection. The postal service is reliable and efficient with next day delivery within the same city. Most Post Offices are open from 9am to 5pm, Monday to Friday. They sell stationery, post bags, phone cards and stamps. You can also pay your electricity and telephone bills and some other accounts at the Post Office.

Hygiene

Australians generally shower at least once a day and usually more often in summer. Personal cleanliness is very important. Students also need to change their underclothes daily. Make sure that all your clothes are washed frequently. Boys and girls should both use deodorant and/or antiperspirant.

Water usage

Australia is the world's driest continent. Many families in the country use tank water and are dependent on the rainfall for the water they use. Families in cities and towns have to pay for the amount of water they use. Australians use water sparingly.

Students need to be careful not to use a lot of water—only have quick showers. Don't leave taps running at any time. One hour showers or baths are not acceptable in Australia due to the water shortage.

Saving Power

Electricity is expensive. Switch off lights and fans when you leave a room.

Friends

The new friends you make will make your stay even more enjoyable. We hope that you will make many new Australian friends. We understand it is easy to spend time with other international students, however don't let this become a habit. This can lead to problems. Your homestay family and the Australian students at College, who are excited that you are here, will feel left out if you are only friends with students from other countries. You will not learn English as quickly. You will not find it so easy to adjust.

While it is fun to talk with other international students, it is not a good idea to spend all your time with them. You chose to come to Australia to live the Australian lifestyle. The best way to do this is to make friends with Australians. Be yourself.

Take part in many activities. For example, get involved with a sporting team. You could join a club like bush walking, swimming, sailing, chess or music. All these things will help you to meet other people who could become your friends.

Personal Safety

Please keep the following in mind to ensure your personal safety at all times:

- Always tell someone when you are going out, where you are going, and when you expect to return.
- Take care travelling at night on your own.
- Make use of campus security escorts and bus services where available.
- Never leave personal belongings unattended.
- Always carry either a mobile phone, charge for a pay phone or a phone card.
- Avoid giving your personal information to strangers.
- Lock your doors and windows before going out.
- Seatbelts for drivers and all passengers are compulsory. You will be fined if you are caught not wearing one.
- For concerns relating to sexual, physical or other abuse, please report immediately to your Homestay Coordinator or Student Protection Officer at the College.

Living in Australia

The first few months in any new country are often a time of great adjustment, particularly if this is your first time living away from home. In this section, you will find some facts about living in Australia, tips for adjusting to Australian life and information on services available in Australia.

Our People

Australia has one of the highest standards of living in the world. It is an English-speaking country with a population of about 21 million. It is home to people from over 190 countries, and at least one in five Australians was born overseas. Cultural diversity is part of our national identity and is one of Australia's greatest strengths.

Our Government

There are three levels of government in Australia: the Australian Government (Federal), State and Territory governments and Local government (Councils). The Australian Government is based in Canberra at Parliament House and is headed by the Prime Minister.

Our Law

As an international student in Australia, you will be subjected to all state, territory and federal laws. The legal age for buying cigarettes and buying and drinking alcohol is 18 years. Remember, if you break the law your student visa could be cancelled and you may be deported.

Australian Police patrol public areas in marked and unmarked cars, on foot, on bicycle, and sometimes on horseback. They are approachable and will offer assistance if you need it, even if you just need directions to the train station. You are encouraged to report any crime committed against you or that you witness to your local police station.

Currency

Australia uses dollars and cents system of decimal currency with 100 cents in a dollar. Australian currency is the only legal tender in Australia. Money from other countries can be changed at the exchange facilities located at international airports, banks and major hotels. Travellers' cheques are easier to use if they are already in Australian Dollars, but banks will cash travellers' cheques in almost any currency. Major hotels and some shops will also cash travellers' cheques.

Weights and measurements

Australia uses the metric system of weights and measurements. Speed and distance are measured in kilometres, goods in kilograms and litres, and temperature in degrees Celsius.

Addressing People

Australians usually have a first or given name and a family name or surname. People of your own age or younger age are usually addressed by their first names. When speaking to people older than you, call them Mr, Mrs or Ms followed by their surname until you know them well, or they ask you to address them by their first name.

Greetings: “Good morning”, “Good afternoon” and “Good evening” are formal greetings. In formal greetings are “Hello”, “Hey” or “Hi”.

Manners: Say “please” when requesting something and “thank you” when something is provided to you. Australians usually use cutlery for meals at home or in restaurants. If you don’t know which utensil to use for a particular course, ask first or watch and follow what other do. You can eat with your fingers at informal meals such as picnics or barbeques.

Personal Space: Standing closer than an arm-length from another person unnecessarily may make them feel uncomfortable.

Dress: Australians tend to dress casually. If more formal dress is required, you will usually be told.

Queuing: People queue when they are waiting for in turn for something (such as taxi, bus, a ticket counter, or for a cashier). Never push ahead of others or “jump the queue” - it won’t be tolerated.

Punctuality: If you can’t keep an appointment or invitation, or are running late, always call to explain before the event.

Smoking: Smoking is banned in government buildings, on public transport including domestic and international flights, theatres, shopping centres and many indoor and outdoor public meeting places. Many restaurants have a smoking area as well as non-smoking area. ***Students are not permitted to smoke on the FCAC international program.***

Equality: Australians believe all individuals have equal social, legal and political rights, as protected by the Australian Constitution, and like to be treated equally.

Littering: Australia is environmentally conscious and littering is illegal. If you litter, you may be fined.

Visa Requirements

There are a number of conditions on your visa you must follow to be allowed to study in Australia. The main conditions are that you must:

- Maintain satisfactory attendance.
- Achieve satisfactory academic results.
- Continue to be enrolled in a registered course.
- Notify your education provider of your address within seven days of arriving in Australia, and within seven days of any change in your address.
- Notify of your original educational provider if you change to a new education provider within seven days of obtaining your new certificate of enrolment.
- Maintain OSHC cover.

Non-Compliance

Your visa conditions are set out in the letter of approval you receive with your visa or on your visa label. It is important that you are familiar with these conditions and follow them. Every year, a number of students abuse the law by:

- Working without approval or working longer hours than permitted by their visa
- Ceasing their studies before the end date of their course
- Overstaying their visa; or
- Using fraudulent documentation.

If you break these conditions, your visa may be cancelled and you may be required to leave Australia. You may also be prevented from returning to Australia for three years after your visa is cancelled.

Saying Goodbye

Keep in Touch

Some people you have met during your stay in Australia will become good friends. Keep a list of all of the people you want to thank and those who you want to write to. When you return home you will be pleased you did it.

Before You Leave

- Return all library and other borrowed books, and any other borrowed equipment, e.g. Scuba Gear and Uniforms.
- Dry Clean and sell your school uniforms.
- Collect your final report or have the College send it to you at home.
- Repay any money you owe and pay your final telephone account.
- Close your bank account.
- Send your excess belongings home by sea mail.
- Have enough cash to pay for your excess baggage.
- Reconfirm your flight.

Pastoral Care Guide for International Students

International Student Services

Mrs Tracey Wigmore (Marketing, Promotions & Events Officer)

Responsible for:

- Student support services

Mrs Shona Divljak (Homestay Coordinator)

Responsible for:

- Student support services
- All matters relating to homestay
- Travel Approvals

Mrs Kate Beard (Registrar)

Responsible for:

- Visa and legal documents
- All matters relating to international and domestic enrolments

Mrs Leanne Collins (ESL Teacher)

Responsible for:

- ESL Support

Tutors

Responsible for:

- All student related matters—First point of contact for parents
- Day by day student monitoring and care
- Recording daily attendance
- Academic goal setting and monitoring
- Organisation of House activities
- Pastoral care curriculum

House Coordinators

Mr Russ Fuller	Andromeda
Mr Stephen Mitchell	Capella
Mr Greg Perkins	Centauri
Mrs Kathryn Williams	Orion

Responsible for:

- Coordination of house activities, for example, assemblies and carnivals
- Mentoring student House leaders

Year Level Coordinators

Mr Jean-Pascal Cuer	Year 7
Mrs Danielle Ryan	Year 8
Mrs Kelli Hurford	Year 9
Mrs Marissa Novak	Year 10
Mrs Kaylene Robinson	Year 11
Mr Greg Perkins	Year 12

Contact for:

- Broader concerns regarding pastoral care and behaviour
- Bullying issues
- Year level specific activities - camp, celebrations etc

