



BE ALL YOU CAN BE.

**2025 INTERNATIONAL
STUDENT & PARENT HANDBOOK**



INTERNATIONAL STUDENTS



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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 1250 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.



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 International Student Coordinator is available to help the students in this process.

115532E	Junior School Studies (Prep - Year 6)
097646D	Junior Secondary Studies (Years 7 - 10)
097647C	Senior Secondary Studies (Years 11 - 12)

All overseas students are eligible for the QCE (Queensland Certificate of Education) at the end of Year 12.

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.

ENTRY REQUIREMENTS

- Supportive of College ethos
- English proficiency – both written and oral (see page 9 of the handbook for requirements)
- 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) 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 semester.

Overseas student's 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, to demonstrate satisfactory course progress, are expected to attain the competency required to be awarded a QCE and/or an Australian Tertiary Admissions Rank (ATAR) score.

COURSE CREDITS

Nambour Christian College does not offer course credit and entry into any course is subject to the assessment of the school in consultation with the Director of Academic Studies. 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.

A homestay host must notify the Registrar in writing immediately of a change of address and 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 Australian International Education and Training Code of Ethics.



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 Australian Department of Home Affairs (Immigration) are extensive. The Department of Home Affairs (Immigration) have information on the process for applying for a visa on their home page. Please visit <https://www.ncc.qld.edu.au/enrolments/international-students/faqs-and-useful-links/>. 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 will be considered subject to compliance with minimum requirements and conditions set by the College, 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 language proficiency standard needed to enter mainstream classes.

HOW TO APPLY

Complete the Overseas Student Application for Enrolment form located on the Nambour Christian College website and upload the following documents as requested on the enrolment form:

- 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.

Where the above documents are not in English, certified translations are required, with necessary costs to be met by the applicant.

An application for enrolment will be processed once all required documentation is submitted and enrolment registration fee is paid.

A non-refundable registration fee of \$450 is payable at the time of application.

ONCE APPLICATION FORM IS RECEIVED

Assessment procedure will include an evaluation of reports from previous schools and of English language proficiency. Evidence is required to show the applicant's academic ability and English proficiency is sufficient to meet the entry and curriculum demands of the intended course. Students undertaking a package of courses will have their academic and English language capabilities re-assessed prior to the commencement of each course in their enrolment package. This is a requirement under the 2018 National Code of Practice Part B Standard 2.

Academic Requirements

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

For Primary School:

i) Evidence of application to schoolwork and age-appropriate achievement in literacy and numeracy areas of the curriculum.

NB: The student will also be assessed at the time of integration to ensure correct placement according to academic ability, age and social development. At the school's discretion, the student may be required to take additional private tuition in English to assist in integration into mainstream Australian Curriculum.

For Years 7 – 12 students:

i) A pass level or "C" result or better for the majority of core subjects and English Language Proficiency as evidenced in the table below.

English Language Proficiency Requirements

Nambour Christian College enrolls international students directly or through one of our Education Agents. Entry into NCC is dependent on each international student having a suitable level of English, so they can manage mainstream curriculum. Applicants are assessed individually based on the contents of their report cards and personal references and may also be required to undertake a language proficiency test set by the school.

If supplied, Nambour Christian College will assess evidence of English language proficiency presented by a student at the time of application but reserves the right to confirm the student's English language proficiency through additional tests.

If not presenting appropriate evidence of English language proficiency at the time of application, Nambour Christian College will assess the student's application for entry based on satisfactory test results as follows:

Acceptable Test	Minimum Test Result	For Entry to
Evidence of application to schoolwork and age-appropriate achievement in literacy and numeracy areas of the curriculum		Junior School - Prep - Year 3
A minimum of 50% in English language studies undertaken at their current school and English language proficiency as evidence be	AEAS 35-46	Junior School - Years 4 -6
English language proficiency test	AEAS 50+ AEAS 55+ AEAS 55+	Middle School - Years 7 Middle School - Years 8 Middle School - Year 9
English language proficiency test	AEAS 60+ AEAS 65+	Senior School - Year 10 Senior School - Year 11

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.

Those students who have undertaken an intensive English language course before beginning mainstream studies, will have their English language proficiency reassessed at the conclusion of the language course to ensure the student's level of proficiency is sufficient to allow them to commence their mainstream course.

Note that where a student cannot, or will not, meet the English language or academic requirements for entry into their first mainstream course, or a subsequent course undertaken as part of an enrolment package,

Nambour Christian College may choose to apply the Conditions of Enrolment outlined the student's written agreement and the provisions of this International Student Policy on Entry Requirements – the outcome of which may result in the withdrawal of offer for enrolment on the grounds that entry requirements have not been met.

Alternatively, Nambour Christian College may (at its discretion, and if appropriate) choose to offer:

- New mainstream enrolments - entry into a mainstream course at a lower year level.
- Continuing mainstream enrolments - opportunity to repeat a year level as part of an academic intervention plan implemented by the school. Refer to the International Student Progress, Attendance and Course Duration Policy.

ONCE APPLICATION IS ASSESSED AND APPROVED

The student will be issued:

- Provisional Letter of Offer outlining fees payable upfront (50% of tuition fees), entry requirements and course details.
- Written Agreement outlining total estimated fees for the duration of the enrolment (tuition and non-tuition fees), special condition (if any), relevant policies around refund, welfare and accommodation, course attendance and course progress, visa requirements for enrolment as an international student, the College's complaints and appeals process and privacy.
- Invoice for six months of host family payments
- Subject Choices Form; if applicable (typically required for Year Levels 9 to 12)
- Medibank 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 Home Affairs (Immigration) 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 six months of \$445 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 15 April of the year of the student studying at the College.

Email Mary Woollett– 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.

2025 OVERSEAS STUDENT FEE SCHEDULE

At NCC, we pride ourselves on delivering excellent quality education complement by exceptional services.

Inclusions in our fees are as follows -

- Supplied laptop and protective case for Year 7-12 students
- Lockers supplied for Year 7-12 students
- Airport transfers
- All school excursions and camps

Extra-curricular activities (ie. music tuition, service trips etc.) are not included.

