



**JOHN XXIII
COLLEGE**
SEEK JUSTICE

Provision of Services for Full Fee Paying Overseas Students

International Student Handbook

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Table of Contents

The Development of the College	5
Special Features of the College.....	6
The College Crest	6
The College Motto	6
The College Mission Statement	6
Perth Culture and Lifestyle	7
General Conditions of Enrolment of International Students.....	8
Application and Enrolment Conditions.....	8
Fees and Charges	8
Notice of Withdrawal.....	9
Student Absences.....	9
Student Suspension or Expulsion.....	9
College Involvement	9
Schedule of Fees for International Students	11
Orientation for International Students.....	11
International Students Deferment, Suspension and Cancellation of Studies.....	11
Younger Students.....	16
International Student Refund Policy.....	18
Reason for Refund	19
International Student Complaints and Appeals Policy	20
Formal Complaints and External Appeals Process.....	21
Formal Complaints and Appeals Process Flowchart.....	21
The Overseas Students Ombudsman (OSO)	22
External Appeals Process	22
Definitions.....	22
International Student Course Progress and Attendance Policy.....	22
Completion within Expected Duration of Study (Course Progression).....	23
Course Attendance	23
International Travel.....	23
Definitions.....	24
Sample: Letter of Intention to Report for Unsatisfactory Attendance.....	25
International Student Transfer Policy	26
National Code	26
Requirements for Students.....	26
Obtaining a Letter of Release.....	26
Appeals.....	27

Sample: Letter of Release Request	29
International Student Critical Incident Policy	30
Critical Incident Response Team	30
Critical Incident Plans	30
Media Management	31
Evaluation and Review of Management Plan	31
Student Visa Conditions	31
Condition Description	31
The following conditions are discretionary for your student visa:	32
Schedule of Fees, Charges and Business Arrangements.....	32
Council Members	33
Appendix A: Glossary of terms for International Student Enrolment	34
Appendix B: Important Sources of Information for Overseas Students	35
Emergency Contact Numbers	35
Support Agency Numbers	36
Appendix C: Tuition Fees and Other Compulsory Annual Charges.....	37
Annual Fee:	37
Application Fee For Admission (GST Inclusive)	37
Enrolment Confirming Fee (No GST Applies)	37
Capital Works Levy Contributions.....	37
Music Department Instrumental Lessons Program	37
Payment of Fees.....	37
Fees Not Paid	37
Student Withdrawals and Refund Policy	38
Goods and Service Tax (GST).....	38
Sibling Discount.....	38
Fee Review	38
Deferment.....	38
Insurance.....	38
Health Cover	38
Illness or Injury.....	38
Course Credit	38

John XXIII College
Our College Founders

St Ignatius Loyola (1491 – 1556)

Born into the Spanish nobility, Ignatius began his career as a courtier and soldier. While recuperating from wounds incurred in battle at Pamplona, he underwent a conversion. Henceforth, he single-mindedly sought to put into practice the world view which he expressed in his Spiritual Exercises. With his early followers, he formed the Society of Jesus (Jesuits) which has had a profound effect on life in the Church. The Jesuits were termed the "Schoolmasters of Europe"; their educational tradition is characterised by the pursuit of excellence and preparation for Christian service of men and women for others in every field of human endeavour.



Mary Ward (1585 – 1645)

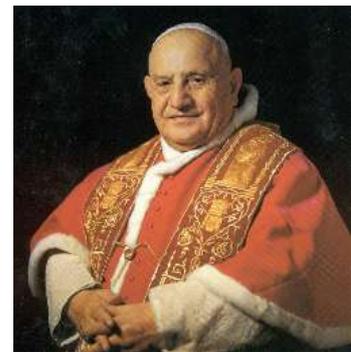
Mary Ward was born at a time when England was in political and religious turmoil. She felt the call to serve God and her neighbour but it was some time before she realised she was called to found an Order of Sisters (Institute of the Blessed Virgin Mary, also known in many parts of the world as Loreto Sisters) who would pursue the same ideals as the Jesuits. Her Sisters would have "a will to do well which women may have as well as men". Her common-sense religious spirit and her vision of a robust role for women in the Church and the community have been abiding characteristics of the Loreto Sisters and their schools.

Pope John XXIII (1881 – 1963)

Angelo Giuseppe Roncalli

The College was founded with an optimistic vision of renewal of tradition, faith, service and openness. Pope John XXIII was, therefore, a fitting patron since these qualities always distinguished him as a priest, diplomat, Patriarch and Pope.

These founders are commemorated each year during Founders' Time (31 July [Feast of St Ignatius] to 19 August [the anniversary of the establishment of the Loreto Sisters in Australia]).



The Development of the College

The Loreto Sisters arrived in Perth in 1894 and established a school in St George's Terrace. By 1898, the Loreto School for girls moved to its site in Claremont. The Jesuit Fathers, following the request of the Archbishop of Perth, opened St Louis School in 1938. During 1971, the Jesuit Fathers withdrew from proprietorship of St Louis, leaving the school to the Archdiocese of Perth. Archbishop Goody appointed a School Council under the Chairmanship of Judge Lavan to organise and run the school.



By 1975, it became necessary to investigate the possibility of amalgamating the schools in order to present a broader choice of educational opportunities for students. With much thought and preparation, the desired planning was achieved by the end of 1976. The new John XXIII College was to be located on three separate sites with four district communities. The Junior Primary years were situated in the Koolyangarra Community, the old Junior School of Loreto; the

Upper Primary grades were housed in Campion Community; the lower Secondary (Years 8 and 9) were housed in the St Louis Community; while the senior years (Years 10-12) were housed on the campus of the former Loreto School, which became the Loreto Community.

'Seek Justice' was the motto chosen for the new John XXIII College founded at the start of the 1977 academic year, following the amalgamation of Loreto Convent and St Louis School. Fr Daven Day, S.J. was appointed the founding Principal and Sr Bernadette Zeising I.B.V.M., Vice-Principal.

Sr Denise Desmarchelier I.B.V.M replaced Fr Day as Principal for the start of 1979. One of her many challenges was to investigate the possibility of consolidating the school on two of the sites – the Senior School at Loreto, the Junior School at St Louis. This could have been achieved at great expense, with many of the problems left unsolved, such as inadequate playing fields. Fortunately, the College Council became aware that the State Government was planning to sell Swanbourne Hospital and part of the nearby tip land in order to consolidate the services it provided for mental health. The Council successfully negotiated the purchase of the present 24.6-hectare site for John XXIII College.

The Planning, which began in 1981, was brought to fruition when the students moved to the new site at Mt Claremont on 11 May 1986.