Head of Senior School

Mr Richard Dobrenov (SPO)

Contact for:

- Serious concerns regarding student/teacher relationships and academic progress
- Significant behaviour concerns
- Unresolved bullying issues
- Senior curriculum matters
- Year 10-12 subject choice and changes
- Special Provision applications
- Feedback on academic progress including OP predictions
- QSA requirements and compliance
- Timetabling issues

School Councillor and Careers Advisor

Mrs Robyn Norrlin (SPO)

Contact for:

- Personal, career & education counselling
- Academic & vocational pathways
- Apprenticeships & Traineeships
- SETP planning and review

College Principal

Mr Joe Wright (SPO)

Contact for:

- Serious concerns regarding student/teacher relationships and academic progress
- Significant behaviour concerns
- Unresolved bullying issues

Student Protection Officers

Mr Joe Wright, Mr Richard Dobrenov, Mrs Danielle Brown, Mrs Robyn Norrlin, Mrs Kay Burke (Nurse)

Contact for:

- Serious concerns regarding your safety – including sexual, physical or other abuse

Grievance Procedure - Problem Solving

If you, your homestay family, College or Marketing, Promotions & Events Officer have a problem or a concern in relation to your program it can often be solved by talking directly to the people involved. This means that you tell the other person how you feel. This can be done very successfully providing you are willing to be reasonable and objective. It is important that you try and start sentences with "I". For example, "I am concerned about something and I am wondering if we can talk about it".

Fraser Coast Anglican College expects international students to first attempt to talk directly to the person involved.

Sometimes, however, it is difficult to know where to start when you are confronted with a problem. For this very reason, Fraser Coast Anglican College has put in place the following 'Grievance Procedure'. As a student you are expected to follow and respect the procedures.

1. Speak to the person directly. This might be your homestay family, your host sibling or maybe a friend or teacher. It is okay to tell the Marketing, Promotions & Events Officer about the problem, but ask them to respect your maturity and desire to solve the problem yourself; they can become involved if you need them later.

If the problem stops then congratulate yourself on being such a good problem solver and communicator.

If talking directly to the person involved does not solve the problem, then ask the Marketing, Promotions & Events Officer for help.

2. Make a time to meet with the Marketing, Promotions & Events Officer - ask that you meet in private or speak on the telephone when the other person is not present. When you tell the Marketing, Promotions & Events Officer about the situation, tell them what you have already tried to do to solve the problem.
3. Now it is time for the Marketing, Promotions & Events Officer to help you with this situation. There are a number of ways open to the Marketing, Promotions & Events Officer depending on the nature of the problem.

Outcomes

- Marketing, Promotions & Events Officer and you speak about the problem and come up with a number of ways to approach the problem. The two of you work together and the problem is solved.
- The Marketing, Promotions & Events Officer approaches the family and arranges a meeting to discuss the problem. You may or may not be invited to take part in this meeting.
- Agreement is negotiated. In most situation this will be written down and signed by all members of the family and you. The Marketing, Promotions & Events Officer will send a copy of this to your agent. Experience show that this is a very useful way to resolve problems and usually results in no further action.
- Student is moved. Occasionally the only option open is to change homestay families. If this is a recommended outcome, a thorough investigation into both the family's and the student's conduct is instigated. Moving students to a new family is not something we condone unless absolutely necessary, and if it is a result of the student's behaviour, re-placement is likely to occur along with the following discipline procedure.

Discipline Procedure

The student is issued with an Official Warning or Behavioural Contract.

If you are found to have broken a program rule you will be referred to the Deputy Principal and issued with an Official Warning or Behavioural Contract. This is the first step in the Fraser Coast Anglican College discipline procedure.

Prior to an Official Warning being issued, a staff member or coordinator will contact you to speak about the situation. They will also contact your homestay family to discuss the problem. It is important that everybody gets to have his or her say.

If a Behavioural Contract is issued, you will need to sign it and return it to the coordinator within the time specified. Your natural parents will also be notified. Failure to return the agreement will result in Step 2 of the discipline procedure being put in place.

Student is placed on Probation.

If you fail to adjust your behaviour in accordance with the Behavioural Contract you will be referred to the Principal and placed on probation. This means that your behaviour and academic performance will be monitored closely by Fraser Coast Anglican College. If you are put on probation it is the last of the warnings and any further breach will result in Step 3.

Disqualification

Fraser Coast Anglican College reserves the right to dismiss you from the Private High School Program. You can expect this to result in your immediate repatriation to your home country at the expense of your natural parents. Once disqualified you will be required to leave the homestay family home and return to country of origin.

NOTE:

There are some instances where the offence/problem is so serious that students may be repatriated immediately to their home country. These include such things as illegal drug taking, excessive alcohol consumption (drunkenness) and some other misdemeanours which may force immediate repatriation at the expense of the natural parents. Fraser Coast Anglican College retains the right to assess the situation and act accordingly. Fraser Coast Anglican College will ensure that all students will be treated fairly and reasonably within these guidelines and your sending organisation consulted.

PLEASE NOTE THAT DURING Step 2, Fraser Coast Anglican College will evaluate the situation in conjunction with you coordinator and homestay family. In some instances it may be decided that Step 2 is omitted and Step 3 implemented immediately.

Right of Reply

As an international student under the Fraser Coast Anglican College Private High School Program, you are obliged to follow the rules which govern the program.

However, if you feel that you have been treated unfairly you can at any stage contact Fraser Coast Anglican College or your agent and discuss the situation. You have a right to express your opinion about the situation. We recommend that you place your objections in writing – remember, be specific.

Code of Ethics

Code of Ethics & Good Conduct Guidelines for Homestay Programs

All stakeholders have, in some way, power and influence in the homestay process and therefore each stakeholder has a responsibility to be aware and to meet some standard of ethical conduct.

This document on the “*Code of Ethics for International Students in Homestay Program*” is used as a guideline to meet standard requirements for providing pastoral care to international students studying at FCAC. It promotes and enhances the conduct of International Student Support and Homestay Program staff in performing their duties in the collegial environment of the institution.

Acknowledgement is given to The New Zealand Department of Education, Griffith University and Queensland University of Technology from where information and procedures were compiled to produce this Code.

It contains a checklist for each key stakeholder to follow and to ensure that they comply within the Homestay Program Guidelines. Because of the diversity of stakeholders involved in homestay study programs at Fraser Coast Anglican College, the code is presented across three general stakeholder areas:

- International Department at FCAC
- Homestay students
- Homestay providers

International Team

The Institution recognises that the Homestay providers may come from a variety of family compositions, cultural backgrounds and that these will not be the basis for acceptance or rejection in the homestay provider group.

Code of Ethics - International Department Staff

In arranging homestay accommodation for international students attending Fraser Coast Anglican College, the International Department staff guarantee to:

- Familiarise with the culture and education philosophy of the homestay programs/students through in-service support and individual awareness.
- Be aware of the needs of the international students and have processes in place to support and assist them.
- Identify any personal prejudices and biases and promote awareness and an adherence to ethical standards.
- Accept flexibility of regulations and communication practices that may be necessary to meet the diverse and variable needs of international students.
- Adhere to non-discriminatory practices set out by the institution based on race, age, gender, ethnicity, disability, socio-economic and sexual preference or religion.
- Keep all possible communications open, honest and appropriate to the situation.
- Commensurate with students' communication needs and their level of understanding, information should be translated where possible.
- Put the best learning interests of individual students above all other financial and organisational needs as without this focus the impact on the homestay experience can be extremely negative.
- Act with sensitivity and discretion and enact a process of crisis management, in time of grief and trauma.
- Have access to opportunities for professional development with regard to the provision of homestay care and meeting the needs of international students.
- Maintain the confidentiality of Homestay providers and International students' right to privacy under the terms of Privacy and Discrimination Acts.
- Respect for the law and system of the College.

