



International Student Policies and Procedures

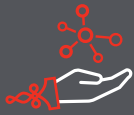




The King's School is a Christian community that seeks to make an outstanding impact for the good of society through its students, and by the quality of its teaching and leadership in education.

THE KING'S SCHOOL MISSION STATEMENT

School Values



RESPONSIBILITY

We take responsibility for others and ourselves.

Responsibility means recognising that we share our lives with others in a shared world. Living and learning in community means taking responsibility for contributing positively and actively to our community and our world. Responsibility for our world means living sustainably. Responsibility is strongly aligned with compassion and integrity, for we reach out with compassion and demonstrate integrity when we choose to take responsibility for ourselves and others.

Take responsibility.



COMPASSION

We live to serve one another. Having compassion means

caring for others, being kind and gentle. Compassion is stronger than sympathy or empathy; it is much more active and intentional. In a Christian sense, it is going out of one's way to help others, to be generous towards others, to care for others and stand up for others. Compassion is strongly aligned with humility and responsibility, for it is from an attitude of humility that we choose to take responsibility for others and reach out to them with compassion.

Be compassionate.



HUMILITY

We do not think more highly of ourselves than

we ought. We are human and we share in the humanity of others. Being humble arises from our Christian belief that we are equal in the sight of God because we are all created in His image. Humility is strongly aligned with respect and compassion, for it is when we are humble that we are able to respect one another and are motivated to reach out to others with compassion. Being humble recognises that we are not always right; we get things wrong.

Be humble.



INTEGRITY

We live our lives with integrity. To demonstrate integrity means to live a life that is integrated

and balanced, cohesive and coherent. As a community of integrity, we are unified and work together for the common good. We are trustworthy and reliable, we follow through with conviction and courage. Integrity is strongly aligned with responsibility and honesty, for when we are true to ourselves and one another and exercise responsibility, we demonstrate our integrity.

Demonstrate integrity.



HONESTY

We are honest. Honesty means being trustworthy, sincere and authentic. We are true to ourselves,

and one another. We do not mislead or misrepresent each other. As members of our community, our trust for one another depends on honesty. Honesty is strongly aligned with integrity. Our commitment to being honest with each other enables us to be trustworthy and live with integrity while showing respect for one another.

Be honest.



RESPECT

We respect one another and ourselves. Respect

involves valuing people and property so that neither is dishonoured. We respect other's beliefs and points of view. We do not bully or impose our will on others, whether in thought, word or deed. We respect ourselves by adopting a lifestyle that is balanced and promotes wellbeing. Respect is strongly aligned with humility and honesty. When we are committed to the truth and able to recognise we may be wrong, we are able to show respect.

Show respect.



EXCELLENCE

We strive to be excellent for others and ourselves. We do this in order to make an outstanding impact for the good of society. Striving for excellence means seeking to improve and better ourselves; to be always growing. Our striving for excellence is that we may be excellent for the sake of others. Excellence is strongly aligned with a life of compassion, humility, respect, honesty, integrity and responsibility, for it is when we commit ourselves to serve others that we strive to be excellent for others.

Strive for excellence.

Contents

About this Handbook	7
Recruitment of an international student	8
Assessment of enrolment application	9
Receiving an offer of enrolment	9
Welfare and accommodation for international students	9
Orientation	11
School education support policy	12
Managing critical incidents or disruptive welfare arrangements	13
Overseas visa requirements	14
Monitoring course progress	15
Requirements for satisfactory attendance	17
Deferring, suspending or cancelling student enrolment	18
Welfare arrangement if School cancels enrolment of student	20
Complaints and appeals	21
Transfer of student enrolment to or from another CRICOS provider	24
Transfer of welfare arrangements	25
Cancellations and refund policies	26
Notifications to NESA	30
Changes to Ownership and Headship	31
Staff capability and educational resources	31
The King's School international student compliance	31





About this Handbook

This handbook covers Policy and Procedures for international students. International students are defined as those who are the primary visa holder of a 500 subclass visa not on a student exchange program.

Additional information on policies and procedures can also be found in the *International Student Handbook* located on our website:

<https://www.kings.edu.au/joining/international-students>

Recruitment of an international student

The King's School will recruit students in an ethical and responsible manner and will provide information transparently that enables students/families/legal guardians to make informed decisions about studying with us, prior to enrolment. This includes English language requirements and the School's cancellation and refund policy as outlined on our website.

Families looking to enrol their child at The King's School can access information regarding how to apply online and the pre-requisite requirements here: <https://www.kings.edu.au/joining/international-students>

Assessment of enrolment application

The King's School will consider applications from students wishing to enrol subject to compliance with requirements and conditions set by the School, and with legislative requirements of the State of NSW and the Commonwealth of Australia. This includes any requirements to undertake extra tuition to learn English to meet the English language proficiency standard needed to enter mainstream classes.

Applications for enrolment must be made by completing the online Registration form (<https://www.kings.edu.au/enrolments/international-students.php>). This should be correctly completed, and be accompanied by the following documents to support the application:

- Last two years school reports (translated into English)
- Birth certificate
- Passport
- Results of AEAS test or EAL/D report
- Any certificates or awards indicating an applicant's extra-curricular activities (translated into English)
- Details of any special educational or medical conditions that may affect academic and social progress
- Evidence of satisfactory academic performance appropriate to entry to the year level requested on the Registration form.
- Payment of \$250 non-refundable registration fee is required to be made to complete registration. This can be made after online registration form is completed and documentation uploaded.

An application for enrolment can only be processed when all of the above have been submitted.

Following submission, the Registrar, Admissions Manager and International Student Officer will review the application. If the application meets the School's academic and English requirement the student and family will be invited to a Zoom interview. Applications from overseas students are dealt with on their merits and at the discretion of the School.

English Language Proficiency

Assessment procedures include an evaluation of reports from previous schools and of English language proficiency.

Applicants to Years 3 – 6 Tudor House should be able to communicate in simple spoken and written English. This will be assessed by the Registrar at the time of interview and the student may be required to complete a handwritten task.

For applicants to Years 7 – 11 Senior School the completion of an AEAS assessment or EAL/D level is required. The results of the AEAS assessment or EAL/D report must be submitted at the time of enrolment registration.

Minimum English language requirements are as follows:

Year 3 – 6	Simple spoken and written English
Year 7	AEAS 70% or EAL/D Level 3
Year 8-9	AEAS 75% or EAL/D Level 4
Year 10	AEAS 80% or EAL/D Level 4
Year 11	AEAS 85% or EAL/D Level 5

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

Successful applications

If sufficient enrolment criteria have been achieved the student and family are invited to a Zoom interview with the Registrar, Admissions Manager and International Student Officer.

Notes of the enrolment interview are kept and uploaded onto the online enrolment system and Synergetic.

The student and family are notified by email of the outcome of the decision.

The Admissions manager will check PRISMS to ensure that the student does not have an existing CoE prior to offering them enrolment.

Unsuccessful applications

Students whose applications do not show a sufficient level of English, school grades, or enrolment in preceding school years will not be offered a place at the School and the family will be advised accordingly.

Receiving an offer of enrolment

Overseas students will be provided with a *Letter of Offer* and *Written Agreement* that includes the following requirements for an overseas student's acceptance into a course:

- Minimum level of English language proficiency
- Conditions of Enrolment, Course delivery
- Current course fees and other charges
- Payment of course fees and Refunds
- Complaints and Appeals process
- Welfare and accommodation requirements
- Nomination of a local guardian
- Arrival into Australia
- Notification of change of address requirements - students/parents/legal guardians/local guardians MUST advise The King's School of any change to address details while enrolled in a course, as this is a condition of the student visa.

All changes to student enrolments /courses will be provided in writing to students and a signed acceptance from the parent is to be kept on their file. Changes will be notified through PRISMS and may require an amended CoE.

NOTE: An electronic or hardcopy of the signed *Written Agreement* will be requested if students/parents/legal guardians wish to transfer money early. The King's School policy, in accordance with ESOS National Code, is that parents do not pay any course money until they have signed and lodged a formal *Written Agreement*.

However, if parents pay by direct payment into our bank account or another means (eg cheque by mail) prior to signing a formal *Written Agreement*, The King's School will not use the course money received and will immediately contact the parent to inform them that the payment cannot be processed (and the enrolment cannot progress) until the signed *Agreement* is received. The King's School will keep such evidence on the student file.

The *Written Agreement* will be signed and lodged before, or at the same time as, receipt of course money. The first receipt of details of the same will be attached to the *Confirmation of Enrolment* and kept on the student file.

Students/parents/legal guardians will be given a *Letter of Offer* after having been interviewed by the Registrar and/or Admissions Manager.

Upon receipt of a *Written Agreement*, and other documentation such as a signed local guardian form a new student entry in PRISMS is created as well as a CoE and CAAW. This will be sent by email to the student's parent/legal guardian for their visa application.

Welfare and accommodation for international students

Policy

International students enrolling at King's are required to board as a condition of enrolment. It is only in exceptional circumstances that the School will approve a homestay for an International Student (for example when international travel has been restricted). The School will generate the welfare letter (CAAW) via PRISMS to accompany the student's Confirmation of Enrolment (CoE) which will be reported to the Department of Home Affairs.

During school holidays students should travel home. Where this is not practical the international student will be accommodated with their local guardians or family member as approved by their parents and the School. Provision to inform the School of these arrangements exists in the *Written Agreement* which parents/legal guardians have signed on enrolment.

Verifying School provider approved accommodation for a CAAW

The King's School accepts responsibility for the welfare arrangements of an international student under the age of 18 as confirmed by a CAAW letter created at the same time as a CoE (Confirmation of Enrolment). The Registrar's Office Enrolment Team will upload CAAW letter, and assignment of boarding house onto Synergetic. The King's School boarding houses meet NESA requirements for student accommodation.