Special Features of the College

John XXIII College is

- **a Catholic school:** the College operates under the mandate of the Catholic Archbishop of Perth. Religious Education and Catholic teaching and forms of worship are central in the life of the College. The Ignatian tradition of the College, owing so much to the influence of the Jesuits and Loreto Sisters since its foundation, is nurtured explicitly and enthusiastically.
- **co-educational:** boys and girls associate together in classes, in activities, and socially.
- **a Kindergarten to Year 12 School:** on the one site, there is a Kindergarten, Primary School and a High School.
- **an ecumenical school:** the College has always welcomed persons of other denominations who are able to support the Catholic ethos of the College.
- **an academic school:** the College has built up a sound reputation for academic achievements; teaching and classwork reflect this emphasis.
- **a well-resourced school:** the College provides quality surroundings and facilities.
- **a pastoral school:** the College strives to meet the development needs of each student.

The College Crest

The College Crest reflects the way that, historically, the image of justice and right harmony was developed in the three-dimensional Byzantine tower architecture. This superimposed the dome, representing the circle of eternity, on the base of the solid, earth-bound square. The whole is surmounted by the Cross in which the harmony is centered and from which justice flows. All this is represented in the John XXIII College crest in the single dimension by the simple traditional symbols of the square, the circle and the Cross. The linear version, complete within itself, has also the openness and freedom of spirit which is envisaged for the College.



The College colours, deep royal blue, gold and white are based on the school colours of Loreto and St Louis.

The College Motto

The Gospels record that Jesus preached and witnessed to “Justice” as a foundational quality of the Kingdom. As Jesus invited the people of His time to strive for justice, so does John XXIII College repeat His invitation to all members of the College community.

The motto emphasises that each of us has a personal mission to witness to justice. “Seek Justice” will continually remind us of our fundamental priority to reflect and develop those qualities shown by Jesus – love, trust, honesty, respect, compassion, friendship, acceptance, integrity, sacrifice, faith, commitment, strength, courage.

In times of change, the motto serves to re-emphasise the central purpose of Catholic education and the central place of Jesus in that education. The motto challenges us to assert our values and beliefs in the sacred uniqueness of each person when a materialistic world de-emphasises the sacredness of the individual.

The College Mission Statement

In the spirit of John XXIII, Mary Ward and Ignatius Loyola, we seek to be people of competence, conscience and compassion who are committed to God and the service of others.

Perth Culture and Lifestyle

Perth, the capital of Western Australia, is a multicultural hub and home to people of all nationalities from diverse backgrounds. It is renowned for its laid-back lifestyle and famous for its long days of sunshine, spotless blue skies, brilliant beaches and diverse natural attractions found nowhere else in the world. The weather ranges from mild winters between the months of June and August to Mediterranean-style summers from December to April.

Located alongside the peaceful waters of the Swan River, twenty kilometres inland of the Indian Ocean, lifestyle activities in Perth can include trips to the beach, picnics at Kings Park, outdoor barbeques, movies, shopping and much more. Perth also has a thriving arts scene as well as an array of international dining choices.

The Perth City Centre is a popular tourist attraction which bustles with activity and offers a range of choices for shopping. The Port city of Fremantle lies just south of Perth on the coast of Western Australia. Considered the cultural centre of Perth, Fremantle is a popular spot, particularly at weekends when you will find markets, entertainment and plenty of alfresco style cafes and eateries.



General Conditions of Enrolment of International Students

Application and Enrolment Conditions

1. Lodging an Application for Admission along with the application fee and required documentation places each student on the waiting list. It does not guarantee entry to John XXIII College. Places are limited.
2. John XXIII College accepts International Student applications for Years 7 - 12.
3. In order to enrol, an application form must be completed and submitted to the Enrolments Officer with the \$120 (AUD) non-refundable application fee.
4. As part of the application process, you are required to nominate an appropriate guardian (please refer to "Younger Students").
5. International students are required to have a satisfactory command of English in order to achieve maximum success in the Western Australian Education System. International students whose first language is not English will be required to sit an assessment with Australian Education Assessment Services (AEAS). Detailed information about the test, practice tests and testing centres available in Australia and in other countries can be obtained by visiting the web-site at www.aeas.com.au. Subject to acceptable test results and reports and the existence of a vacancy an offer of place may be received.
6. Acceptance of offer is made by completing the Written Agreement and payment of the \$2500 (AUD) Enrolment Acceptance Fee.
7. Payment of fees (as per the Overseas Fees, Charges and Business Arrangements see Appendix C) is payable in advance, following which the College will generate an electronic Confirmation of Enrolment (eCOE) and Confirmation of Appropriate Welfare Arrangements (CAAW). This information is used by the relevant visa post as the basis for the granting of the student visa. A paper copy will be forwarded to parents as evidence that the eCOE has been generated. Without a Confirmation of Enrolment form, a student visa cannot be issued.
8. Commence application for a student visa. You will be required to present the paper copy of the eCOE and complete the relevant application forms. Further information can be obtained from the nearest Australian Embassy or High Commission or on the Department of Immigration and Border Protection website at <http://www.border.gov.au/Trav/Stud>
9. All international students must have Overseas Health Cover (OSHC) before they enter the country. OSHC is an insurance that provides cover for the costs of medical and hospital care which international students may need while in Australia. (Please refer to "Health Cover")

Further information on the ESOS Framework can be obtained from <https://internationaleducation.gov.au/regulatory-information/pages/regulatoryinformation.aspx>

Fees and Charges

Refer Fees, charges and Business Arrangements Appendix C

10. All fees must be paid in Australian dollars, please refer to [Fees and Charges 2021: International Students](#).
11. The Application Fee is non-transferable and non-refundable.
12. The confirming fee is payable on acceptance of a student place and completion of the Written Agreement.
13. Course monies include the confirming fee and tuition fees.
14. Tuition Fees are due and payable in advance in two equal instalments on or before the first day of each semester.
15. Continuance of enrolment cannot be guaranteed unless all fees are paid in accordance with the Overseas Fees Changes and Business Arrangements, or an arrangement has been made with the Principal (refer International Student Deferment, Suspension and Cancellation Policy).

16. Any expenses, costs or disbursements incurred by the College in recovering any outstanding monies, including debt collection agency fees and solicitor's costs shall be charged to the account.

Notice of Withdrawal

Refer to International Student Refund Policy

17. Notice of withdrawal must be provided in writing to the Principal.
18. Withdrawal from the College Community requires one full Semesters notice in writing in advance to the Principal.
19. Refunds will be paid in accordance with the International Student Refund Policy.

Student Absences

Refer to International Student Deferment, Suspension and Cancellation Policy and International Student Course Progress and Attendance Policy

20. In the event of a student being absent without prior notice, for illness or any other reason, the College should be advised by telephone or email immediately.
21. Parents/Guardians are expected to ensure attendance of students throughout the school year.
22. Deferment or suspension of studies will only be considered in exceptional circumstances and on written application to the Principal.