Good Conduct Guidelines – International Department Staff

- International Department staff must provide ongoing support to homestay providers and students as necessary.
- Advise homestay providers and homestay students of the expectations of homestay by means of orientation, written documents and information, orientation sessions as well as web-based information.
- Inspect all providers and homes registered in the Homestay Program and provide an orientation of the expectations/requirements of the program.
- Visit each homestay provider and place each student in a home, which is, to the best knowledge and belief, a safe and suitable home for the students.
- Ensure all students under the age of 18 years are placed in appropriate families with guardianship arrangements in place.
- Encourage networking contacts to ensure the quality of all providers enlisted in the program is maintained.
- Monitor the number of household members- family members to guest ratio.
- Ensure payment arrangements are confirmed with the homestay providers.
- Follow up any complaint made by homestay students/ providers within 24 hours.
- Respect and be responsive to the beliefs and diversity of cultural requirements of homestay providers and homestay students by providing alternative accommodation immediately if it is believed that the welfare of the student, or host, may be at risk.
- Provide ongoing support for homestay providers and students as necessary and ensure that all parties are aware of the wide range of support services available within the College and provided through International Student Support Services, Counselling Services and Grievance Resolution procedures.
- Issues in relation to taxation, insurance and legislation including legislation changes must be advised to stakeholders.
- Interact effectively and co-operatively with other departments within and outside the institution.
- Act openly and professionally in all dealings with other homestay providers and institutions.
- Ensure that the confidentiality of homestay providers and students is preserved under the terms of Privacy and Discrimination Acts.
- Undertake process and impact evaluations, i.e. conduct surveys periodically (6-12 monthly) with homestay providers and students to ensure that standards and requirement of student placement are met under the basic ethical guidelines.

- Marketing, Promotions & Events Officer/staff should have specific training, skills and experience to provide homestay management services appropriate to the role and level of service they are providing (including demonstrable ability in meeting the specific needs of international students) whether employed or contracted by the institution

Code of Ethics - International Students

- Students need to be made aware of the accepted code of behaviour within the homestay.
- Students need to be encouraged to communicate in an honest and respectful way thus developing positive relationships with providers which are based on mutual trust and communication. Disguising a problem to 'save face' may not, in fact, be dealing the best way with the problem.
- Students should be advised on acceptable levels of hospitality and not take advantage of the generosity offered by families.
- Students should be encouraged to develop positive relationships with families which are based on mutual trust and communication.
- Students should be enabled to take responsibility for their own practices and needs.

Good Conduct Guidelines – International Students

The student will be expected to:

- Be financially independent; he/she must meet all personal expenses for travel, entertainment, telephone calls, medical expenses and other personal, incidental costs.
- Respect and adhere to guidelines/rules for living in the household as given by the homestay family which may include conditions such as no smoking, no alcohol, spend no longer than 5 minutes in the shower and leaving bathroom tidy.
- Offer to help with minor household chores such as occasional washing up and keeping their bedroom clean and tidy.
- Be considerate and keep noise to minimum after 8:30pm
- Ask the family before inviting friends over.
- Ask the homestay family to give their permission for any late nights or overnight stays.
- Advise the homestay family about social activities and when they will be home for meals.
- Pay for any damage to family property (if the student is responsible for the damage).
- Keep all valuables, money, passport and airline tickets in a safe place.
- Attend an orientation with the Marketing, Promotions & Events Officer, where required.
- Behave appropriately and be prepared to participate in reasonable family activities.
- Respect and be aware that cultural differences and beliefs of the homestay provider may differ from their own.
- Communicate with the homestay provider on a day to day basis. Student should be open about their needs/wants. For example, need to make a phone call late in the night (after 10pm).
- Advise the Marketing, Promotions & Events Officer immediately of any concerns of their health or welfare which may arise in the homestay environment.
- Adhere to the guidelines set down in the International Student Handbook, web or fact flyers/sheets, orientation for students and other advice given about the homestay program.
- Be aware and abide by the laws of Australia, for example, wear bicycle helmets, respect legal age of drinking, etc.

Code of Ethics - Homestay Providers

Homestay providers are expected to:

- Develop positive relationships with students which are based on mutual trust and communication.
- Acknowledge the uniqueness of each student and the levels of each students' strength and weakness.
- Support and assist students to live comfortably within a foreign environment.
- Respect the students' right to privacy whilst realising that privacy does not equate to isolation.
- Acknowledge the significance of culture, customs, language and beliefs in the life of their student and accommodate appropriately for these within the family's life.
- Assist, support and nurture where needed or requested, but keeping in mind that a desire to please may be interpreted as interfering by the student.

Good Conduct Guidelines – Homestay Providers

The homestay provider will be expected to:

- Provide a safe environment which will offer the student a total experience of living as a member of an Australian family and which encourages positive study habits.
- Provide the student with a private, clean and warm bedroom, good healthy food, laundry facilities and a supportive environment.
- Offer help, guidance, support and encouragement with language practice, studies, planning leisure activities and adapting to living in Australia (this may require patience and empathy and a willingness to show the student more than once).
- Provide an orientation within the family home e.g. use of pool area and house facilities and security. Applicable house rules should be explained i.e. what time dinner is, telephone protocols, rules regarding smoking, alcohol, guests visiting, curfews, household tasks and bathroom conduct.
- Offer sincere interest in the cultural background of the student.
- Respect the students' need for privacy and allow them space to be alone.
- Have a duty of care towards their homestay student.
- Provide breakfast and dinner during the week and all three meals on the weekends (unless otherwise required).
- Only provide single room accommodation. A student is not to share a room with another student nor with a member of the family, unless specifically requested.
- Liaise with the Marketing, Promotions & Events Officer regarding any concerns or difficulties.
- Notify the Marketing, Promotions & Events Officer of any change of circumstances in the household.
- Be responsive to the cultural differences and beliefs of the homestay student by allowing the student to continue familiar cultural practices without criticism.
- To adhere to guidelines set down by the Homestay Program and attendance at the homestay providers' information sessions.

Students under 18 years of age

Under the ESOS Act 2000, *the National Code of Ethics for Providers of Education and Training to Overseas Students*, must ensure that upon arrival, international students have access to information or counselling services in the following areas: orientation, academic progress, further study and accommodation. Institutions must discharge their responsibility to approve accommodation/welfare arrangement for students under 18 years of age for those students who do not have a guardian approved by the Department of Immigration.

General Welfare

- The Institution should be aware of the international students' needs and have processes in place to support and assist them.
- The Institution must support the social and psychological needs of international students that include:
 - Access to appropriate counselling services
 - Training and support of homestay providers
 - Sensitive management of internal and external grievance processes
- The Institution is responsible for international students over holiday periods, including the Christmas holiday period as well as for the services provided by their employees and any contracted agents.
- The Institution is responsible for all aspects of pastoral care for their international students from the point of landing in Australia or the agreed date of transfer from another signatory, to the end of the contract for homestay program.
- The Institution needs to be aware of cultural and religious differences of students group. For example Muslim students will have practices relating to food, food preparation, and storage, drink, religious observance and dress that need to be respected and accommodated.
- The Institution should ascertain if an international student has any health condition that may affect their study or require treatment. Homestay providers need to be advised of any relevant health problems of students in their care.

Privacy of international student information

- Personal information of any student is subject to Privacy Act, the provision of which prohibits the disclosure of any personal information or details. ISS must ensure that all personal information, as defined in the Privacy Act, is obtained, stored and released in accordance with the Privacy Act.

Communication arrangements

- The Institution is required to establish communication arrangements with the parents/guardian of International students. "Establishing communication arrangements" means that the College must arrange a way to contact parents/guardian in case of emergency, and for ongoing liaison concerning the students' welfare. It is vital that has an agreed way of contacting the parents/guardian at short notice.

Accommodation

- The Institution is required to advise international students of the accommodation options available to them.
- The Institution must document which category of accommodation each student is living in, ensure that the applicable monitoring and follow up takes place.
- The Institution must ensure that their homestay providers have a full understanding of their obligations to the signatory and any accommodation agent. This means the institution must clearly set out the different responsibilities of providers and agents and advise each what their responsibilities are.
- The Institution must have stringent processes (robust procedures) for all aspects/ areas of the homestay program such as a process for assessing, selecting and approving prospective homestay providers and processes for the ongoing monitoring of the providers. These procedures form the basis (guidelines) for Marketing, Promotions & Events Officer, professionals and agents to follow.

Code of Ethics / Information and Policies for Overseas Students

A. Code of Ethics

Introduction

Welcome to Fraser Coast Anglican College (FCAC) which is a private, co-educational day school for students K-12. With a current student population of approximately 700, the school is located in the sub-tropical city of Hervey Bay with population of approximately 60,000.

FCAC was founded in 1995 and is a school renowned for outstanding achievements both in the academic and co-curricular areas of sport, outdoor education, music and culture.