Application Fee	
Registration Fee	once only \$450

Primary School Studies Years Prep - Year 6 CRICOS Course Code: 115532E	
Compulsory Tuition Fee	
Tuition per year	\$17,657
Levy per year	\$1771
Total per year	\$19,428
Compulsory Non-Tuition Fee	
Levies including student welfare, transport, airport transfers	\$3892
School activities/excursions	\$150
Uniforms	\$450
ESL Tuition costs - if required per year	\$2500
Stationery, photos, text books, yearbook	\$400
Total per year	\$7992
Total Course Cost (per year)	\$26,820



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- Lockers supplied for Year 7-12 students
- Airport transfers
- All school excursions and camps

Extra-curricular activities (ie. music tuition, service trips etc.) are not included.

Application Fee	
Registration Fee	once only \$450

Junior Secondary Studies Years 7-10 CRICOS Course Code: 097646D	
Compulsory Tuition Fee	
Tuition per year	\$21,592
Levy per year	\$3323
Total per year	\$24,915
Compulsory Non-Tuition Fee	
Levies including student welfare, transport, airport transfers	\$5202
School activities/excursions	\$350
Uniforms	\$700
ESL Tuition costs - if required per year	\$2500
Stationery, photos, text books, yearbook	\$400
Total per year	\$9200
Total Course Cost (per year)	\$34,115

Homestay Fees	
Homestay \$445 per week - 48 weeks/year	\$21,360
Homestay placement fee - once only	\$500
Homestay relocation fee	\$500

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Inclusions in our fees are as follows -

- Supplied laptop and protective case for Year 7-12 students
- Lockers supplied for Year 7-12 students
- Airport transfers
- All school excursions and camps

Extra-curricular activities (ie. music tuition, service trips etc.) are not included.

Application Fee	
Registration Fee	once only \$450

Senior Secondary Studies Years 11-12 CRICOS Course Code: 097647C	
Compulsory Tuition Fee	
Tuition per year	\$22,015
Levy per year	\$3373
Total per year	\$25,388

Compulsory Non-Tuition Fee	
Levies including student welfare, transport, airport transfers	\$5202
School activities/excursions	\$350
Uniforms	\$800
ESL Tuition costs - if required per year	\$2500
QCAA Fee	\$860
Stationery, photos, text books, yearbook	\$400
Total per year	\$10,112

Total Course Cost (per year)	\$35,500
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Homestay Fees	
Homestay \$445 per week - 48 weeks/year	\$21,360
Homestay placement fee - once only	\$500
Homestay relocation fee	\$500

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 computer device.
- 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:

- International Student Coordinator will introduce their role as International Student Coordinator and the support that will be provided to the student throughout their course. They will outline what to expect on the first day, introduce the student to their buddy and answer any questions.
- The International Student Coordinator will discuss subject choices and will determine with each student their course of study. The students will receive their timetables and student handbook.
- Mrs Keuhne will discuss the ESL program with the students and will organise times for ESL lessons.
- Head of School and Mr Geoff van der Vliet - College Principal.

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 Mary Woollett (Registrar) to oversee the overseas students enrolments, and Mrs Grinan-Paterson as the International Student Coordinator 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 Ms Grinan-Paterson with any concerns that they may have on 5451 3333 or email: info@ncc.qld.edu.au or if an emergency phone Mrs Mary Woollett after hours on 0417 222 253.

The International Student Coordinator 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.

The International Student Coordinator will meet with the students every two 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 via phone on 001167 7 5451 3333 or email info@ncc.qld.edu.au

STUDENT RESPONSIBILITIES

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

- You are required to meet and maintain satisfactory course progress and attendance requirements under visa condition 8202 and under Standard 8 of the National Code of Practice for Providers of Education and Training to Overseas Students 2018.
- International students are restricted from transferring from their first registered school sector course of study for a period of 6 months. Any transfer request made during the initial 6 month period will be assessed in accordance of Nambour Christian College's Transfer Policy
- 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 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 International Student Coordinator 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 Working with Children Check (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 \$445 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 \$445 per week covers the cost of the overseas student making any local calls and using the internet. The overseas student can use WhatsApp to make phone calls home.

TEXT BOOKS AND UNIFORMS

The textbooks, stationery and uniforms are included in the school fees of the Overseas Students. Host families will need to contact the school Uniform Shop to organise a time for fitting the student. The Uniform Shop is open on Thursday 8.15am – 3.30pm. Textbooks will need to be picked up from the College Library. Stationery lists are available on the Student Onboarding website <https://onboarding.ncc.qld.edu.au/>



ESL PROGRAM - ENGLISH AS A SECOND LANGUAGE

The Head of Learning Enrichment 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).

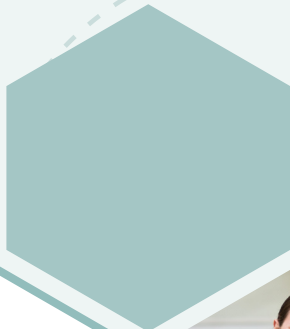
Classes are held once a week for the duration of a double period. The ESL teacher assists the overseas student to participate in their subject classes alongside their peers.

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).
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 Government Department of Education and Training's privacy policy at www.education.gov.au/privacy.

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 Executive Principal (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

Junior School	Mr John Broad, Mrs Karen Webster
Secondary School	Mr Chris Garret, Ms Loida Grinan-Paterson, Miss Makushla D'Costa

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

The College Protection Officer will inform the International Student Coordinator when they receive a report. The International Student Coordinator will consult with the Executive Principal.

The following course of action will apply:

The Executive Principal 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 Executive Principal will contact parents to offer support to parents and child.