The Registrar's office Enrolment team update PRISMS identifying the dates for which The King's School accepts responsibility for approving the student's accommodation, support and general welfare arrangements.

In the unusual circumstance that a student is required to stay with a local guardian The Registrar, Admissions Manager or International Student Officer will visit the home of the local guardian to ensure accommodation is acceptable prior to the student commencing at King's. This visit will always include two staff members using a school badged vehicle. Photographs and notes of the visit and accommodation will be uploaded to the student record on Synergetic. Where physical visits are not possible (eg global pandemic) local guardians will be requested to zoom and show the Registrar via zoom the accommodation provided for the student. This should include an individual bedroom with study area.

International students arriving from overseas in January without their parents will be picked up by their local guardian. The local guardian provides temporary accommodation for them and organises uniform, textbooks and School accessories if the parents have not already done so.

All international students are expected to return to their home country during term breaks. In the case where a student is being hosted by their local guardian, leave must be validated via the Boarding Housemaster and be documented on Boardingware.

In the instance where international students remain with their local guardian during term break, they will be provided with the contact details of two people they can contact in an emergency 24 hours a day. This may include the Director of Boarding, the Registrar, the Admissions Manager, or the Overseas Student Coordinator.

Parents must approve any change of Guardian if the local guardian becomes unavailable.

Students may apply for leave for weekends. This is approved by their parents or local guardian and Housemaster. Students must stay with a nominated adult and must also stay with such approved person during holiday times or return to the care of parents.

In situations where the enrolment of an international student who is a boarder is suspended or cancelled, the local guardian will be required to provide accommodation for the student for the duration of the suspension until the student is in the care of their parent/legal guardian or the student leaves Australia (see page 23)

If an international student is missing from the School's care, The King's School will notify the police; the students' parent(s)/legal guardian and the Department of Home Affairs (see page 12)

WWCC clearances

All guardians are interviewed and need to provide a valid WWCC prior to the arrival of the international student. All household members over the age of 18 will also be required to have a valid WWCC. If local guardians appointed by the student's parents/guardians cannot provide a valid WWCC, the student's parents/legal guardians will be requested to provide another local guardian.

All WWCCs will be verified by Enrolment Team through the OCG (Office of the Children's Guardian) website (<https://www.kidsguardian.nsw.gov.au/>) prior to the student arriving at the School. They will also verify WWCC of any subsequent local guardians should these be changed. All persons in the household over the age of 18 will also be required to provide a valid WWCC.

The Registrar's team maintain a record of all guardians' WWCC and expiry dates on the School's shared drive. Guardians are alerted three months prior to the expiry of the WWCC by the Admissions Assistant that they are required to update their WWCC which will be validated through the OCG website.

All residential care staff are required to complete relevant Child Protection training and the training course *Duty of Care*. All staff employed by The King's School have a current WWCC.

Maintaining up-to-date contact details

The Registrar's Office Enrolment team records details of the living arrangements for each enrolled international student including

- Current residential address of local guardian
- Contact details of parents/legal guardian
- Student mobile phone number and out of school email (where relevant)

This information is recorded on PRISMS and Synergetic.

Contact details are obtained via the School's Written Agreement when the student is enrolled. It is the School's requirement as identified in the written agreement for the student's parents/legal guardian to notify the school within 7 days of any change to the student's, parents' and local guardians' address and contact details, including emergency contact person, within 7 days of the change.

Parents/legal guardians are also reminded yearly to update their records on the School's intranet – KingsNet – and to inform the Registrar's office so that their details can be updated on PRISMS.

Orientation

The King's School will assist overseas students to adjust to study and life in Australia. Our orientation program will help students familiarise themselves with the support services available to them, as well as expectations, rules and facilities.

Reception Day

For Senior School students, the local guardian will bring the student to School one day prior to the start of the academic year (Reception Day). On Reception Day students will receive their School identity card, laptop, School diary and timetable. Boarding students will then be met by their Boarding Housemaster and be taken to their boarding accommodation. If student enrolment time is after Reception Day, then the student will receive their School identity card, laptop, diary and timetable the first day of arrival.

Tudor House students will also meet with their Boarding Housemaster the day before the start of term. The Boarding Housemaster will meet international students and their guardians in the morning prior to the rest of the boarders arriving in the afternoon to help settle them in to the School.

Orientation Senior School

Week 1

International students arriving at King's will be met by their Boarding Housemaster. The Boarding Housemaster will conduct a tour of the boarding house. The Housemaster will also conduct a tour of the School to introduce the student to key staff and facilities, including their International Student Officer (ISO), Health Centre and Sister, House Matron, Dean of Studies, School Counsellor, ESS co-ordinator and student buddy. The Housemaster will also introduce the student to their Mentor who is responsible for pastoral care and wellbeing.

The Housemaster will explain School expectations and emergency procedures. The Housemaster and ISO are primary points of contact for the students should any issues arise. Students will also have the complaints and appeals process explained to them. Complaints and appeals can be located on the School website: <https://www.kings.edu.au/new-home/the-kings-school-policies>

At the end of week 1 the initial orientation is completed, and a checklist is sent by the ISO to Housemasters. Housemasters confirm that they have completed orientation program by signing the checklist and returning it to the ISO. Housemasters will also confirm that they have read the International Student Handbook and International Policies and Procedures Handbook.

Week 2

ISO meets with Head of ESS to discuss individual overseas students and whether they need LEP (Language Enrichment program) or EALD support.

In the unusual circumstance where a student has commenced at King's while still overseas (eg COVID-19 pandemic) the ISO will email parents to confirm which items on the checklist have been covered. ISO will then conduct zoom interview to cover anything outstanding.

Week 3

ISO conducts interview with student in Week 3 to talk about progress and their wellbeing. ISO communicates with the Housemaster regarding any issues that might have arisen.

Week 6

ISO conducts another interview with student to talk about progress and their wellbeing. ISO communicates with the Housemaster and about any issues that might have arisen.

On completion of Week 6 a copy of the form is kept by the ISO as well as the Director of Boarding, who will maintain a record on behalf of the School.

If the student has significant issues the ISO will communicate with local guardian and parents.

Ongoing

ISO and Head of ESS meet fortnightly to discuss all international students in particular focussing on EAL/D and student progress

These meetings are minuted. These minutes are circulated to Registrar, Admissions Manager, Dean of Studies, and the Office of the Headmaster.

The Housemaster will meet regularly with the overseas student or may choose to delegate this task to the mentor, ISO or ESS coordinator.

Each semester, international student contact details, progress and adjustment are also reviewed by the ISO and Mentor. Any changes to student or family details can be emailed to enrol@kings.edu.au.

Orientation Tudor House

Week 1

International students arriving at King's will be met by their Boarding Housemaster. The Boarding Housemaster will conduct a tour of the boarding house. The Housemaster will also conduct a tour of the School to introduce the student to key staff and facilities including their International Support Officer (ISO) who in this case is also the Boarding Housemaster, School Health Centre and Sister, Director of Academics, ESS Co-ordinator and student buddy.

The Housemaster will explain School expectations and emergency procedures. The Housemaster is the primary point of contact for the students should any issues arise. Students will also have the complaints and appeals process explained to them. Complaints and appeals can be located on the school website: <https://www.kings.edu.au/new-home/the-kings-school-policies>

At the end of Week 1 the initial orientation is completed and a checklist is sent by the ISO to the Housemaster. Housemaster confirms that they have completed orientation program by signing the checklist and returning it to the ISO. Housemaster will also confirm that they have read the International student Handbook and International Policies and Procedures Handbook.

Week 2

ISO meets with Head of ESS to discuss individual overseas student and whether they need LEP (Language Enrichment program) or EALD support.

In the unusual circumstance where a student has commenced at King's while still overseas (eg COVID-19 pandemic) the ISO will email parents to confirm which items on the checklist have been covered. ISO will then conduct zoom interview to cover anything outstanding.

Week 3

ISO conducts interview with student in week 3 to talk about progress and their wellbeing. ISO communicates with the Housemaster regarding any issues that might have arisen.

Week 6

ISO conducts another interview with student to talk about progress and their wellbeing. ISO communicates with the Housemaster and about any issues that might have arisen.

On completion of Week 6 a copy of the form is kept by the ISO as well as the Director of Boarding, who will maintain a record on behalf of the School.

If the student has significant issues the Housemaster or ISO will communicate with guardian and parents.

Ongoing

The ISO (Senior School) will meet with Tudor House international students once per term. The ISO and Head of ESS meet fortnightly to discuss all international students in particular focussing on EAL/D and student progress. These meetings are minuted. These minutes are circulated to Registrar, Admissions Manager, Dean of Academics, and the Office of the Headmaster.

The Housemaster will meet regularly with the overseas student or may choose to delegate this task to the mentor, ISO or ESS coordinator.

Each semester, international student contact details, progress and adjustment are also reviewed by the ISO and Mentor. Any changes to student or family details can be emailed to enrol@kings.edu.au or tudor_enrol@kings.edu.au respectively.

Information gained during international student orientation is reviewed by the International Student Officer (Senior School) Boarding Housemaster (Tudor House) and the Enrolment Team.

Figure 1. International Student Orientation checklist – Senior School and Tudor House

School education support policy

The King's School will provide support for international students at no additional cost so that they:

- Adjust to study and life in Australia
- Achieve their learning goals
- Achieve satisfactory course progress

Upon commencement at The King's School or Tudor House, international students will take part in an age and culturally appropriate Orientation Program as described above.

The King's School International Students' Handbook, The Boarders' Handbook, The School Diary and related documents (mentioned above) assist international students to know about and understand facilities and resources, emergency and health services, complaints and appeals processes, visa conditions, legal services (if required), local area services and staff who may be able to help.