Ours is a school which places priority on students from overseas integrating fully into the school community, and we trust you will enjoy your time at FCAC and enjoy the many opportunities the College has to offer you.

Educational Standards

Fraser Coast Anglican College is committed to providing and maintaining the highest professional standards in both the marketing and delivery of its educational program. This includes safeguarding the welfare and interests of all students, providing adequate facilities and resources and using appropriate and effective methods of instruction. These principles are embedded in the school's mission statement which is:

"To enrich the physical, mental and spiritual capabilities of each student in a community environment of high standards, scholarly endeavour, discipline and Anglican faith."

Marketing

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

Student Information

At the time of receiving enrolment forms from the school students will be provided with the following:

- School Code of Ethics, Information and Policies for Overseas Students (this document)
- For information regarding the ESOS Framework please visit:
<https://internationaleducation.gov.au/Regulatory-Information/Pages/National-Code-2018-Factsheets-.aspx>
- Admission procedures and entry criteria
- Total fees for the program and what is included within those fees
- Information about the Senior Certificate and university entry requirements (OP bound students only)
- A copy of the school prospectus for overseas students
- Information about accommodation arrangements

Recruitment

Recruitment of students will be conducted at all times in an ethical and responsible manner and consistent with the requirements of the curriculum.

Appropriately qualified staff will assess the extent to which the applicant is likely to achieve the outcomes of the course based on the applicant's level of English and academic results.

Education Services Act for Overseas Students

FCAC will be bound by the provisions of the *Education Services for Overseas Students Act 2000*

Student Services

FCAC will ensure that students have access to:

- Orientation upon arrival
- Accommodation services
- Assistance and information about their academic progress
- Information regarding entry to further study
- Ongoing counselling as required in relation to health and family matters
- A designated student officer who will assist the student to adjust to life and study at an Australian institution, and to help resolve problems
- A copy of the School Dispute Resolution Policy

Privacy of Personal Information

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

Agents

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

- Engaged in dishonest practice, including suggesting to overseas students that they come to Australia on a student visa with a primary purpose other than full-time study
- Facilitating the enrolment of overseas students who do not comply with the conditions of their student visas
- Engaged in false or misleading advertising and recruitment practices
- Using the ECOE system other than for bona fide students

Sanctions

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

Information & Policies

Accreditation

Fraser Coast Anglican College is an approved school under the Accreditation of Non-State Schools Act, 2001 and the Education (Overseas Students) Act, 1996.

Fraser Coast Anglican College is registered on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS). The CRICOS Provider number is 01592G.

Courses

Fraser Coast Anglican College offers Primary courses, Junior School K-6, Middle School (Years 7-9) and Senior School (Years 10-12) courses.

For international students, enrolments may be made in the following courses:

- Primary School: Years 4 to 6
- Junior Secondary Studies: Years 7 to 10
- Senior Secondary Studies: Years 11 to 12

All overseas students are eligible for the Queensland Tertiary Entrance Statement (Provisional) and the Queensland Certificate of Education (Provisional) at the end of Year 12, as well as the Year 10 Certificate at the end of Year 10.

Students are eligible for the certificates on completion of Year 10 and 12 if they meet all requirements of the Queensland Studies Authority pertaining to these certificates.

POLICY 1: Entry Requirements Policy

1. Fraser Coast Anglican College will consider enrolment applications from students wishing to apply for a Student Visa, subject to compliance with minimum requirements and conditions set by the School, and with legislative requirements of the State of Queensland and the Commonwealth of Australia, including any requirements to undertake extra tuition to learn English to meet the English language proficiency standard needed to enter mainstream classes.
2. Applications for enrolment must be made on the Fraser Coast Anglican College Application for Enrolment. This must be correctly completed, and must be accompanied by the following documents to support the application:
 - a) Copies of Student Report Cards from the previous 2 years of study, including a copy of the latest Student Report;
 - b) A completed Reference Form from the student's current or most recent school Principal is also required if student Report Cards do not record student behaviour or commitment to studies;
 - c) A completed Subject Choices Form if appropriate ;
 - d) Appropriate proof of identity and age;
 - e) Written evidence of proficiency in English as a second language
 - f) Photocopy or scanned copy of passport page with name, photo identification, passport number and expiry date
 - g) Letter of Offer from another registered provider if applicable
 - h) Completed Homestay Application Form
 - i) Enrolment Application Fee
 - j) Application to the Queensland Assessment and Curriculum Authority (QCAA) for relaxation of completed Core requirements if applicable
3. Where the above documents are not in English, certified translations in English are required, with necessary costs to be met by the applicant.
4. An application for enrolment can only be processed when all of the above are in the hands of the Admissions Officer.
5. Applications from overseas students are processed according to established policy and procedures, and are dealt with on their merits.
6. Assessment procedures include an evaluation of reports from previous schools and of English language proficiency. In cases where report cards are not available or are inconclusive for any reason, the school may require relevant testing of the applicant to assess the application.
7. Onshore applications for Year 11-12, where the student is transferring from another CRICOS registered provider, will only be considered where the transfer, if accepted, allows the student to achieve a successful study outcome at the end of the enrolment.

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

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

Minimum academic and English language requirements are as follows:

Academic Requirements

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

- a) For Primary School:
 - Evidence of application to school work and age-appropriate achievement in literacy and numeracy areas of the curriculum
- b) For Year 7 – 12 students:
 - A pass level or “C” grade or better for the majority of core subjects

English Language Proficiency Requirements

- 1. Applicants are assessed individually based on the contents of their report cards and personal references, and may also be required to undertake a language proficiency test set by the school.
- 2. If supplied, Fraser Coast Anglican College will assess evidence of English language proficiency presented by a student at the time of application, but reserves the right to confirm the student's English language proficiency through additional tests.
- 3. If not presenting appropriate evidence of English language proficiency at the time of application, Fraser Coast Anglican College will assess the student's application for entry based on satisfactory test results as follows:

Acceptable Test	Minimum Test Result	For Entry to Year
AEAS	53-60	Primary Education Years 4-6
IELTS, AEAS, BROWNS	5.0 / 53-60 / HSP 3	Junior Secondary Studies Years 7-9
IELTS, AEAS, BROWNS	5.0 / 53-60 / HSP 3	Junior Secondary Studies Year 10
IELTS, AEAS, BROWNS	5.5 / 61-70 / HSP 4	Senior Secondary Studies Year 11
IELTS, AEAS, BROWNS	5.5 / 61-70 / HSP 4	Senior Secondary Studies Year 12

- 4. Students should note that if their language proficiency is below that outlined above, they may be required to undertake an intensive English language course before beginning mainstream studies.
- 5. If undertaking an intensive English language course before beginning mainstream studies, English language proficiency will be reassessed at the conclusion of the language course to ensure the student's level of proficiency is sufficient to allow them to commence their mainstream course

POLICY 2: Accommodation and Welfare Policy

Care for younger students under 18 years

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

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

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

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

Accommodation and care options for overseas students under 18 years

Fraser Coast Anglican College approves the following accommodation and care options for overseas students:

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

In this case:

- i. The School does **not** provide a welfare letter (CAAW) via PRISMS. The student's family completes Form 157N and provides proof of relationship to Department of Immigration at the time of visa application for approval of these arrangements. The Department of Immigration must also approve any further change of welfare arrangements.
- ii. If the adult responsible for the welfare, accommodation and other support arrangements for a student under 18 years holds a [Student guardian Visa \(subclass 590\)](#), all obligations and conditions of this visa must be met, including:
 - 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.

Fraser Coast Anglican College requires holders of Student Guardian Visas to:

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

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

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

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

- i. Homestay Program operated by Fraser Coast Anglican College - Please see Additional Information, below.
- ii. Private accommodation and care arrangements requested by the parent but approved by the School which meet all requirements under relevant state and commonwealth legislation.

Fraser Coast Anglican College will maintain approval of accommodation and care arrangements until:

- i. The student completes the course and departs Australia
- ii. the student turns 18 years
- iii. any appeals processes in relation to Fraser Coast Anglican College intentions to cancel the student's enrolment has been finalised (including suspensions, cancellations, course progress and attendance)
- iv. the student has alternative welfare arrangements approved by another registered provider
- v. a parent or nominated relative approved by the Department of Immigration assumes care of the student
- vi. Fraser Coast Anglican College 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 Fraser Coast Anglican College, including arrangements provided by third parties.