In consultation with the Police, the Executive Principal 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 Executive Principal 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 Executive Principal 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 enrolment application fee is non-refundable.
4. Payment of Course Fees and Refunds
 - a) Fees are payable according to the invoice attached and Nambour Christian College's Fee Policy.
 - b) An itemised list of school fees is provided in the school's written agreement [as per NC Standard 3.3.4]
 - c) All fees must be paid in Australian dollars unless requested otherwise. Refunds will be reimbursed in the same currency as fees were received.
 - d) Refunds will be paid to the person who enters into the written agreement unless the school receives written advice from the person who enters the written agreement to pay the refund to someone else.
5. All notification of withdrawal from a course, or applications for refunds, must be made in writing and submitted to the College Registrar.
6. Student default because of visa refusal
 - a) If a student produces evidence of visa refusal (or provides permission for the school to verify visa refusal with the Department of Home Affairs (Immigration) and fails to start a course on, or withdraws from the course on or before the agreed starting day, the College will refund within four weeks of receiving a written claim from the student the total amount of course fees received by the school before the student's default day, minus the lesser of
 - 5% of the amount of course fees received, or
 - AUD 500.
 - b) If a student whose visa has been refused withdraws from the course after it has commenced, the school will retain the amount of tuition fees proportionate to the amount of the course the student has undertaken and will refund of any unused tuition fees* received by the school with respect to the student within the period of four weeks after the day of student default.
 *Calculation of the refund due in this case is prescribed by a legislative instrument (s.10 of Education Services for Overseas Students (Calculation of Refund) Specification 2014).
7. Student default
 - a) Any amount owing under this section will be paid within 4 weeks of receiving a written claim from the student (or parent(s)/legal guardian if the student is under 18).
 - b) Non-tuition fees will be refunded on a pro rata basis proportional to the amount of time the student was studying in the course, except where a non-refundable payment on behalf of the student has been made].
 - c) If the student, does not provide written notice of withdrawal, and does not start the course on the agreed starting date, only 1 term's (or ten weeks) tuition fees will be retained from tuition fees received by the school and the remainder will be refunded].
 - d) If tuition fees for up to 1 term have been received in advance by the school and the school receives written notification of withdrawal by the student (or parent(s)/legal guardian if the student is under 18), the school will:
 - i. Retain an administration fee of \$100 and refund the balance of the tuition fees if written notice is received up to four weeks prior to commencement of the course.
 - ii. Refund 30 % of the tuition fees received if written notice is received less than four weeks prior to commencement of the course.
 - iii. Refund 50 % of any tuition fees received, if written notice is received before one (1) term of the payment period has passed.
 - iv. No refund if written notice is received after 1 term of the payment period has passed.

- e) If tuition fees have been received for more than 1 term, refund provisions under (d) will apply for the first 1 term and any balance of unused tuition fees after this will be refunded.
- f) No refund of tuition fees will be made where a student's enrolment is cancelled for any of the following reasons:
 - i. Failure to maintain satisfactory course progress (visa condition 8202). Please see College web site.
 - ii. Failure to maintain satisfactory attendance (visa condition 8202). Please see College web site.
 - iii. Failure to maintain approved welfare and accommodation arrangements (visa condition 8532). [If applicable: Please see School Policy on College web site.
 - iv. Failure to pay course fees.
 - v. Any behaviour identified as resulting in enrolment cancellation in Nambour Christian College's Suspension and Exclusion Policy. Please see College web site.
- g) If Nambour Christian College's cancels a student's enrolment for failure to maintain agreed conditions as outlined in the student's written agreement, including failure to disclose a pre-existing condition requiring a high degree of specialised support or care, any refund of tuition fees will be at the discretion of the school.

8. Provider default

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

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

- 9. This written agreement, and the right to make complaints and seek appeals of decisions and action under various processes, does not affect the rights of the student to take action under the Australian Consumer Law if the Australian Consumer Law applies.

Definitions

- a. Non-tuition fees – fees not directly related to provision of the student's course, including Camps, Excursions, Homestay placement fee, Administration Fee, Overseas student health cover etc.
- b. Tuition fees – fees directly related to the provision of the student's course, including Tuition fees, levies, registration fees etc.
- c. Course fees - the sum of tuition fees and non-tuition fees received by the College in respect of the student in order for the student to undertake the course.

ACCOMMODATION AND WELFARE POLICY

Care for younger students under 18 years.

Nambour Christian College is a CRICOS-registered provider which enrolls younger students under 18 years of age.

As part of its registration obligations Nambour Christian College must satisfy Commonwealth and state legislation, as well as any other regulatory requirements, relating to child welfare and protection for any overseas student enrolled who is under 18 years of age.

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

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

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

Accommodation and care options for overseas students under 18 years. Nambour Christian College approves the following accommodation and care options for overseas students:

1. The student will live with a parent or relative approved by the Department of Home Affairs (Immigration). In this case:
 - i. The School does not provide a welfare letter (CAAW) via PRISMS. The student's family completes Form 157N and provides proof of relationship to Department of Home Affairs (Immigration) at the time of visa application for approval of these arrangements. The Department of Home Affairs (Immigration) must also approve any further change of welfare arrangements.
 - ii. If the adult responsible for the welfare, accommodation and other support arrangements for a student under 18 years holds a Student guardian Visa (subclass 590), all obligations and conditions of this visa must be met, including:
 - a) not leaving Australia without the nominating student unless there are compassionate and compelling circumstances and the College has first approved alternative welfare and accommodation arrangements for the student for the adult's period of absence, and
 - b) advising the Department of Home Affairs (Immigration) of any change of address, passport or other changes of circumstances.

Nambour Christian College requires holders of Student Guardian Visas to:

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

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

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

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

Accommodation options that may be approved by Nambour Christian College for full fee paying 500 visa subclass students under 18 years of age include:

- Homestay Program operated by Nambour Christian College.
- Private accommodation and care arrangements requested by the parent but approved by the College which meet all requirements under relevant state and commonwealth legislation.

Nambour Christian College will maintain approval of accommodation and care arrangements until:

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

Any accommodation, welfare and other support arrangements for the student must be approved by Nambour Christian College, including arrangements provided by third parties.

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

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

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

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

If a student for whom the School has issued a CAAW refuses to maintain approved arrangements, the College will report this to the Department of Home Affairs (Immigration) and advise the student to contact the Department of Home Affairs (Immigration) to ensure visa implications are understood. DHA enquiries.

In the event of a significant or critical welfare issue involving the student, and if determined necessary by the College, a parent, legal guardian or approved relative agrees to travel to a designated location within 2 days to assume care of the student until the situation has been resolved to the College's satisfaction.