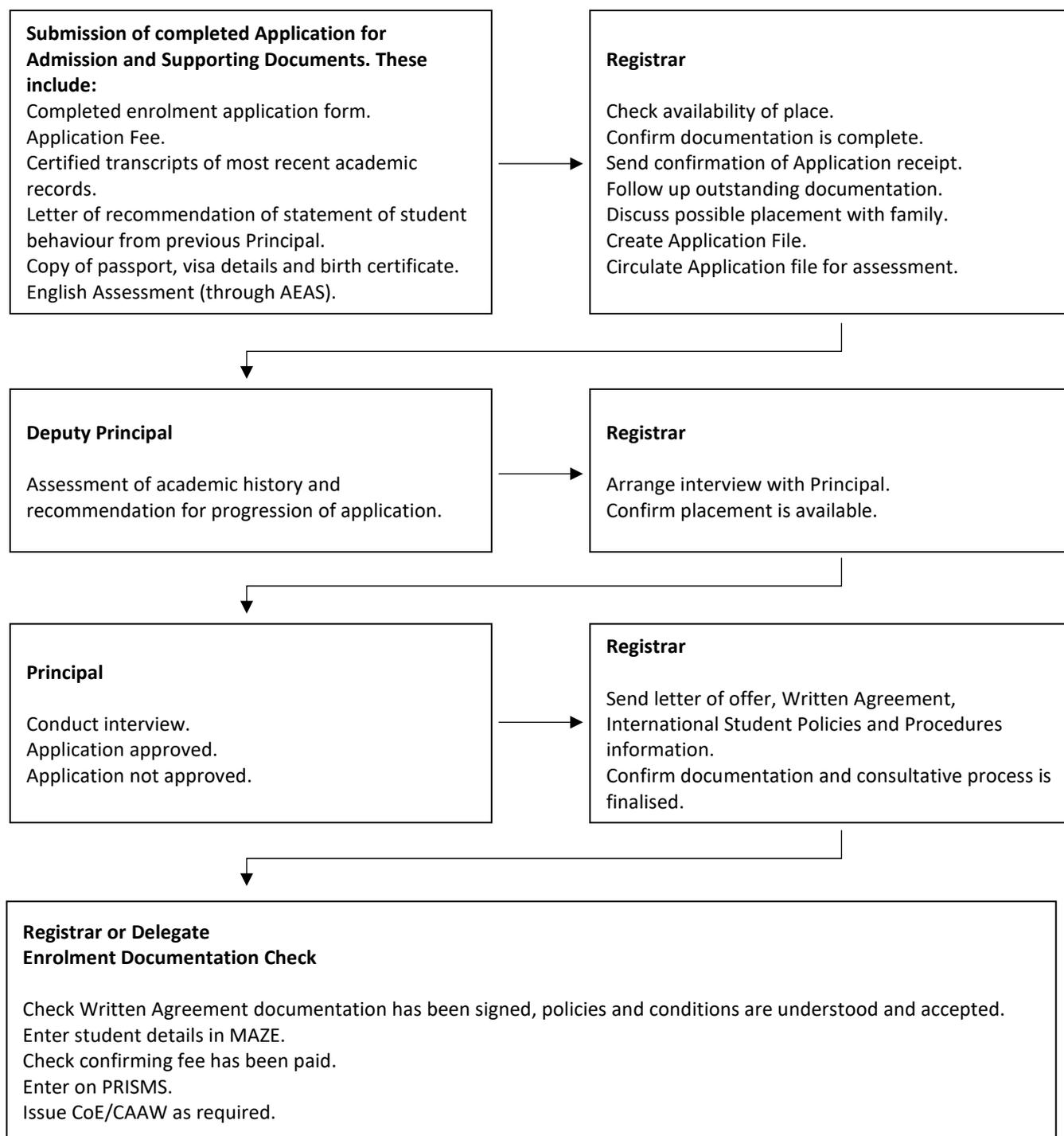
Student Suspension or Expulsion

23. If the Principal suspends or cancels a student's enrolment due to a serious breach of the College's rules, the student will be reported to the Department of Immigration and Border Protection (DIBP). Deferment, withdrawal or cancellation of a student's enrolment may affect the student visa.

College Involvement

24. International students are required to comply with requirements of the College in respect of dress code, behaviour and participation in the College's co-curricular program.
25. The parent will be responsible for breakages and damage to school property caused by the student, which will be added to the fees account.
26. Where more than one person has applied for enrolment of a student the liability of each here-under shall be joint.
27. Privacy Information is collected in order to meet our obligations under the ESOS Act and the National Code 2007, and to ensure student compliance with the conditions of their visas and obligations under Australian immigration laws generally.
28. These conditions are subject to alteration from time to time by the College Council.

Procedures for Assessment of an International Student's Enrolment
Application, qualifications, experience, and English language proficiency



Schedule of Fees for International Students

Refer to Overseas Fees, Charges and Business Arrangements Appendix C

1. Application Fee: An Application Fee is payable on lodging an Application for Admission. This fee is non-transferable and non-refundable and covers administrative costs relating to enrolment applications.
2. Confirmation of Place Fee: This fee is payable on acceptance of an offer of placement and signing of this form confirms your child's place. This fee is non-transferable.
3. Tuition Fees: Refer to Overseas Fees, Charges and Business Arrangements.
4. Damage of Property: Damage or loss of school property by the student will be added to the parents' account.

Orientation for International Students

Every effort is made to ensure that new overseas students are made welcome, are familiarised with their new environment, and enjoy the time they spend at John XXIII College.

All new International Students will be taken through College Orientation prior to the commencement of the term.

- College Tour, Facilities and Resources
- College Diary and Timetable
- School uniform
- Attendance, behaviour and other policies
- Introduction to Student Services (sign in/out procedures)
- Introduction to Student Services, Assistant Deputy Principal and Homeroom Teacher
- Additional General information for International Students can be found:
- The Council for International Students (CISWA) is an independent, voluntary, non-profit group promoting the wellbeing of international students studying in Western Australia. <http://www.ciswa.com/>
- Learn a little more about living in Perth: www.livingin-australia.com/living-in-perth
- Support Services in Australia <http://www.studyinaustralia.gov.au/global/live-in-australia/support-services>

International Students Deferment, Suspension and Cancellation of Studies

1. Deferment of Commencement of Study Requested by Student
 - a. John XXIII College will only grant a deferment of commencement of studies for compassionate and compelling circumstances. These include but are not limited to:
 - i. illness, where a medical certificate states that the student was unable to attend classes;
 - ii. bereavement of close family members such as parents or grandparents (where possible a death certificate should be provided);
 - iii. major political upheaval or natural disaster in the home country requiring emergency travel that has impacted on studies;
 - iv. a traumatic experience which has impacted on the student (where possible supported by police or psychologists' reports).
 - b. The final decision for assessing and granting a deferment of commencement of studies lies with the Principal.
 - c. Deferment will be recorded on Provider Registration Information Management System (PRISMS) depending on the students Confirmation of Enrolment (CoE) status.
2. Suspension of Study Requested by Student

- a. Once the student has commenced the course, John XXIII College will only grant a suspension of study for compassionate and compelling circumstances. These include but are not limited to:
 - i. illness, where a medical certificate states that the student was unable to attend classes;
 - ii. bereavement of close family members such as parents or grandparents (where possible a death certificate should be provided);
 - iii. major political upheaval or natural disaster in the home country requiring emergency travel that has impacted on studies;
 - iv. a traumatic experience which has impacted on the student (where possible supported)
 - b. Suspensions will be recorded on PRISMS.
 - c. The period of suspension will not be included in attendance calculations.
 - d. The final decision for assessing and granting a suspension of studies lies with the Principal.
3. Cancellation of Study Requested by Student
- a. John XXIII College requires notice of withdrawal in writing to the Principal. Parents must complete and submit an Application for Deferment, Suspension or cancellation of Studies form. (Refer Application for Deferment, Suspension or Cancellation of Studies)
 - b. Failure to provide adequate notice may incur a penalty. (Refer to General Conditions of Enrolment International Students Notice of Withdrawal for details).
4. Assessing Student Requests for Deferment or Suspension of Studies
- a. Parents are to complete and submit an Application for Deferment, Suspension or Cancellation of Studies form. (Refer Application for Deferment, Suspension or Cancellation of Studies)
 - b. Applications will be assessed on merit by the Principal.
 - c. All applications for deferment, suspension or cancellation and any associated refund of course monies will be considered within 10 working days.