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

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

Any changes to approved arrangements must also be approved by the School. This includes any requests by students under 18 years of age to attend "Schoolies Week" on completion of Year 12.

If a student cannot be located and the School has concerns for his/her welfare, the School 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 agrees to travel to a designated location within 7 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.

3. For School vacation periods, students under 18 years of age for whom Fraser Coast Anglican College has issued a CAAW will:

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

4. Accommodation options for students 18 years and older include: As a condition of enrolment students over 18 years must also maintain school approved accommodation arrangements.

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

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

6. Homestay / private accommodation arrangements at Fraser Coast Anglican College:

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

These include

- i. Continuous dates for approved welfare arrangements
- ii. Documented procedures for checking suitability of accommodation, support and general welfare arrangements before a student is placed in an approved arrangement, and at least every six months thereafter, covering
 - o 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
 - o Criteria about accommodation services to be provided, and contract for arrangements about providing accommodation services
 - o Orientation program for families new to provision of homestay services
 - o Compliant Homestay risk management strategy, reviewed annually, undertaken by school / operator of the homestay program
- i. Blue cards as required for adults living in the homestay / private arrangement, other than overseas students, or who otherwise have regular contact with the student.

POLICY 3: Deferment, Suspension and Cancellation Policy

Communicating with families about changes in enrolment status

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

STUDENT-INITIATED CHANGES IN ENROLMENT

1. Deferment of commencement of study requested by student

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

2. Suspension of study requested by student

- a) Once the student has commenced the course, Fraser Coast Anglican College will only grant a suspension of study for compassionate and compelling circumstances. These include but are not limited to:
 - i. illness, where a medical certificate states that the student was unable to attend classes
 - ii. bereavement of close family members such as parents or grandparents (where possible a death certificate should be provided)
 - iii. major political upheaval or natural disaster in the home country requiring emergency travel that has impacted on studies
 - iv. Students return to their home country to sit a university exam (or similar assessment) which impacts upon their education

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

3. Student-initiated cancellation of enrolment

- a) All notification of withdrawal from a course, or applications for refunds, must be made in writing and submitted to the Principal. Please see Fraser Coast Anglican College Refund Policy for information regarding refunds.
- b) A student will be deemed to have inactively notified Fraser Coast Anglican College of cancellation of enrolment where:
 - i. the student has not yet finished his/her course/s of study with the school, and
 - ii. does not resume studies at the school within [14 days] after a holiday break, and
 - iii. the student has not previously provided the school with written notification of withdrawal.
- c) Student-initiated cancellation of enrolment, including "inactive" cancellation of enrolment in 4.b), above, is not subject to *Fraser Coast Anglican College Complaints and Appeals Policy*.

SCHOOL-INITIATED CHANGES IN ENROLMENT

4. School initiated exclusion from class

- a) Fraser Anglican College may exclude a student from class studies on the grounds of misbehaviour by the student. Exclusion will occur as the result of any behaviour identified as resulting in exclusion in Fraser Coast Anglican College's Behaviour Policy/Code of Conduct. Please see Student Handbook for Behaviour and Code of Ethics policies.

- b) Students may also be excluded from class for failure to pay fees that he/she was required to pay in order to undertake or continue the course, as stated in the written agreement.
- c) Where Fraser Coast Anglican College intends to exclude a student from class it will first issue a letter which notifies the student and parents of this intention. The letter will provide details of the reason/s for the intended exclusion, as well as information about how to access Fraser Coast Anglican College '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 depend on the welfare and accommodation arrangements in place for each student and which will be determined by the Principal.
- d) 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.
- e) Exclusions from class will not be included in attendance calculations for the study period and will not be recorded on PRISMS

5. School initiated suspension of studies

- a) Fraser Coast Anglican College may initiate a suspension of studies for a student on the grounds of misbehaviour by the student. Suspension will occur as the result of any behaviour identified as resulting in suspension in Fraser Coast Anglican College Behaviour Policy/Code of Conduct.
- b) Students may also be suspended for failure to pay fees that he/she was required to pay in order to undertake or continue the course, as stated in the student's written agreement.
- c) Where *Fraser Coast Anglican College* intends to suspend the enrolment of a student, it will first issue a letter that notifies the student and parents of this intention. The letter will provide details of the reason/s for the intended suspension, as well as information about how to access *Fraser Coast Anglican College's* internal appeals process. Further information about the appeals process in the event of a school-initiated suspension is outlined below.
- d) Suspended students must abide by the conditions of their suspension from studies which will depend on the welfare and accommodation arrangements in place for each student and which will be determined by the Principal.
- e) Students who have been suspended for more than 28 days may need to contact Department of Immigration. (Please see contact details at: <http://www.border.gov.au/about/contact/offices-locations>.)
- f) Suspensions will be recorded on PRISMS.
- g) The period of suspension will not be included in attendance calculations.

6. School initiated cancellation of enrolment

- a) Fraser Coast Anglican College will cancel the enrolment of a student under the following conditions:
 - i. Any breach of an agreed condition of enrolment as outlined in the student's written agreement, including failure to disclose a pre-existing condition requiring a high degree of specialised support or care.
 - ii. Failure to pay course fees
 - iii. Failure to maintain approved welfare and accommodation arrangements (visa condition 8532)
 - iv. Any behaviour identified as resulting in cancellation in Fraser Coast Anglican College Behaviour Policy/Code of Conduct.
- b) Where Fraser Coast Anglican College intends to cancel the enrolment of a student it will first issue a letter which notifies the student and parents of this intention. The letter will also provide details of the reason/s for the intended cancellation, as well as information about how to access Fraser Coast Anglican College's internal

appeals process. Further information about the appeals process in the event of a school-initiated cancellation is outlined below.

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

7. Student to seek information from Department of Immigration

- a) Deferment, suspension and cancellations of enrolment can have an effect on a student's visa as a result of changes to enrolment status. Students can visit the Department of Immigration Website <http://www.border.gov.au/Trav/Stud> for further information about their visa conditions and obligations.

8. Definitions

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

Examples include:

- the student refuses to maintain approved welfare and accommodation arrangements (for students under 18 years of age)
- the student is missing
- the student has medical concerns or severe depression or psychological issues which lead the school to fear for the student's 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
 - a) the student is the subject of investigation relating to criminal matters

POLICY 4: Transfer Request Policy

Fraser Coast Anglican College Overseas student transfer policy and processes apply to:

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

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

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

5. Fraser Coast Anglican College will NOT agree to the transfer before the student completes the first six months of their first registered school sector course in the following circumstances:
 - a) The student's progress is likely to be academically disadvantaged
 - b) Fraser Coast Anglican College is concerned that the student's application to transfer is a consequence of the adverse influence of another party
 - c) The student has not had sufficient time to settle into a new environment in order to make an informed decision about transfer
 - d) The student has not accessed school support services which may assist with making adjustments to a new environment, including academic and personal counselling services
 - e) School fees have not been paid for the current term/semester.
6. To apply for transfer to another provider, students need to:
 - a) Complete an Application for Student Transfer Form available from the Registrar
 - b) Give this completed application form and a valid offer of enrolment from another provider to the Principal for assessment.
 - c) If under 18 years of age, attach written confirmation of the parent/s or legal guardian/s support for the transfer to the nominated provider.
In this case, the valid offer of enrolment must also confirm the new provider's acceptance of responsibility for approving the student's accommodation, support and general welfare arrangements from the proposed date of the student's release from Fraser Coast Anglican College, in accordance with Standard 5 (Younger overseas students) of the 2018 National Code of Practice for Providers of Education and Training for Overseas Students.
7. Fraser Coast Anglican College will assess the student's transfer request application and notify the student of a decision within 14 working days.
8. If Fraser Coast Anglican College grants the student's transfer request, the student will be notified and the decision will be reported to the Department of Immigration via PRISMS.
9. If Fraser Coast Anglican College intends to refuse the student's transfer application request, Fraser Coast Anglican College will provide the student with reasons for refusal in writing and include a copy of Fraser Coast Anglican College's complaints and appeals policy (available at: Student Handbook). The student has the right to access Fraser Coast Anglican College'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:
 - a) the student confirms in writing they choose not to access Fraser Coast Anglican College's complaints and appeals process, or
 - b) the student confirms in writing they withdraw from any appeals process they have commenced, or
 - c) the appeals process is completed and a decision has been made in favour of the student or Fraser Coast Anglican College.
10. Applications to transfer to another registered provider may have visa implications. The student is advised to contact the Department of Immigration office as soon as possible to discuss any implications. The address of the nearest Office is: [Insert contact details as appropriate. 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 who are no longer subject to the transfer restriction but Fraser Coast Anglican College where holds welfare responsibility via a CAAW.