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

3. For School vacation periods, students under 18 years of age for whom Nambour Christian College has issued a CAAW will:
 - i. return home to parents, or
 - ii. continue to live in / is placed in Homestay arranged and approved by the College, or
 - iii. apply for approval to spend the vacation with relatives or a friend's family
 - iv. apply to attend a supervised excursion, camp, etc..., if all requirements are met in order to attain College approval.
4. Accommodation options for students 18 years and older include:
 - i. Homestay Program, including private arrangements requested by a parent
5. For School vacation periods, the following accommodation options are available to students 18 years or older:
 - i. Student returns home to parents
 - ii. Student continues to live in / is placed in Homestay, details of which are recorded by the College
 - iii. Student may spend vacation with friend's family or relatives, provided details are given
 - iv. Student may attend a supervised excursion, camp, etc..., provided details are given
6. Homestay / private accommodation arrangements at Nambour Christian College:

The Homestay accommodation arrangements approved by Nambour Christian College meet Queensland legislative requirements for child protection as well as Standard 5 of the 2021 National Code of Practice for Providers of Education and Training to Overseas Students.

These include:

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

INTERNATIONAL STUDENT TRANSFER REQUEST POLICY

Nambour Christian College's Overseas student transfer policy and processes apply to:

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

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

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

5. Nambour Christian College will NOT agree to the transfer before the student completes the first six months of their first registered school sector course in the following circumstances:
 - a) The student's progress is likely to be academically disadvantaged
 - b) 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) School fees have not been paid for the current term/semester.
6. To apply for transfer to another provider, students need to:
 - a) Complete an Application for Student Transfer Form available from the College Registrar.
 - b) Give this completed application form and a valid offer of enrolment from another provider to Executive Principal for assessment and response within 10 working days.
 - c) If under 18 years of age, attach written confirmation of support for the transfer to the nominated provider by a parent/s or legal guardian/s. In this case, the valid offer of enrolment must confirm acceptance of responsibility for approving the student's accommodation, support and general welfare arrangements from the proposed date of the student's release from Nambour Christian College in accordance with Standard 5 (Younger overseas students) of the 2018 National Code of Practice for Providers of Education and Training for Overseas Students.
 - d) Nambour Christian College will negotiate the welfare transfer date with the receiving provider and will advise the student of the welfare transfer date within 10 working days.
7. Nambour Christian College will assess the student's transfer request application and notify the student of a decision within 10 working days.
8. If Nambour Christian College grants the student's transfer request, the student will be notified and the decision will be reported to the Department of Home Affairs (Immigration) via PRISMS.
9. If Nambour Christian College intends to refuse the student's transfer application request, Nambour Christian College will provide the student with reasons for refusal in writing and include a copy of Nambour Christian College's complaints and appeals policy (available on the NCC website). The student has the right to access Nambour Christian College's complaints and appeals process and has 20 working days to do this. The student's transfer request application will only be finalised in PRISMS after one of the following occurs:
 - a) the student confirms in writing they choose not to access Nambour Christian College's complaints and appeals process, or
 - b) the student confirms in writing they withdraw from any appeals process they have commenced, or
 - c) the appeals process is completed and a decision has been made in favour of the student or Nambour Christian College.
10. Applications to transfer to another registered provider may have visa implications. The student is advised to contact the Department of Home Affairs (Immigration) office as soon as possible to discuss any implications.
<https://immi.homeaffairs.gov.au/help-support/contact-us>
 Student who are no longer subject to the transfer restriction but [Nambour Christian College] where holds welfare responsibility via a CAAW.



11. Students under 18 years of age MUST have:
 - a) Written evidence that the student's parent(s)/legal guardian supports the transfer application
 - b) Written confirmation that the receiving provider will accept responsibility for and communicate with the student about approving the student's accommodation, support, and general welfare arrangements from the proposed date of release where the student is not living with a parent / legal guardian or a suitable nominated relative
12. Transfers to another registered provider may have visa implications. The student is advised to contact the Department of Home Affairs (Immigration) office as soon as possible to discuss any implications. <https://immi.homeaffairs.gov.au/help-support/contact-us>.

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 College, 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 1 years of study, including a copy of the latest Student Report;
 - b) A completed Reference Form from the student's current or most recent school Principal is also required if student Report Cards do not record student behaviour or commitment to studies;
 - c) A completed Subject Choices Form if appropriate;
 - d) Appropriate proof of identity and age;
 - e) Written evidence of proficiency in English as a second language
 - f) Photocopy or scanned copy of passport page with name, photo identification, passport number and expiry date
 - g) Letter of Offer from another registered provider if applicable
 - h) Completed Homestay Application Form
 - i) Enrolment Application Fee
 - j) Application to the Queensland Assessment and Curriculum Authority (QCAA) for relaxation of completed Core requirements if applicable.
3. Where the above documents are not in English, certified translations in English are required, with necessary costs to be met by the applicant.
4. An application for enrolment can only be processed when all of the above are in the hands of the College Registrar.
5. Applications from overseas students are processed according to established policy and procedures, and are dealt with on their merits. Failure to disclose details required as part of the application process may later result in cancellation of enrolment.
6. Assessment procedures include an evaluation of reports from previous schools and of English language proficiency. In cases where report cards are not available or are inconclusive for any reason, the school may require relevant testing of the applicant to assess the application.
7. Onshore applications for Years 11-12, where the student is transferring from another CRICOS registered provider, will only be considered where the transfer, if accepted, allows the student to achieve a successful study outcome at the end of the enrolment.
8. Offshore applications for enrolment in Years 11-12 will not be considered after the Year 11 course has commenced unless the student can complete course assessment units of work in Year 11.
 Nambour Christian College requires evidence that the applicant's academic ability and English proficiency is sufficient to successfully meet the entry and curriculum demands of the intended course. This is a requirement under the 2018 National Code of Practice, Part B Standard 2.
 Minimum academic and English language requirements are as follows:

Academic Requirements

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:

i) Evidence of application to schoolwork and age-appropriate achievement in literacy and numeracy areas of the curriculum

b) For Year 7 – 12 students:

i) A pass level or “C” Year Level or better for the majority of core subjects

English Language Proficiency Requirements

1. Entry Requirements – English

Entry into NCC is dependent on each international student having a suitable level of English, so they can manage mainstream curriculum. Applicants are assessed individually based on the contents of their report cards and personal references and may also be required to undertake a language proficiency test set by the school.

