



NAMBOUR
CHRISTIAN COLLEGE

NCC Overseas Parent & Student Handbook



Security ~ Support ~ Success

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Nambour Christian College Ltd
CRICOS Provider number: 01461G

Introduction

Nambour is the traditional heart of the Sunshine Coast, one of the fastest growing regions in Australia. With a population of more than 300,000 residents and more than 2.8 million visitors per year, the Sunshine Coast region of south-east Queensland offers so much.

Picture this:

- sweeping clean beaches bordered by beautiful blue water
- majestic mountain ranges and refreshing native rainforests
- tranquil hillside villages famous for arts and crafts
- perfect weather with winter temperatures a warm 22 degrees centigrade
- scenic drives along ridges and through valleys overlooking expanses of coastline and fruit plantations

Now, you are starting to appreciate the beauty of the Sunshine Coast.

The Sunshine Coast and Nambour Christian College Ltd offers a safe, supportive and truly Australian experience for overseas students. With Brisbane only 1 hour away by car, the region offers the best of both worlds – a relaxed, regional environment close enough to the facilities of a major city.

Nambour Christian College Ltd was established in 1980 and has grown to be one of the most respected educational institutions in Queensland. Nestled amongst natural rainforest areas, the campus abounds in native plants, birds and animals and provides an ideal environment for the academic, cultural and sporting pursuits offered at the College.

An exceptional teaching and administrative team provides support, nurture and encouragement for the 1100 students enrolled at the College. We offer students an optimum learning environment based on timeless Christian values and delivered with a sense of passion, enthusiasm and fun.

Nambour Christian College Ltd offers the opportunity for overseas students to be involved in every aspect of College life. They are able to contribute to the cultural diversity of the College while they experience a wide range of educational experiences within the English learning environment.

The Homestay arrangements coordinated by the College for overseas students provides a wonderful family experience that enhances the educational advancement of the student.

Christian values, exceptional facilities, dedicated teaching staff, great location and a genuinely supportive and caring environment all add up to a unique offering for overseas students interested in attending an Australian Christian school.

Sow to Harvest

As a Christian Community We Believe ...

- As a Christian College we believe the Bible to be inspired by God, and to contain the guidelines for our lives and relationships.
- This biblical framework guides every aspect of our College life, including both our curriculum and community service programs.
- Students enrolled with us are encouraged to enjoy a personal relationship with God, and to demonstrate their Christian faith by living in accordance with the teachings of Jesus Christ, who is the Son of God. Prayer, worship, and chapel services are an integral part of the College timetable.
- Christian values guide our emphasis and vision.
- Biblical morality is modelled and taught.
- Students and their families are invited to fully participate in the Christian community represented by Nambour Christian College, and to also be actively involved in a local Christian church that can provide spiritual guidance and fellowship.
- We encourage all our students to pursue excellence according to their potential, so that they can develop into effective members of our society by serving God and using their gifts and talents in their chosen field.

General information

Marketing

Nambour Christian College markets its education and training services ethically and in a professional manner to maintain the integrity and reputation of the international education industry.

Nambour Christian College Ltd will market its programs with integrity, professionalism and accuracy, avoiding vague or misleading statements. Students will be given accurate information about the subjects 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.

Enrolment 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.

Refund Policy

Nambour Christian College Ltd has a fair and clearly explained refund policy. Please see Refund Policy.

Student Grievances

Nambour Christian College Ltd has a fair and transparent process for dealing with student grievances. In the event that such grievances can not be resolved internally, Nambour Christian College Ltd will advise students of the appropriate bodies from which they can seek further assistance. Please see Complaints and Appeal Policy.

Education Services Act

Nambour Christian College Ltd is bound by the provisions of the Education Services for Overseas Students Act 2000.

Student Services

Nambour Christian College Ltd will ensure that students have access to:

- Orientation on arrival
- Accommodation services
- Assistance and information about their academic progress
- Information regarding entry to further study
- Ongoing pastoral care as required in relation to personal matters
- A designated student buddy who will assist the student to adjust to life and study at Nambour Christian College Ltd and to help resolve any problems
- A copy of the College's Complaints and Appeals Policy

Privacy of Personal Information

Nambour Christian College Ltd will meet all requirements of the Privacy Act 2001 in relation to the way we handle personal and sensitive information about students.

Sanctions

Nambour Christian College Ltd 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.

Accreditation

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

Nambour Christian College Ltd is registered on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS). The CRICOS Provider number is: 01461G.

Courses

Nambour Christian College Ltd is a Commonwealth Registered Institute for Overseas Students. All subjects and courses offered to overseas students have stated educational outcomes as specified in curriculum documents and individual work programs. To assist overseas students with the selection of suitable subjects and courses the Curriculum Co-ordinator is available to help the students in this process.

020481A	Primary School Studies (Year 4 - 6)
020482M	Middle School Studies (Years 7 - 9)
019701D	Senior School Studies (Years 10 - 12)

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

Complete details of the entry requirements, course content and basis for assessment for all subjects in the Senior School are provided in the handbook 'Senior School Academic Program' available on the College web site.

General information continued ...

Entry Requirements

- Supportive of College ethos
- English proficiency – both written and oral
- Under 18 years of age

Teaching Methods

Teaching methods are determined by subject program and can be viewed in the subject handbook. Usually, students are engaged as individual learners, with individual gifts and talents. Learning situations can be individual or small and large groups.

Academic Year & Certification

The academic year is 38 weeks in length which commences at the end of January and concludes in either November or December (depending on the Year Level).

The school year is divided into four **Terms** of either 9 or 10 weeks in length (Monday to Friday's) with school holidays at Easter (2 weeks), June/July (3 weeks) and September (2 weeks).

A **Study Period**, for each of the courses listed above, is a school **Term**.

Overseas student's who attend for a period of time will be presented with a certificate of completion from Nambour Christian College at the end of their study. Students who complete Year 12 can gain a Queensland Certificate of Education (QCE) and/or an Overall Position (OP) score.

Course Credits

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

Other Conditions

Enrolment at Nambour Christian College Ltd is conditional upon full participation in the complete range of the College curriculum and activities.

Enrolment at Nambour Christian College Ltd is conditional upon adherence to College Policies as detailed in this document.

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

If a student changes their Homestay address they must notify the Registrar in writing immediately of the new contact details. It is a requirement for Nambour Christian College as a provider to notify PRISMS of any changes.

Code of Ethics

Nambour Christian College is bound by the National Code.

Enrolment Process

Students who wish to study in Australia who are not Australian residents need to obtain a student visa before being able to study at Nambour Christian College Ltd. The Overseas Student Visa requirements of the Department of Immigration are extensive. Department of Immigration have information on the process for applying for a visa on their home page, www.border.gov.au. Any visa enquiries should be directed to your nearest Australian Embassy and enrolment queries to the College Registrar at Nambour Christian College.

Please note: Applications need to be submitted at least 3 months prior to expected start of study in Australia. The visa application can be a slow process so please allow plenty of time.