11. Students under 18 years of age MUST have:
 - a) Written evidence that the student's parent(s)/legal guardian supports the transfer application

- b) Written confirmation that the receiving provider will accept responsibility for and communicate with the student about approving the student's accommodation, support, and general welfare arrangements from the proposed date of release where the student is not living with a parent / legal guardian or a suitable nominated relative
12. To apply for transfer to another provider, students need to:
 - a) Complete an Application for Student Transfer Form available from *the Registrar*
 - b) Give this completed application form and a valid offer of enrolment from another provider to *the Principal* for assessment and response within 14 working days.
 - c) If under 18 years of age, attach written confirmation of support for the transfer to the nominated provider by a parent/s or legal guardian/s.

In this case, the valid offer of enrolment must confirm acceptance of responsibility for approving the student's accommodation, support and general welfare arrangements from the proposed date of the student's release from Fraser Coast Anglican College in accordance with Standard 5 (Younger overseas students) of the 2018 National Code of Practice for Providers of Education and Training for Overseas Students.
13. Fraser Coast Anglican College will negotiate the welfare transfer date with the receiving provider and will advise the student of the welfare transfer date within 14 working days.
14. 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>.

POLICY 5: Complaints and Appeals Policy

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

1. Purpose
 - a) The purpose of Fraser Coast Anglican College's Complaints and Appeals Policy is to provide a student or parent(s)/legal guardian with the opportunity to access procedures to facilitate the resolution of a dispute or complaint involving Fraser Coast Anglican College, or an education agent or third party engaged by Fraser Coast Anglican College to deliver a service on behalf of Fraser Coast Anglican College.
 - b) The internal complaints and appeals processes are conciliatory and non-legal.
2. Complaints against other students
 - a) Grievances brought by a student against another student will be dealt with under the school's Behaviour Policy/Code of Conduct.
3. Informal Complaints Resolution
 - a) In the first instance, Fraser Coast Anglican College requests there is an attempt to informally resolve the issue through mediation/informal resolution of the complaint.
 - b) Students should contact the Head of Department in the first instance to attempt mediation/informal resolution of the complaint.

- c) If the matter cannot be resolved through mediation, the matter will be referred to the Principal and Fraser Coast Anglican College internal formal complaints and appeals handling procedure will be followed. Homestay issues should be directed to Homestay Coordinator, academic or bullying issues to the Head of Department.

4. Formal Internal Complaints Handling and Appeals Process

- a) The process of this grievance procedure is confidential and any complaints or appeals are a matter between the parties concerned and those directly involved in the complaints handling process.
- b) The student must notify the school in writing of the nature and details of the complaint or appeal.
- c) Written complaints or appeals are to be lodged with the Principal.
- d) Where the internal complaints and appeals process is being accessed because the student has received notice by the school that the school intends to report him/her for unsatisfactory course attendance, unsatisfactory course progress or suspension or cancellation of enrolment, the student has 20 working days from the date of receipt of notification in which to lodge a written appeal.
- e) Complaints and appeals processes are available to students at no cost.
- f) Each complainant has the opportunity to present his/her case to the Principal.
- g) Students and / or the School may be accompanied and assisted by a support person at all relevant meetings.
- h) The formal internal complaints and appeals process will commence within 10 working days of lodgement of the complaint or appeal with the Principal and will be finalised within as soon as practicable.
- i) For the duration of the internal complaints and appeals process the student's enrolment will be maintained, as required under the National Code of Practice for Providers of Education and Training to Overseas Students 2018 and the student must continue to attend classes.

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

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

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

5. External Appeals Processes

- a) If the student is dissatisfied with the conduct or result of the internal complaints and appeals procedure, he/she may contact and / or seek redress through the Overseas Students Ombudsman at no cost. Please see: <http://www.ombudsman.gov.au/about/overseas-student-ombudsman-landing-page> or phone 1300 362 072 for more information.
- b) If the student wishes to appeal a decision made by Fraser Coast Anglican College that relates to being reported for a breach of course progress or attendance requirement (under Standard 8), the student must

lodge this appeal with the Overseas Student Ombudsman's office within 10 working days of being notified of the outcome of his/her internal appeal.

- c) If the student wishes to appeal a decision made by Fraser Coast Anglican College that relates to:
 - i) refusal to approve a transfer application (under Standard 7), or
 - ii) suspension or cancellation of the student's enrolment (under Standard 9)

any choice to lodge an external appeal with the Overseas Student Ombudsman is at the student's discretion. The school need not await the outcome of any external appeal lodged, before implementing the outcome of the internal appeal.

6. Other legal redress

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

7. Definitions

- a) Working Day – any day other than a Saturday, Sunday or public holiday during term time
- b) Student – a student enrolled at Fraser Coast Anglican College or the parent(s)/legal guardian of a student where that student is under 18 years of age
- c) Support person – for example, a friend/teacher/relative not involved in the grievance.

POLICY 6: Refund Policy

1. This policy outlines refunds applicable to course fee paid to the school including any course fees paid to an education agent to be remitted to the school.
2. Any service fees a student (or parent(s)/legal guardian if the student is under 18) pays directly to a third party are not within the scope of this refund policy.
3. The enrolment application fee is non-refundable.
4. Payment of Course Fees and Refunds
 - a) Fees are payable according to the invoice as attached by Fraser Coast Anglican College
 - b) An itemised list of school fees is provided in the school's written agreement (as per NC Standard 3.3.4)
 - c) All fees must be paid in Australian dollars unless requested otherwise. Refunds will be reimbursed in the same currency as fees were received.
 - d) Refunds will be paid to the person who enters into the written agreement unless the school receives written advice from the person who enters the written agreement to pay the refund to someone else.
5. All notification of withdrawal from a course, or applications for refunds, must be made in writing and submitted to the Principal.
6. Student default because of visa refusal
 - a) If a student produces evidence of visa refusal (or provides permission for the school to verify visa refusal with the Department of Immigration) and fails to start a course on, or withdraws from the course on or before the agreed starting day, the school will refund within four weeks of receiving a written claim from the student the total amount of course fees received by the school before the student's default day, minus the lesser of
 - 5% of the amount of course fees received, or
 - AUD 500.

If a student whose visa has been refused withdraws from the course after it has commenced, the school will retain the amount of tuition fees proportionate to the amount of the course the student has undertaken and will refund of any unused tuition fees* received by the school with respect to the student within the period of four weeks after the day of student default.

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

7. Student default

- a) Any amount owing under this section will be paid within 4 weeks of receiving a written claim from the student (or parent(s)/legal guardian if the student is under 18).
- b) Non-tuition fees will be refunded on a pro rata basis proportional to the amount of time the student was studying in the course, except where a non-refundable payment on behalf of the student has been made.
- c) If the student does not provide written notice of withdrawal and does not start the course on the agreed starting date, a maximum of ten week's tuition fees will be refunded from tuition fees received by the school and the remainder will be refunded.
- d) If tuition fees for up to two semesters have been received in advance by the school and the school receives written notification of withdrawal by the student (or parent(s)/legal guardian if the student is under 18), the school will:
 - a. Retain an administration fee of \$400 and refund the balance of the tuition fees if written notice is received up to four weeks prior to commencement of the course.
 - b. Refund 30% of the tuition fees received if written notice is received less than four weeks prior to commencement of the course.
 - c. Refund 10 weeks of any tuition fees received, if written notice is received **before** one (1) semester of the payment period has passed.
 - d. No amount will be refunded if written notice is received **after** 1 semester of the payment period has passed.
- e) If tuition fees have been received for more than two semester's, refund provisions under (d) will apply for the first two study periods and any balance of unused tuition fees after this will be refunded.
- f) No refund of tuition fees will be made where a student's enrolment is cancelled for any of the following reasons:
 - i. Failure to maintain satisfactory course progress (visa condition 8202). See Policy for Progress and Attendance
 - ii. Failure to maintain satisfactory attendance (visa condition 8202). See Policy for Progress and Attendance
 - iii. Failure to maintain approved welfare and accommodation arrangements (visa condition 8532). See Accommodation and Welfare Policy
 - iv. Failure to pay course fees.
 - v. Any behaviour identified as resulting in enrolment cancellation in Fraser Coast Anglican College's School's Behaviour Policy/Code of Conduct.
- g) If Fraser Coast Anglican College cancels a student's enrolment for failure to maintain agreed conditions as outlined in the student's written agreement, including failure to disclose a pre-existing condition requiring a high degree of specialised support or care, any refund of tuition fees will be at the discretion of the school.