Students are able to access staff listings and responsibilities through the School's KingsNet and Canvas.

Staff who interact directly with international students are informed of student support available through online advice, staff briefings and orientation programs, the Staff Handbook, the work of committees such as the Student Welfare Committee and Staff Meetings.

Information recorded during International Student Orientation is recorded and reviewed by the International Student Officer and Head of Boarding.

Managing critical incidents or disruptions to welfare arrangements

Policy

If an international student is unable to stay with the families designated local guardian, the school will organise alternative arrangements in the meantime. It is the parents' responsibility to appoint another local guardian and to contact the Registrar within 48 hours of confirmation the new guardian

Procedure

In the event of a critical incident The King's School will activate their critical incident policy, which is located on the School's intranet, during a critical incident.

In the unlikely event that the School is no longer able to provide boarding accommodation for the international student, the locally appointed guardian will be requested to provide accommodation. Parents will be notified and this accommodation arrangement will be checked every six months by phoning the guardian and interviewing the student as to their living arrangements. Students will be returned to School boarding as soon as possible.

If the School is no longer able to approve the accommodation of the local guardian:

- parents will be notified in writing and will be requested to appoint another local guardian as a matter of urgency
- the student will be moved to the School boarding house or to another School approved homestay or local guardian in the interim
- after a new local guardian has been appointed the Registrar's team will verify the accommodation (see page 7)

If The King's School suspends or cancels the enrolment of the overseas student, the School will continue to approve the welfare arrangements for that student until any of the following applies:

- the student has alternative welfare arrangements approved by another registered provider
- care of the student/s by a parent or nominated relative is approved by Immigration
- the student leaves Australia
- the registered provider has notified Immigration under National Code Standard 5.3.6 it is no longer able to approve the student's welfare arrangements or under National Code Standard 5.5 that it has taken the required action after not being able to contact the student.

The Registrar will notify the Department of Home Affairs via PRISMS that the student's enrolment has been suspended or cancelled. DHA will also be notified that a CAAW is no longer required.

Procedures for when the School is unable to contact student and has concerns for student welfare

This procedure is written to guide staff in the event of a student going missing on the premises, going missing outside of the School or having absconded.

Staff are reminded to read the following school policies and practice guidelines in conjunction with this policy: TKS Boarder Leave Policy Student Code of Conduct

On the school premises a roll call will be completed at 7.00am, 9.00pm and 10.00pm by staff on duty. NB: For Gowan Brae this will be at 7.00am and Bed Check at 9.00pm.

It is the responsibility of the Housemaster/Master on Duty (MOD) to be able to account for the whereabouts of every student. Upon discovering a student is missing on site, an immediate search is to be made of the boarding house and surrounds with all available staff.

This search should not exceed ten minutes. Available staff should be willing to help stay behind to look after the other students in the house. All the usual haunts for that student should be searched. Call the student. If the student is a known absconder this should have been recorded on their student record and should include any known haunts and the Health Centre.

Staff should then regroup and extend the search to include the school grounds. This should not exceed a further 20 minutes. When the search has to be carried out at night-time, torches are available in each house.

The Housemaster is responsible for ensuring these are charged at all times. If at this stage the student has not been located the MOD on site should:

1. Call the Housemaster if not already involved.
2. Coordinate all available staff to search the School. Staff must take potential dangers into account and not put themselves at risk.
3. Call the Director of Boarding, Deputy Head (Students and Community) and the Head of Senior School to inform them. This must happen within one hour.
4. Contact the parents of the student who is missing to inform them of what is happening. They may have some information that may help.
5. Once all the options have been exhausted and with approval from the Head of School, the Housemaster should make a phone call to the local police station giving a clear description of the student and clothing (if possible). Castle Hill Police Station is the nearest police station. Telephone: 9680 5399. The Housemaster should also continue to call the student's mobile (leaving a message to say police will be involved can sometimes help for the student to make contact). They could also communicate with the missing student's friends as they might have some helpful information.
6. Not leave the premises but remain on site to co-ordinate the search, answer phone calls and provide photos and information. The police may want to visit the School.
7. Ensure that there are adequate staff left in the building to deal with other contingencies. When searching the local community on foot, remember that you may be vulnerable (use a car or the school minibus whenever possible).
8. Following the incident, ensure an Incident Report is completed as soon as possible.
9. Arrange a meeting with key stakeholders to discuss the circumstances of the incident and the effectiveness of the current procedures.
10. Keep all colleagues informed.

The following information is given to Housemasters to help explain to students the importance of the leave system and its records:

What happens if you go missing? What is meant by

“missing”? You will be considered missing if members of staff do not know where you are.

What is meant by “absconding”? You have absconded if you deliberately go away from where you should be without telling a member of staff or without a member of staff giving you permission.

What will happen if you go missing? The people looking after you have a responsibility to know where you are and to make sure you are safe. If you are ‘missing’ they will speak to your friends, teachers and family to see if they can help. If there is concern for your safety, then staff will need to search for clues as to where you are. The Police may be informed that you are missing, and they and the school staff will look for you.

What happens if you can't be found? A meeting will be held between the school and the Police to plan how to search for you. Your name, description and a photograph will be given to the Police in order to help them with their search.

What happens when you are found? You will be returned to a safe place and will be asked about the reasons for you going missing. This is to try and find out if anything is troubling you and to see if anyone can help. You do not have to run away to talk to someone. If you want to talk to someone outside of the school, this can be arranged. You may also be visited by a Police Officer who will check that you are back. This is called a “Safe and Well Check”. You will be able to speak to the Police Officer without any member of staff present if you wish to do so.

Will anything else happen? If you are injured or unwell then you will be checked by a Doctor or Nurse. Your mentor will want to talk to you about going missing. If you have deliberately run away (absconded) then the people responsible for your safety will meet to discuss ways in which such incidents can be prevented by looking at the reasons for your actions.

If you are worried about something or just want to talk, the National Kids Help Line number is 1800 55 1800, Lifeline 13 11 14.

If a student cannot be contacted while staying with their local guardian, the guardian is to contact the housemaster as per step 1 above. The Housemaster will follow the procedures listed above (2–10).

Overseas visa requirements

In order to comply with visa conditions, international students need to fulfill requirements for course progression and course attendance. Failure to complete tasks, whether they be formal assessment or otherwise, and frequent absence put students at risk.

The King's School is required to report failure to maintain satisfactory course progress and failure to maintain satisfactory attendance to Department of Home Affairs, which may impact on a student's visa.

Requirements for satisfactory course progress and attendance are made available to parents prior to enrolment and commencement of studies. These requirements are on the School website as part of the International Student Handbook and on the School intranet. Conditions of enrolment are also sent to parents with the Written Agreement.

The Confirmation of Enrolment Form (CoE) indicates the start and end date of a student's course duration (study period). The Student's course must not exceed the duration of the student's CoE.

Monitoring Student Course Progress

The King's School policies and procedures related to the monitoring of student course progress are done in a number of different ways. There is the formal approach where the School officially reports on student progress at least two times each year:

- an interim report for all new boys at the end of Term 1
- a full School Report for Years 7-12 at the end of Semester 1 (Term 2)
- a full School Report for Year 11 following the Preliminary Course Examinations in Term 3
- a full School Report for Year 12 following the Trial Higher School Certificate Examinations in Term 3, a full School Report for Years 7-10 at the end of Semester 2 (Term 4).

Full School Reports provide detailed information concerning the student's progress within each course, including:

- for all years, a Course Description will be provided for all years, Performance Outcomes will reflect the student's achievement in different Outcomes over the reporting period
- for all years, Examination Mark, Mean and Rank in Exam will be provided after examinations or at the end of a course
- for all years, a Rank in Course will be provided
- for all years, a Responsible Learning Profile will be included
- for all years, a Teacher's Comment and Recommendation will be included
- for all years, a Mentor's Comment and Housemaster's Comment will be included for all years, Co-curricular involvement will also be reported.

As well, the School takes the opportunity to report on student progress at a senior level with a Year 11 Academic Interim Report in Term 4 as students commence their HSC Courses where areas of concern are expressed before the start of the final year of study. This could incorporate Effort, Behaviour and Attitude and failure to achieve Proficiency in their initial assessment task(s).

All academic and pastoral records are kept on Synergetic in DocMan.

The King's School also uses a CYCLIC CARD POLICY.

1. The King's School is committed to ensuring that students are working to the best of their abilities in all areas of academic life.
2. When students have been identified as not meeting satisfactory expectations, the School has put in place procedures to ensure that course outcomes can be met. Accordingly:
 - A Student Progress Update form is sent to all teachers of a particular student to provide current progress in each subject. This form monitors the effort, achievement and completion of prep of the student and allows teachers to make comment on academic performance. The form may be initiated by the Year Coordinator, the Mentor or by the Housemaster.
 - If the responses show that there are concerns about the student, the Year Coordinator instigates Level 1 – Blue Card. A card is handed to the student after an explanation of the intended outcome. The card must be presented to each teacher at the beginning of each lesson or the appropriate staff member for each relevant activity. Each staff member will comment on effort and completion of prep. The student will be on the card for a minimum of TWO weeks.
 - When each cyclic card is completed, the student takes it to the Mentor and Housemaster to comment and sign and then returns it to the Year Coordinator. Copies will be made for the Year Coordinator, the Housemaster, Mentor and the original placed in the central file.

Parents are informed at each stage of the process.

If the progress is satisfactory and there has been improvement in all areas, it is recommended that the student be taken off the cyclic card.

However, if progress is unsatisfactory, the student is placed on Level 2 – Yellow Card. The same procedures are then followed through as for the Blue Card. This is also the case for those boys who have completed the Blue Card satisfactorily but who then regress after being off the card. If the progress proves to be satisfactory, the student is taken off the cyclic card.