How to apply

Complete the Overseas Student Application for Enrolment form and send attention to the College Registrar including:

- Copy of recent Student Report Cards from the previous year of study including a copy of the latest Student Report;
- A completed Reference Form from the student's current or most recent school Principal is also required if Student Report Cards do not record student behaviour or commitment to studies;
- Appropriate proof of identity and age;
- Written evidence of proficiency in English as a second language;
- Photocopy or scanned copy of passport page with name, photo identification, passport number and expiry date;
- A completed Overseas Student Application for Host Family form.

Please include a non-refundable registration fee of \$450. This can be deposited into Nambour Christian College's bank account.

National Australia Bank
Nambour Branch, Queensland AUSTRALIA
BSB Number: 084-846
Account Number: 56-490-6297

Once Application Form is received

We will send a letter requesting the following items to be completed:

- Invoice for 50% of the full year tuition fees
- Invoice for 100% of the full year non-tuition fees (excluding host family payments)
- Invoice for 6 months of host family payments
- Medical form
- Subject Choices Form; if applicable (typically required for Year Levels 8 to 12)
- AHM information (student health cover)
- Copy of Complaints and Appeals Policy

When Overseas family returns the above forms and payment of fees

The College Registrar will send:

- A Letter of Offer confirming placement
- A receipt of fees paid
- The electronic Confirmation of Enrolment (needed for the Visa application)
- Student Welfare letter (needed for the Visa application)
- Refund Policy – to be signed by parents and student

The Overseas Family will need to

- Log on to the Australian Department of Immigration and Multicultural Affairs (DIAC) website www.immi.gov.au to obtain student visa information.
- Contact the Australian High Commission/Embassy or Consulate nearest to you to make an appointment to complete a Visa Application.

Once the Visa Application is obtained the Overseas Family needs to send

- A copy of the Visa to Nambour Christian College for their records
- Details of arriving dates and flights
- Payment of host family fees for 6 months of \$300 per week.
- The outstanding amount for the year (for the balance of tuition fees and host family fees) are to be paid into Nambour Christian College's bank account no later than 15th April of the year of the student studying at the College.

Email Kay Hollyoak – College Registrar at enrolments@ncc.qld.edu.au to confirm transactions have been made. Please include the students name on deposit information at the bank in which you transfer money.

2017 Overseas Student Fee Schedule

<ul style="list-style-type: none"> • CRICOS Course No. 019701D • Study Period for Course is a Term (9-10 weeks) and there are four (4) Terms in each Course year 			
Course Fees	Senior School Year 10, 11, 12	Middle School Year 7, 8, 9	Primary School Year 4, 5, 6
Registration Fee (non-refundable)	450.00	450.00	\$450.00
TUITION FEES (Compulsory Fees)			
Tuition Fees	\$15,887	\$15,561	\$13,586
Levies etc.	\$5,662	\$5,462	\$4,827
Compulsory English tuition	\$7,183	\$7,183	\$7,183
NON-TUITION FEES (Charges made in advance, where full or part refund may occur)			
Overseas student health cover (12 months)	\$483	\$483	\$483
Bus fees	\$1,800	\$1,800	\$1,800
Year 11 & 12 INTAD levy	\$249		
QSA Visa fee	\$408	\$408	\$408
Special camps/excursions	\$750	\$750	\$250
Uniforms	\$1,100	\$1,100	\$1,100
TOTAL FEES PAYABLE (not including Registration Fee)	\$33,522	\$32,748	\$29,638
Items not included:		Suggested allowance	
Stationery	\$145.95	\$110.25	\$110.25
Individual music tuition	\$36/lesson	\$36/lesson	\$36/lesson
Music instrument hire	\$132	\$132	\$132
Additional ESL classes	\$97.65/hour	\$97.65/hour	\$97.65/hour

1. The College reserves the right to alter these fees at any time.
2. Overseas Student Health Cover - this must be provided for the full length of the Visa. The amounts quoted above may vary depending on duration of Visa. Department of Immigration and Multicultural Affairs require that you maintain your health cover and will be advised, if we become aware that you have allowed it to lapse.
3. It is compulsory that overseas students attend weekly ESL lessons held at NCC.
4. The College reserves the right to evaluate the students requirements in relation to English Tuition and may require students to undertake additional lessons at a cost to parents; such decision by the College is not negotiable.
5. Host family payment: \$300 per week.

Sibling discount:

A 10% discount will apply to 2nd and 3rd siblings who study for a period of 12 months or more with NCC.

Sister School discount:

Discounts will apply to students from our Sister Schools who study for a period of 12 months or more with NCC.

- 2 students enrolled
- 4 students enrolled
- 6+ students enrolled

Temporary Students - Duration of less than 12 weeks

Registration fee not applicable; Tuition fee-based on 1/38th p/week of attendance plus 2 hours ESL/student/week. Please see the business office for calculation.

Student Orientation Program

The orientation program is implemented each time a new student or group of students arrive. Ongoing support is given to the overseas students as issues arise. Below is an outline of the orientation program.

The Registrar will:

- Contact the student to organise a time for their orientation program.
- Book a time for uniform fitting.
- Organise text books and pick up time.
- Give the students a tour of the school.
- Show the students the classrooms that they will be going to.
- Introduce them to IT support and pick up Microsoft Surface 3 computer.
- Students to sign form that they have attended an orientation program.
- Textbooks and uniforms will be issued. Host families will organise a time to pick up textbooks and fit students for uniforms by contacting the College.

Registrar will introduce students to various staff members:

- Head of Curriculum will discuss subject choices and will determine with each student their course of study. The students will receive their timetables and student handbook.
- The Head of School will meet the student and outline what to expect on first day of school. Head of School will also introduce the student to their buddy.
- Mrs Worth will discuss the ESL program with the students and will organise times for ESL lessons.
- Mr Evans will introduce his role as International Student Officer and the support that he can provide the students throughout their course.
- Mr Bruce Campbell - Head of College.

Student Spending Money

The overseas student will need to have access to a credit card that can be used in Australia for any spending their parents authorise. This money may also be used for any additional resources the student may need to purchase to complete school projects, for example: coloured card, etc.

The College Responsibilities

The College has appointed Kay Hollyoak (Registrar) to oversee the overseas students. Mrs Hollyoak is responsible for:

- monitoring the students in their host family home
- contacting the host families and visiting the family and students at least once per term. Students can contact Mrs Hollyoak at any time with any concerns that they may have.

Mrs Hollyoak will contact the student's parents once a term either by phone, letter or email. This contact is to ensure that the parents are aware of how their student is progressing and a chance to raise any concerns that they may have.

A student report (academic and general) will be sent at the end of Term 1 and at the end of each Semester (in July and December) to the parents and host family.

Mrs Hollyoak is responsible for enrolment enquiries and organising host family payments and in meeting with the students every 2 weeks during term time to communicate school information and receive feedback from the students on their life at home, school, subjects, church, friends etc. Parents are welcome to contact Kay via phone on 001167 7 5451 3333 or email: enrolments@ncc.qld.edu.au

Student Responsibilities

Government requirements provide constraints and responsibilities on your study in Australia.

- You are expected to achieve satisfactory academic performance, which means passing your subjects. Unsatisfactory academic performance must be reported by the College to DIAC.
- Students must remain with the education provider (Nambour Christian College Ltd) for the duration of the school year unless they obtain permission from the Department to transfer.
- In accordance with the ESOS Act 2000 students are required to advise the College of any change of address and contact details within 7 days of any change. Failure to notify the College will jeopardise the student's visa.