If supplied, Nambour Christian College will assess evidence of English language proficiency presented by a student at the time of application but reserves the right to confirm the student's English language proficiency through additional tests. If not presenting appropriate evidence of English language proficiency at the time of application, Nambour Christian College will assess the student's application for entry based on satisfactory test results as follows:

Acceptable Test	Minimum Test Result	For Entry to
Evidence of application to schoolwork and age-appropriate achievement in literacy and numeracy areas of the curriculum		Junior School - Prep - Year 3
A minimum of 50% in English language studies undertaken at their current school and English language proficiency as evidence be	AEAS 35-46	Junior School - Years 4 -6
English language proficiency test	AEAS 50+ AEAS 55+ AEAS 55+	Middle School - Years 7 Middle School - Years 8 Middle School - Year 9
English language proficiency test	AEAS 60+ AEAS 65+	Senior School - Year 10 Senior School - Year 11

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.

Those students who have undertaken an intensive English language course before beginning mainstream studies, will have their English language proficiency reassessed at the conclusion of the language course to ensure the student's level of proficiency is sufficient to allow them to commence their mainstream course.

Note that where a student cannot, or will not, meet the English language or academic requirements for entry into their first mainstream course, or a subsequent course undertaken as part of an enrolment package, Nambour Christian College may choose to apply the Conditions of Enrolment outlined the student's written agreement and the provisions of this International Student Policy on Entry Requirements – the outcome of which may result in the withdrawal of offer for enrolment on the grounds that entry requirements have not been met.

Alternatively, Nambour Christian College may (at its discretion, and if appropriate) choose to offer:

- New mainstream enrolments - entry into a mainstream course at a lower year level.
- Continuing mainstream enrolments - opportunity to repeat a year level as part of an academic intervention plan implemented by the school. Refer to the International Student Progress, Attendance and Course Duration Policy.

DEFERMENT, SUSPENSION AND CANCELLATION POLICY

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

STUDENT-INITIATED CHANGES IN ENROLMENT

2. 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 will be 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 that has impacted on expected commencement of studies
 - iv) a traumatic experience which has impacted on the student (where possible, these cases should be supported by police or psychologists' reports).
 - v) after undertaking ELICOS studies, the student has not/will not meet the English language benchmark required for entry into the desired course, and the College is willing to defer the student's commencement in the course until a later date when the required benchmark is achieved.
 - b) All applications for deferment will be considered within 10 working days.
 - c) The final decision for assessing and granting a deferment of commencement of studies lies with the College Principal. Where a student's request to defer his/her commencement of studies is refused, the student has a right of appeal (see Nambour Christian College Complaints and Appeals policy).
 - d) Deferment will be recorded on PRISMS within 14 days of being granted.
3. 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/will impact on studies
 - iv. a traumatic experience which has impacted on the student (where possible, these cases should be supported by police or psychologists' reports).
 - v. Student return to their home country to sit a university exam (or similar assessment) which impacts upon their education

- b) Where there is a significant issue impacting upon a student's attendance or course progress, it is essential that the student or parents contact the College as soon as possible to discuss the concern so that appropriate support can be put in place. Where deemed necessary, this may involve temporarily suspending the student's enrolment so that matters can be resolved without having a negative impact on the student's ability to satisfy their visa conditions.
- c) Temporary suspensions of study cannot exceed 6 months duration.
- d) Suspensions will be recorded on PRISMS within 14 days of being granted if the student is under 18 years of age, and within 31 days if the student is over 18 years of age.
- e) The period of suspension will not be included in attendance calculations.
- f) Applications will be assessed on merit by the College Principal.
- g) Some examples of circumstances that are not considered compassionate and compelling at Nambour Christian College include:
 - i. Requests for early departure or late return from vacation, including inability to secure cheap flights
 - ii. Leaving early or returning late from holidays in order to attend festivals in the student's home country
 - iii. Returning home to attend family gatherings that occur during term time.
- h) As part of any assessment of a request to defer or temporarily suspend studies, the impact of the request on the student's ability to complete their intended course of study in accordance with their CoE/s and student visa will be considered. Any implications will be communicated to students.
- i) All applications for suspension will be considered within 10 working days.
- j) The final decision for assessing and granting a suspension of studies lies with the College Principal. Where a student's request to suspend studies is refused, the student has a right of appeal (see Nambour Christian College's Complaints and Appeals policy).

4. 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.
- b) A student will be deemed to have inactively notified Nambour Christian College of cancellation of enrolment where:
 - i. the student has not yet finished his/her course/s of study with the school, and
 - ii. does not resume studies at the school within [14 days] after a holiday break, and
 - iii. the student has not previously provided the school with written notification of withdrawal.
- c) Student-initiated cancellation of enrolment, including "inactive" cancellation of enrolment in 4.b), above, is not subject to Nambour Christian College's Complaints and Appeals Policy.

SCHOOL-INITIATED CHANGES IN ENROLMENT

5. School-initiated exclusion from class or suspension from attending school (no impact on CoE)

- a) Nambour Christian College may exclude a student from class studies on the grounds of misbehaviour by the student. Temporary exclusion or suspension will occur as the result of any behaviour identified as resulting in exclusion in Nambour Christian College's Suspension and Exclusion policy.
- b) Students may also be excluded from class or suspended from school for failure to pay fees that he/she was required to pay in order to undertake or continue the course, as stated in the written agreement.
- c) Where Nambour Christian College intends to exclude a student from class or suspends a student from school it will first issue a letter which notifies the student and parents of this intention. The letter will provide details of the reason/s for the intended exclusion, as well as information about how to access Nambour Christian College's internal appeals process. Further information about the appeals process in the event of a school-initiated exclusion from class is outlined below.

