International Information Booklet 2015
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The information prepared is to provide assistance to an easy transition into the College. Please read all the information carefully so that you are well prepared and have knowledge of All Saints’ College.

As Perth’s first Anglican coeducational school, we are proud to provide excellence in a coeducational setting.

At All Saints’, opportunities abound for our students, within and beyond the classroom! A dynamic and innovative Pre-K to 12 College, ASC enjoys a national reputation for providing a holistic education and, specifically, for achieving outstanding academic results in a friendly, caring and supportive environment.

Recognising the African proverb that it takes a village to raise a child, All Saints’ College enjoys a strong sense of community: our dedicated staff and diverse student population celebrate parent, family and community involvement. As part of this, and in keeping with our motto – To serve with wisdom and courage – our students recognise and embrace their responsibilities to society, being active contributors to their community in many practical ways during their school years and beyond.

Set on a beautifully treed and landscaped campus of 19 hectares, approximately 10 minutes’ drive from the Perth CBD, All Saints’ is renowned for its world-class facilities, including our state-of-the-art technologies, our indoor Aquatics and Sports Centres and our breath-taking new Centre for Performing Arts, to name but a few.

Further, our students enjoy the fact that all our facilities are on-site and thus readily accessible, not only during school hours but also beyond the school day via our extensive cocurricular program of activity and learning.

The College has had five Principals: Dr Eric Speed (1981-1987); Mr Anthony London (1987-2000); Rev Peter Laurence (2001-2002); Dr Geoffrey Shaw (2003-2011); and Ms Belinda Provis, from May 2013 until the present. (Father Braden Short held the position of Acting Principal in 2012/2013.)

Proudly Anglican, All Saints’ College is also a multi-faith community – we welcome families from all cultures, backgrounds and religions. (The College Chapel on campus is also the Parish Church of Bull Creek-Leeming, which is attended by many College families.)

All Saints’ is proud of its history and recognises with gratitude the contribution of previous generations of students, families and staff who have shaped the College and helped to position it as one of the nation’s finest.

“Thank you to the teachers at All Saints’ College for consistently providing a high level of care and education. They have been attentive to needs and learning styles, and quick to respond when there has been an issue.” (All Saints’ College parent)
ADMISSION TO STUDY AT ALL SAINTS’ COLLEGE

1. To apply for admission at All Saints’ College as an Overseas Student you are required to contact the College to receive an Application Form. This form is not available online.

2. Complete an Application for Admission Form, pay the application fee and provide the required documentation.

3. Be sympathetic to the Anglican ethos of the College. People of other denominations are welcome to apply.

SUMMARY OF PROCEDURES

1. Complete an Application for Admission Form.
2. Attend an interview with College representatives.
3. Choose a course of study.
4. An English competency test for those students who don’t have English as their first language will be required.
5. Receive a Letter of Offer for completion. This letter is conditional on the demonstration of an acceptable level of English.
6. Interview with the College Principal (or delegate). (It is at the Principals’ discretion to offer a place at the College.
7. Accept the final offer by paying the College’s Endowment Fee. This payment is required before the Confirmation of Enrolment (CoE) and Student Welfare documents can be issued.
8. Receive a CoE receipt of payment and Student Welfare Letter from the College.
9. Obtain a Student Visa from the Australian Embassy or High Commission using the Confirmation of Enrolment Letter as proof of a place at All Saints’ College. The guardian must live permanently in Perth. Before a change of guardian can take place, you must seek College approval.
10. Confirm course subject selection.
11. Obtain uniforms from the Uniform Shop.
12. Parents and guardians are invited to attend an orientation morning with the student.

Enrolment is subject to availability of places and a demonstrated level of English competency.
1. APPLICATION FOR REGISTRATION ADMISSION TO STUDY

When applying for admission at All Saints’ College as an Overseas Student, you are required to submit a completed Application Form together with the current Application Fee, before the application can be considered. Further information can be obtained by contacting the College Registrar. The following documentation is required when submitting your application:

- Student’s most recent report (translated); student applying to enter a specific year level must have successfully completed the year prior to entry or equivalent. A written test may be applicable if year level is not apparent;
- Copy of student’s birth certificate;
- Copy of the students passport and visa. (It is advisable to have a valid passport for the length of your course. If it needs to be renewed, having it done in your home country is advisable. Passport and Visa information is required as part of registration at the College. Passports for most countries can be renewed in Perth. Students with e-Visas are requested to bring the visa letter with them on arrival for your initial interview.)
- Results of Australian Assessment Services (AEAS) assessment*

*All students applying for a place at All Saints’ College who do not have English as their first language are required to sit an AEAS assessment test. This test can be completed in Australia or there are test centres available in over 20 countries. The list is available at www.aeas.com.au or please phone: +61 3 9645 0077.

2. ATTEND AN INTERVIEW WITH COLLEGE REPRESENTATIVES

The Dean of Teaching and Learning will review your application and attached documentation. The College Registrar will make an interview appointment for the applicant and parents to meet with the Dean of Student Wellbeing to discuss your application further.

3. MOBILE PHONES

Most students choose to have mobile phones. While these are convenient, they are not permitted to be used within the College’s grounds during school hours.
4. English Competency

- Satisfactory completion of an English preparation course; the length will be detailed in the AEAS test results.
- Successful completion of the post ELICOS English test prior to commencement.
- All instruction and all text books at All Saints’ College are in English. It is therefore a College requirement for prospective students to be competent in English.
- An English competency test must be completed by the student or they must graduate from a recognised English Language Academy.