Sample: Application for Deferment, Suspension or Cancellation of Studies

John XXIII College will only grant a deferment, suspension or cancellation of studies for compassionate and compelling circumstances. Please read the International Students Deferment, Suspension and Cancellation Policy before filling out this form to ensure you meet the requirements to be granted a Letter of Release.

Student Name: _____ Year Level: _____

Address in Home Country: _____

Phone Number: _____ Mobile Phone Number: _____

Email Address: _____

Defer Enrolment From: / / to: / /

Suspend Enrolment From: / / to: / /

Cancel Enrolment From: / /

Reason for Deferment, Suspension or Cancellation of Student Enrolment:

Please outline the reasons for a deferment, suspension or cancellation of enrolment.

Please attach any relevant supporting documentation:

This application will be assessed once all documentation has been received. The school may request for further documentation if required. Applications will be considered within 10 working days of receipt.

Mother's Name: _____

Signature: _____ Date: _____/_____/_____

Father's Name: _____

Signature: _____ Date: _____/_____/_____

I/we request a refund of fees in accordance with the John XXIII College International Student Refund Policy.

5. Parent and Student Advice
 - a. Parents and students will be advised in writing of the outcome of a student initiated request for deferment, suspension or cancellation of enrolment within 10 working days from receipt of application.
 - b. If the College grants the request, it will issue a Letter of Release to parents.
 - c. Deferment, suspension and cancellation of enrolment can have an effect on a student's visa as a result of changes to enrolment status. Students will be informed to contact the Department of Immigration and Border Protection for advice.

6. School Initiated Exclusion from Class (1-28 Days)
 - a. John XXIII College may exclude a student class on the grounds of misbehaviour or breach of College rules. Exclusion will occur as a result of behaviour identified in the John XXIII College Exclusion of Students for Disciplinary Reasons Policy.
 - b. Where the student is provided with homework or other studies for the period of the exclusion, the student must continue to meet the academic requirements of the course.
 - c. Exclusions from class will not be recorded on PRISMS.
 - d. Periods of exclusion will not be included in attendance calculations.

7. School Initiated Suspension of Studies (28 days+)
 - a. John XXX College may initiate suspension of a student on the grounds of misbehaviour or breach of College rules. Exclusion will occur as a result of behaviour identified in the John XXIII College Exclusion of Students for Disciplinary Reasons Policy.
 - b. Students who have been suspended for more than 28 days are required by the Department of Immigration and Border Protection (DIBP) to return to their home country unless special circumstances exist (e.g. the student is medically unfit to travel).
 - c. Suspensions will be recorded on PRISMS.
 - d. The period of suspension will not be included in attendance calculations.

8. School Initiated Cancellation of Enrolment
 - a. John XXIII may cancel enrolment of a student under the following conditions:
 - i. Failure to pay course fees;
 - ii. Any behaviour or serious breach of College rules identified as grounds for possible expulsion.
 - b. John XXIII College is required under Section 19 of the ESOS Act 2000, to advise DIBP about changes to the student's enrolment and breaches of student visa conditions relating to academic performance and attendance. Deferment, withdrawal or cancellation of a student's enrolment may affect their student visa.

9. Complaints and Appeals
 - a. Student-initiated deferment and suspension requests are not subject to the John XXIII College International Student Complaints and Appeals Policy.
 - b. Exclusion from class is subject to the John XXIII College International Student Complaints and Appeals Policy.
 - c. The College will maintain the student's enrolment at the College for the duration of a Complaints and Appeals process. The Principal will determine if attendance is in class or under a supervised arrangement outside of classes.
 - d. Suspension or cancellation will not be recorded with PRISMS until the Complaints and Appeals process is finalised, unless extenuating circumstances relating to the welfare of the student apply.
 - e. Extenuating circumstances include:

- i. the student is missing;
 - ii. the student has medical concerns, severe depression or psychological issues, which could be detrimental to the welfare of other students;
 - iii. the student has engaged or threatened to engage in behaviour that is reasonable believed to endanger the student or others;
 - iv. the student is at risk of committing a criminal offence;
 - v. the student is the subject of investigation relating to criminal matters.
- f. The use of extenuating circumstances by John XXIII College to suspend or cancel student's enrolment prior to the completion of any Complaints and Appeals process will be supported by appropriate evidence. The final decision in the evaluation of extenuating circumstances is at the discretion of the Principal.

10. Parent and Student Advice

- a. Parents and students will be advised in writing by the Principal of any school initiated exclusion, suspension or cancellation of studies.
- b. Deferment, suspension, withdrawal or cancellation of a student's enrolment may affect their student visa. Students will be informed to contact the Department of Immigration and Border Protection (DIBP) for advice and information.

11. International Student Support/Pastoral Care

John XXIII College's Code of Behaviour, specifying the rights and responsibilities of every person who is a member of the John XXIII College Community, is linked to the spirit of Mary Ward and Ignatius Loyola and is directed at providing the best possible education for students in Ignatian Tradition. The College Motto "Seek Justice" provides the inspiration for the rights and responsibilities embedded within the rules, responsibilities, procedures and policies which follow.

The College sets high standards for behaviour, courtesy, personal pride and neatness. Our aim is to assist students to reach these standards through cooperation, mutual responsibility and self-discipline.

All members of the College community have the RIGHT to:	All members of the College community have the RESPONSIBILITY to:
be treated with respect and dignity	treat others with respect and dignity
work in and enjoy a safe, secure and clean environment	maintain a clean, safe and secure environment
live within the College community free of verbal, physical and emotional hurt	refrain from hurtful behaviours and to be accepting of individual differences
work in a positive and supportive learning environment	contribute to a positive and supportive learning environment
participate fully in College life	do one's best in all activities undertaken
be proud to be a member of the John XXIII College community.	honour and live the values of John XXIII College.

12. Behaviour Management

- a. Any elements or behaviours that affect the well-being of the community need to be addressed with Christ-like compassion.
- b. Exclusion is an extreme disciplinary measure reserved for gross misconduct, or behaviour that is persistently disruptive or contrary to the mission statement of the College. Exclusion is a sanction applied only as a last resort when all other intervention strategies deployed by the College have proved futile in bringing a student to conduct himself/herself in accordance with the College's Code of Behaviour and rules.