8. Provider Default

- a) If for any reason the school is unable to offer a course on an agreed starting day for the course, and the student for some reason cannot be placed or refuses placement in an alternative course arranged by the school, a full refund of

any unused tuition fees* received by the school with respect to the student will be made within 14 days of the agreed course starting day.

- b) If for any reason the school is unable to continue offering a course after the student commences a course, and the student for some reason cannot be placed or refuses placement in an alternative course arranged by the school, a full refund of any unused tuition fees* received by the school with respect to the student will be made within 14 days of the school's default day.
- c) In the event that the school is unable to fulfil its obligations of providing an agreeable alternative course for the student, or a refund, the student will receive assistance from the Australian government's Tuition Protection Service. For information on the TPS, please see: <https://tps.gov.au/StaticContent/Get/StudentInformation>.

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

Definitions

- a. Non-tuition fees – fees not directly related to provision of the student's course, including Overseas Student Health Cover (OSHC)
- b. Tuition fees – fees directly related to the provision of the student's course, including teaching fees. Please refer to our Online Fee Schedule which can be found on our website www.fcac.qld.edu.au
- c. Course fees – the sum of tuition fees and non-tuition fees received by the school in respect of the student in order for the student to undertake the course.
- d. Semester – a period comprising of two terms. A term is approximately 9-10 weeks duration.

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

POLICY 7: Progress, Attendance & Course Duration Policy

This policy is available to staff and students.

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

1. Course Progress

- a) The school will monitor, record and assess the course progress of each student for the course in which the student is currently enrolled.
- b) The course progress of all students will be assessed at the end of each study period (semester) of enrolment according to Fraser Coast Anglican College's course assessment requirements.
- c) Students who have begun part way through a study period / semester will be assessed according to Fraser Coast Anglican College course assessment requirements after completing one full study period.
- d) To demonstrate satisfactory course progress, students will need to demonstrate one of the following in any study period / semester:
 - i) Achieve a C Grade Pass in each subject in any study period
 - ii) To demonstrate an appropriate level of Effort, as identified in Semester Reports

- e) If at the end of a study period if a student does not achieve satisfactory course progress as described above, the Principal will formally contact the parent(s) to advise that the student is at risk of breaching the course progress requirement and that there will be a meeting with the student to develop an intervention strategy for academic improvement. This may include:
 - i. After hours tutorial support
 - ii. Subject tutorial support in class time
 - iii. Mentoring
 - iv. Additional ESL support
 - v. Change of subject selection, or reducing course load (without affecting course duration)
 - vi. Counselling – time management
 - vii. Counselling - academic skills
 - viii. Counselling - personal
 - ix. other intervention strategies as deemed necessary
- f) A copy of the student's individual strategy for academic improvement and any relevant progress reports will be forwarded to parents.
- g) The student's individual strategy for academic improvement will be monitored over the following study period by the HOD of School and records of student response to the strategy will be kept. Parents will be kept informed of the student's academic progress while the student is receiving formal intervention.
- h) If the student does not improve sufficiently academically and achieve satisfactory course progress (C Grade Pass) by the end of the next study period, Fraser Coast Anglican College will advise the student in writing of its intention to report the student for breach of visa condition 8202, and that he/she has 20 working days in which to access the school's internal complaints and appeals process. The notification of intention to report will be issued to the student prior to the commencement of the next semester. Following the outcome of the internal process, if the student wishes to complain or lodge an external appeal about a decision made or action taken by *Fraser Coast Anglican College*, he/she may contact the Overseas Student Ombudsman at no cost. This must be done within 10 days. Please see *Fraser Coast Anglican College Complaints and Appeals Policy* for further details.
- i) The school will notify the National ESOS agency via PRISMS of the student not achieving satisfactory course progress as soon as practicable where:
 - i. the student does not access the complaints and appeals process within 20 days, or
 - ii. the student withdraws from the complaints and appeals process by notifying the Principal of Fraser Coast Anglican College in writing, or
 - iii. the complaints and appeals process results in a decision in favour of the school

2. Completion within expected duration of study

- a) As noted in 1.a., the school will monitor, record and assess the course progress of each student for the course in which the student is currently enrolled.
- b) Part of the assessment of course progress at the end of each semester will include an assessment of whether the student's progress is such that they are expected to complete their studies within the expected duration of the course.

- c) The school will only extend the duration of the student's course in the following circumstances:
 - i. The student can provide evidence of compassionate or compelling circumstances (see Definitions below)
 - ii. The student has or is participating in an intervention strategy as outlined in 1.e.
 - iii. an approved deferment or suspension of study has been granted in accordance with *Fraser Coast Anglican College* Deferment, Suspension and Cancellation Policy.
- d) Where the school decides to extend the duration of the student's study, the school will report this change via PRISMS within 14 days and/or issue a new COE if required. In this case, the student will need to contact the Department of Immigration to seek advice on any potential impacts on their visa, including the need to obtain a new visa.

3. Monitoring Course attendance

- a) Satisfactory course attendance is attendance of 80% of scheduled course contact hours
- b) Student attendance is:
 - i. checked and recorded daily
 - ii. assessed regularly
 - iii. recorded and calculated over each study period
- c) Late arrival at school will be recorded and will be included in attendance calculations.
- d) All absences from school will be included in absentee calculations and should be accompanied by a medical certificate, an explanatory communication from the student's carer or evidence that leave has been approved by the Principal/Head of School.
- e) Any absences longer than 5 consecutive days without approval will be investigated.
- f) Student attendance will be monitored by Registrar every day over a study period to assess student attendance using the following method:
 - i. Calculating the number of hours the student would have to be absent to fall below the attendance threshold for a semester e.g. number of study days x contact hours x 20%.
[For example, a 20 week study period with 5 contact hours a day would equal 500 contact hours. 20% of this is 100 hours. Alternatively, a school may choose to calculate attendance using a formula based on the number of days absent. For example, a 20 week study period with 5 days a week would equal 100 school days. 20% of this is 20 school days.]
 - ii. Attendance for any period of exclusion from class will be assessed under Fraser Coast Anglican College Deferment, Suspension and Cancellation Policy.
- g) An intervention will take place when a student's attendance drops below 85% which is 10 days absent per semester. Parents of students at risk of breaching Fraser Coast Anglican College attendance requirements will be contacted by phone and students will be counselled and offered any necessary support when they have absences affecting any study period.
- h) If the calculation at 3.f. indicates that the student has passed the attendance threshold for the study period, *Fraser Coast Anglican College* will assess the student against the provisions of Item 3.i (below). Where the student has failed to meet the minimum attendance requirement, and Item 3.i does not apply, the school will

promptly advise the student of its intention to report the student for breach of visa condition 8202, and that he/she has 20 working days in which to access the school's internal complaints and appeals process

- i) The school will notify the National ESOS Authority via PRISMS of the student not achieving satisfactory course attendance as soon as practicable where:
 - i. the student does not access the complaints and appeals process within 20 days
 - ii. the student withdraws from the complaints and appeals process by notifying the Principal of Fraser Coast Anglican College in writing
 - iii. the complaints and appeals process results in a decision in favour of for the school.
- j) Students will not be reported for failing to meet the 80% threshold where:
 - iv. the student produces documentary evidence clearly demonstrating compassionate or compelling circumstances e.g., medical illness supported by a medical certificate or as per Definition, below , and
 - v. the student's attendance has not fallen below 70% attendance.
- k) The method for calculating 70% attendance is the same as that outlined in 3.f. with the following change; number of study days x contact hours x 30% or number of study days x number of days per week x 30%
- l) If a student is assessed as having nearly reached the threshold of 70% attendance for a study period, the Registrar will assess whether a suspension of studies is in the interests of the student as per Fraser Coast Anglican College Deferment, Suspension and Cancellation Policy.
- m) If the student does not obtain a suspension of studies under the Fraser Coast Anglican College Deferment, Suspension and Cancellation Policy, and falls below the 70% threshold for attendance for the study period, the process for reporting the student for unsatisfactory attendance (breach of visa condition 8202) will occur as outlined in 3.h – 3.i.