All Saints’ College suggests the following English language Colleges in Perth have a sound record of developing English skills in International Students:

- **Phoenix Academy**, 223-225 Vincent Street, NORTH PERTH WA 6006 Telephone: +61 (08) 9235 6000 Email: info@phoenix.wa.edu.au Website: www.phoenix.wa.edu.au

- **St Mark’s International College** 375 Stirling Street PERTH WA 6000 Telephone: +61 (08) 9227 9888

*All students applying for a place at All Saints’ College who do not have English as their first language are required to sit an AEAS assessment test. This test can be completed in Australia or there are test centers available in over 20 countries. The list is available at www.aeas.com.au or you can phone: +61 (03) 9645 0077.*

- The College’s experience with international students from non-English speaking backgrounds is that they may find their first year of study in Australia challenging. Students entering in Year 11 (or later) have limited success in the WACE Entrance Examinations, which they may wish to undertake for entrance into an Australian University.
- No student will be enrolled at the College unless they can demonstrate a satisfactory level of competency in English. The required test score of an 80% pass is accepted by College.
- The College has a strong concern for the wellbeing of each of its students, so it is important to remember that unless a student has an adequate grasp of the English language before coming to All Saints’ College, they will be unable to benefit from the College’s educational programs.
6. INTERVIEW

On receipt of the Enrolment Application Form an interview with the College Principal or delegate will be arranged at a time suitable for both parties. It is at the discretion of the College Principal to offer a place at the College. A conditional offer will be made when the student has not yet demonstrated the required level of English competency. The College must be satisfied that the prospective student’s level of English and other academic records correspond to a level of entry requirements.

5. LETTER OF OFFER

An Offer of Enrolment will be made in writing giving you the opportunity to join the College. You will be required to complete the Confirmation of Enrolment Form and submit any further documentation as required.

7. ACCEPTING THE OFFER

The Endowment Fee is payable when you accept the offer. The fee is not transferable. On receipt of payment of the fee, a Confirmation of Enrolment (CoE) will be issued to the student.

8. UNIFORM SHOP

The Uniform store is on the College campus and is situated off Brockman Avenue through Gate 4. You are required to wear the correct uniform at all times.

The Uniform Shop will be open on the following times throughout term time:

Mondays 12.00noon - 4.30pm
Tuesdays 2.30pm - 7.00pm (Term 1 and 2)  

2.30pm - 6.00pm (Term 3 and 4)
Wednesdays 8.00am - 1.30pm

If you require further assistance, please phone the Uniform Store on +61 (08) 9310 1471.
9. STUDENT VISA INFORMATION

Use the Confirmation of Enrolment Form, Student Welfare letter and the Letter of Acceptance to obtain a student visa from the Australian Consulate or Embassy. This student visa will be valid for the length of time the student studies at All Saints’ College.

Students with eVisas are requested to bring the visa letter with them on arrival for your initial interview. You should apply through your education agent who can assist you with the procedures. Visas are obtained from the Australian High Commission or Embassy. The visa received should be valid for your entire course. eVisas are available from some countries. It is important that you retain any Immigration correspondence regarding your eVisa (including your TRN – Transaction Reference Number).

Students enrolled at All Saints’ College will have to abide by the below conditions. Failure to comply may result in cancellation of the visa:

- Maintain enrolment in a registered course on a full time basis and attend classes.
- Achieve a satisfactory academic result.
- No further stay following the completion of your studies. You are required to return home to apply for a new visa at the end of the College program. Applied on a discretionary basis and may be waived if the student can demonstrate a relevant study pathway and sufficient financial support.
- No change of provider. Visa holder is required to complete six months study in the principal program at the initial education provider. This may be waived if initial provider issues a Letter of Release and Immigration approves ‘exceptional circumstances’.
- Maintain adequate arrangements for health insurance, i.e. OSHC through OSHC Medibank Private.
- Maintain adequate arrangements for the education of school-aged dependants. The student must meet any fees.
- Visa holder is under 18, must obtain permission from the College to change welfare and accommodation arrangements.
- Visa holder must notify the College of his/her address in Australia. Any change of address must be notified within seven days.
- eVisa letters must be copied for College records. Others can be checked at the Immigration website: www.immi.gov.au
10. MEDICAL INSURANCE

Commonwealth Government Regulations require all international students to be covered by medical insurance for the duration of their visa. Overseas Student Health Cover (OSHC) is managed by Medibank Private.

The OSHC Medibank Private fees are paid together with the College course fees, which will cover you upon your arrival in Australia. The College requires students to pay OSHC premiums according to the length of the visa issued. Medical insurance is a condition of your visa.

11. ORIENTATION PROGRAMS

There is an Orientation Day arranged for all new students starting at the commencement of the academic year. The purpose of this day is to assist you in your transition to All Saints’, as well as give you an opportunity to meet with your Head of House and Tutor Teachers.

If you enter the College mid-year the Dean of Student Wellbeing will arrange a Tutor Group and mentor for you.

12. RESPONSIBILITIES AS AN OVERSEAS STUDENT

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

• Satisfy your student visa conditions;
• Maintain your Overseas Student Health Cover for the period of your stay;
• Meet the terms of the written agreement with your education provider;
• Inform your provider if you change your address;
• Maintain satisfactory course progress;
• Follow your provider’s attendance policy;
• If you are under 18, maintain your approved accommodation, support and general welfare arrangements.
13. PUBLIC TRANSPORT

The College has a private bus service. This information can be located on the College website: www.all saints.wa.edu.au, under the Enrolments tab.

Perth has an extensive train and bus network. Timetables for different services can be located on the Transperth website: www.transperth.wa.gov.au

Students are eligible for discounts on public transport. A SmartRider concession application can be collected from Student Services. Students can add value to their SmartRider on buses, at train stations and selected newsagents.

14. ACCOMMODATION POLICY

All Saints’ College does not provide accommodation for students who wish to board.

Accommodation Requirements for Students Under 18 Years of Age:

The Department of Immigration and Border Protection (DIBP) requires students who are under the age of 18 years to have appropriate arrangements made for their welfare in Australia. This includes the need to appoint a local legal guardian and specific requirements for their accommodation.

The College and the student’s parents, prior to the student’s arrival in Australia, must approve the student’s accommodation arrangements. Any change to accommodation arrangements must be negotiated with the College and be made with the approval of the student’s parents. Refer to College Policy for International Student Welfare.
The Australian Government wants overseas students in Australia to have a safe, enjoyable and rewarding place to study. Australia’s laws promote quality education and consumer protection for overseas students. These laws are known as the ESOS framework and they include the Education Services for Overseas Students (ESOS) Act 2000 and the National Code 2007.