- d) Excluded or suspended students must abide by the conditions of their withdrawal from studies or school and must adhere to any welfare and accommodation arrangements in place, as determined by the College Principal.
 - e) Where the student is provided with homework or other studies for the period of the exclusion or suspension, the student must continue to meet the academic requirements of the course.
 - f) Exclusions from class or suspensions from school under this section of the policy:
 - will not be included in attendance calculations for the study period,
 - will not impact the CoE or study, and
 - will not be recorded on PRISMS
 - will not be visible to the Department of Home Affairs (Immigration).
6. School-initiated suspension of enrolment (CoE will be impacted)
- a) Nambour Christian College may initiate a suspension of enrolment 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.
 - b) Students enrolment may also be suspended for failure to pay fees that he/she was required to pay in order to undertake or continue the course, as stated in the student's written agreement.
 - c) Where Nambour Christian College intends to suspend the enrolment of a student, it will first issue a letter that notifies the student and parents of this intention. The letter will provide details of the reason/s for the intended suspension, potential impact on the CoE and study path, as well as information about how to access Nambour Christian College's internal appeals process. Further information about the appeals process in the event of a school-initiated suspension is outlined below.
 - d) Suspended students must abide by the conditions of their suspension from studies and must adhere to any welfare and accommodation arrangements in place, as determined by the College Principal.
 - e) Students whose enrolment has been suspended for more than 28 days may need to contact Department of Home Affairs (Immigration). (Please see contact details at: <https://immi.homeaffairs.gov.au/help-support/contact-us>)
 - f) Where applied, a suspension of enrolment will impact the student's CoE and will be recorded on PRISMS. The suspension will therefore be visible to the Department of Home Affairs (Immigration).
 - g) The period of suspension will not be included in attendance calculations.
7. School-initiated cancellation of enrolment (CoE will be impacted)
- a) Nambour Christian College will cancel the enrolment of a student under the following conditions:
 - i) Any breach of an agreed condition of enrolment as outlined in the student's written agreement, including failure to disclose information required by the College at the point of application or a pre-existing condition requiring a high degree of specialised support or care
 - ii) Failure to pay course fees
 - iii) Failure to maintain approved welfare and accommodation arrangements (visa condition 8532)
 - iv) Any behaviour identified as resulting in cancellation in Nambour Christian College's Suspension and Exclusion policy.
 - b) Where Nambour Christian College intends to cancel the enrolment of a student it will first issue a letter which notifies the student and parents of this intention. The letter will also provide details of the reason/s for the intended cancellation, as well as information about how to access Nambour Christian College's internal appeals process. Further information about the appeals process in the event of a school-initiated cancellation is outlined below.

- c) Nambour Christian College is required to report any confirmed breach of course progress and attendance requirements to the Department of Home Affairs (Immigration). Where a student is reported for breach of visa condition, his/her enrolment at Nambour Christian College will be cancelled and this may impact on the student's visa. Further information can be found in Nambour Christian College's Course Progress and Attendance Policy.
- d) For the duration of the internal appeals process, Nambour Christian College will maintain the student's enrolment and the student will attend classes as normal.
- e) If a student decides to access Nambour Christian College's complaints and appeals process because they have been notified of a school initiated suspension or cancellation of enrolment under Standard 9, the change in enrolment status will not be reported in PRISMS until the internal complaints and appeals process is finalised, unless extenuating circumstances relating to the welfare of the student apply (see Definitions below).
- f) Where extenuating circumstances are deemed to exist, a student may still access the complaints and appeals process, but Nambour Christian College need not await the outcome of this process before changing the student's enrolment status in PRISMS. If the school has issued a CAAW for such a student, welfare provisions under Standard 5.6 are applicable.
- g) The use of extenuating circumstances by 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 College Principal.

8. 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 Home Affairs (Immigration). Please visit <https://www.ncc.qld.edu.au/enrolments/international-students/faqs-and-useful-links/> for further information about their visa conditions and obligations.

9. Definitions

- a) CoE – 'Confirmation of Enrolment' – The CoE provides evidence of a student's enrolment with a provider registered on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS). This evidence is required before Home Affairs will issue a student visa. The CoE contains information about the Provider, agent (if involved), course and duration of study in which the student has enrolled.
- b) Deferment of enrolment – To defer or suspend enrolment means to temporarily put studies on hold (adjourn, delay, postpone). Providers do this by notifying the Department of Education, PRISMS of the deferment of enrolment. A student may request a temporary deferment to his or her enrolment on the grounds of compassionate or compelling circumstances. A provider may also initiate suspension of a student's enrolment due to misbehaviour of the student.
- c) Exclusion from class – when a student is not allowed to attend classes for a period of time but may access learning material offline.
- d) Suspension from attending school – when a student is removed from school or class for a period of time. After a suspension, they will return to school or class. When considering suspending a student, the Principal must take into account the disruption to your child's learning, their disability, home circumstances, educational needs.
- e) Suspension of enrolment – To suspend enrolment means to temporarily put studies on hold (adjourn, delay, postpone). Providers do this by notifying the Department of Education, through PRISMS of the suspension of enrolment. A student may request a temporary suspension to his or her enrolment on the grounds of compassionate or compelling circumstances. A provider may also initiate suspension of a student's enrolment due to misbehaviour of the student. It is important to note the meanings of these terms for this context – suspension of enrolment is not necessarily due to misbehaviour - suspension of enrolment may also be initiated by the student.

- f) Cancellation of enrolment - The provider notifies the Department of Education through PRISMS that it wishes to permanently cancel (terminate) the student's enrolment. Once this process is complete, the student's CoE status will be listed as 'cancelled'.
- g) PRISMS - The provider Registration and International Student Management System (PRISMS) is the system used to process information given to the Secretary of DEST by registered providers.
- h) Day - any day including weekends and public holidays in or out of term time
- i) Extenuating circumstances - if the student's health or wellbeing, or the wellbeing of others, is likely to be at risk.

Examples include:

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

COMPLAINTS AND APPEALS POLICY

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

1. Purpose

- a) The purpose of 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 involving Nambour Christian College, or an education agent or third party engaged by Nambour Christian College to deliver a service on behalf of Nambour Christian College.
- b) The internal complaints and appeals processes are conciliatory and non-legal.

2. Complaints against other students

- a) Grievances brought by a student against another student will be dealt with under the College's Suspension and Exclusion policy.

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 College Principal and Nambour Christian College's internal formal complaints and appeals handling procedure will be followed.