However, if the student fails to maintain the standards, he may be placed back on the same card or he may progress to Level 3 – Red Card. This automatically means that the student goes on to the Student Academic Contract, reflecting a continued lack of attitude, behaviour or effort required to achieve the student's potential at the School.

At this stage, parents are formally contacted by letter by the Year Coordinator. The contract is the final chance for students to acknowledge that changes need to be made. A number of people are involved in the contract to ensure that all areas of the School have been consulted. Regular review meetings, as specified in the contract, are held with the student, where the Year Coordinator, the Mentor and/or Housemaster meet to review the student's progress. As well, when required, the Head of the Educational Support Services and the School Counsellor may be involved in coordinating their expertise with staff to assist any student deemed to be having educational issues or at risk of not completing their courses within the specified time.

If students successfully complete the progress, they will remain on probation for the next four weeks when a Student Progress Update form will be completed by all teachers.

3. The intention of the card system is to make the student aware of issues that are affecting their work and the work of others. In most cases, students realise that they need to take responsibility for their learning.

Completion Within Expected Duration of Study (Course Progression)

As noted above the School will monitor, record and assess the course progress of each student for the course in which the student is currently enrolled as stated in the CoE.

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

The School will only extend the duration of the student's study where the student will not complete their course within the expected duration due to:

- compassionate or compelling circumstances
- student participation in an intervention strategy as outlined above
- an approved deferment or suspension of study has been granted in accordance with The King's School's Deferment, Suspension and Cancellation Policy.

Where the School decides to extend the duration of the student's study, the Registrar will notify the student and the Admissions assistant will report via PRISMS and/or issue a new CoE as and if required.

'N' Determinations (non-completion of a course) Senior School

Students are required to satisfactorily meet course outcomes and requirements across all of their subjects. If a student does not complete the requirements for a course an N determination is issued by the Deputy Head of Academics.

Please note this a NESA requirement that runs parallel with CRICOS requirements to ensure that the student does not breach visa conditions.

'N' determinations are issued to students who do not complete the requirements for a course.

Typically, 'N' determinations are awarded for a course as a result of the student:

- Failing to apply himself with diligence and sustained effort to the set tasks and experiences provided in the course by the school; and/or
- Failing to achieve some or all of the course outcomes.
- Failure to complete tasks, whether they be formal Assessment or otherwise, and frequent absence put students at risk.

In line with NESA requirements:

- The School issues warning letters to students who are in danger of not meeting course completion criteria, giving the student time for the problem to be corrected. An 'N' determination can only be awarded after two (2) written warnings have been sent to parents.
- For students in Year 10 where the non-completion is in a mandatory course, the student will not be eligible for the award of the Record of School Achievement and may not be eligible to enter Year 11 courses. Any mandatory course not satisfactorily completed appears on the student's transcript of results as 'Not Completed'. Any elective course not satisfactorily completed will not appear on the student's Record of School Achievement.
- For students in the Year 11 Course an 'N' determination will mean that the course will not be listed on the student's Record of School Achievement. It may also mean that the student is unable to proceed to the HSC Course, as he has not satisfactorily completed the Year 11 Course requirements.
- For students in the HSC Course, an 'N' determination will mean that the course will not be listed on the student's Record of Achievement and may affect the student's eligibility for the Higher School Certificate. In the HSC course, students must make a genuine attempt at Assessment tasks that contribute in excess of 50% of available marks. Completion of tasks worth exactly 50% is not sufficient; tasks worth in excess of 50% must be completed.

Support for international students

If a student is at risk of not achieving satisfactory course progress, the Housemaster, Mentor, Year Coordinator and International Students Officer (as required) will meet with the student to develop an intervention strategy for academic improvement. This may include:

- Additional help from the classroom teacher outside of class time (eg lunch) and/or the provision of further resources (e.g. websites, texts) that the student could consult to support their learning
- Learning support assistance through the ESS (Education Support Services) or EAL/D (English as an Additional Language/or Dialect) Program
- Learning support assistance through the Library tutoring service and House Patrons.
- Assistance with time management, planning, organization and/or study skills.
- Voluntary sessions with the School Counsellor, Mentors, peer mentors.
- Other intervention strategies as deemed necessary

A copy of the student's individual strategy and progress reports in achieving improvement will be forwarded to parents and kept on the student's file on Synergetic.

The student's individual strategy for academic improvement will be monitored over the following semester by the Housemaster, Mentor, ISO and Year Coordinator and a record of the student's response to the strategy will be maintained.

If the student does not improve sufficiently academically and achieve satisfactory course progress by the end of the next assessment period, the Registrar will inform the student and parents of unsatisfactory progress or attendance by letter which is delivered by email. This written notification will include:

- our intention to report the overseas student for unsatisfactory course progress or unsatisfactory course attendance
- the reasons for the intention to report
- the right to access our complaints and appeals process, in accordance with National Code Standard 10 (Complaints and appeals), within 20 working days.
- This notification and correspondence will be recorded on the student file in Synergetic.

The Registrar will notify Department of Home Affairs via PRISMS of the student not achieving satisfactory course progress as soon as practicable where:

- the student does not access the complaints and appeals process within the 20 day working period
- the overseas student has chosen not to access the external complaints and appeals process

- withdraws from the complaints and appeals and has notified the Registrar of this in writing
- the complaints and appeals process result in favour of the School.

The School will only extend the duration of the student's study where the student will not complete their course within the expected duration due to:

- compassionate or compelling circumstances
- student participation in an intervention strategy as outlined above
- an approved deferment or suspension of study has been granted in accordance with The King's School's Deferment, Suspension and Cancellation Policy.
- Where the School decides to extend the duration of the student's study, the School will report via PRISMS and/or issue a new CoE if required.

Requirements for satisfactory attendance

Students are expected to attend all lessons unless they have a valid reason and have been excused from class. Student attendance is checked and recorded daily on synergetic by class teachers each period and collated by the Staff Center Receptionist. Late arrival at school will be recorded and will be included in attendance calculations. If attendance falls under 80% of scheduled course contact hours, the School will notify Department of Home Affairs via PRISMS of the student not achieving satisfactory course attendance.

- All absences from School should be accompanied by a medical certificate, an explanatory communication from the student's Housemaster, guardian or parent or evidence that leave has been approved by the Housemaster.
- Any absences longer than five consecutive days without approval will be investigated. The Staff Center Receptionist will identify any unexplained absences through a synergetic report and attempt to contact home, advise the housemaster who will begin appropriate intervention dependent on the situation.
- Student attendance will be monitored by the Deputy Head - Students and Community or his nominee every five weeks over a semester to assess student attendance using the following method.
- Calculating the number of hours the student would have to be absent to fall below the attendance threshold for a semester e.g. number of study days x contact hours x 20%. [For example, an eight week semester with 5 contact hours a day would equal 200 contact hours. 20% of this is 40 hours.]
- Students at risk of breaching The King's School's and Commonwealth 80% attendance requirement will be counselled and offered any necessary support when they have unexplained absences.

If the student has passed the attendance threshold for the study period, The King's School will advise the student in writing of its intention to report the student for breach of visa condition 8202. This will include

- our intention to report the student for unsatisfactory course progress or unsatisfactory course attendance
- the reasons for the intention to report
- the right to access our complaints and appeals process, in accordance with National Code Standard 10 (Complaints and appeals), within 20 working days.
- This notification and correspondence will be recorded on the student file in Synergetic.

The Registrar will notify Department of Home Affairs via PRISMS of the student not achieving satisfactory course attendance as soon as practicable where:

- the student does not access the complaints and appeals process within the 20 day working period, or
- the overseas student has chosen not to access the external complaints and appeals process,
- the student withdraws from the complaints and appeals and has notified the Registrar of this in writing, or
- the complaints and appeals process result in favour of the School.

Students will not be reported for failing to meet the 80% threshold where:

- the student produces documentary evidence to the Staff Center Receptionist clearly demonstrating compassionate or compelling circumstances e.g., medical illness supported by a medical certificate, and
- has not fallen below 70% attendance.

The method for calculating 70% attendance is the same as that outlined above with the following change - number of study days x contact hours x 30%.

If a student is assessed as having nearly reached the threshold for 70% attendance, The Dean of Studies will assess whether a suspension of studies is in the interests of the student as per The King's School's Deferment, Suspension and Cancellation Policy.

If the student does not obtain a suspension of studies under The King's School's Deferment, Suspension and Cancellation Policy (page 21), and falls below the 70% threshold for attendance, the process for reporting the student for unsatisfactory attendance (breach of visa condition 8202) will occur as outlined above.

Definitions

Compassionate or compelling circumstances - circumstances beyond the control of the student that are having an impact on the student's progress through a course. These could include:

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

Deferring, suspending or cancelling student enrolment

Policy

Students may request a deferment of enrolment prior to the commencement at The King's School. They may also request a suspension of enrolment or cancellation of enrolment while attending the King's School.

The suspension or cancellation of an overseas student's enrolment under National Code Standard 9.3 will not take effect until the internal appeals process is completed, unless the student's health or wellbeing, or the wellbeing of others, is likely to be at risk.

The King's school will evaluate a student's health or wellbeing, or the wellbeing of others, before suspending or cancelling a student's enrolment. The School will inform the student and parent/legal guardian in writing of this intent along with the reasons for doing so. The student will also be advised of their right to appeal through the registered provider's internal complaints and appeals process, in accordance with National Code Standard 10 Complaints and appeals, within 20 working days.

When any deferral, suspension or cancellation of enrolment has taken place the School will inform the student of the need to seek advice from the DHA on the potential impact on his or her student visa. The School will also report the change to the international student's enrolment under section 19 of the ESOS Act.