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

- Orientation and access to support services to help you study and adjust to life in Australia;
- Who the contact officer or officers are for overseas students;
- If you can apply for course credit;
- Where your enrolment can be deferred, suspended or cancelled;
- What your provider’s requirements are for satisfactory progress in the courses you study and what support is available if you are not progressing well;
- If attendance will be monitored for your course, and;
- A complaints and appeals process.

One of the standards does not allow another provider to enrol a student who wants to transfer to another course, but has not completed six months of the final course of study in Australia. If you want to transfer before you have completed six months of your final course you need your provider’s permission.

For policies and procedures that effect you:
- Speak with your provider
- Go to your provider’s website
- Visit the Department of Education and Training (DET) website

For your ESOS rights and responsibilities: [www.aei.gov.au](http://www.aei.gov.au)
ESOS Helpline: +61 (02) 6240 5069
Email: esosmailbox@dest.gov.au

Department of Immigration and Border Protection
For visa matters: [www.immi.gov.au](http://www.immi.gov.au) or phone 131 881 in Australia (Contact the DIBP office in your country).
The enrolling staff member shall not knowingly enrol a student who has not completed six months of their principal course.

**COURSE ENROLMENT TRANSFER FROM ANOTHER SCHOOL**

On receipt of an application for transfer of enrolment the enrolling staff member shall:

- Ensure that the student has completed at least six months of his or her principal course of study unless:
- The original registered school has ceased to be registered or the course has ceased to be registered.
- The original registered school has provided a written letter of release.
- The original registered school has had a sanction imposed on its registration by the Australian Government or State or Territory Government that prevents the student from continuing his or her principal course
  or
- Any government sponsor of the student considers the change to be in the student’s best interest and has provided written support for that change.
- Any government sponsor of the student deems that a transfer is in the student’s best interest and supports the transfer request in writing.
- Course Enrolment Transfer to another School.

When a student requests a transfer of their enrolment to another registered school the enrolling staff member shall:

- Provide the student with advice on All Saints’ College procedures for applying for course transfer, including the need to formalise the request in writing stating the reasons for which they desire to transfer their course enrolment to another school.
- Advise the student that their request may take as long as, but will not extend past, a seven day assessment period.
- Refuse a transfer to another course offered by a registered school if the students’ request is within the first six months of their enrolment. After this time, the student may exercise their right to change educational institutes or where reasonable circumstances or compassionate grounds can be established, such as undue hardship or sickness in the family that prevents travel to or from the course school’s location of training.
- Provide a letter of release only after the student has provided a letter indicating a valid enrolment offer from another registered school.
- In the case of a student under the age of 18 years of age, only grant a letter of release where the student’s parent or legal guardians have confirmed in writing their support for the transfer or in the case where the welfare of the student is supervised by the registered school, the Overseas Student Contact Officer shall also be required to provide support for the transfer. Valid enrolment from the new course school will also confirm their acceptance of the welfare responsibilities of the student.
- Issue a letter of release at no charge to the student informing the student that they should contact DIBP for further information concerning their student visa requirements. Refuse an application for transfer where a transfer is considered detrimental to the student’s academic progress.
• Provide release refusal letter with written reasons outlining why the student’s request for transfer has been refused.
• Ensure that all records associated with a transfer application are filed within the All Saints’ College student records system.

Under the National Code 2007, education providers cannot enrol students seeking to transfer from another provider before that student has completed six months of their principal course of study except in some circumstances.

If you want to transfer before completing six months of your principal course, you need to ask your education provider for a letter of release. But you do not need a letter of release if:

• You have completed more than six months of your principal course;
• You are a government sponsored student, and your sponsor supports a transfer, or;
• Your current education provider or course has ceased to be registered or a sanction has been imposed that prevents your provider from continuing to deliver your principal course.

Have I completed six months of my principal course?
The six months is calculated as six calendar month from the first day of your principal course. Your principal course is usually the final course of study you will undertake. For example, if you are studying ELICOS followed by a Bachelors program, the Bachelor degree is your principal course.

What’s the process for getting a letter of release?
The National Code 2007 requires your education provider to have a written policy and procedure, which will tell you how to apply for a letter of release and how your provider will assess your transfer request. This policy and procedure must be made available to you. But before your current education provider can assess your request, you must give them a copy of the letter of offer you have received from the provider you want to transfer to.

What if my request is declined?
If your education provider does not give you a letter of release, it must give you written reasons for refusing your request and inform of your right of appeal. All education providers must have a procedure for dealing with complaints and appeals and if you decide to use this system your education provider must deal with the complaint or appeal as soon as practicable.
STUDENTS UNDER 18 YEARS OF AGE

In receiving an enrolment enquiry or application from an overseas student who is under the age of 18 and not under the care of a parent, legal guardian or approved relative, the Overseas Student Contact Officer shall:

- Assume responsibility for verifying the suitability of the student's accommodation, support and general welfare whilst they are studying the courses undertaken.
- Ensure that the student’s accommodation and welfare needs are reviewed on a regular basis or at least every quarter, if not, every six months.
- Identify the dates where responsibility for the student’s accommodation, support and general welfare will be assumed by All Saints’ College and when that responsibility is due to cease. (Finalisation of course study).
- Advise DIBP of these dates utilising the DIBP proforma (available through the PRISMS website).
- Prior to accepting the responsibility for the student’s accommodation, support and general welfare, the accommodation arrangements shall be checked for suitability by the Overseas Student Contact Officer.
- Where accommodation is deemed unsuitable, the Overseas Student Contact Officer shall report the need for a change to the accommodation arrangements to the Principal and seek an alternative arrangement.
- Any changes to the student’s reported accommodation arrangements shall be reported to DIBP using the DIBP proforma letter (available through PRISMS).
- In the event of the student’s enrolment ending at All Saints’, the Overseas Student Contact Officer shall maintain responsibility for the appropriateness of the student’s accommodation, support and general welfare until responsibility for the student’s accommodation, support and general welfare has been accepted by another registered provider or the student leaves Australia or the Overseas Student Contact Officer reports to DIBP that it can longer approve of the arrangements of the student or other suitable arrangements are made that satisfy the Migration Regulations.
- Finalisation of the provider’s responsibility for the student’s accommodation arrangements shall be reported to DIBP using the DIBP proforma letter.