- c. The Principal will examine individual cases on their own merit and balance the principle and quality of Seek Justice. Refer to International Students Deferment, Suspension and Cancellation Policy.

Younger Students

John XXIII College recognises that:

- it has a special duty of care to those students who are under 18 years of age
- as a secondary education provider, the College has a high proportion of younger students
- in the absence of a suitable family member (as per DIBP requirements) nominated by the parent or guardian as the local carer, the College has an additional duty of care that extends beyond the educational needs to the overall welfare of the student within and outside the College until the time that the student reaches 18 years of age
- younger students must abide by College requirements relating to its duty of care as a condition of the student visa (Condition 8532)
- its obligation to be responsible for the provision of care provided by any third parties on its behalf and encourages its students to keep the College advised of any shortcomings.

1. The College will, as a general rule, encourage overseas students to remain under the direct day-to day care of a parent/guardian or a family member as defined by DIBP, who is a:

- brother or sister, step-brother or step-sister
- step-parent, grandparent
- step-grandparent, biological aunt or uncle
- step-aunt or step-uncle, niece or nephew
- step-niece or step-nephew.

The above relations must be confirmed by suitable documentation to provide proof of the relationship to DIBP and/or the College.

2. In addition to the above, the family member nominated as a local carer must also:
 - be over the age of 21 and demonstrate the capacity to exercise an adequate duty of care
 - be eligible to remain in Australia until their visa expires or the student turns 18 (whichever happens first)
 - show that they are of good character by providing a police clearance from the countries in which they have lived for more than 12 months in the past 10 years after the age of 16.

3. The College maintains an obligation to monitor the duty of care that is being provided by a family member and to contact DIBP where the College believes that the student is not being well looked after or is being neglected in any way.

4. In cases where DIBP issues a visa citing care to be provided by a family member and, as a consequence Standard 5 does not apply, the College still maintains an important duty of care for the welfare of the student under other legal provisions such as the Education Act, 1999 and the Child Protection Procedures required by the Catholic Education Commission. This duty of care applies to all teachers within Western Australia commencing 1 January 2010.

5. In the case of students under 18 years of age not under the care of a parent/guardian or family member, then the College acknowledges its additional duty of care by way of issuing a Confirmation of Appropriate Accommodation and Welfare (CAAW) Letter. In particular, the College is responsible for the accommodation and welfare needs of the student.

6. To date, the College does not provide students with a 'packaged offer' and as such it takes sole responsibility for the care of under age students for the duration of their studies in

Australia by way of citing a commencement and cessation date for the welfare arrangements cited in its CAAW letters. This period will provide for the duration of the course of study plus seven days as required by the Migration Regulations.

7. In the event that the College provides a 'package offer' the College will ensure that full coverage of welfare arrangements is ensured by liaising with the other registered provider(s).
8. Failure by an under-age student to abide by the arrangements set in place by the College or required under Visa Condition 8532 and Section 5.1.d may be grounds for suspension or termination of enrolment as it places both the student and the College at risk. Under these circumstances the College maintains its responsibility for the welfare of the student until such time as:
 - a. the student is accepted by another registered provider and that provider takes over responsibility for the student's accommodation support and welfare arrangements; or the student leaves Australia, or other suitable arrangements are made that satisfy the Migration Regulations, or
 - b. the registered provider reports under Standard 5.1.d that it can no longer approve of the arrangements for the student.
9. The College will only proceed with the provisions under Section 5.1.d for reporting a student via PRISMS when all other options for resolution have been exhausted. In all instances, the student retains rights of appeal as per the Complaints and Appeal provisions.
10. All international students are subject to Visa Condition 8533 that requires them to notify DIBP and the College in writing of any change of address. The College must give its approval for any change in accommodation by under-age students. Students are advised to use the Change of Address form provided in the booklet, Information for Overseas Students, and submit that form to the Overseas Coordinator prior to any move or immediately after the move takes place.
11. The College does not arrange accommodation for under-age students directly or via an external agency. Placement is the sole responsibility of the parent/guardian, but the College retains the right to exercise its discretion on all placements.
12. The placement of all students requires a written agreement between the College and the local carer/homestay provider seeking to ensure minimal standards of accommodation, support to the student out of school and the student's overall general welfare. To this end, the College conducts regular inspections (announced and unannounced), student welfare interviews and provides written advice to its local carers/homestay providers.
13. The College will actively monitor its under-age students in terms of their accommodation, support and welfare arrangements by way of:
 - a. weekly Overseas Student form room meetings
 - b. regular interviews with the Principal
 - c. regular review of overseas student attendance
 - d. initial inspection of accommodation provided by the local carer/homestay
 - e. requirement to have a Federal Police Clearance and 'Working with Children' clearance.
14. In the event that an under-age student is reported to the school as missing from their approved accommodation, the College will invoke the provisions of its Crisis Management Plan including:

- a. contacting student's parents
- b. filing a missing person report with police and/or children's services agencies
- c. notifying DIBP should the above fail to locate the student.

International Student Refund Policy

1. An Application Fee of \$120 (AUD) must accompany an application for admission when enrolling. This fee is non-refundable.
2. A Confirmation of Enrolment Acceptance Fee of \$2500 (AUD) is payable on receipt of a written offer for a place at the College and signing of the Written Agreement.
3. If the student changes visa status (e.g. becomes a temporary or permanent resident) payment of the full overseas student fees for the duration of that calendar year, or until Government funding applies is applicable.
4. Refunds will be reimbursed in Australian dollars and the payment sent to the applicant's home country unless otherwise stated.
5. Refunds will be paid to the person specified in the Written Agreement documentation.
6. Unsuccessful Enrolment/Visa Rejection
 - a. Should the College withdraw an offer or be unable to provide an education service to an overseas student, the College will refund in full, all fees paid, less an administration fee of \$240 (AUD). If an offer from the school was based on incorrect information provided by the student, up to \$600 (AUD) will be retained by the College.
 - b. If a student's application for a student visa is unsuccessful, and the College is notified before the semester commences, the Confirmation of Enrolment Acceptance Fee and any tuition fees paid will be refunded in full, within 28 days, less an administration fee of \$240 (AUD). Evidence that the application has been rejected by the Australian Immigration authorities must be furnished. The Application fee is non-refundable.
7. Student Default
 - a. If a student is withdrawing from their course, parents must provide written notification to the College Principal. Verbal notification is not considered due notice. Refunds will be paid within 28 days of the student leaving the College. This agreement and the availability of Complaints and Appeals Processes does not remove the right to take further action under Australia's consumer protection laws.
 - b. If the student withdraws from the course the following will apply and the relevant refund will be paid within 28 working days of written notification:
 - i. Withdrawal more than 10 weeks (70 days) prior to the commencement of the semester: Full refund of fees paid, less an administration fee of 10% or \$1000 (AUD) (whichever is the lesser);
 - ii. Withdrawal more than 4 weeks and up to 10 weeks (70 days) prior to the commencement of the semester: Refund of 70% of fees, less a \$200 (AUD) administration fee;
 - iii. Withdrawal 4 weeks or less prior to the commencement of the semester: Refund of 40% of the semester's fees, less an administration fee of 10% or \$1000 (AUD) (whichever is the lesser);
 - iv. Withdrawal during the first 4 weeks of the semester (where the course is of greater duration than 10 weeks): Refund of 30% of a semester's fees less an administration fee of 10% or \$1000 (AUD) (whichever is the lesser);

v. Withdrawal after week 4 of the commencement of the semester: No refund.