4. Definitions

- a) Compassionate or compelling circumstances - circumstances beyond the control of the student that are having an impact on the student's progress through a course. These could include:
 - i. serious illness, where a medical certificate states that the student was unable to attend classes
 - ii. bereavement of close family members such as parents or grandparents (with evidence of a death certificate if possible).
 - iii. major political upheaval or natural disaster in the home country requiring their emergency travel that has impacted on their studies
 - iv. a traumatic experience which has impacted on the student (these cases should be where possible supported by police or psychologists' reports)
 - v. where the school was unable to offer a pre-requisite unit
 - vi. inability to begin studying on the course commencement date due to delay in receiving a student visa.For other circumstances to be considered as compassionate or compelling, evidence would need to be provided to show that these were having an impact on the student's progress through a course.
- b) Expected duration – the length of time it takes to complete the course studying full-time. This is the same as the registered course duration on CRICOS.
- c) School day – any day for which the school has scheduled course contact hours.
- d) Study period – Fraser Coast Anglican College defines a “study period” for the purposes of monitoring course attendance and progress as a semester.

POLICY 8: Behaviour Management Policy

Background and Purpose

Fraser Coast Anglican College aims to provide a safe, supportive environment that is conducive to learning and, as a result, we expect high standards of behaviour both inside and outside the classroom.

We take a proactive and collaborative approach to Behaviour Management where students, staff and parents work in partnership to create positive outcomes for students. We understand that, as part of growing up, children will make poor choices from time to time. To foster personal development, we encourage students to take responsibility for their actions and help them learn from their mistakes.

Student Code of Conduct

At FCAC we consistently encourage, recognise and acknowledge positive behaviour:

Learning

Promote and respect a positive learning environment for yourself and for your fellow students

Commit to doing your best at all times

Co-operate with others and make positive contributions to group work and discussion

Use technology responsibly and comply with expectations regarding mobile phones and laptops

Always complete homework by the due date

Submit assignments on or before the due date

Ensure that the work submitted is your own - be academically honest

Be punctual to school each day and arrive at lessons promptly

Safety

Keep yourself healthy by complying with laws regarding smoking, alcohol & other drugs

Follow good hygiene practices

Respect the well-being of your fellow students by engaging in safe behaviour

Set a good example for others

Relationships

Maintain positive relationships with your peers, other students, your teachers & other College staff

Use appropriate respectful language at all times

Keep FCAC a bully-free community by treating people with fairness and dignity

Respect your own property and that of other students

Take opportunities to serve others at the College and the wider community

Participate fully in the life of the College - get involved in activities, events & the extra-curricular program

Be honest and conduct yourself with integrity

Contribute to the harmony of all groups and teams that you belong to

Presentation

Maintain a high standard of personal presentation and grooming

Comply with uniform expectations and wear your uniform correctly at all times

Comply with expectations regarding jewellery, make-up, haircuts and hair colour

Wear your Akubra hat when arriving at and departing from the College

Our Environment

Clear up after yourself and pick up litter when you see it

Respect the College grounds, buildings and property

Think before you print, recycle where possible

Conduct ball games only in the designated areas (ovals, ball court) and at appropriate times

Where students do not abide by the student code of conduct, then steps are taken to correct behaviour, as shown in the following charts. Note that there are minor differences from Junior to Middle/Senior, which reflect the different pastoral care structures in these sub-schools.

Behaviour Management Chart (Junior School)

Students are expected to abide by the code of conduct. In situations where students do not, the following consequences may be applied:

Level		Suggested Consequences
Teacher <ul style="list-style-type: none"> All general classroom behaviour Disruptive behaviour that interrupts learning (eg. calling out, attention seeking behaviour) Being disrespectful to teacher, parents and peers Initial stages of bullying-Levels1&2 *see Bullying Policy Incomplete or unsatisfactory class work / homework/assignment Unacceptable personal presentation (uniform / hair) 		Teacher <ul style="list-style-type: none"> Time Out/Lunch time detention –at discretion of teacher and age appropriate for student Parents contacted by diary, email or phone. <i>This should be done if a student is consistently breaching the behaviour management policy at this level.</i> Unsatisfactory work to be redone in student's own time, supervised by teacher Reflection sheet
Director P-2 / Director 3-6 <ul style="list-style-type: none"> Instances of above repeated more than twice (after teacher has given consequences both times) Established bullying - Level 3 Repeatedly or belligerently disobeying teacher Theft Vandalism Physical violence 		Director P-2 / Director 3-6 <ul style="list-style-type: none"> Lunch time / in school detention Parents contacted by phone or interview arranged After school detention Monitoring Card Other, equivalent consequences (e.g. - Time Out / exclusion from sporting events etc.) Counselling referral if required
Head of the Junior School <ul style="list-style-type: none"> Any of the items directly above Repeated instances that have been referred to Coordinator of Early Years or Coordinator of Years 3-6. Established bullying – Level 4 Emergency situations 		Head of the Junior School <ul style="list-style-type: none"> As above Behaviour Contract Suspension (Internal / External) Consequences at the Head's discretion Recommended action to Principal (including expulsion).

Behaviour Management Chart (Middle/Senior School)

Situation	Suggested Consequences	
	Teachers and Tutors	
<ul style="list-style-type: none"> • Behaviour that interrupts learning (eg. calling out, attention seeking) • Being late for class • Swearing between students • Being disrespectful to teacher and / or peers • Initial stages of bullying • Incomplete or unsatisfactory class work / homework • Littering / not respecting College property or buildings • Lying to teacher • Poor uniform or conduct (eg. chewing gum, not wearing hat when outdoors) 	<p>Subject teachers need to keep tutors and YLC informed of concerns through meetings or emails</p>	<ul style="list-style-type: none"> • Mediation / verbal warning – opportunity for student to self-correct behaviour • Parents contacted by diary, email or phone. <i>This should be done if a student is frequently breaching the behaviour management policy at this level.</i> • Litter pick-up during lunch break • Unsatisfactory work to be redone in student's own time, supervised by teacher wherever possible. • Lunch detention to complete reflection sheet (parent to sign) - these should be scanned & added to student file, then passed on to YLC.
	<p>Persistently disruptive students can be sent to YLC with work to do</p>	
	<p>Teachers to email tutor and YLC after any parent contact</p>	
	<p>Teacher to add details of incident to 'Standard Student Notes' in Kiosk</p>	
	Year Level Coordinator	
<ul style="list-style-type: none"> • Instances of above repeated more than twice (after teacher has given consequences both times) • Established bullying • Theft • Swearing at teacher • Repeatedly and belligerently disobeying teacher • Vandalism • Skipping classes • Physical violence • Emotional or verbal abuse between students 	<p>Consider referral to counsellor.</p>	<ul style="list-style-type: none"> • 'Negotiation' leading to - <ul style="list-style-type: none"> ○ Lunch time / in school detention ○ Parents contacted by phone or interview arranged ○ Monitoring Card ○ After school detention • Uniform / Homework monitoring cards • Other equivalent consequences (eg. cleaning vandalised property)
	<p>Students sent to YLC during lessons should have work to complete.</p>	
	Head of Sub-School	
<ul style="list-style-type: none"> • Any of the items directly above • Repeated instances of any of the items directly above (YLC) • Repeated instances that have been referred to YLC • Emergency situations • Smoking • Possession of alcohol or other drugs at school 	<ul style="list-style-type: none"> • As above (YLC) • Behaviour Contract • Internal / External Suspension • Consequences at the HoS discretion • Referral to Principal 	

Other Conditions

Enrolment at Fraser Coast Anglican College is conditional upon full participation in the complete range of the school curriculum and activities, including those of a religious nature.

Enrolment at Fraser Coast Anglican College is conditional upon adherence to School Policies as detailed in this document and the Student Diary.

All students are required to wear full and correct school uniform during the school day, and when travelling to and from school.

Further Information

Further information regarding enrolment of overseas students at Fraser Coast Anglican College may be obtained from:

International Department
Fraser Coast Anglican College
PO Box 150
Hervey Bay QLD 4655
Australia

Telephone +61 7 4124 5411
Email international@fcac.qld.edu.au