ROLES AND RESPONSIBILITIES OF THE GUARDIAN OF INTERNATIONAL STUDENTS

People acting as guardians to international students must be aware of the following duties and responsibilities. An essential part of an application to enrol an international student at our College is the nomination of a guardian. The guardian must be at least 25 years of age and be considered to have adult authority over the student and must also have a working with children clearance (WWCC). Accommodation must be provided for the student when the guardian takes a holiday, or if the student has not returned home over a holiday period.
The person appointed as a guardian must:
- Be over 25 years of age;
- Be a resident of Australia;
- Possess a working with Children’s Clearance (WWC);
- Provide documentary evidence from the parent of the appointment as guardian;
- Provide a letter to the College of his/her acceptance as guardian for the nominated student;
- It is a requirement, prior to enrolment, the appointed guardian be interviewed with the parents of the student by the Principal.

Arrival of the student
- Meet the student at the airport.
- Private accommodation for the student must include having their own room.
- Assist the student with the purchase of uniforms, books and personal effects and the setting up of bank accounts as authorised by the parents of the student.

Term holidays and long weekends
- If the student is not returning home for the holidays, the guardian must provide accommodation and supervision during these times.
- If the student is returning to their home for the holidays, the guardian must confirm all travel arrangements with the student. The guardian must also provide or arrange travel to and from the airport.
- Students are not permitted to stay in hotels, motels, houses or apartments unsupervised.
- While the student is in the care of the guardian, the guardian, not the College, is responsible for the safety and wellbeing of the student.

Sickness
- Guardians are to arrange medical treatment, as necessary, in liaison with College staff if time away from the College is required.
- The guardian is required to arrange care in the case of long-term illnesses or infectious diseases.

Refer to the following website for further information:
INTERNATIONAL STUDENT FEES POLICY

FEE POLICY
All Saints’ College will provide timely and accurate information on the course related fee requirement to enrolling and enrolled students of All Saints’ College.

FEES PROCEDURE
The Enrolment officer shall:

• Ensure that all information contained in marketing and advertising that relates to course fees is accurate and relevant to current fee policy, and that students are provided with 30 days’ notice prior to any course fee changes.

• On receiving an enquiry or written application from a student or advice from the Overseas Student Contact Officer concerning course money refunds, provide the enrolled or enrolling student with information relating to and access to the course fee refunds procedures.

• On receiving an enquiry or written application from a student or advice from the Registrar; advise All Saints’ College Overseas Student Contact Officer of the pending application.

COURSE MONEY REFUNDS
A “refund is defined as (1) “to give back or restore (especially money) or to repay; (ii) to make repayment to; reimburse”.

All Saints’ College will provide a total refund of Course Money paid within 14 days for tuition already received where:

a) The course does not start on the agreed starting day, and the student for some reason cannot be placed or refuses placement in an alternative course arranged by the College, a full refund [as specified under The Commonwealth ESOS Act 2000 apply. (Section 27 (1))] paid to the College will be made within 14 days of the agreed course starting day.

b) The course ceases to be provided at any time after it starts but before it is completed, and the student for some reason cannot be placed or refuses placement in an alternative course arrangement by the College, a full refund of any unspent pre-paid tuition fees paid to the College will be calculated according to The provider default provisions of the Commonwealth ESOS Act 2000 apply. (Section 27 (1)).

c) In the event that the College is unable to fulfil its obligation of providing an agreeable alternative course for the student, or a refund, the student will receive advice to seek assistance from the Australian government’s Tuition Protection Service. For information on the Tuition Protection Services (TPS) visit www.tps.gov.au.

d) The course is not provided in full to the student because a sanction has been imposed on the registered provider under part 6 (ESOS Act).
Should All Saints’ College be unable to deliver its courses to enrolled students, a full refund of course money will be paid to enrolled students within 2 weeks of the default day, which will be determined as the day in which the course was scheduled to commence. Alternatively the student may be offered an alternative course(s). The alternative course arrangement will be at All Saints’ College expense. The student’s written acceptance of the alternative course offer will relieve All Saints’ College liability to provide a refund to the student.

Should the above arrangement not be suitable to the student, All Saints’ College will arrange for its Tuition Assurance Scheme to promptly offer affected students a place in a suitable alternative course(s). The student’s acceptance of the alternative course offer in writing will relieve All Saints’ College from its obligation to refund course money to the student.

All Saints’ College will only refund prepaid course money directly to the student and will not under any circumstances refund course money to a third party.

In the case of a visa refusal, All Saints’ College will process and refund the written application for course money refund within four weeks of All Saints’ College receiving the student’s written advice of visa refusal.

**COURSE DURATION 10 WEEK TIME FRAME**

Where a written application is received for a Course Money Refund All Saints’ staff will:

- Provide a total refund of course money paid within 14 days where a Visa has been denied, less the application fee. As specified under the student default provisions of the Commonwealth ESOS Act and Regulations. [Section 29 (1b) and Regulation 3.19(2)].

- Provide a full refund of course money paid in advance, where enrolling students provide more than 10 weeks written notice of their intention to withdraw from the course prior to the course commencement. The refund will be less the maximum of 10% or $1 000.00, whichever is the lesser, for administrative expenses.

- Provide a partial refund of course money paid in advance, where enrolling students provide more than four weeks’ and up to 10 weeks’ written notice of their intention to withdraw from the course prior to the course commencement. The refund will be 70% of a term’s fees.

- Provide a partial refund of course money paid in advance, where enrolling students provide less than four weeks’ written notice of their intention to withdraw from the course prior to the course commencement. The refund will be 40% of a term’s fees, less the maximum of 10% or $1 000.00, whichever is the lesser, for administrative expenses.

- Provide a partial refund to students who withdraw after the commencement of the course up till the first four weeks. The refund shall be 30% of a term’s fees, less the maximum of 10% or $1 000.00, whichever is the lesser, for administrative expenses.

- Apply no refund where a student has withdrawn from the course after the fourth week of the course.