Parents/legal guardians of international students under 18 years of age will be notified of any identified risk of cancellation or suspension of student enrolment.

Deferring international student's enrolment

Deferment prior to the commencement of a course can be made by the parent/legal guardian of the student. Applications should be made in writing to the Registrar, outlining the reasons for the deferment including supporting documentation.

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

- bereavement of close family members such as parents or grandparents (where possible a death certificate should be provided)
- major political upheaval or natural disaster in the home country requiring emergency travel that has impacted on studies
- if the School believes there are concerns about the student's health or wellbeing or where the wellbeing of others is likely to be a risk. The final decision for evaluating a student's health or wellbeing, or the wellbeing of others, lies with the Heads of School and/or Headmaster.

The final decision for assessing and granting a deferment of enrolment lies with the Registrar, and or Dean of Studies and Head of Senior School.

The Registrar will notify the parents/legal guardians and student by email. The Admissions assistant will record the deferment on the student's file on Synergetic and PRISMS within 14 days of being granted or the day prior to the current course commencement date, whichever is sooner.

The Registrar and/or Deputy Head of Academics will inform the parents/legal guardians and student in writing of the need to seek advice from the DHA on the potential impact on his or her student visa.

Suspending overseas student's enrolment

By the School

The King's School may suspend a student's enrolment including, but not limited to, on the basis of:

- any behaviour identified as resulting in cancellation in The King's School's *Student Suspension and Expulsion Policy*
- a breach of course progress or attendance requirements by the overseas student, which must occur in accordance with National Code Standard 8 (Overseas student visa requirements).
- failure to maintain approved welfare and accommodation arrangements (visa condition 8532)
- if the School believes there are concerns about the

student's health or wellbeing or where the wellbeing of others is likely to be a risk.

- the suspension or cancellation of an overseas student's enrolment under National Code Standard 9.3 will not take effect until the internal appeals process is completed, unless the student's health or wellbeing, or the wellbeing of others, is likely to be at risk.

If The King's School initiates a suspension of a student's enrolment, before imposing a suspension the Registrar will inform the student and parents/legal guardians in writing:

- of that intention and the reasons for doing so,
- of their right to appeal through the registered provider's internal complaints and appeals process, in accordance with National Code Standard 10 (Complaints and appeals), within 20 working days.
- of the need to seek advice from the DHA about their visa conditions and obligations as withdrawal from the course may have an impact on their student visa. (<https://immi.homeaffairs.gov.au/visas/already-have-a-visa/check-visa-details-and-conditions>)

After the appeals process has been completed, suspension of enrolment will be recorded on Synergetic and PRISMS within 14 days by the Admissions Assistant.

By the Student

Once the student has commenced the course, applications for suspension of study should be made to the Registrar in writing and include supporting documentation.

The Registrar will review the application and supporting documentation with the Dean of Studies and/or the Head of School

The King's School will only grant a suspension of study for compassionate and compelling circumstances. These include but are not limited to:

- illness, where a medical certificate states that the student was unable to attend classes
- bereavement of close family members such as parents or grandparents (where possible a death certificate should be provided)
- major political upheaval or natural disaster in the home country requiring emergency travel that has impacted on studies
- if the School believes there are concerns about the student's health or wellbeing or where the wellbeing of others is likely to be a risk.

Once the Registrar and Dean of Studies have reviewed the application, the Registrar will inform the student and parents/legal guardians in writing of the outcome and the reasons why the suspension has been given or refused.

The student and parent/legal guardian will be notified in writing of the need to seek advice from the DHA about their visa conditions and obligations as withdrawal from the course may have an impact on their student visa. (<https://immi.homeaffairs.gov.au/visas/already-have-a-visa/check-visa-details-and-conditions>)

The Admissions assistant will record the outcome of the decision on the student's file in Synergetic and PRISMS within 14 days.

Cancelling overseas student's enrolment

By the School

The King's School may cancel a student's enrolment including, but not limited to, on the basis of:

- Any behaviour identified as resulting in cancellation in The King's School's *Student Suspension and Expulsion Policy*
- failure to pay an amount the parent/legal guardian was required to pay as stated in the written agreement
- a breach of course progress or attendance requirements by the overseas student, which must occur in accordance with National Code Standard 8 (Overseas student visa requirements). Prior to this point, the School will implement its policies and procedures for monitoring course progress and attendance including notifying students when they are at risk of not meeting requirements and implementing intervention strategies to support the student.
- Failure to maintain approved welfare and accommodation arrangements (visa condition 8532)
- if the School believes there are concerns about the student's health or wellbeing or where the wellbeing of others is likely to be a risk. The final decision for evaluating a student's health or wellbeing, or the wellbeing of others, lies with the Heads of School and/or Headmaster.

If The King's School initiates a cancellation of a student's enrolment, before imposing a cancellation, the Registrar will inform the student and parent/legal guardian in writing:

- of the intention to cancel the enrolment, and the reasons for doing so
- of their right to appeal through the King's internal complaints and appeals process, in accordance with National Code Standard 10 (Complaints and appeals), within 20 working days.
- of the need to seek advice from the DHA about their visa conditions and obligations as this have an impact on their student visa. (<https://immi.homeaffairs.gov.au/visas/already-have-a-visa/check-visa-details-and-conditions>)

After the appeals process has been completed, the Admissions assistant will note the cancellation of enrolment on the student's file in Synergetic. The Admissions assistant will also notify the Commonwealth through PRISMS within 14 days.

By the Student

All notifications of withdrawal from a course, or applications for refunds, must be made in writing and submitted to the Registrar with supporting documentation. Please see The King's School *Refund Policy* (page 31) for information regarding refunds. Please note that:

- If a student is to be withdrawn from the School, *at least* one full term's notice, in writing, must be given to the Headmaster or the Registrar. The notice should be given *no later* than the first day of the School term at the end of which the notice expires. In the absence of the required notice, a term's fees (tuition and boarding) are payable.
- All applications for withdrawal will be reviewed within 10 working days.

When there is any cancellation action taken under this standard, the Registrar will notify the student and parents/legal guardian in writing:

- that withdrawal from the course prior to completion may result in student default unless the student is transferring to another provider
- of the intention to report the change to the overseas student's enrolment under section 19 of the ESOS Act.
- of the need to seek advice from the DHA about their visa conditions and obligations as withdrawal from the course may have an impact on their student visa. (<https://immi.homeaffairs.gov.au/visas/already-have-a-visa/check-visa-details-and-conditions>)

The Admissions assistant will note the cancellation of enrolment on the student's file in Synergetic. The Admissions assistant will also notify the Commonwealth through PRISMS within 14 days.

Welfare arrangements if School suspends or cancels enrolment of student

The King's School and The King's School, Tudor House are Boarding Schools and as such international students are expected to reside in one of the School's Boarding Houses. These Houses are staffed and maintained by the School and accommodation and welfare arrangements are made through the School and reported to the Department of Education, Skills and Employment (DESE) via PRISMS.

As the School has issued a CAAW (Confirmation of Appropriate Accommodation and Welfare) for a student, welfare provisions under National Code Standard 5.3 are applicable. If The King's School suspends or cancels the enrolment of the overseas student, the School will continue to approve the welfare arrangements for that student until any of the following applies:

- the student has alternative welfare arrangements approved by another registered provider
- care of the student by a parent or nominated relative is approved by Immigration
- the student leaves Australia
- if the School is no longer able to approve the welfare arrangements of a student
- if the School is unable to contact a student and has concerns for the student's welfare

If the School is no longer able to approve welfare arrangements it make all reasonable efforts to ensure that the student, parents or legal guardians are notified immediately by phone and in writing by the Registrar.

If the School is unable to contact a student and has concerns for the student's welfare, the School will make all reasonable efforts to locate the student, including notifying the police and any other relevant Commonwealth, state or territory agencies as soon as practically possible (see page 12 Procedures for when the School is unable to contact student and has concerns for student welfare).

The Registrar will notify Immigration via PRISMS within 24 hours under National Code Standard 5.3.6, that it is no longer able to approve the student's welfare arrangements or, under National Code Standard 5.5, that the School has taken the required action after not being able to contact the student.