Homestay Program Information

The procedure for selecting a host (Homestay) family at Nambour Christian College is as follows:

1. Interested families are asked to submit an application for Homestay.
2. The Registrar and Overseas Student Pastoral Carer will invite the family for an interview.
3. The interview will cover –
 - family's association with the College
 - support of the College ethos
 - requirements of a host family to their student

Homestay families are selected on the basis of the family interview, standard of accommodation and specific facilities for the student. The interview to assess the provider's suitability includes, as far as possible, all members of the household. The assessment will take into account previous experience as a Homestay provider, cross-cultural knowledge and sensitivity and composition of the permanent household.

New Homestay providers are given an orientation as to the expectations of the College and students. A contract and this handbook are given to host families to ensure they are aware of their responsibilities as part of the Homestay Program.

What are your responsibilities as a Host Family

The host family's basic responsibility is to welcome the student as a member of their own family and to provide the same care and support that they would give to their own children, supporting the student in all aspects of their educational and personal needs.

During the overseas students stay with the host family, Nambour Christian College Ltd and the parents of the overseas student give the host family the supervision and responsibility for:

- providing a supportive, Christian, family environment for the student.
- their welfare, discipline, academic progress and accommodation needs.
- monitoring the student's studies by communicating with teachers and providing a contact point for the school.
- if required by the student's parents, to control the student's finances, e.g. pocket money and in agreement with the parents, arrange purchases for such items as clothing, bikes, etc.
- signing medical forms and other documents as required by the College or any other organisation.
- ensuring that in the event of illness the student receives appropriate medical attention.
- keeping in contact with the parents of the student, Pastor Richard Whittington and Mrs Kay Hollyoak on a regular basis as to the students wellbeing.
- ensuring that the student is living within the parameters as set by the Christian values of the family.
- notifying the College of any difficulties or conflict between them and the student so that a resolution can be found.
- the College and the host family in consultation with the parents will determine the length of stay and ongoing arrangements for the student in the present Homestay situation.

Application Procedures

All families considering hosting an overseas student are to complete a Host Family Application Form. Family members over the age of 18 years must obtain a current Suitability Notice (Blue Card) for hosting students in their home and inform the College of subsequent renewal/expiry dates. This card can also be used for working with children at churches and schools. These forms can be obtained from the College Registrar.

The College Registrar will notify the host family that they are accepted and will send:

- a letter of acceptance
- direct credit form
- Overseas Student Application for Host Family form (information for host family)
- Overseas Student & Parent Handbook

Host Family Payments

Host families are paid \$300 per week to cover the costs of board for the student. The host family will be paid fortnightly on a Friday (please contact Jenny Baudinette to confirm first payment date).

Phone and Internet Use - the payment of \$300 per week covers the cost of the overseas student making any local calls and using the internet. The overseas student will purchase an "Oz Calling Card" to make phone calls home. This is the most affordable card available. The student can purchase these cards at local newsagents in \$10, \$20 or \$30 amounts.

Text books and Uniforms

The textbooks and uniforms are included in the school fees of the Overseas Students; however, stationery items are not included. Host families will need to contact the school Uniform Shop to organise a time for fitting the student. The Uniform Shop is open on Tuesday 8.15am – 3.30pm. Textbooks will need to be picked up from the College Library. Stationery lists are available at the Main Administration Office and items can be purchased at a local newsagent.

ESL Program - English as a Second Language

The Director of Studies will organise, with the overseas students, appropriate lesson times for ESL. The ESL teacher will co-ordinate sending reports to the overseas student's home (and school for exchange students).

Classes are held twice a week for the duration of a double period. The ESL teacher assists the overseas student to participate in their subject classes alongside their peers.

English Language Extension Work

Students often have a sound grammatical knowledge of the language but poor oral skills. Their oral ability is often restricted through cultural differences. In the early weeks focus is given as to how they can initiate conversations with fellow students and host families with acceptable communication topics.

The ESL teacher liaises with subject teachers to modify and give assistance with class assignments and homework when necessary. The ESL teacher assists with understanding assignment requirements along with required format, genre and research skills using the library and internet along with general study skills.

The ESL periods encourage the students to share their feelings regarding their Australian experiences both at home and at school. This includes discussions on cultural differences, highlights and concerns they may have.

College Policies

An important facet of the Mission of Nambour Christian College is to provide a secure and supportive Christ-centred learning community, where a commitment to excellence, creativity and service is encouraged and modelled.

The College has developed a number of policies formulated to protect students, staff and College property, providing the basis whereby this mission is translated into reality. We ask that you read these carefully.

Privacy Policy - Enrolments

1. Nambour Christian College Ltd, (herein referred to as the College), acknowledges its obligations under The Privacy Amendment Act (Private Sector) 2000, Commonwealth and may from time to time, review and update its Policy to ensure it remains appropriate to current laws, technology and the College environment.
2. Information collected in the course of the enrolment process will be handled in compliance with the Act relating to the collection, use, disclosure, security, access and disposal.
3. In relation to personal information of students and parents, the primary purpose of collection is to enable the College to provide Christian schooling for the student. This includes satisfying both the needs of parents and the needs of the student throughout the whole period the student is enrolled at the College.
4. The purposes for which the College uses personal information of students and parents include:
 - to keep parents informed about matters related to their student's schooling, through correspondence, electronic media, newsletters and magazines. On occasions this may include information such as academic and sporting achievements, student activities, photos and other news published in the College newsletters, magazines and on our College web sites;
 - day-to-day administration;
 - looking after students' educational and vocational advancement, social and medical wellbeing;
 - seeking applications for funding for student and College programs;
 - seeking donations and marketing for the College, including public media. Photos and student names may be included;
 - to satisfy the College's legal obligations and allow the College to discharge its duty of care.
5. Information obtained in the normal course of an enrolment of a student will during his/her association with the College be given to support groups (e.g. Parents and Friends Association and supporting cultural and sporting groups).

The College may include your contact details in a class list and in the College Communicator (a directory of parent and student address and contact details which is distributed to College families). If you do not agree to this, you must advise the Head of College, immediately in writing.

Ultimately when the student finishes at the College, his/her name, address and date of attendance at Nambour Christian College Ltd will be stored on an Alumni database.

6. When information requested from parents/guardians is not obtained, the College may not be able to enrol or continue the enrolment of the student.
7. Personal student information will be held in a safe and secure manner and College staff are required to respect the confidentiality of personal information and the privacy of individuals. Should you provide the College with personal information of others, e.g. doctors, emergency contacts, grandparents, past students, it is assumed you have the consent of such contacts.
8. The College will not disclose your personal information except to those involved with your enrolment or as a safety obligation. Full and frank disclosure is required when information is sought by Nambour Christian College for its stated purposes.
9. A more detailed version of the College's Privacy Policy can be obtained by contacting the Privacy Officer, Nambour Christian College Ltd on (07) 5451 3333. Further information on your rights can be found on the Australian Privacy Commissioner's web site www.privacy.gov.au

Child Protection Policy

The Child Protection Policy addresses instances where students may have suffered harm or been exposed to inappropriate behaviour or sexual abuse or suspected sexual abuse. It is one of a number of policies formulated to protect students and staff providing the basis whereby the Mission of Nambour Christian College is translated into reality.