- If a student has chosen to pay for their fees annually and receives the 3% discount the following applies. If the student withdraws during the semester without giving a term’s notice, they will receive no refund of fees for the current term and at least 70% of the following term’s fees and a full refund of fees paid for any subsequent term.
• Should All Saints’ College withdraw its offer or fail to provide the program offered or terminate its course delivery before or after term/Education Service commences, All Saints’ College will provide a full refund of course money.

• Should All Saints’ College withdraw a student from a Course because the student has seriously breached international student visa conditions or a provider’s rules, no refund of the current semester’s fees, 40% of fees applicable to a subsequent semester and a full refund of fees paid for any future semesters will be refunded.

All Saints’ College staff shall ensure that students who dispute the refund procedures are provided with the access to the All Saints’ College internal/external appeals procedure.

All Saints’ College refund policy and the availability of complaints and appeals processes, does not remove the right of the student to take action under Australia’s consumer protection laws.

**REFUND PROCEDURES**

Where a student believes that they have grounds for a course fee refund, students should:

• Submit a written request for course fee refund to the Overseas Contact Officer;
• State valid reasons for their course refund application;
• Allow seven days for the application to be processed by All Saints’ College;
• Recognise that All Saints’ College refund policy and the availability of complaints and appeals processes, do not remove the right of the student to take action under Australia’s consumer protection laws.

When receiving a written course money refund application the Overseas Contact Officer shall:

• Present the application to All Saints’ College;
• Provide the student in writing the resulting decision of All Saints’ College and detail the way in which the refund has been calculated;
• Advise the student of their right to appeal the decision of All Saints’ College.
COMPLAINTS AND APPEALS POLICY

The complaints and appeals policy of All Saints’ College shall ensure that all complaints are dealt with in a constructive and timely manner at no cost to the complainant. Education is a partnership between the College and the parents. Open communication will support both parties in meeting the needs of the student. Each party may be accompanied and assisted by a support person at any relevant meeting if so desired.

The following processes are based on the principles of natural justice in that all parties (both complainant and those perceived to have caused the grievances) have the right to be heard without prejudice and to be treated fairly and with respect. Throughout the grievance resolution process, the basic principle is to keep all channels of communication open.

• A grievance arises from any decision, act or omission by any person or persons within the College, which is considered by the complainant to be wrong, mistaken, unjust, inequitable or discriminatory and is causing concern or distress.

• In all instances we encourage parents or students who have concerns to make it known to the College as soon as possible. We are more than willing to listen and to facilitate the resolution of a dispute or complaint by a student. Often what may seem to be a small issue or concern can be addressed easily, but if left can escalate into major and more difficult issues.

COMPLAINTS AND APPEALS PROCEDURES

Internal Grievances

The internal Complaints and Appeals processes are conciliatory and non-legal. The following principles determine College policy for addressing complaints / grievances:

• Where an issue arises, in the first instance it should be dealt with in an informal manner, by discussing it with the staff member involved.

• The student must notify the College in writing of the nature and details of the complaint or appeal.

• Written complaints or appeals are to be lodged with the Principal and it is required that this process begin within 10 working days of receiving the formal written lodgment of complaint or appeal.

• If a grievance cannot be resolved at an informal level, the complainant shall advise the other party that the grievance will be taken to the next level.

• Grievances should be discussed and resolved with a general framework of cooperation which emphasises prevention of future disputes. A complainant shall not be disadvantaged for having lodged a complaint.

• There must be an end to the process at some point, hence there must be acceptance by the parties that it is possible that the resolution of a complaint may not take the form that all of the parties would wish.

• It may be necessary to involve an external arbiter, mutually agreed by both parties, the Principal, Board and AISWA, to assist in reaching a resolution.
Internal Complaints Resolution

The issue to be dealt with at an internal level to informally resolve the issue through mediation/informal resolution of the complaint.

- Documentation and record keeping to be kept to a minimum. The staff member shall raise a client feedback form to identify the complainants’ grievance in an accurate manner. The staff member shall inform that student that all records (in any form) of the Complaints and Appeals process shall be maintained on the students file within All Saints’ College student’s records.

- Provides the most likelihood of reaching an outcome acceptable to all parties.

- Should a resolution not be reached through the informal process, it will be referred to the Principal and the College’s internal Formal Complaints and Appeals Procedure will be followed.

- The Staff member must also advise the complainant, that their complaint, if not satisfactorily answered by the Leadership Team Member representative, may request an ‘independent adjudicator’, and that they may formally present the complaint themselves.

Formal Complaints and Appeals Procedure

The purpose of these guidelines is to establish mechanisms to facilitate resolution of conflicts and grievances involving students, parents and staff associated with the College.

The Formal Complaints and Appeals process only occurs when it is unlikely that the parties involved will reach conciliation via the informal process. At each stage of this process a record should be made, beginning with documentation of the original complaint.

- The process of this procedure is confidential and any complaints or appeals are a matter between the parties concerned and those directly involved in the complaints handling process.

- The student must notify the College in writing of the nature and details of the complaint or appeal. (If they have not already done so).

- Written complaints or appeals are to be lodged with the Principal.

- Where the internal Formal Complaints and Appeals process is being accessed due to a student receiving notification from the College that the College intends to report for unsatisfactory course attendance, unsatisfactory course progress or suspension or cancellation of enrolment, the student has 201 days, from the date of notification, in which to lodge a written appeal.

- The Formal Complaints and Appeals process will commence within 10 working days of the lodgment of the complaint or appeal, including supporting documentation with the Principal.

- If the complainant is dissatisfied with the result or conduct of the internal complaint handling and appeal process the complainant has the right to access the external appeals process outlined.

- The complainant/appellant is given a written statement of the outcome, including details of the reasons for the outcome. All reasonable measures are taken to finalise the process as soon as practicable.

- If the outcome of an appeal decision is in support of the student the College will immediately implement any decision and/or corrective and preventative actions required and notify the parents and student of the outcome.
The College undertakes to finalise all grievance procedures within 20 working days.

Should an International Student lodge a grievance, the College will maintain the student’s enrolment while the complaints and appeals process is ongoing.

**Formal Complaints and Appeals Process**

In describing the following Complaints and Appeals process steps, a worst case approach has been taken; that is the complaint continues as far as possible. It is hoped that complaints can be resolved at the earlier stages.