Complaints and appeals

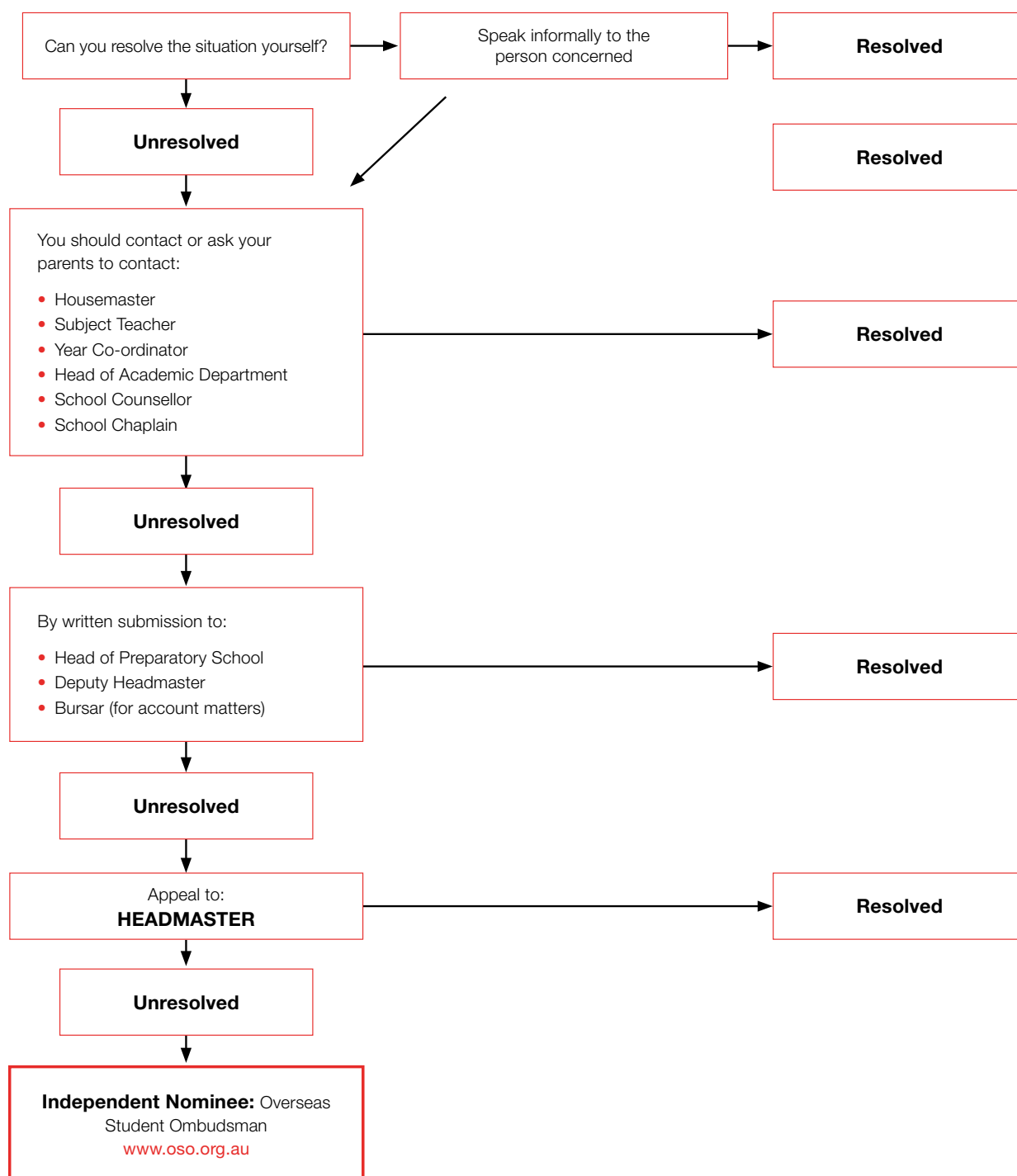
Policy

The King's School is committed to providing an effective mechanism for dispute resolution for international students and families. The King's School is committed to dealing with complaints/disputes in a fair and timely manner.

If a student chooses to access The King's School's complaints and appeals processes The King's School will maintain the student's enrolment while the complaints process and appeals is ongoing.

A student or a parent may request on behalf of their child, at any stage of this process an independent person be in attendance at meetings or to discuss matters on their or their child's behalf.





Procedure

Fig 1 International students recommended process for resolving grievances

This flowchart should be read in conjunction with The King's School Complaints and Grievances Resolution Procedure for Parents and Students (<https://www.kings.edu.au/new-home/the-kings-school-policies>).

- The complainant should proceed to the first step contact person as outlined in the Grievance flowchart (above) to attempt mediation / informal discussion with the aim for resolution of the complaint.
- The complainant should contact the appropriate staff member for an appointment to discuss the issue. Written notes of the discussion must be kept on the student record.

- If the matter cannot be resolved through mediation, the matter may proceed to the next step of the Grievance flowchart ie to Head of Tudor House, Deputy Headmaster (Senior School) or Headmaster or Bursar as appropriate. At this point written submission is required.
- The complainant should take a written statement outlining any issues or concerns to this meeting and previous notes from your record will be referred to.
- The complainant and/or The King's School staff may be accompanied and assisted by a support person at any stage of the process/relevant meeting.
- Where possible the complaint will be dealt with immediately and complainant will be informed in writing of the outcome and the reasons for the outcome.
- The complaints process will commence within 10 working days of the formal lodgement of a written submission of complaint and supporting information.
- If there is no resolution, an appointment to appeal to Headmaster, with this request made in writing should be undertaken. The complainant should notify the school in writing of the nature and details of the complaint.
- Where possible the complaint will be dealt with immediately.
- The complaints process will commence within 10 working days of the formal lodgement of a written submission of complaint or appeal and supporting information.
- Once the Headmaster, following appeal, has come to a decision regarding the complaint, the student will be informed in writing of the outcome and the reasons for the outcome.
- The King's School undertakes to finalise all internal grievance procedures within 20 working days wherever possible from written lodgement of complaint or appeal, or, as soon as practicable giving consideration to the length of a student's visa and the student's enrolment in future subjects and/or courses.

The King's School is committed to dealing with complaints/ disputes in a fair and timely manner.

If a student chooses to access The King's School's complaints and appeals processes The King's School will maintain the student's enrolment while the complaints process and appeals is ongoing.

- For the duration of the appeals process, the student is required to maintain their enrolment and attendance at all classes as normal. The Headmaster will determine if participation in studies will be in class or under a supervised arrangement outside of classes.
- The King's School will continue to offer learning opportunities throughout the complaints or appeals process. Students will have access to course work through CANVAS.
- If the internal or external complaint handling or appeal process results in a decision that supports the student, The King's School will immediately implement any decision and/or corrective and preventative action and advise the student of the outcome.

- If the student is not satisfied with the result or conduct of The King's School's internal complaints handling and appeals process, The King's School will assist the student to contact the Overseas Student Ombudsman (<https://www.ombudsman.gov.au/How-we-can-help/overseas-students>) at minimal or no cost to resolve the dispute.
- Any substantiated complaint will be acted upon. All complaints will be recorded.
- The King's School will await the outcome of this process (and, if, in favour of the provider) before reporting the student through PRISMS.
- Suspension from class is subject to The King's School's Complaints and Appeals Policy.
- If students access The King's School's complaints and appeals process regarding a school-initiated suspension, where the suspension is recorded in PRISMS, or cancellation, the suspension or cancellation will not be reported in PRISMS until the complaints and appeals process is finalised, unless extenuating circumstances relating to the student's health or wellbeing, or the wellbeing of others apply.

A formal complaints and appeals procedure will commence within 10 working days from receipt of formal written submission of complaint or appeal and is aimed to be resolved within a reasonable timeframe. A written statement of outcome will be provided on finalisation of hearings and investigation of complaint. A final step in the appeal process is an external nominee being the Overseas Student Ombudsman www.oso.org.au

At all times families/students are able to have with them a support person of their choice. Nothing in the School's Dispute Resolution Policy negates your right to take action under Australia's consumer protection laws in the case of financial disputes.

Please also note that:

- Student requests for deferment, and suspension and cancellation of enrolment are not subject to The King's School Complaints and Grievances Resolution Procedure which can be accessed on the School Website.
- Suspension from class is subject to The King's School Complaints and Grievances Resolution Procedure.
- School initiated suspension, where the suspension is to be recorded in PRISMS, and cancellation are subject to The King's School Complaints and Grievances Resolution Procedure.
- If students access The King's School's complaints and appeals process regarding a school-initiated suspension or cancellation of enrolment under Standard 10, 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 student's health or wellbeing, or the wellbeing of others apply.

Transfer of student enrolment to or from another CRICOS provider within the first six months of starting a course

Policy

The King's School will not knowingly enrol an overseas student wishing to transfer from another registered provider's course prior to the student completing six months of the first registered school sector course, except in certain circumstances.

The King's School will grant a transfer to or from another school for an International student when the School considers this to be in the student's best interest. The process to grant a transfer only applies to the first 6 months of a student's enrolment at King's. After this period a student can transfer to another provider without the School's approval or release.

The King's School will not charge for a transfer release.

Procedure for enrolling at King's from another provider

For an overseas student to request a transfer to The King's School, supporting documentation should include a written request to transfer and written confirmation that the student's parent/legal guardian supports the transfer. An interview will need to take place as per (Recruitment of an international student page 4) before a letter of offer from the School can be given. An interview does not guarantee that the student will be offered a place at The King's School.

Prior to the interview the School will need to receive the required documentation necessary for registration into the School, complete an interview with the Registrar, Admissions Manager and ISO. This documentation includes:

- Written request including reasons for request of transfer
- Copy of current CoE and Welfare arrangement
- Copy of Letter of Offer and Letter of Acceptance from current provider
- Completed online registration form
- Birth certificate
- Passport
- Results of AEAS test (Year 7 – 11)
- Any certificates or awards indicating an applicant's extra-curricular activities (translated into English)
- Details of any special educational or medical conditions which may affect academic and social progress

Payment of \$250 non-refundable registration fee is required to be made to complete registration. This can be made after online registration form is completed and documentation uploaded.

Students should have the educational qualifications appropriate to the year applied for. For example, students applying for Year 6 should have evidence that schooling from Years 1-5 will be completed.

Reasons for granting a transfer to The King's School

The School will not knowingly enrol an overseas student wishing to transfer from another registered provider's course prior to the student completing six months of the first registered school sector course unless the student meets one of the following conditions:

- the releasing registered provider, or the course in which the overseas student is enrolled, has ceased to be registered
- the releasing registered provider has had a sanction imposed in its registration by the ESOS agency that prevents the overseas student from continuing their course with that registered provider
- any government sponsor of the overseas student considers the change to be in the overseas students' best interests and has provided written support for the change. This usually applies where the overseas student's study in Australia is sponsored by the government of another country

- the releasing registered provider has agreed to the overseas student's release and recorded the date of effect and reason for release in PRISMS.

Students wishing to transfer to The King's School, will be interviewed and assessed on their academic ability, their character development and whether they would be a good fit in the School's Christian Community. Applications from overseas students are dealt with on their merits and at the discretion of the School, please refer to page 4 Assessment of Enrolment Application.