4. Formal Internal Complaints Handling and Appeals Process

- a) The process of this grievance procedure is confidential and any complaints or appeals are a matter between the parties concerned and those directly involved in the complaints handling process.
- b) The student must notify the school in writing of the nature and details of the complaint or appeal.
- c) Written complaints or appeals are to be lodged with the College Principal.
- d) Where the internal complaints and appeals process is being accessed because the student has received notice by the school that the school intends to report him/her for unsatisfactory course attendance, unsatisfactory course progress or suspension or cancellation of enrolment, the student has 20 working days from the date of receipt of notification in which to lodge a written appeal.
- e) Complaints and appeals processes are available to students at no cost.
- f) Each complainant has the opportunity to present his/her case to the College Principal.
- g) Students and / or the College may be accompanied and assisted by a support person at all relevant meetings.
- h) The formal internal complaints and appeals process will commence within 10 working days of lodgement of the complaint or appeal with the College Principal as soon as practicable.
- i) For the duration of the internal complaints and appeals process the student's enrolment will be maintained, as required under the National Code of Practice for Providers of Education and Training to Overseas Students 2018 and the student must continue to attend classes.
However, if the College Principal deems that the student's health or well-being, or the well-being of others is at risk he/she may decide to suspend or cancel the student's enrolment before the complaints and appeals process has been accessed or fully completed. In such cases, the student may still lodge a complaint or appeal, even if the student is offshore.
- j) Once the Principal has come to a decision regarding the complaint or appeal, the student will be informed in writing of the outcome and the reasons for the outcome, and a copy will be retained on the student's file.

k) If the complaints and appeals procedure finds in favour of the student, Nambour Christian College will immediately implement the decision and any corrective and preventative action required, and advise the student of the outcome and action taken.

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

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

5. External Appeals Processes

a) If the student is dissatisfied with the conduct or result of the internal complaints and appeals procedure, he/she may contact and / or seek redress through the Overseas Students Ombudsman at no cost. Please visit <https://www.ncc.qld.edu.au/enrolments/international-students/faqs-and-useful-links/> or phone 1300 362 072 for more information.

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

c) If the student wishes to appeal a decision made by Nambour Christian College that relates to:

i) refusal to approve a transfer application (under Standard 7), or

ii) suspension or cancellation of the student's enrolment (under Standard 9) any choice to lodge an external appeal with the Overseas Student Ombudsman is at the student's discretion. The College need not await the outcome of any external appeal lodged, before implementing the outcome of the internal appeal.

6. Other legal redress

a) Nothing in the Nambour Christian College 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 that may affect the student's ability to undertake or complete their course. 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) Geoff van der Vliet is the critical incident team leader.
 - c) The Critical Incident Committee also includes:
 - i) the principal,
 - ii) staff members - members of Executive Team - Head of Senior School, Head of Middle School, Head of Junior School, Head of Early Learners, Director of Marketing, Director of Student Wellbeing, PA to Executive Principal and Head of Business Operations
 - iii) the College Registrar
 - 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 and emergency contacts provided by the student's family (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, including arranging emergency or alternative accommodation arrangements if necessary
 - 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

- xiii) ensuring written records of any critical incident and remedial action taken by Nambour Christian College are kept on file for at least two years after the student ceases to be enrolled.

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, including arranging emergency or alternative accommodation arrangements if necessary
 - 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, parents / family members 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

5) Resources

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 any emergency contacts provided by the student's family
 - v) Contact the homestay family of the student
 - 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 Home Affairs (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

STUDENT PROGRESS, ATTENDANCE AND COURSE DURATION POLICY

This policy is available to staff and to students.

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

1. Course Progress

- a) The College will monitor, record and assess the course progress of each student for the course in which the student is currently enrolled.
- b) The course progress of all students will be assessed at the end of each study period /semester of enrolment according to Nambour Christian College's course assessment requirements.
- c) Students who have begun part way through a semester will be assessed according to Nambour Christian College's course assessment requirements after completing one full study period.
- d) Students will need to demonstrate satisfactory course progress in any study period.

Primary School Studies – Years Prep - 6	Students must demonstrate academic outcomes each semester that allow them to remain on track for progression to the next level.
Junior Secondary Studies – Years 7-10	overseas students must pass all core subjects and fail no more than 2 elective subjects studied in any semester.
Senior Secondary Studies – Years 11 & 12 – full duration	To demonstrate satisfactory course progress for the Senior Secondary Course, students must progressively accrue sufficient credit in Units in Years 11 and 12 to remain eligible for a Queensland Certificate of Education (QCE). Students enrolled for all four Units of a Senior Secondary Course will be identified and notified as being at risk of not achieving satisfactory course progress when their results indicate that the Learning Options available to them to remain eligible for a QCE are becoming limited.

- e) If at the end of a study period a student does not achieve satisfactory course progress as described above, the Head of School will formally contact the parent(s) to advise that the student is at risk of breaching the course progress requirement and that there will be a meeting with the student to develop an intervention strategy for academic improvement. This may include;
 - i. Subject tutorial support in class time
 - ii. Mentoring
 - iii Additional ESL support
 - iv. Change of subject selection, or reducing course load (without affecting course duration)
 - v. Counselling – time management
 - vi. Counselling -academic skills
 - vii. Counselling - personal
 - viii. other intervention strategies as deemed necessary
- f) A copy of the student's individual strategy for academic improvement and any relevant progress reports will be forwarded to parents. Parents will be advised if the proposed strategy has any implications for fees payable, the student's progression through a package of courses, or the student's visa. Where a proposed intervention plan has significant implications for the student's course of study (as originally agreed), a new written agreement will need to be established. A new CoE may also be required.

- 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. Parents will be kept informed of the student's academic progress while the student is receiving formal intervention.
- h) If the student does not 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. The notification of intention to report will be issued to the student prior to the commencement of the next semester. Following the outcome of the internal process, if the student wishes to complain or lodge an external appeal about a decision made or action taken by Nambour Christian College, he/she may contact the Overseas Student Ombudsman at no cost. Please see Nambour Christian College's Complaints and Appeals Policy for further details.
- i) The school will notify the ESOS agency via PRISMS of the student not achieving satisfactory course progress as soon as practicable where:
 - i. the student does not access the complaints and appeals process within 20 days, or
 - ii. the student withdraws from the complaints and appeals process by notifying the Principal of Nambour Christian College in writing, or
 - iii. the complaints and appeals process, including any external appeal made by the student, results in a decision in favour of the College.