8. If John XXIII College asks the student to leave the school due to a serious breach of the school's rules there will be no refund of the current semester's fees and not less than 40% of fees applicable to the following semester (this applies to a maximum of two semesters only).

9. If the student is asked to leave the school or Western Australia due to a serious breach of the international student visa conditions, there will be no refund of the current semester's fees and not less than 40% of fees applicable to the following semester (this applies to a maximum of two semesters only).

The following reasons are considered to constitute student default:

Failure of student to maintain satisfactory course progress (visa condition 8202);

Failure of student to maintain satisfactory attendance (visa condition 8202);

Failure to pay fees;

Any student breaching school rules.

John XXIII College is required, under Section 19 of the ESOS Act 2000, to advise DIBP about changes to the student's enrolment and breaches of student visas conditions relating to academic performance and attendance. Deferment, withdrawal or cancellation of a student's enrolment may affect their student visa.

10. Information provided by or on behalf of the student to the school may be made available to other schools, Catholic Education Office, Catholic Education Commission, your local diocese and the parish, Commonwealth and State agencies and the Fund Manager Tuition Protection Service (<https://tps.gov.au>), pursuant to obligations under the ESOS Act 2000, The National Code of Practice and the John XXIII College Privacy Collection Policy.

Reason for Refund

Student's application for a visa unsuccessful	Full refund (less maximum of \$240 for administration expenses).
Student with a visa withdraws	<ul style="list-style-type: none"> • Full refund (less maximum of 10% or \$1000, whichever is the lesser for administrative expenses). • 70% of a semester's fees. • 40% of a semester's fees (less maximum of 10% or \$1000, whichever is the lesser, for administrative expenses). • 30% of a semester's fees (less maximum of 10% or \$1000, whichever is the lesser, for administrative expenses). • No refund is required.
If provider withdraws offer, fails to provide program offered or terminates an education service	Full refund (less maximum \$240 for administrative expenses, unless offer had been based on incorrect information from the student, then the provider can retain up to \$600).
If a provider withdraws a student from an education service because the student has seriously breached international student visa conditions or the provider's rules	No refund of the semester's fees and not less than 40% of the fees applicable to a subsequent semester.*
Student's application for a visa unsuccessful	Full refund (less maximum of \$240 for administration expenses).
Student with a visa withdraws	<ul style="list-style-type: none"> • Full refund (less maximum of 10% or \$1000, whichever is the lesser for administrative expenses).

	<ul style="list-style-type: none"> • 70% of the education service fees. • No refund is required
If a provider withdraws a student from an education service because the student has seriously breached international student visa conditions or the provider's rules	No refund required

John XXIII College is required, under Section 19 of the ESOS Act 2000, to advise DIBP about changes to the student's enrolment and breaches of student visa conditions relating to academic performance and attendance. Deferment, withdrawal or cancellation of a student's enrolment may affect their student visa.

Information provided by the student to the school may be made available to other schools, Catholic Education Office, Catholic Education Commission, your local diocese and the parish, Commonwealth and State agencies and the Fund Manager – Tuition Protection Service, pursuant to obligations under the ESOS Act 2000, The National Code of Practice and the John XXIII College Privacy Collection Policy.

International Student Complaints and Appeals Policy

Education is a partnership between the College and the parents. Open communication will support both parties in meeting the needs of the student.

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

- a) A grievance arises from any decision, act or omission by any person or persons within the College, which is considered by the complainant to be wrong, mistaken, unjust, inequitable or discriminatory and is causing concern or distress.
- b) In all instances, we encourage parents or students who have concerns to make it known to the College as soon as possible. We are more than willing to listen and to facilitate the resolution of a dispute or complaint by a student. Often what may seem to be a small issue or concern can be addressed easily, but if left can escalate into major and more difficult issues.
- c) The internal Complaints and Appeals Processes are conciliatory and non-legal.

The following principles determine College policy for addressing complaints/grievances:

- i. Where an issue arises, in the first instance it should be dealt with in an informal manner, by discussing it with the staff member involved.
- ii. If a grievance cannot be resolved at an informal level, the complainant shall advise the other party that the grievance will be taken to the next level (refer to flowchart).
- iii. Grievances should be discussed and resolved with a general framework of co-operation which emphasises prevention of future disputes. A complainant shall not be disadvantaged for having lodged a complaint.
- iv. There must be an end to the process at some point, hence there must be acceptance by the parties that it is possible that the resolution of a complaint may not take the form that all the parties would WISH.
- v. It may be necessary to involve an external arbiter, mutually agreed by both parties, the Principal, Board and Catholic Education Office, to assist in reaching a resolution.

Informal Complaints Resolution

- a) The issue to be dealt with at an internal level to informally resolve the issue through mediation/informal resolution of the complaint.
- b) Documentation and record keeping to be kept to a minimum.
- c) Provides the most likelihood of reaching an outcome acceptable to all parties.
- d) Should a resolution not be reached through the informal process, it will be referred to the Principal and the College's internal Formal Complaints and Appeals Procedure will be follows.

Formal Complaints and External Appeals Process

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

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

- a) The process of this procedure is confidential and any complaints or appeals are a matter between the parties concerned and those directly involved in the complaints handling process.
- b) The student must notify the College in writing of the nature and details of the complaint or appeal.
- c) Written complaints or appeals are to be lodged with the Principal.
- d) Where the internal Formal Complaints and Appeals process is being accessed due to a student receiving notification from the College that the College intends to report them for unsatisfactory course attendance, unsatisfactory course progress or suspension or cancellation of enrolment, the student has 20 days from the date of notification in which to lodge a written appeal.
- e) The Complainant/Appellant is provided with the opportunity to formally present their case. There is no cost applicable to the College's Complaints and Appeals Process.
- f) Each party may be accompanied and assisted by a support person at any relevant meetings.
- g) The Formal Complaints and Appeals Process will commence within 10 working days of the lodgement of the complaint or appeal, including supporting documentation with the Principal.
- h) If the Complainant is dissatisfied with the result or conduct of the internal complaint handling and appeal process the Complainant has the right to access the external appeals process outlined.
- i) The Complainant/Appellant is given a written statement of the outcome, including details of the reasons for the outcome. All reasonable measures are taken to finalise the process as soon as practicable.
- j) If the outcome of an appeal decision is in support of the student the College will immediately implement any decision and/or corrective and preventative actions required and notify the parents and student of the outcome.
- k) John XXIII College undertakes to finalise all grievance procedures within 20 working days.
- l) Should an international student lodge a grievance, the College will maintain the student's enrolment while the Complaints and Appeals Process is on-going.