Procedure for granting transfer from King's to another provider

Students requesting a transfer to another provider within the first 6 months of starting the course will need to write to the Registrar to outline the reasons why as stated below and provide supporting documentation. Supporting documentation should include

- a valid enrolment offer from another registered provider
- written confirmation the overseas student's parent or legal guardian supports the transfer
- confirmation that the receiving provider accepts responsibility for approving the student's accommodation, support and general welfare arrangements in accordance with National Code Standard 5 (Younger overseas students).

Reasons for granting a transfer from The King's School

Circumstances in which the School will grant the transfer request because the transfer is in the student's best interests, include but are not limited to where the School has assessed that:

- there is evidence of compassionate or compelling circumstances
- evidence that the School has failed to deliver the course as outlined in their written agreement
- there is evidence that the overseas student's reasonable expectations about their current course are not being met as outlined in the Written Agreement
- an appeal (internal or external) on another matter results in a decision or recommendation to release the student
- there is evidence that the overseas student was misled by the School.

Reasons for refusing a transfer

Transfers to another provider (within the first 6 months) will not be granted to students who give the following reasons for the request

- Student feels they are not a good fit for the School
- Student does not wish to take part in the School's co-curricular program
- Student does not wish to board at the School

The Registrar will inform the student and parents/legal guardians in writing of the outcome and the reasons for doing so within a reasonable time frame. If the Registrar has denied transfer the Registrar will also inform the student and parents/legal guardians in writing:

- of their right to appeal through the King's internal complaints and appeals process, in accordance with National Code Standard 10 (Complaints and appeals), within 20 working days.

The School will not finalise the overseas student's refusal status in PRISMS until the appeal finds in favour of the registered provider, or the overseas student has chosen not to access the complaints and appeals processes within the 20 working day period, or the overseas student withdraws from the process

The Admissions assistant will record all requests for a release, the assessment and outcome of the decision on the student's file in Synergetic and PRISMS. If a transfer request is granted this is reported on PRISMS including the date this was granted.

The Registrar's office will maintain records of all requests from overseas students for a release and the assessment of, and decision regarding, the request for two years after the overseas student ceases to be an accepted student.

Transfer of welfare arrangements

The School will enrol a student under 18 years of age who has welfare arrangements approved by another registered provider. For this to happen, the Registrar and/or Admissions Manager will negotiate the transfer date for welfare arrangements with the releasing registered provider to ensure there is no gap in welfare commitments.

Welfare arrangement to King's from another provider during transfer

If the School has agreed to enrol a student from another provider, it will require the student to board at the School. It will also require the nomination of a local guardian who has valid WWCC and the Registrar has approved accommodation (see Welfare and accommodation for international students (see page 7))

The Registrar and / or Admission Manager will ask the provider school to confirm the last day the student will be with them and request that welfare be provided up until the commencement of the CAAW at King's.

The Registrar and / or Admission Manager will inform the student of their visa obligation to maintain their current welfare arrangements until the transfer date, or have alternate welfare arrangements approved or return to their home country until the new approved welfare arrangements take effect.

The King's School will issue a CAAW document to commence welfare from the day prior to his commencement date at the School.

The Registrar will issue a new CoE and CAAW via PRISMs which will also be uploaded to the students file on Synergetic.

Welfare arrangement from King's to another provider during transfer

For students under welfare provision (CAAW) held by The King's School requesting a change to another provider, The Registrar will ensure that welfare dates through the changing of provider have continuity and that the new provider accepts the welfare responsibility from The King's School to ensure at all times the student remains under continued welfare provision for safety and wellbeing.

The Registrar will also require written confirmation the overseas student's parent or legal guardian supports the transfer and confirmation that the receiving provider accepts responsibility for approving the student's accommodation, support and general welfare arrangements in accordance with National Code Standard 5 (Younger overseas students).

The King's School will continue to approve the welfare arrangements for that student until any of the following applies:

- the student has alternative welfare arrangements approved by another registered provider
- care of the student by a parent or nominated relative is approved by Immigration
- the student leaves Australia
- the School has notified Immigration under National Code Standard 5.3.6 it is no longer able to approve the student's welfare arrangements or under National Code Standard 5.5 that it has taken the required action after not being able to contact the student.

The transfer date for welfare arrangements to another provider will be registered on PRISM by the Registrar to ensure there is no gap.

Cancellation and refund policies

If The King's School does not offer the course for which the International Student is enrolled, 100% of the money paid on behalf of an international student will be refunded within two weeks.

The Student Admission Fee is non-refundable. No refund will be made if an international student's visa is cancelled by the Department of Home Affairs or if the student is expelled from the School.

This agreement does not remove a student's right to take further action under Australia's consumer protection laws.

A copy of this policy will be provided to the student (or parent(s)/guardian if the student is under 18) before a contract/agreement is signed or an amount of money is paid for a registered course.

This policy is attached when issuing the *International Student Handbook*, *Written Agreement* and *Letter of Offer* and can also be viewed at any time on The King's School website here: <http://www.kings.edu.au/enrolments/international-students.php>

The policy outlines the refunds applicable to course fees paid to the School including any course monies paid to an education agent to be remitted to the School. It should be noted that education agents are not authorised to collect money on behalf of the School. All fees should be paid directly to The King's School.

- Fees for additional services (not covered by the *Letter of Offer* or part of the *Written Agreement* with The King's School) conducted by and paid to Education Agents by students (or parent(s)/legal guardian if the student is under 18) are not covered by this refund policy. Although, any additional fees requested by an agent, should firstly be queried directly with the School.
- 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.
- The Registration fee is not refundable.
- The Student Admission fee is not refundable.

Payment of course fees and refunds

- Fees are payable according to the current Fees Schedule - International Students (<https://www.kings.edu.au/joining/fees-and-payments>).
- An itemised list of School fees and estimated costs for entry and the costs for the full duration of all courses covered by any offer of a place issued by The King's School is provided in the *Letter of Offer* and the *Overseas Student Written Agreement Form*.

- All fees must be paid in Australian dollars unless requested otherwise. Refunds will be reimbursed in the same currency as fees were received.
- All tuition fees are subject for refund, but generally non-tuition fees are not subject for refund.
- Refunds will be paid to the person who enters into the written agreement unless the School receives written advice from the person who enters into the written agreement to pay the refund to someone else.
- All notification of withdrawal from a course, or applications for refunds, must be made in writing and submitted to the Registrar and in accordance with the Conditions of Enrolment, fees policies and transfer or withdrawal policies which can be viewed on the School's website.

Student default because of visa refusal

- If a student produces evidence of visa refusal (or provides permission for the School to verify visa refusal with the Department of Home Affairs) and fails to start a course on or withdraws from the course on or before the agreed starting day, the School will refund within 28 days 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 AU\$500.
- The King's School as obligated will report that the School has discharged its obligations to the student within seven days after the end of the School's obligation period of 28 days, which is in total 35 days after the default occurs.
- 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 any unused tuition fees* received by the School with respect to the student within the period of 28 days after the day of student default.

*Calculation of the refund due in this case is prescribed by Education Services for Overseas Students (Calculation of Refund) Specification 2014 — <https://www.legislation.gov.au/Details/F2014L00907>

Reporting Obligations of The King's School

- The King's School, under the ESOS Act 2000 is not required to report on student refunds where a compliant written agreement is in place and it is not a case of visa refusal.
- The King's School, however, will report changes to a student's enrolment within 31 days as required by Section 19 of the ESOS Act.
- For any student under 18 years of age, who does not commence their course offered and accepted, or

terminates their studies, The King's School will report this student default within 14 days – the shorter timeframe aimed to ensure extra protection for the School's under 18 students.

Student Default

- Any amount of refund owing under this section will be paid within four weeks of receiving a written claim from the student (or parent(s)/legal guardian if the student is under 18).
- If a student withdraws and provides **notice more than 24 weeks in advance** of course commencement date accepted and as outlined as per *Written Agreement*, 100% refund of upfront pre-paid tuition fees (and boarding fees if applicable). It should be noted that the Student Admission Fee and Registration fee are non-refundable amounts and will not be refunded.
- If a student withdraws and provides **notice more than 12 weeks but less than 24 weeks in advance** of course commencement date accepted and as outlined as per the *Written Agreement*, 50% refund of upfront pre-paid tuition fees (and boarding fees if applicable). It should be noted that the Student Admission Fee and Registration fee are non-refundable amounts and will not be refunded.
- If a student withdraws and provides **notice less than 12 weeks in advance** of course commencement date accepted and as outlined as per the *Written Agreement*, no refund of upfront pre-paid tuition fees (and boarding fees if applicable). It should be noted that the Student Admission Fee and Registration fee are non-refundable amounts and will also not be refunded.
- **Withdrawal of a student after the agreed start date** (or course is not taken up) or course abandoned without a written term's notice in writing following commencement – no refund will be issued. It should be noted that the Student Admission Fee and Registration fee are non-refundable amounts and will also not be refunded and further in the absence of the required notice of withdrawal being given following commencement, in writing to the School, as outlined under 'Withdrawal of a student after commencement date', one term's fees tuition (and boarding if applicable) may also be charged.
- **Withdrawal of a student after commencement date of course.** If a student is to be withdrawn from the School, **at least** one full term's notice, in writing, must be given to the Headmaster or the Registrar. The notice should be given **no later** than the first day of the School term at the end of which the notice expires, **In the absence of the required notice, a term's fees (tuition and boarding if applicable) are payable.**
- Student breaching their visa conditions; No Refund
- Visa cancelled or student expelled due to actions of the student. No refund of tuition fees will be made where a student's enrolment is cancelled for any of the following reasons:

- Failure to maintain satisfactory course progress (visa condition 8202). Please see *Monitoring Course Progress Policy* on page 15
- Failure to maintain satisfactory attendance (visa condition 8202). Please see *Requirements for satisfactory attendance* on page 19
- Failure to maintain approved welfare and accommodation arrangements (visa condition 8532). Please see *Welfare and Accommodation Arrangements* on page 7
- Failure to pay course fees
- Any behaviour identified as resulting in enrolment cancellation by The King's School in accordance with The Student Code of Conduct in the School Diary.