- Local informal resolution process between the parties directly involved i.e: student/parent and College staff; if no resolution.
- Principal informal resolution process; if no resolution.
- Conciliation informal; if no resolution.
- Principal formal resolution process; if no resolution.
- Conciliation; if no resolution.
- Independent Arbiter.

**Internal Appeals Process**

If the Formal Complaints and Appeals process does not find in favour of the student or the student is dissatisfied with the outcome, the student will be informed of the Internal Appeals Process available to them at minimal or no cost.

- In the event of the complainant reporting that they are dissatisfied with the proposed solution the Leadership Team shall advise the complainant that within 10 days, the independent adjudicator shall be informed of the nature of the complaint in writing and to seek possible further resolution. *(independent adjudicators report from)*
- The selection of an independent adjudicator shall be managed by an appointed Leadership Team Member and be by mutual agreement with the complainant. A current Independent Adjudicator arrangement is in place with the professional Standards Unity of the Anglican Church.
- Director of Professional Standards
  GPO Box W2067
  Perth WA 6846
  Ph: +61 (08) 9325 7455
  Fax: +61 (08) 9221 4118
  Email: psu@perth.anglican.org

- All independent adjudicator outcomes will be reported to the Leadership Team Meeting documented within the minutes and filed for future reference. Corrective and preventative actions or appeal decisions granted in favour of the student must be implemented by the All Saints’ College Leadership Team immediately.
Independent Conciliator

- The Office of Non-Government Education offers the services of an independent conciliator. The Conciliator tries to resolve disputes between International Students and their educational institutions here in Western Australia. This service is available to international students and staff members at an institution free-of-charge (through the Department of Education Services).

- The Conciliator is happy to discuss issues of concern at any stage of a dispute, however, please note that the Conciliator will only become actively involved in a case on behalf of either the student or the institution once an attempt has been made between the parties themselves to resolve the dispute, and that attempt has failed.

- Discussions with the Conciliator can remain confidential if they party wishes.

- From time to time issues arise, which international students and their institutions find difficult to resolve between themselves. For example there may be dissatisfaction with some aspect of the education which is being delivered by the institution, or there may be a dispute regarding the amount of refund to be paid to the international student in certain circumstances. If either a student or a member of staff at an institution would like to discuss a case with an independent person, they can contact the Conciliator:

- The Conciliator tries to resolve disputes between international students and their educational institutions here in Western Australia. This service is available to international students and staff members at an institution free of charge (through the Department of Education Services).

The Conciliator is a suitably qualified person appointed by the Department to recommend appropriate action in disputes referred for conciliation.

The Conciliator will deal with issues relating to:

- institutions’ services and facilities;
- content and standards of Education Services;
- amount of refunds paid to students;
- quality of Instruction;
- academic progress of student;
- the Conduct of international student;
- welfare services;
- information concerning part-time employment opportunities;
- suspension and expulsion of international student; and
- any other matter deemed appropriate by the conciliator.

The processes and practices used by the Conciliator include:

- hearing grievances from international students and from institutions with international students;
- mediating and conciliating the resolution of grievances;
- chairing informal groups representing particular sectors of the industry where grievances are of a nature that they require particular expertise and knowledge;
- advising students and institutions of further legal channels available to them;
- liaising with institutions on matters concerning the provision of pastoral care and counselling for international students offered by institutions;
• liaising with institutions on the procedures for resolving grievances offered by the institutions;
• liaising with relevant welfare agencies and other relevant bodies on matters which concern or may
  concern international students; and
• maintaining a public relations function with institutions and agencies on matters which concern or
  may concern international students.

If either a student or a member of staff at All Saints’ College would like to discuss a case with the
Independent Conciliator, they can contact the Conciliator either by phoning (08) 9441 1900, or by
emailing: conciliation@des.wa.gov.au

External Appeals Process

The Ombudsman investigates complaints about Western Australian public authorities. Information is
available at www.ombudsman.wa.gov.au

• The Overseas Students Ombudsman (OSO) will investigate any complaints of a student against
  a private registered provider ensuring that all students have access to a statutorily independent
  external body.
• The OSO will investigate complaints at no cost to the provider or student.
• The OSO can investigate complaints about action taken by private providers in connection with
  overseas students. Complaints might be about:
  - refusing admission to a course;
  - fees and refunds;
  - course or provider transfers;
  - course progress or attendance;
  - cancellation of enrolment;
  - incorrect advice given by an education agent

On receiving a client feedback form detailing a grievance, the College shall investigate the nature of
the grievance and identify the cause for the grievance and the appropriate cause of action to satisfy
the complainant’s grievance and if requested by the student provide an appropriate time for the stu-
dent to present their complaint personally.

The College Registrar shall complete the client feedback form recording the proposed solution and
reason for the outcome and advise the complainant of the proposed solution in writing.

The written advise to the complainant shall detail the proposed solution and reason for the outcome
and include information and procedures concerning the complainants right to appeal the proposed
solution and their right to request for an independent adjudication which be at no or little cost to the
complainant.
Course Enrolment Transfer to another School

When a student requests a transfer of their enrolment to another registered School the enrolling staff member shall:

- Provide the student with advice on All Saints’ College procedures for applying for course transfer, including the need to formalise the request in writing stating the reasons for which they desire to transfer their course enrolment to another school.
- Advise the student that their request may take as long as, but will not extend past, a seven day assessment period.
- Refuse a transfer to another course offered by a registered school except where reasonable circumstances or compassionate grounds can be established, such as undue hardship or sickness in the family that prevents travel to or from the course school’s location of training.
- Provide a letter of release only after the student has provided a letter indicating a valid enrolment offer from another registered school.
- In the case of a student under the age of 18 years of age, only grant a letter of release where the student’s parent or legal guardians have confirmed in writing their support for the transfer or in the case where the welfare of the student is supervised by the registered school, the Overseas Student Contact Officer shall also be required to provide support for the transfer. Valid enrolment from the new course school will also confirm their acceptance of the welfare responsibilities of the student.
- Issue a letter of release at no charge to the student informing the student that they should contact DIBP for further information concerning their student visa requirements.
- Refuse an application for transfer where a transfer is considered detrimental to the student’s academic progress.
- Provide release refusal letter with written reasons outlining the reasons why the student’s request for transfer has been refused.
- Provide advice of All Saints’ complaints and appeals process should a release refusal letter be issued.
- Ensure that all records associated with a transfer application are filed within All Saints’ student records system.
DEFERMENT, SUSPENSION OR CANCELLATION POLICY

All Saints’ College is committed to assessing and recording all deferments, suspensions or cancellations of study, ensuring that students within the process are informed of their rights and are provided with due care and, where relevant, opportunities of appeal.

a) Students who apply for deferment may do so on the basis of compassionate or compelling grounds.

b) Students who are contravening the ‘Rules of Enrolment’ at All Saints’ College may have their enrolment suspended or cancelled.