Formal Complaints and Appeals Process Flowchart

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

- Step 1: Local informal resolution process between the parties directly involved;
- Step 2: Principal: informal resolution process;

- Step 3: Principal: formal resolution process;
- Step 4: Independent Conciliation;
- Step 5: The Overseas Students Ombudsman (OSO)

The Overseas Students Ombudsman (OSO)

The OSO offers a free and independent service for overseas students who have a complaint or want to lodge an external appeal about a decision made by their private education or training provider. See the Overseas Students Ombudsman (OSO) website <http://www.oso.gov.au> or phone 1300 362 072.

External Appeals Process

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

Definitions

Working day— any day other than a Saturday, Sunday or public holiday during the school term.

Student— a student enrolled at John XXIII College or the parent(s)/legal guardian of a student.

Support person— a friend, teacher or relative not involved in the grievance. Lawyers and/or education agents are not acceptable support persons at this stage of the complaints process.

International Student Course Progress and Attendance Policy

Course Progress

- The College will monitor, record and assess the course progress of each student for the course in which the student is enrolled.
- At the completion of each semester the course progress of students will be assessed.
- Students commencing part way through a semester will be assessed at the completion of one full semester.
- To demonstrate satisfactory course progress students will be required to achieve competency in at least 75% of their course content in any given study period.
- If a student does not achieve the required competency the Deputy Principal, Teaching and Learning will meet with the student to develop strategies for academic improvement.
- A copy of individual strategies and progress reports will be forwarded to parents.
- The student's individual strategies for academic improvement will be monitored over the semester by the Deputy Principal, Teaching and Learning with the student's response to the strategy being documented.
- Should a student not improve sufficiently academically and achieve the satisfactory course progress by the completion of the next assessment period, the student will be notified in writing of the intention to report the student for breach of visa condition 8202, and that they have 20 working days in which to access the College's internal Complaints and Appeals process. (Refer to International Student Complaints and Appeals Policy)
- The Department of Education Services (DES) via the Provider Registration Information Management System (PRISMS) will be notified of the student's unsatisfactory course progress as soon as practicable where:
 - the student does not access the Complaints and Appeals Process within the 20 working day timeframe; or
 - withdraws from the Complaints and Appeals Process; or
 - the Complaints and Appeals Process find in favour of the College.

Completion within Expected Duration of Study (Course Progression)

- a) The College will monitor record and assess the course progress of each student for the course in which the student is enrolled.
- b) The course progress assessment will include an assessment of the student's progress towards completing the course within the expected duration.
- c) Extension to the duration of the course may be considered by the College due to the following:
 - i. compassionate or compelling circumstances;
 - ii. student participation in an intervention strategy;
 - iii. approved deferment or suspension of study granted in accordance with the John XXIII College International Student Deferment, Suspension and Cancellation Policy

Course Attendance

General

Term dates are published in advance. It is expected that only in the most exceptional circumstances would a student be absent from school at times other than in official vacations. Wherever possible, the College seeks to assist in any way, however, prior discussions are essential before decisions on absence other than that caused by illness, are made. Except with the express permission in writing from the Principal, students are not permitted to leave the College at the end of a term until the recognised closing date.

When a student is absent on account of illness, immediate notice by telephone must be given to the College and the reason for absence confirmed in writing by the parent or guardian upon the student's return to the College.

Once a student has arrived on campus at the commencement of a school day they may not leave without the permission of the Principal or until the conclusion of all commitments on that day.

International Travel

Parents are expected to note the commencement and final dates of each term and make travel arrangements to adhere to these dates. Please note the College will not fund the cost of travel for students.

- a) Satisfactory course attendance is attendance of 80% of the scheduled course contact hours.
- b) Student attendance is:
 - i. checked and recorded daily;
 - ii. assessed regularly;
 - iii. recorded and calculated each semester.
- c) Late arrival at the College will be recorded and included in attendance calculations.
- d) Any absence from the College should be accompanied by a medical certificate, explanatory written notification from the student's guardian or evidence that leave has been approved prior by the Principal.
- e) Absences in excess of five consecutive days without approval will be investigated.
- f) Student attendance will be monitored daily during the school term by Student Services and the Head of School. Each semester and assessment of student attendance will be calculated using the following:
 - i. The number of hours absent falling below the attendance threshold for a term will be calculated as follows e.g. number of study days x contact hours x 20%. For example a ten week term with five contact hours per day equals 250 contact hours. 20% of 250 contact hours would be 50 hours.

- ii. At 95 % attendance a verbal warning will be provided to the student followed by written notification to parents and interview with the student detailing the implications of poor attendance at 90%, 85% and 80% attendance.
 - iii. Any period of exclusion from class will not be included in student attendance calculations.
- g) If student attendance falls below the attendance threshold for the study period, the student will be advised in writing of the College's intention to report the student for breach of visa condition 8202, and that they have 20 working days in which to access the school's internal Complaints and Appeals process.
- h) The College will notify DES and DIBP via PRISMS of the student not achieving satisfactory course attendance as soon as practicable where:
 - i. the student does not access the Complaints and Appeals process within 20 working days;
 - ii. the student withdraws from the Complaints and Appeals process; or
 - iii. the Complaints and Appeals process results in favour of the College.
- i) Students will not be reported for failing to meet the 80% threshold where:
 - i. the student produces documentary evidence clearly demonstrating compassionate or compelling circumstances e.g. medical illness supported by a medical certificate; and
 - ii. attendance has not fallen below 70%
- j) The method for calculating 70% attendance is as per the 80% calculation with the following amendment: number of study days x contact hours x 30%.
- k) Should a student be approaching the 70% attendance threshold, the Principal will assess whether a suspension of studies is in the interests of the student as per the College's Deferment, Suspension and Cancellation Policy.
- l) If a suspension of studies is not granted, and the student's attendance falls below the 70% threshold, the process for reporting the student under breach of visa condition 8202 will apply.

Definitions

- a) Compassionate or compelling circumstances are generally those beyond the control of the student and which have an impact upon the student's progress or wellbeing. These may include:
 - i. serious illness or injury, where a medical certificate states that the student was unable to attend classes;
 - ii. bereavement of close family members such as parents or grandparents;
 - iii. major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the student's studies;
 - iv. a traumatic experience that has impacted on the student's studies. Documentary evidence from police or psychologists would be required to support these cases.
 - v. Inability of the student to commence study on the course commencement date due to a delay in receiving a student visa.
 - vi. For other circumstance to be considered compassionate or compelling, documentary evidence must be provided supporting the claim the circumstances were having an impact on the student's course progress.
- b) School day any day for which the school has scheduled course contact hours.
- c) Expected duration— the length of time it takes to complete the course studying fulltime. This is the same as the registered course duration on CRICOS.