In line with new government legislation under the Education (Accreditation of Non-State Schools) Act 2001 and Education Act 1988 and 1998 it is now mandatory for staff to report to the Head of College (who will then advise the police) of any actual or suspected sexual abuse or other incidents of significant harm to students.

Our College has in place a Child Protection Policy for the benefit and protection of our students and this can be accessed through the College web site www.ncc.qld.edu.au

Below is the procedure whereby parents, students and staff can report incidence/s of actual or suspected abuse.

Reporting Procedure

Should a staff member or student form a suspicion, observe worrisome conduct, have significant harm disclosed to them, that student or staff member must inform the College Protection Officer and the staff member must complete a report immediately (Annexure D of the College Child Protection Policy).

Confidentiality will be maintained regarding persons disclosing this information. The person submitting the report is not liable, civilly, criminally or under an administrative process, for passing this information through the correct channels.

College Child Protection Officers are

Primary School	Mr Peter McNamara, Mrs Deb Holmes, Mrs Shona Diggines, Mr Rob Jansen, Mrs Elizabeth Chamberlain
Secondary School	Mrs Loida Paterson, Mr Brian Evans

Their names and pictures are located in the Primary Office and Secondary Student Office.

The College Protection Officer will inform the Head of Pastoral Care when they receive a report. The Head of Pastoral Care will consult with the Head of College and Independent Protection Officer, Ms Suzanne Brooks, Barrister-at-Law.

The following course of action will apply:

The Head of College will report the matter to police and submit a copy of the report. The College does not in any way investigate an alleged criminal offence. It will co-operate with the relevant State authority. Criminal misconduct will result in criminal penalties as decided by legal process; a finding or plea of guilt at law will result in termination of employment or expulsion of the offender.

In consultation with the Police, the Head of College will contact parents to offer support to parents and child.

In consultation with the Police, the Head of College will meet with the alleged offender to inform him/her of the allegation and course of action.

The alleged offender will be immediately stood down or suspended. This action is considered necessary in order to meet duty of care responsibilities.

The Head of College will offer appropriate support to the child / family along with appropriate support to the alleged offender.

If the matter is not criminal in nature, then the Head of College will consult with the parties involved, form a view and respond appropriately. A report of the incident will be filed.

Refund Policy

1. This policy outlines refunds applicable to course fees paid 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 Registration Fee is non-refundable.
4. Payment of Course Fees and Refunds
 - a) Fees are payable according to the invoice attached and as specified in the Enrolment Process section above.
 - b) An itemised list of course fees is provided in the school's Written Agreement.
 - 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 College Registrar.
6. **Student default because of visa refusal**
 If a student's visa application is refused by the Department of Immigration and Citizenship and the student cannot undertake the course, the school will refund within four weeks any unspent pre-paid fees where the student produces evidence that the application made by the student for a student visa has been refused by the Australian immigration authorities.
7. **Student Default**
 - a) Any amount owing under this section will be paid within four 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, only one term's (or ten weeks) tuition fees will be refunded from prepaid tuition fees.
 - d) If up to two term's tuition fees have been prepaid, and the school receives written notification of withdrawal by the student (or parent(s)/legal guardian if the student is under 18), the school will refund the amount of prepaid fees less the following amounts:
 - i. an administration fee of \$100 and the registration fee if written notice is received up to four weeks prior to commencement of the course.
 - ii. 30% of the tuition fee if written notice is received less than four weeks prior to commencement of the course.
 - iii. 50% of any unspent pre-paid tuition fees, up to a maximum of one term's fees, if written notice is received within six months following the commencement date of the student's course.
 - e) No amount will be refunded if written notice is received more than six months after the commencement date of the student's course.
 - f) If more than two term's tuition fees have been prepaid in one amount, refund provisions under (d) will apply for tuition fees paid for the first two terms, and any remaining unspent tuition fees after this will be refunded.
 - g) No refund of tuition fees will be made where a student's enrolment is cancelled for any of the following reasons:
 - i. Failure to maintain satisfactory course progress (visa condition 8202). Please see Course Progress and Attendance Policy available on the College web site.
 - ii. Failure to maintain satisfactory attendance (visa condition 8202). Please see Course Progress and Attendance Policy available on the College web site.
 - iii. Failure to maintain approved welfare and accommodation arrangements (visa condition 8532). Please see Accommodation and Welfare Policy on the College web site.
 - iv. Failure to pay course fees.
 - v. Any behaviour identified as resulting in enrolment cancellation in Nambour Christian College's Deferment, Suspension and Cancellation Policy and/or Suspension and Exclusion Policy available on the College web site.
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 unspent pre-paid tuition fees* paid to the school 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 unspent pre-paid tuition fees* paid to the school will be made within 14 days of the course school's default day.
 - c) In the event that the school is unable to fulfil its obligations of providing an agreeable alternative course for the student, or a refund, the student will receive assistance from the Australian government's Tuition Protection Service. For information on the TPS, please see: <https://tps.gov.au/Information/Students/How>
9. This agreement, and the availability of complaints and appeals processes, does not remove the right of the student to take action under Australia's consumer protection laws.

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.

Accommodation and Welfare Policy

Nambour Christian College (College) approves the following accommodation options for overseas students:

- The student will live with a parent or relative as permitted by Department of Immigration. In this case the College does not provide a welfare letter (CAAW) via PRISMS. The student's family provides proof of relationship to Department of Immigration for the purposes of visa application.
- The student will live in school approved accommodation and the College will generate the welfare letter (CAAW) via PRISMS to accompany the student's Confirmation of Enrolment (CoE).
- School approved accommodation options for full fee paying 500 visa subclass students under 18 years of age include:
 - *Homestay Program operated by Nambour Christian College
- For school vacation periods, the following accommodation options are available to full fee paying 500 visa subclass students under 18 years of age:
 - Student returns home to parents.
 - Student continues to live in / is placed in Homestay arranged and approved by the College.
 - Student may spend vacation with friend's family or relatives if all requirements are met in order to attain school approval.
 - Student may attend a supervised excursion, camp, etc., if all requirements are met in order to attain school approval.
- If the College has taken responsibility for approving arrangements for student care and welfare, should the College not approve requests for changes to agreed arrangements, and the student refuses to maintain the approved and agreed arrangements, the College will advise the student this will be reported to Department of Immigration and the student will need to contact 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>) This includes any requests by students under 18 years of age to attend "Schoolies Week" on completion of Year 12.
- Accommodation options for full fee paying 500 visa subclass students 18 years and older include:
 - Homestay Program
- For school vacation periods, the following accommodation options are available to full fee paying 500 visa subclass students 18 years or older:
 - Student returns home to parents.
 - Student continues to live in / is placed in Homestay, details of which are recorded by the College.
 - Student may spend vacation with friend's family or relatives, provided details are given.
 - Student may attend a supervised excursion, camp, etc., provided details are given.
- All students are required to notify the College of a change of address while enrolled in the course, and students who live in school approved accommodation must not change agreed arrangements without prior approval of the College.

*NB Homestay Programs operated by Nambour Christian College or approved by Nambour Christian College meet Queensland legislative requirements under Education (Overseas Students) Regulation 1998 s9 and the Commission for Children and Young People and Child Guardian as well as under Standard 5 of the National Code.