The Rules of Enrolment at All Saints’ College include:
- All Saints’ College Student Behaviour Standards
- Payment of Fees
- Adequate Academic Progress
- Minimum 80% Attendance
- Compassion and compelling circumstances

DEFERMENT PROCEDURES

The Overseas Student Contact Officer must:

- Respond to each request for course study deferment by requesting a written letter from the student, that identifies the reason for which they require a course of study deferment.

- On receiving a request for course study deferment, ensure that the student is aware of All Saints’ College appeals process.

- Notify All Saints’ College of the pending application by providing a copy of the written request for consideration in the next All Saints’ Leadership Team Meeting.

- The All Saints’ College Leadership Team shall ensure that the deferment request is considered:

- On the grounds of the written request and ensure that compassionate and compelling circumstances (which are beyond control of the student) are assessed where evidence of their validity is provided.

These circumstances may include:
- serious illness or injury, where a medical certificate states that the student was unable to attend classes;
- bereavement of close family member such as parents or grandparents (where possible a death certificate should be provided);
- major political upheaval or natural disaster in the home country requiring emergency travel which has impacted on the student’s studies;
- a traumatic experience which could include involvement in, or witness of a serious accident;
- or
- witnessing or being the victim of a serious crime (these cases should be supported by police or psychologists’ reports);
- Where the registered provider was unable to offer a prerequisite unit;
- or
- Inability to begin study on the course commencement date due to delay in receiving a student visa.
DEFERMENT REQUEST RESPONSES

Following the All Saints’ College Leadership Team Meeting where the student’s request is considered, the Overseas Student Contact Officer shall:

• Ensure that the student is informed of the resulting decision of the All Saints’ Leadership Team Meeting in a timely manner.

• Ensure that all records of the request and supporting evidence are copied and placed on the students file.

• Maintain the enrolment of the student should the student seek an appeal through the internal or independent adjudicator appeals process.

• Ensure that the student is advised to contact the office of DIBP so that they are informed as to the impact of their deferment on their existing student visa.

• Ensure that the student is advised that their course fees may also be affected by a deferment.

• Report the student’s changes of enrolment to DIBP via PRISMS as soon as practicable after a decision on deferment has been finalised and recorded by the College.

• Respond to advice from DIBP concerning the issuance of a new ECOE through PRISMS.

SUSPENSION OF CANCELLATION PROCEDURE

Where a student’s conduct has been found to breach All Saints’ College rules of enrolment and where warning has been provided, the Overseas Student Contact Office shall:

• Inform the student that their misconduct has resulted in a report being made to All Saints’ Leadership Team.

• Ensure that the student is aware that they may access All Saints’ College internal appeal process and independent adjudicator.

• Inform the student that a decision to suspend or cancel their enrolment is made by All Saints Leadership Team, that they have 20 working days to appeal following the decision. (All Saints’ Leadership Team have 10 days to commence the process after the appeal is received).

• Provide a written report to the next All Saints’ Leadership Team Meeting detailing the misconduct offense and the manner in which their conduct has been dealt with thus far (the report should detail dates times and persons involved).

SUSPENSION OR CANCELLATION RESPONSES

In receiving a report of misconduct All Saints Leadership Team shall:

• Validate the actions of all staff involved seeking further advice, verbal or written.

• Where necessary, seek further advice from the student or students involved, maintaining an unbiased approach to the student or students involved.
• Decide whether an enrolment suspension or enrolment cancellation is warranted.

• Ensure that in upholding the decision to suspend or cancel the student’s enrolment, the student is informed in writing, stating the reason the All Saints’ Leadership Team’s decision and re-affirming the student’s right to the internal appeals process and independent adjudicator within 20 working days.

• Maintain the student’s enrolment if the student chooses to access All Saints’ internal appeal the decision or if the student requests an independent adjudicator.

• Report the student’s change in enrolment to DIBP via PRISMS before the outcome of any internal/external appeal process if extenuating circumstances exist.

Extenuating circumstance’s relating to the welfare of the student may include, but are not limited to, the following. The student:

- Refuse to maintain approved care arrangements (only for students under 18 years of age)
- Has medical concerns, severe depression or psychological issues which lead the provider to fear for the student’s wellbeing;
- Has engaged or threatens to engage in behaviour that is reasonably believed to endanger the student or others;
  or
- Is at risk of committing a criminal offence.

Course deferment, suspension or cancellation will impact upon a student’s visa, in which case a student will be required to contact the Department of Immigration and Citizenship for further and current Visa advice.
BREACHES OF ATTENDANCE, BEHAVIOUR AND ACADEMIC PROGRESS REQUIREMENTS

Students are fully informed about this set of policy and procedures. The aim of the policy and procedures is to promote student success in achieving study goals, and meet regulatory requirements (rules and laws). Students are encouraged to communicate any issues to the Community Relations Coordinator. The College requirement for achieving satisfactory course progress to avoid being reported through PRISMS to DIBP is 50% or more of the course in each Semester. If a Student feels they are failing to meet this requirement, they are encouraged to communicate any issue to the Community Relations Coordinator or Dean of Studies.

Students are fully informed about the possible consequences of having an enrolment terminated. Full documentation is kept on file.

ATTENDANCE AND BEHAVIOUR

1. Staff member discusses the situation with the student.

Staff Member notifies the Deans of Students and/or the Dean of Studies and the Coordinator of Community Relations in writing if the problem persists. Evidence may be submitted.