Provider Default

- If for any reason the School is unable to offer a course on an agreed starting date for the course, and the student for some reason cannot be placed or refuses placement in an alternative course arranged by the School, a full refund of any unspent tuition fees received by the School with respect to the student will be made within 14 days of the agreed course starting day. Unspent prepaid tuition fees will be calculated according to a Legislative Instrument: <http://www.comlaw.gov.au/Details/F2012L01351>.
- 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. Unspent prepaid tuition fees will be calculated according to a Legislative Instrument: <http://www.comlaw.gov.au/Details/F2012L01351>.
- 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>
- This written agreement, and the right to make complaints and seek appeals of decisions and action under various processes, does not remove the right of the overseas student to take action under the *Australian Consumer Law* if the *Australia Consumer Law* applies.

Definitions

- **Non-tuition fees** - fees not directly related to provision of the student's course, including boarding, OSHC and uniforms. Note that Registration Fee and Student Admission Fee is non-refundable.
- **Tuition fees** - fees directly related to the provision of the student's course.
- **Pre-paid fees** - tuition fees received by the School for a study period (one semester) of the student's course before the student begins the study period.
- **Unspent pre-paid fees** - in the case of the School not being able to provide the course in which the student is enrolled, unspent prepaid tuition fees will be calculated according to a Legislative Instrument: <http://www.comlaw.gov.au/Details/F2012L01351>.

Change of Visa Status from Student Visa to Residency / Temporary Visa or Australian Citizenship

- Should a student have accepted an offer of a place for commencement of a course at The King's School which accepts the student as entering under a student visa, and subsequently the family provide notice of less than 12 weeks or following commencement that the student has changed visa status to that of a visa entitling local fee levels – it should be noted that:
- Overseas student fee levels will continue to be charged until the commencement of the study period (semester) following original commencement date.
- Overseas student fee levels will remain for the remainder of that study period (semester) if course already commenced.

Quick Reference Chart – Refund conditions and procedure

Situation	Description	Refund
Visa Refused	Visa refused prior to start of course	Refund within 28 days 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 AU\$ 500.
	<p>The King's School will report it has discharged its obligations to the student within 7 days after the end of the provider obligation period of 28 days (which is in total 35 days after the default occurs)</p> <p>Visa refused after start of course</p> <p>*Calculation of the refund due in this case is prescribed by Education Services for Overseas Students (Calculation of Refund) Specification 2014 (https://www.legislation.gov.au/Details/F2014L00907)</p>	The School will retain tuition fees proportionate to the amount of the course the student has undertaken and will refund any unused tuition fees* received by the School with respect to the student within the period of 28 days after the day of student default.
Student Default	<p>The King's School is not obligated to report refunds where a compliant written agreement is in place and it is not a case of visa refusal.</p> <p>Under Section 19 of the ESOS Act The King's School will report within 14 days any under 18 years of age student who does not commence their course or who terminates their studies prior to course completion. Should a student be over 18 years of age, The King's School must report within 31 days.</p>	Refunds paid within 28 days of receiving a written claim from the student (or parent(s)/legal guardian if the student under 18).
	Cancellation greater than 24 weeks notice being given before expected and agreed commencement date as per signed Written Agreement.	<p>Forfeiture of Student Admission Fee and Registration Fee (non-refundable amounts).</p> <p>100% refund of upfront pre-paid tuition fees (and boarding fees if applicable).</p>
	Cancellation greater than 12 weeks and less than 24 weeks notice being given before expected and agreed commencement date as per signed Written Agreement.	<p>Forfeiture of Student Admission Fee and Registration Fee (non-refundable amounts).</p> <p>50% refund of upfront pre-paid tuition fees (and boarding fees if applicable).</p>
	Cancellation less than 12 weeks notice being given before expected and agreed commencement date as per signed Written Agreement.	<p>NO REFUND meaning:</p> <p>Forfeiture of Student Admissions Fee, Registration Fee (non-refundable) and;</p> <p>Forfeiture of upfront pre-paid tuition fees (and boarding fees if applicable).</p>
	Cancellation after the agreed start date (course not taken up) or course abandoned without a written term's notice in writing following commencement.	<p>NO REFUND.</p> <p>Additionally in the absence of the required notice of withdrawal being given following commencement date, in writing to the School, as outlined under 'Withdrawal after commencement of course', one term's fees tuition (and boarding if applicable) may be charged.</p>
	<p>Student breaching their visa conditions.</p> <p>Visa cancelled or student expelled due to actions of the student.</p>	<p>NO REFUND.</p> <p>NO REFUND.</p>
Provider Default	Withdrawal after commencement of course. If a student wishes to withdraw from the School, at least one full term's notice, in writing, must be given to the Headmaster or Registrar. Notice should be given no later than the first day of the School term at the end of which the notice expires.	<p>In absence of required notice in writing being provided to the School as outlined at left, one term's fees tuition (and boarding if applicable) are payable.</p> <p>Student Admission Fee and Registration Fee are non-refundable.</p>
	<p>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</p> <p>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.</p>	<p>A FULL REFUND of any unspent pre-paid tuition fees paid to the School will be made within 14 days of the agreed course starting day.</p> <p>Unspent prepaid tuition fees will be calculated according to a Legislative Instrument: http://www.comlaw.gov.au/Details/F2012L01351.</p>
	In the event that the School is unable to fulfil its obligations of providing an agreeable alternative course for the student, or a refund.	Student will receive assistance from the Australian Government's Tuition Protection Service. For further information please see https://tps.gov.au/StaticContent/Get/StudentInformation

Notifications to NESAs

The Council of The King's School will notify the NSW Education Standards Authority (NESA) via RANGS online:

- when the school provider, or an associate of the provider, or a high managerial agent of a provider who has been, is, or will be involved in the business of delivering programs to overseas students:
 - – has been convicted of an offence
 - – has been convicted of an offence under the ESOS Act at any time during the past five years
 - – has ever had its CRICOS registration cancelled or suspended under the ESOS Act
 - – has ever been issued with an Immigration Minister's suspension certificate
 - – has ever had conditions imposed on its registration under the ESOS Act
 - – has been bankrupt
 - – has ever been disqualified from managing a corporation under the Corporations Act
 - – has been involved in the business of provision of course by another provider that was subject to any of the points above.
- of any change in the name or address of the school provider at least one month before such a change is to take effect
- of any intention to relocate premises (including the head office or principal place of business) at least three months before the relocation
- of any change in the school name and/or name of a delivery site at least one month before such a change is to take place
- of any prospective changes to the ownership of the registered provider as soon as practicable before the change is to take effect
- of any change to the details of courses approved including changes to course duration and course cost at least one month before such a change is to take place
- to request the cancellation or suspension of the school provider's approval and registration to deliver courses to overseas students, at least three months before the cancellation or suspension
- to request to amend the school provider's existing scope of approval including
 - adding a course
 - withdrawing a course
 - increasing overseas student capacity
 - decreasing overseas student capacity
 - re-distributing approved overseas student capacity across approved delivery sites
 - adding or removing a delivery site.

Applications to amend approval relating to adding or removing delivery sites will be submitted at least three months before implementing an amendment. For all other amendments, the form will be submitted at least one month before implementing an amendment.

The Registrar or Bursar and Clerk of the Council will complete and submit notification forms available at <https://bosho.boardofstudies.nsw.edu.au/links/rangsonline.html> as soon as possible prior to the change or within the time frames designated.

Changes to ownership and headship

Processes at The King's School to notify NSW Education Standards Authority (NESA) of changes to ownership and/or high managerial agents are as follows:

- Upon decision of The Council of The King's School in relation to ownership of The King's School, The King's School Preparatory School or The King's School, Tudor House, the Bursar and Clerk to the Council will notify NESA within seven days of the anticipated change.
- Upon decision of the Council of The King's School, NESA will be notified as soon as practicable or within ten working days of the change taking effect, of changes to The Headmastership of The King's School, the Head of The King's School, Preparatory School or the Head of The King's School, Tudor House.

Staff capability and educational resources

The Council of The King's School provides CRICOS courses in multiple buildings at The King's School, Senior Campus - a 320 acre site at North Parramatta, and at The King's School, Tudor House Primary Campus - a 169 acre site on the Illawarra Highway, Moss Vale.

The Bursar and Clerk of the Council of The King's School, or the Registrar, will advise NESA via forms available at <https://bosho.boardofstudies.nsw.edu.au/links/rangsonline.html> in the case of an intention to relocate premises at The King's School Parramatta or The King's School, Tudor House Moss Vale, including:

- notifying NESA at least three months in advance of implementing such a change
- notifying any enrolled student and any accepted student who has not commenced of an intention to relocate premises at least 20 working days before relocation

The King's School international student compliance

The Council of The King's School is committed to full compliance with the International Student Compliance legislation (ESOS). Our staff observe this commitment and support the School in complying fully in providing consistent advice and reporting to the School community in meeting our obligations.

To meet our obligations for international students our policies are available on the School website (<https://www.kings.edu.au/new-home/the-kings-school-policies>) and in the International Student Handbook, also listed on the website <http://www.kings.edu.au/enrolments/international-students.php>.

Further information about students' rights and obligations under the ESOS Framework can be found in ESOS Framework Student Fact Sheet (<https://internationaleducation.gov.au/regulatory-information/Documents/esosstudentfactsheet.pdf>)

Further information about Overseas Student Health Cover (OSHC) can be found in the Department of Health <https://www.health.gov.au/resources/collections/overseas-student-health-cover-oshc-resources>