These include:

- Continuous dates for approved welfare arrangements
- Documented procedures for checking suitability of accommodation, support and general welfare arrangements
- Guidelines for selecting family and ensuring the family can provide a stable environment for the duration of the student's enrolment at the school
- Criteria about accommodation services to be provided, and contract for arrangements about providing accommodation services
- Orientation program from families new to provision of Homestay services
- Blue card for adults living in the Homestay other than overseas students
- Compliant Homestay Risk Management strategy, reviewed annually, undertaken by the operator of the Homestay program.

Student Transfer Request Policy

1. Overseas students are restricted from transferring from their principal course of study for a period of six months. This restriction also applies to any course(s) packaged with their principal course of study. Exceptions to this restriction are:
 - a) if the student's course or school becomes unregistered
 - b) the school has a government sanction imposed on its registration
 - c) a government sponsor (if applicable) considers a transfer to be in the student's best interests
 - d) if the student is granted a Letter of Release.
2. Students can apply to the College Registrar for a Letter of Release at no charge to enable them to transfer to another education provider. However, if a student has not completed the first six months of the principal course of study or is under 18 years of age, conditions apply.
3. Nambour Christian College will only provide a Letter of Release to students before completing the first six months of their principal course in the following circumstances:
 - a) the student has changed welfare and accommodation arrangements and is no longer within a reasonable travelling time of the school.
 - b) it has been agreed by the school the student would be better placed in a course that is not available at Nambour Christian College.
 - c) any other reason stated in the policies of Nambour Christian College.
4. Students under 18 years of age MUST also have:
 - a) written evidence that the student's parent(s)/legal guardian supports the transfer.
 - b) written confirmation that the new provider will accept responsibility for approving the student's accommodation, support, and general welfare arrangements where the student is not living with a parent / legal guardian or a suitable nominated relative.
 - c) evidence that the student is always in Department of Immigration approved welfare and accommodation arrangements.
5. Nambour Christian College will NOT provide a letter of release to students before completing the first six months of their principal course in the following circumstances:
 - a) the student's progress is likely to be academically disadvantaged.
 - b) Nambour Christian College is concerned that the student's application to transfer is a consequence of the adverse influence of another party.
 - c) the student has not had sufficient time to settle into a new environment in order to make an informed decision about transfer.
 - d) the student has not accessed school support services which may assist with making adjustments to a new environment, including academic and personal counselling services.
 - e) Course fees have not been paid for the current study period.
6. In order to apply for a Letter of Release, all students must first have a letter of offer from the receiving provider.
7. Applications to transfer to another registered provider may have visa implications. The student is advised to contact the Department of Immigration and Citizenship office as soon as possible to discuss any implications. The address of the nearest Office is:

Ground Floor,
299 Adelaide Street,
BRISBANE QLD 4000

Other contact details for Department of Immigration are: Telephone: 131 881 and Email: <http://www.border.gov.au/about/contact/offices-locations>

It is a requirement under Queensland legislation that Letters of Release, whether provided by Nambour Christian College Ltd or by another registered provider, give information about whether the student has demonstrated a commitment to studies during the course, had a good attendance record for the course, and paid all fees for the course.

8. All applications for transfer will be considered within 10 working days and the applicant notified of the decision.
9. Students whose request for transfer has been refused will be notified in writing of the reasons for refusal and may appeal the decision in accordance with Nambour Christian College's Complaints and Appeals Policy. The Complaints and Appeals Policy is available on the College web site.

Written Entry Requirements Policy

1. Nambour Christian College will consider enrolment applications from students wishing to apply for a Student Visa, subject to compliance with minimum requirements and conditions set by the School, and with legislative requirements of the State of Queensland and the Commonwealth of Australia, including any requirements to undertake extra tuition to learn English to meet the English language proficiency standard needed to enter mainstream classes.
2. Applications for enrolment must be made on the Overseas Student Application for Enrolment Form. This must be correctly completed, and must be accompanied by the following documents to support the application:
 - a) Copies of Student Report Cards from the previous year of study, including a copy of the latest Student Report;
 - b) A completed Reference Form from the student's current or most recent school Principal is also required if student Report Cards do not record student behaviour or commitment to studies;
 - c) A completed Subject Choices Form, if applicable (if required by the College, this form will be included with the enrolment information mailed or emailed at the time of application);
 - 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) Completed Homestay or Boarding Application Form;
 - h) Registration Fee.
3. Where the above documents are not in English, certified translations in English are required, with necessary costs to be met by the applicant.
4. An Application for Enrolment can only be processed when all of the above are in the hands of the College Registrar.
5. Applications from overseas students are processed according to established policy and procedures, and are dealt with on their merits.
6. Assessment procedures include an evaluation of reports from previous schools and of English language proficiency. In cases where report cards are not available or are inconclusive for any reason, the school may require relevant testing of the applicant to assess the application. Minimum academic and English language requirements are as follows:

Academic Requirements

1. 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. Nambour Christian College requires evidence of sufficient proficiency in English to successfully meet the curriculum demands of the enrolled course. This is a requirement under the 2007 National Code of Practice, Section D Standard 2.
2. If applicable, schools can note evidence presented by a student as part of the student visa application process as evidence of English language proficiency.

Alternatively, Nambour Christian College accepts results from the following test instruments:

Acceptable Test	Minimum Test Result	For Entry to Year
English language proficiency test conducted by our ESL teacher	To be determined by the ESL teacher	10, 11 & 12

3. Students should note that if their language proficiency is below that outlined above, they may be required to undertake an intensive English language course before beginning mainstream studies.
4. Students wishing to enter the school below year 10 level are assessed individually based on the contents of their report cards and personal references, and may also be required to undertake a language proficiency test set by the school.