Student’s overall attendance record is checked and the student is then interviewed and advised by the Coordinator of Community Relations.

- Student is advised of rights and requirements.
- Staff members are informed of non-confidential information.

The student may be referred to the Learning Support Coordinator for additional help and to get extra help from the Staff Member.

2. If the problem persists, the student is again interviewed by the Deans or the Counsellor or Coordinator of Community Relations and issued with an Unsatisfactory Attendance (Behaviour) First Notice. Copies of this letter are sent to parents and/or guardian. The student is again informed of the possible consequences of continued breaches. Again, the Staff are informed and requested to immediately report any further breaches.

Student may be referred to a College Counsellor. A tutoring service may also be recommended and family are asked to attend a meeting as advised.

3. A Student may be referred to the College Counsellor for professional help if deemed beneficial at this stage.

4. If problem persists, an Unsatisfactory Attendance Second Notice will be issued to the student and parents and or guardian.

5. If problem still continues to persist, a Termination of Enrolment Notice 1 is issued to the student and parent and or guardian.

The student and family may be advised of possible alternative courses.

6. A student has the right to lodge an appeal against the issue of this Notice. As in the Grievance policy, any appeal must be submitted in writing within 20 days of the issue of the Notice. Appeals must be addressed to the Principal and submitted to the Coordinator of Community Relations.

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Normal Grievance policy processes are applied. Failure to lodge the appeal on time will result in the issue of a Termination of Enrolment Notice 2 and the case being reported to DIBP (Department of Immigration & Citizenship).

If the student is deemed to be unsatisfactory for any College course, then the student (and parents) is advised to withdraw from the College.

7. If this appeal is successful, the student will be placed on a conditional enrolment. This is in the form of a contract signed by College staff and the student. Parents and / or agents are informed.

8. Any breach of the conditional enrolment will result in a Termination of Enrolment Notice 2 (Notice of intent to Report) being issued to the student and parent and/or agent. The case will also be reported to DIBP (immigration).

Normal Grievance policy processes once more apply. A student has up to 20 days to appeal to the Principal against the termination decision. The appeal must be in writing and submitted through the Community Relations Office. The student must attend all classes until the appeal is finalised, unless otherwise stipulated. A student may lodge an external appeal. Refer to the Grievance Policy.

9. If this appeal is successful, the student will once more be placed on a conditional enrolment. If it is unsuccessful, no further avenue for appeal is available through the College. Parents and or Guardian will be informed.

10. The following documents may be issued:

- Exit Report
- Certificate of Attendance

In the case of under-18 aged students, the College staff will monitor a student’s welfare until the student has left Australia or commenced studies with another provider or if the College cannot guarantee a student’s welfare, then, CAAW (Confirmation of Approval of Appropriate Welfare Arrangements) arrangements will be cancelled and DIBP informed.
<table>
<thead>
<tr>
<th>Term</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Expected Duration</td>
<td>The length of time it takes to complete the course studying full-time. This is the time as per the registered course duration on CRICOS.</td>
</tr>
<tr>
<td>AEAS</td>
<td>Australian Education Assessment Services.</td>
</tr>
<tr>
<td>CAAW</td>
<td>Confirmation of Approval of Appropriate Welfare Arrangements.</td>
</tr>
<tr>
<td>CoE</td>
<td>Confirmation of Enrolment issued by the College.</td>
</tr>
<tr>
<td>CRICOS</td>
<td>Commonwealth Register of Institutions and Courses for Overseas Students.</td>
</tr>
<tr>
<td>DET</td>
<td>Department of Education and Training.</td>
</tr>
<tr>
<td>DES</td>
<td>Department of Education Services.</td>
</tr>
<tr>
<td>DIBP</td>
<td>Department of Immigration and Border Protection.</td>
</tr>
<tr>
<td>ELICOS</td>
<td>English Language Intensive Courses for Overseas Students.</td>
</tr>
<tr>
<td>ESOS</td>
<td>Education Services for Overseas Students Act 2000 (Australian Government).</td>
</tr>
<tr>
<td>ESPRA</td>
<td>Education Service Providers (Full Fee Overseas Students) Registration Act 1991(WA).</td>
</tr>
<tr>
<td>PRISMS</td>
<td>Provider Registration Information Management System.</td>
</tr>
<tr>
<td>TPS</td>
<td>Tuition Protection Service pursuant to the ESOS.</td>
</tr>
</tbody>
</table>
The following College members have access to PRISMS:

It is the responsibilities of these officers to advise the International Quality Unit (CRICOS) and all overseas students enrolled of any intention to relocate premises at least 20 days before the relocation.

<table>
<thead>
<tr>
<th>Name</th>
<th>Position</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ms Belinda Provis</td>
<td>College Principal</td>
</tr>
<tr>
<td>Mrs Janice Hewett</td>
<td>College Registrar and Overseas Student Contact Officer</td>
</tr>
</tbody>
</table>

The following staff members take responsibilities in relation to overseas students:

<table>
<thead>
<tr>
<th>Position</th>
<th>Responsibilities</th>
</tr>
</thead>
<tbody>
<tr>
<td>Dean of Teaching and Learning</td>
<td>Academic and course advice and subject selection</td>
</tr>
<tr>
<td></td>
<td>Responsible for Heads of Department</td>
</tr>
<tr>
<td>Dean of Student Wellbeing</td>
<td>Pastoral care.</td>
</tr>
<tr>
<td></td>
<td>Responsible for Heads of Pastoral</td>
</tr>
<tr>
<td>Head of House Coordinator</td>
<td>Responsible for Orientation of new students and Pastoral Care.</td>
</tr>
<tr>
<td>Head of Transition Program</td>
<td>Responsible for Orientation of New Students and Pastoral Care for Years 7 and 8.</td>
</tr>
<tr>
<td>College Counsellors</td>
<td>Provide Pastoral Care and personal and individual counselling.</td>
</tr>
<tr>
<td>College Chaplain</td>
<td>Representative of the Anglican faith and provider of Pastoral Care within the College.</td>
</tr>
</tbody>
</table>