2. Completion within expected duration of study

- a) As noted in 1.a., the school will monitor, record and assess the course progress of each student for the course in which the student is currently enrolled.
- b) Part of the assessment of course progress at the end of each semester will include an assessment of whether the student's progress is such that they are expected to complete their studies within the expected duration of the course.
- c) The College will only extend the duration of the student's study where it is clear the student will not be able to complete their course by the expected date because:
 - i. the student can provide evidence of compassionate or compelling circumstances (see Definitions below)
 - ii. the student has, or is, participating in an intervention strategy as outlined in 1.e.
 - iii. an approved deferment or suspension of study has been granted in accordance with 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. In this case, the student will need to contact the Department of Home Affairs (Immigration) to seek advice on any potential impacts on their visa, including the need to obtain a new visa.

3. Monitoring Course attendance

- a) Satisfactory course attendance is attendance of 80% of scheduled course contact hours.
- b) Student attendance is:
 - i. checked and recorded daily
 - ii. assessed regularly
 - iii. recorded and calculated over each study period.
- c) Late arrival at school will be recorded and will be included in attendance calculations.
- d) All absences from College 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 Student Officer every week over a semester to assess student attendance using the following method:
 - i. Calculations for attendance will be made using a formula based on the number of days absent. For example, a 20 week study period with 5 days a week would equal 100 school days. 20% of this is 20 school days.
 - ii. The monitoring process will include a review of the reasons given for student absence, including a determination of whether compassionate and compelling circumstances apply (as per Definition, below).
 - iii. Where a student's absences represent grounds for the student to apply and be approved for a deferment of study or temporary suspension of enrolment, those absences will not be included in the student's attendance calculations for that study period (see Nambour Christian College's Deferment, Suspension and Cancellation Policy).
 - iv. Attendance for any period of exclusion from class will be assessed under Nambour Christian College's Deferment, Suspension and Cancellation Policy.
- g) Parents of students at risk of breaching Nambour Christian College's attendance requirements will be contacted by email and students will be counselled and offered any necessary support when they have absences totalling 20 hours in any study period.
- h) If the calculation at 3.f. indicates that the student has fallen below the 80% attendance threshold for the study period, Nambour Christian College will assess the student against the provisions of Item 3.j. (below). Where the student has failed to meet the minimum attendance requirement, and evidence of compassionate and compelling circumstances do not apply, the school will promptly advise the student of its intention to report the student for breach of visa condition 8202, and that he/she has 20 working days in which to access the school's internal complaints and appeals process
- i) The school will notify the ESOS agency via PRISMS of the student not achieving satisfactory course attendance as soon as practicable where:
 - i. the student does not access the complaints and appeals process within 20 days
 - ii. the student withdraws from the complaints and appeals process by notifying the Principal of Nambour Christian College in writing,
 - iii. the complaints and appeals process, including any external appeal made by the student, results in a decision in favour of the College.
- j) Students will not be reported for failing to meet the 80% attendance threshold for a study period where:
 - i. the student has produced documentary evidence in a timely manner clearly demonstrating the presence of compassionate or compelling circumstances (e.g., medical illness) supported by a medical certificate or as per Definition, below, and
 - ii. the student's attendance has not fallen below 70% for the study period.
- k) The method for calculating 70% attendance is the same as that outlined in 3.f. with the following change: number of study days x number of days per week x 30%.
- l) If the student's attendance falls below the 70% threshold for the study period, the process for reporting the student for unsatisfactory attendance (breach of visa condition 8202) will occur as outlined in 3.h – 3.i

4. Definitions

- a) Compassionate or compelling circumstances - circumstances beyond the control of the student that are having an impact on the student's progress or attendance through a course. These could include:
 - i. serious illness, where a medical certificate states that the student was unable to attend classes
 - ii. bereavement of close family members such as parents or grandparents (with evidence of a death certificate if possible)
 - iii. major political upheaval or natural disaster in the home country requiring their emergency travel that has impacted on their studies

- iv. a traumatic experience which has impacted on the student (these cases should be where possible supported by police or psychologists' reports)
 - v. where the school was unable to offer a pre-requisite unit
 - vi. inability to begin studying on the course commencement date due to delay in receiving a student visa.
- For other circumstances to be considered as compassionate or compelling, evidence would need to be provided to show that these were having an impact on the student's course progress or attendance 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
 - for the purpose of monitoring attendance, a study period is a semester
 - for the purpose of monitoring course progress in a Primary School or Junior Secondary School course, a study period is a semester
 - for the purpose of monitoring course progress in a Senior Secondary School course, a study period is a Unit of a subject or course of study (i.e., Unit 1 or Unit 2 in Year 11 or Units 3 and 4 in Year 12)
 - e) Core subjects - Maths and English.
- Learning Options – the range of subjects and programs as outlined in Learning Options 1.2.2 of the Queensland Curriculum and Assessment Authority (QCAA) QCE and QCIA Handbook.



INTERNATIONAL ENROLMENTS

IF YOU ARE INTERESTED IN ENROLLING YOUR CHILD AT NAMBOUR CHRISTIAN COLLEGE, THE FOLLOWING INFORMATION IS PROVIDED AS A CHECKLIST FOR PROCESSING AN INTERNATIONAL STUDENT ENROLMENT:

- Connect with an agent to work with you on your application
- Determine your Visa eligibility
- Understand entry requirements for your child (Academic and English)
- Review the Fee Schedule and other requirements (e.g. Uniforms)
- Complete the online Enrolment Form
- Pay the Application Fee
- Attend an online interview with the school



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MORE INFORMATION ON NAMBOUR CHRISTIAN COLLEGE CAN BE FOUND ON OUR WEBSITE WHERE YOU WILL ALSO FIND A VIRTUAL TOUR YOU CAN VIEW ALONG WITH MANY VIDEOS.

ncc.qld.edu.au