Deferment, Suspension and Cancellation Policy

1. **Deferment of commencement of study requested by student**
 - a) Nambour Christian College will only grant a deferment of commencement of studies for compassionate and compelling circumstances. These include but are not limited to:
 - i. illness, where a medical certificate states that the student was unable to attend classes
 - ii. bereavement of close family members such as parents or grandparents (where possible a death certificate should be provided)
 - iii. major political upheaval or natural disaster in the home country requiring emergency travel that has impacted on studies
 - iv. a traumatic experience which has impacted on the student (these cases should be where possible supported by police or psychologists' reports)
 - b) The final decision for assessing and granting a deferment of commencement of studies lies with the Head of College.
 - c) Deferment will be recorded on PRISMS within 14 days of being granted.
2. **Suspension of study requested by student**
 - a) Once the student has commenced the course, Nambour Christian College will only grant a suspension of study for compassionate and compelling circumstances. These include but are not limited to:
 - i. illness, where a medical certificate states that the student was unable to attend classes
 - ii. bereavement of close family members such as parents or grandparents (where possible a death certificate should be provided)
 - iii. major political upheaval or natural disaster in the home country requiring emergency travel that has impacted on studies
 - iv. a traumatic experience which has impacted on the student (these cases should be where possible supported by police or psychologists' reports).
 - b) Suspensions will be recorded on PRISMS within 14 days of being granted.
 - c) The period of suspension will not be included in attendance calculations.
 - d) The final decision for assessing and granting a suspension of studies lies with the Head of College.
3. **Student initiated cancellation of enrolment**
 - a) All notification of withdrawal from a course, or applications for refunds, must be made in writing and submitted to the College Registrar. Please see Nambour Christian College's Refund Policy for information regarding refunds.
4. **Assessing requests for deferment or suspension of studies**
 - a) Applications will be assessed on merit by the Head of College.
 - b) All applications for deferment or suspension will be considered within 10 working days.
5. **School initiated exclusion from class (1 – 28 days)**
 - a) Nambour Christian College may exclude a student from class studies on the grounds of misbehaviour by the student. Exclusion will occur as the result of any behaviour identified as resulting in exclusion in Nambour Christian College's Suspension and Exclusion Policy as listed on the College web site.
 - b) Excluded students must abide by the conditions of their exclusion from studies which will depend on the welfare and accommodation arrangements in place for each student and which will be determined by the Head of College.
 - c) Where the student is provided with homework or other studies for the period of the exclusion, the student must continue to meet the academic requirements of the course.
 - d) Exclusions from class will not be recorded on PRISMS.
 - e) Periods of 'exclusion from class' will/will not be included in attendance calculations as per Nambour Christian College's Course Progress and Attendance Policy.
6. **School initiated suspension of studies (28 days +)**
 - a) Nambour Christian College may initiate a suspension of studies for a student on the grounds of misbehaviour by the student. Suspension will occur as the result of any behaviour identified as resulting in suspension in Nambour Christian College's Suspension and Exclusion Policy as listed on the College web site.
 - b) Suspended students must abide by the conditions of their suspension from studies which will depend on the welfare and accommodation arrangements in place for each student and which will be determined by the Head of College.
 - c) Students who have been suspended for more than 28 days may need to contact Department of Immigration. (Please see contact details at: <http://www.immi.gov.au/contacts/australia/index.htm>.)
 - d) If special circumstances exist, the student must abide by the conditions of his or her suspension which will depend on the welfare and accommodation arrangements in place for each student and which will be determined by the Head of College.
 - e) Suspensions will be recorded on PRISMS.
 - f) The period of suspension will not be included in attendance calculations.

Deferment, Suspension and Cancellation Policy (cont..)

7. School initiated cancellation of enrolment

- a) Nambour Christian College will cancel the enrolment of a student under the following conditions:
 - i. Failure to pay course fees
 - ii. Failure to maintain approved welfare and accommodation arrangements (visa condition 8532)
 - iii. Any behaviour identified as resulting in cancellation in Nambour Christian College's Suspension and Exclusion Policy as listed on the College web site.
- b) Nambour Christian College is required to report failure to maintain satisfactory course progress and failure to maintain satisfactory attendance to Department of Immigration, which may impact on a student's visa.

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

8. Complaints and Appeals

- a) Student requests for deferment, and suspension and cancellation of enrolment are not subject to Nambour Christian College's Complaints and Appeals Policy.
- b) Exclusion from class is subject to Nambour Christian College's Complaints and Appeals Policy.
- c) School initiated suspension, where the suspension is to be recorded in PRISMS, and cancellation are subject to Nambour Christian College's Complaints and Appeals Policy.
- d) For the duration of the appeals process, the student will remain enrolled and must attend as required to maintain enrolment and attendance at all classes as normal. The Head of College will determine if participation in studies will be in class or under a supervised arrangement outside of classes.
- e) If students access Nambour Christian College's complaints and appeals process regarding a school initiated suspension, where the suspension is recorded in PRISMS, or cancellation, the suspension or cancellation will not be reported in PRISMS until the complaints and appeals process is finalised, unless extenuating circumstances relating to the welfare of the student apply.
- f) Extenuating circumstances include:
 - i. the student refuses to maintain approved welfare and accommodation arrangements (for students under 18 years of age)
 - ii. the student is missing
 - iii. the student has medical concerns or severe depression or psychological issues which lead the school to fear for the student's wellbeing
 - iv. the student has engaged or threatened to engage in behaviour that is reasonably believed to endanger the student or others
 - v. is at risk of committing a criminal offence, or
 - vi. the student is the subject of investigation relating to criminal matters.
- g) The use of extenuating circumstances by Nambour Christian College to suspend or cancel a student's enrolment prior to the completion of any complaints and appeals process will be supported by appropriate evidence.
- h) The final decision for evaluating extenuating circumstances lies with the Head of College.

9. Student to seek information from Department of Immigration

- a) Deferment, suspension and cancellation of enrolment can have an effect on a student's visa as a result of changes to enrolment status. Students can visit the Department of Immigration Website www.immi.gov.au/students/ for further information about their visa conditions and obligations.

10. Definitions

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

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

1. Purpose

- a) The purpose of Nambour Christian College's Complaints and Appeals Policy is to provide a student or parent(s)/legal guardian with the opportunity to access procedures to facilitate the resolution of a dispute or complaint.
- b) The internal complaints and appeals processes are conciliatory and non-legal.

2. Complaints against other students

- a) Grievances brought by a student against another student will be dealt with under the school's Student Bullying Policy/Code of Behaviour.

3. Informal Complaints Resolution

- a) In the first instance, Nambour Christian 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 School 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 Head of College and Nambour Christian College's internal formal complaints and appeals handling procedure will be followed.

4. Formal Complaints Handling Procedure

- a) The process of this grievance procedure is confidential and any complaints or appeals are a matter between the parties concerned and those directly involved in the complaints handling process.
- b) The student must notify the school in writing of the nature and details of the complaint or appeal.
- c) Written complaints or appeals are to be lodged with the Head of College.
- 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 Head of College.
- g) Students and / or the School may be accompanied and assisted by a support person at all relevant meetings.
- h) The formal grievance process will commence within 10 working days of the lodgement of the complaint or appeal with the Head of College.
- i) Once the Head of College has come to a decision regarding the complaint or appeal, the student will be informed in writing of the outcome and the reasons for the outcome, and a copy will be retained on the student's file.
- j) If the grievance procedure finds in favour of the student, Nambour Christian College will immediately implement the decision and any corrective and preventative action required, and advise the student of the outcome.
- k) Nambour Christian College undertakes to finalise all grievance procedures within 10 working days.
- l) For the duration of the appeals process, the student's enrolment and attendance must be maintained.

5. External Appeals Processes

- a) If the student is dissatisfied with the conduct or result of the complaints procedure, he/she may seek redress through an external body at minimal or no cost within two weeks.
- b) If the student wishes to complain or to lodge an external appeal about a decision made or action taken by Nambour Christian College, he/she may contact the Overseas Students Ombudsman at no cost. The Overseas Students Ombudsman offers a free and independent service for overseas students. Please see: www.oso.gov.au or phone 1300 362 072 for more information.
- c) If a student is concerned about the actions of the school they may approach the chief executive of the Department of Education, Training and Employment, who, under part 2, division 2 of the Education (Overseas Students) Act 1996, may suspend or cancel the registration of a provider or a course if a breach of the requirements of registration provision is proved. Concerns or complaints about the conduct of a registered provider should be addressed in writing to:

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

6. Other legal redress

- 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 Nambour Christian College or the parent(s)/legal guardian of a student where that student is under 18 years of age.
- c) Support person – for example, a friend/teacher/relative not involved in the grievance.

Critical Incident Policy

1. Nambour Christian College recognises the duty of care owed to its students and that planning for the management of a critical incident is essential.
2. A critical incident is a traumatic event, or the threat of such (within or outside Australia) which causes extreme stress, fear or injury. This may include but is not limited to:
 - a) Serious injury, illness or death of a student or staff
 - b) Students or staff lost or injured on an excursion
 - c) A missing student
 - d) Severe verbal or psychological aggression
 - e) Physical assault
 - f) Student or staff witnessing a serious accident or incident of violence
 - g) Natural disaster e.g. earthquake, flood, windstorm, hailstorm or extremes of temperature
 - h) Fire, bomb threat, explosion, gas or chemical hazard
 - i) Social issues e.g. drug use, sexual assault
3. Critical Incident Committee
 - a) Nambour Christian College has a Critical Incident Committee to assist the Principal in the prevention and management of critical incidents at the school, or off campus in the case of an overseas student for whom the school has undertaken care responsibilities.
 - b) Bruce Campbell, Head of College, is the critical incident team leader.
 - c) The Critical Incident Committee also includes:
 - i) the Deputy Principal – Geoff van der Vliet
 - ii) staff members – Loida Paterson, Margaret Sweeney, Brad Elliott, Helen Potter,
 - iii) the school counsellor – David Hadley
 - iv) the international student co-ordinator – Kay Hollyoak
 - d) The responsibilities of the committee include:
 - i) risk assessment of hazards and situations which may require emergency action
 - ii) analysis of requirements to address these hazards
 - iii) establishment of liaison with all relevant emergency services e.g. police, fire brigade, ambulance, hospital, poisons information centre, community health services
 - iv) 24 hour access to contact details for all students and their families (for schools with overseas students this will also include agents, Homestay families, carers, consular staff, embassies and interpreting services if necessary)
 - v) 24 hour access to contact details for all relevant staff members needed in the event of a critical incident e.g. school counsellor, welfare officer, legal services, school security
 - vi) development of a critical incident plan for each critical incident identified
 - vii) dissemination of planned procedures
 - viii) organisation of practice drills
 - ix) regular review of the critical incident plan
 - x) assisting with implementation of the critical incident plan
 - xi) arranging appropriate staff development
 - xii) budget allocation for emergencies
4. Critical Incident Plans
 - a) All critical incident plans assign responsibilities among relevant staff members; cover all the actions to be taken and timelines for doing so.
 - b) Immediate Action (within 24 hours)
 - i) identify the nature of the critical incident
 - ii) notification of the critical incident committee/team leader
 - iii) implement the appropriate management plan or action strategy
 - iv) assignment of duties and resources to school staff
 - v) seeking advice and help from any necessary emergency services/hospital/medical services
 - vi) dissemination of information to parents and family members
 - vii) completion of a critical incident report
 - viii) media response if required (see below)
 - ix) assess the need for support and counselling for those directly and indirectly involved
 - c) Additional Action (48 – 72 hours)
 - i) assess the need for support and counselling for those directly and indirectly involved (ongoing)
 - ii) provide staff and students with factual information as appropriate
 - iii) restore normal functioning and school delivery
 - d) Follow-up – monitoring, support, evaluation
 - i) identification of any other people who may be affected by critical incident and access of support services for affected community members
 - ii) maintain contact with any injured/affected parties
 - iii) provision of accurate information to staff and students where appropriate
 - iv) evaluation of critical incident management
 - v) be aware of any possible longer term disturbances e.g. inquests, legal proceedings

Critical Incident Policy (cont..)

5. Resources
 - a) The nature of critical incidents is such that resources cannot always be provided in anticipation of events. The Critical Incident Committee uses its discretion to provide adequate resources – both physical and personnel – to meet the needs of specific situations. Staff will be reimbursed for any out-of-pocket expenses.
6. Managing the Media
 - a) Manage access of the media to the scene, and to staff, students and relatives
 - b) The Principal should normally handle all initial media calls
 - c) Determine what the official school response will be
 - d) All facts should be checked before speaking to the media
 - e) If accurate information is unavailable or the issue is of a sensitive nature, explain that questions cannot be answered at this time
 - f) Avoid implying blame or fault for any part of the incident as this can have significant legal implications
 - g) The Principal may delegate media liaison to another member of staff
7. Evaluation and review of management plan
 - a) After every critical incident, a meeting of the Critical Incident Committee will be held to evaluate the critical incident report and the effectiveness of the management plan and to make modifications if required. If appropriate, this process will incorporate feedback from all staff, students and local community representatives.

Example of a critical incident plan - injury to overseas student

1. Immediate Action (within 24 hours)

- a) Identify the nature of the critical incident
- b) The person, who is initially notified of the incident, be that the school secretary or Homestay co-ordinator or international student co-ordinator, should get as much information as possible regarding the nature of the critical incident.
 - i) Where did the injury occur? On campus or off?
 - ii) How severe is the nature of the injury?
 - iii) Where is the student now?
 - iv) Is the student in hospital?
 - v) Has an ambulance been called?
 - vi) Is an interpreter required?
- c) The information should be documented for further reference.
- d) Notification of the Critical Incident Committee/team leader
- e) The person who is initially notified of the incident should notify the critical incident team leader immediately.
- f) Assignment of duties to school staff
 - i) The critical incident team leader will identify the staff member responsible for any immediate action.
 - ii) The incident will then be referred to the identified staff member.
 - iii) The responsible staff member should keep in close contact with the critical incident team leader and any other staff members as required.
- g) Implement the appropriate management plan or action strategy
 - i) If the student is on campus
 - Ensure appropriate intervention to minimise additional injury
 - Provide first aid where necessary
 - Ascertain seriousness of injury
 - Call ambulance if required
 - If ambulance is required, accompany student to hospital
 - Ascertain seriousness of injury from hospital staff
 - If ambulance is not required accompany student to relevant medical service e.g. doctor
 - ii) If the student is off-campus
 - If situation appears serious, call an ambulance and either meet the ambulance at the student's location or at the hospital
 - Otherwise go to location of student
 - Provide first aid where necessary
 - Ascertain seriousness of injury
 - Call ambulance if required
 - If ambulance is required, accompany student to hospital
 - Ascertain seriousness of injury from hospital staff
 - If ambulance is not required accompany student to relevant medical service e.g. doctor
 - iii) If the student has already been taken to hospital
 - Go to hospital
 - Ascertain seriousness of injury from hospital staff
- h) Dissemination of information to parents and family members
 - i) When there are a number of people to contact such as when a student is in a Homestay, the school should attempt to simultaneously contact all parties.
 - ii) Contact the parents/legal guardian of the student
 - iii) Contact the carer of the student, e.g. they may be living with a relative
 - iv) Contact the Homestay family of the student

Critical Incident Policy (cont..)

- i) Completion of a critical incident report [see sample critical incident report]
 - j) Media response if required
 - k) Inform critical team leader of any relevant factual information to be conveyed to the media liaison.
 - l) Assess the need for support and counselling for those directly and indirectly involved
 - m) If the student is seriously injured or requires hospitalisation, the school should enlist aid of overseas consular staff to assist the family if they are travelling to Australia, with interpreting services to aid in communication with the relevant medical services and with counselling services if required.
 - n) The school should assess whether other staff and students have been affected by the incident and provide support and counselling as required.
 - o) The school should also contact Department of Immigration and inform them of the incident.
- 2. Additional Action (48 – 72 hours)**
- a) Assess the need for support and counselling for those directly and indirectly involved (ongoing)
 - b) Provide staff and students with factual information as appropriate
 - i) Depending on the nature of the incident, it may be appropriate for the Principal to address the school and inform them of the facts of the incident and the condition of the student concerned.
 - c) Restore normal functioning and school delivery
 - i) Where the incident occurred on school premises, there will be other procedures to follow in relation to any possible safety issues and the school's legal obligations. The Critical Incident Committee should identify the appropriate staff member to follow up these issues.
- 3. Follow-up – monitoring, support, evaluation**
- a) Identification of any other people who may be affected by critical incident and access of support services for affected community members
 - i) The effects of traumatic incidents can be delayed in some people; the school needs to be aware of any emerging need for support and/or counselling.
 - b) Maintain contact with any injured/affected parties
 - c) If the student is in hospital for some time, the school needs to maintain contact with the student and their family.
 - i) Support and assistance for the student and family
 - ii) Depending on the condition of the student, the school could provide school work for the student to enable them to remain in touch with school activities
 - iii) Discuss with the family any required changes to the enrolment of the student e.g. suspension or cancellation of enrolment and make any changes required on PRISMS
 - d) Provision of accurate information to staff and students where appropriate
 - i) Depending on the nature of the incident, it may be appropriate for the Principal to address the school and inform them of the facts of the incident and the condition of the student concerned.
 - e) Evaluation of critical incident management
 - i) The Critical Incident Committee should be held to evaluate the critical incident report and the effectiveness of the management plan and to make modifications if required.
 - f) Be aware of any possible longer term effects on the school and student well-being e.g. inquests, legal proceedings.

Course Progress and Attendance Policy

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 (term) of enrolment.
- c) Students who have begun part way through a term will be assessed after one full study period.
- d) To demonstrate satisfactory course progress, students will need to achieve the following:
 - Primary and Middle Schools (Yrs 4-9):
 - consistently complete assigned homework.
 - consistently submit assessment pieces and complete examinations, unless granted exemption by the school.
 - demonstrate the capability to progress to the next Year Level.
 - Senior School (Yrs 10-12):
 - achieve a C (Sound Achievement) in at least 5 subjects.
 - submit all assessment pieces and assignments for selected subjects, unless granted exemption by the school.
 - attend all applicable lessons and examinations for selected subjects, unless granted exemption by the school.
 - demonstrate a satisfactory attitude and level of effort towards achieving their Senior Education and Training (SET) plan.
- e) If a student does not demonstrate satisfactory course progress in a study period, the Head of School will formally contact the parent(s) to advise there will be a meeting with the student to develop an intervention strategy for academic improvement. This may include:
 - i. 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 and progress reports in achieving improvement will be forwarded to parents.
- g) The student's individual strategy for academic improvement will be monitored over the following study period by the Head of School and records of student response to the strategy will be kept.
- h) If the student does not improve sufficiently academically and achieve satisfactory course progress by the end of the next study period, Nambour Christian College will advise the student in writing of its intention to report the student for breach of visa condition 8202, and that he/she has 20 working days in which to access the school's internal complaints and appeals process.
- i) The school will notify the National ESOS Authority via PRISMS of the student not achieving satisfactory course progress as soon as practicable where:
 - i. the student does not access the complaints and appeals process within 20 days, or
 - ii. withdraws from the complaints and appeals process, or
 - iii. the complaints and appeals process results in favour of the school.

2. Completion within expected duration of study

- a) As noted in 1a), 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 term will include an assessment of whether the student's progress is such that they are expected to complete their course within the expected duration of the course.
- c) The school will only extend the duration of the student's study where the student will not complete their course within the expected duration due to:
 - i. compassionate or compelling circumstances (see Definitions below).
 - ii. student participation in an intervention strategy as outlined in 1e).
 - iii. an approved deferment or suspension of study has been granted in accordance with Nambour Christian College's Deferment, Suspension and Cancellation Policy.
- d) Where the school decides to extend the duration of the student's study, the school will report this change via PRISMS within 14 days and/or issue a new COE, if required.

Course Progress and Attendance Policy (cont..)

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 the Student Officer every week 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 term, e.g. number of study days x contact hours x 20%. [For example, an eight week term with 5 contact hours a day would equal 200 contact hours. 20% of this is 40 hours.]
 - ii. Any period of exclusion from class will not be included in student attendance calculations as per the College 'Deferment, Suspension and Cancellation Policy'.
- g) Parents of students at risk of breaching Nambour Christian College's attendance requirements will be contacted by email or phone and students will be counselled and offered any necessary support when they have absences totalling 10% of any study period.
- h) If the calculation at 3f) indicates that the student has passed the attendance threshold for the study period, Nambour Christian College will advise the student of its intention to report the student for breach of visa condition 8202, and that he/she has 20 working days in which to access the school's internal complaints and appeals process except in the circumstances outlined in 3i).
- i) The school will notify the National ESOS Authority via PRISMS of the student not achieving satisfactory course attendance as soon as practicable where:
 - i. the student does not access the complaints and appeals process within 20 days
 - ii. withdraws from the complaints and appeals process
 - iii. the complaints and appeals process results in a decision for the school.
- j) Students will not be reported for failing to meet the 80% threshold where:
 - i. the student produces documentary evidence clearly demonstrating compassionate or compelling circumstances e.g., medical illness supported by a medical certificate or as per the 'Definition', below, and
 - ii. has not fallen below 70% attendance.
- k) The method for calculating 70% attendance is the same as that outlined in 3f) with the following change; number of study days x contact hours x 30%.
- l) If a student is assessed as having nearly reached the threshold for 70% attendance, the Head of School will assess whether a suspension of studies is in the interests of the student as per Nambour Christian College's Deferment, Suspension and Cancellation Policy.
- m) If the student does not obtain a suspension of studies under Nambour Christian College's Deferment, Suspension and Cancellation Policy, and falls below the 70% threshold for attendance, the process for reporting the student for unsatisfactory attendance (breach of visa condition 8202) will occur as outlined in 3k) – 3l).

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
 - iii. major political upheaval or natural disaster in the home country requiring their emergency travel that has impacted on their studies
 - iv. a traumatic experience which has impacted on the student (these cases should be, where possible, supported by police or psychologists' reports)
 - v. where the school was unable to offer a pre-requisite unit
 - vi. inability to begin studying on the course commencement date due to delay in receiving a student visa.

For other circumstances to be considered as compassionate or compelling, evidence would need to be provided to show that these were having an impact on the student's progress through a course.
- b) **Expected duration** – the length of time it takes to complete the course studying full-time. This is the same as the registered course duration on CRICOS.
- c) **School day** – any day for which the school has scheduled course contact hours.
- d) **Study period** – a discrete period of study within a course which cannot exceed 24 weeks. Nambour Christian College defines a "study period" for the purposes of monitoring course attendance and progress as a **term**.





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