Sample: Letter of Intention to Report for Unsatisfactory Attendance

Family Name: _____

Given Name(s): _____

Year Level: _____ Date of Birth: _____

Mailing Address: _____

State: _____ Postcode: _____

Daytime Phone: _____ Mobile: _____

Email Address: _____

This letter is to inform you that under section 20 of the Education Services for Overseas Students Act 2000 (ESOS Act), John XXIII College intends to report «FIRST_NAME»«FAMILY_SURNAME» to the Department of Immigration and Border Protection for unsatisfactory attendance.

Under the Migration Act 1958, student visa condition 8202 requires student visa holders to:

- maintain enrolment in a 'registered course'
- attend classes, and
- achieve satisfactory academic results.

According to College records, «FIRST_NAME» «FAMILY_SURNAME» has not achieved satisfactory course attendance as defined in the National Code of the ESOS Act and/or the College's course Progress and Attendance Policy attached/available from the international student section of the website at www.johnxxiii.edu.au.

You have 20 working days in which to appeal the College's decision in accordance with the College's Complaints and Appeals process attached/available from the International Student Section of the website at www.johnxxiii.edu.au.

Principal

Date

International Student Transfer Policy

The purpose of this policy is to ensure that there are documented policies and procedures regarding transfers of international students away from John XXIII College to an institution which is listed in the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) as a registered provider (Registered Provider), prior to completion of the first 6 calendar months of the international student's course at the College. Different requirements apply for transfers beyond this period, domestic student transfers, for transfers to non-"Registered Providers", or for student transfers from another Registered Provider into John XXIII College. In these circumstances, students should contact the College Enrolments Officer for further details.

National Code

The policy has been drafted in support of the requirements under Standard 7 of the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2007 (National Code), made under the Education Services for Overseas Students Act 2000 (ESOS Act).

- a) International Students who wish to transfer to a different Registered Provider prior to completion of the first 6 calendar months of study in their course at the College are required to obtain a Letter of Release from the College;
- b) Under the National Code, the other Registered Provider (to which the student wishes to transfer) must not knowingly enrol such an international student at its institution without a Letter of Release, other than in the circumstances specified in Standard 7.1 of the National Code;
- c) Once granted a Letter of Release students will be able to seek enrolment at their new education provider, subject to the student following the procedures in the National Code.

Requirements for Students

John XXIII College will only consider a Request for a Release Letter to a student who is under 18 years of age when the abovementioned conditions are fulfilled and where:

- a) The request is accompanied by written confirmation that the student's parent or legal guardian supports the transfer; and
- b) In the circumstance of the student is not being cared for in Australia by a parent or suitable nominated relative, the valid enrolment offer (i.e. Firm Offer of Admission) from another registered education provider must confirm that the Registered Provider will accept the responsibility for approving the student's accommodation, support and general welfare arrangements consistent with Standard 5 of the National Code.

Obtaining a Letter of Release

In order for the College to consider an international student's request for transfer of enrolment to another Registered Provider prior to completion of the first 6 calendar months of their course of study, the students must complete and submit a Request for a Release Letter form (refer to International Student Provider Transfer Request for Letter of Release) and must attach:

- a) A letter from another registered provider confirming that a valid enrolment offer has been made (i.e. A Firm Offer of Admission);
- b) A copy of the identification page and current visa from their passport;
- c) Evidence that the student is always under care within DIBP approved welfare and accommodation arrangements;
- d) A written letter by the student detailing the reasons for the request to transfer; and
- e) Information required for all students (set out below);

John XXIII College will advise students within 48 hours of receipt of the Request for a Release Letter by the College if they are eligible for a Letter of Release.

The Letter of Release will be provided within 10 working days. There is no charge for a letter of release.

The College will assess at its discretion a student's Request for a Release Letter submitted in accordance with this Policy, the ESOS Act and National Code and in light of the individual circumstances of the student. The College will grant a Letter of Release in accordance with this Policy in the following circumstances:

- a) The College deems, after being provided with satisfactory evidence, that there are compelling or compassionate reasons for the transfer (such as access to greater support and compelling personal reasons);
- b) Demonstrated and material mismatch between the course offered and the student's reasonable expectations of the course (based on the information provided by the College or its authorised representatives to the student about the course);
- c) The College deems it in the best interests of the student to grant the transfer.

Notwithstanding any of the above, the College will not grant permission for a transfer if it considers at its discretion that such transfer:

- a) is detrimental to the student;
- b) if the student is trying to avoid being reported to DIBP for failure to meet the College's attendance or academic progress requirements; or
- c) if the Request for a Release Letter is not submitted in accordance with this Policy.

Records will be kept of all student requests for a Letter of Release, evidence of the assessment of those requests, and the conveyance of the College's decision to the student on the student's file.

Appeals

For Students who are denied a Letter of Release, the student will be informed in writing of the reasons for refusal and his or her right to appeal the decision. The student may lodge an appeal in accordance with the John XXIII College International Student Complaints and Appeals Policy. Should there be any matter requiring resolution, this is to be directed to the Principal in the first instance. Should the matter not be resolved satisfactorily, it may be referred to the Catholic Education Office or a resolution service external to the College.

IMPORTANT INFORMATION

John XXIII College will issue the release letter where it is satisfied that:

- A course is academically unsuitable for the student (e.g., the student is better suited to a different learning environment or course does not meet their educational or developmental needs).

Or

- Compassionate or compelling reason for the transfer exit.

International students should not accept an offer at another institution unless John XXIII College has agreed to issue the release letter. For information about government requirements see:

<https://internationaleducation.gov.au/Regulatory-Information/Education-Services-for-Overseas-Students-ESOS-Legislative-Framework/National-Code/nationalcodepartd/Pages/ExplanatoryguideD7.aspx>

INSTRUCTIONS – BEFORE PROCEEDING PLEASE READ

This form is for international students holding a student visa and seeking to transfer to another CRICOS registered institution in Australia. Please complete all sections and return the completed form and all required documentation to the College Enrolments Officer.

- Ensure you are aware of the academic and financial implications of cancelling your course and enrolment.
- Please lodge this form with the College Registrar. When lodging, please provide your passport and visa; all other documentation provided must be either the original or a certified copy.

CONDITIONS OF RELEASE

You must meet these requirements for your request to be approved:

- Provide a copy of the Letter of Offer from the CRICOS registered institution to which you seek to transfer.
- Pay all outstanding money owed.
- Students aged under 18 must provide written parent/legal guardian confirmation of change of provider approval.
- Students under 18 must provide written confirmation from the transferring institution confirming that it will take responsibility for the student's accommodation, support and general welfare arrangements.

PROCEDURE

- John XXIII College will provide a letter of release to an international student visa holder, who is enrolled at John XXIII College, within 10 business days of receiving the written request.
- Contact the Department of Immigration and Border Protection (DIBP) to seek advice on whether you require a new student visa should you transfer.
- There is a right of appeal, including being given the opportunity to formally present a case and be accompanied or assisted by a support person.
- The appeal process will commence within 10 working days of lodging the written complaint/appeal.
- Copies of all requests, accompanying documentation and assessment of request to be placed in the student's file.

Sample: Letter of Release Request

SECTION A—PERSONAL DETAILS

Family Name: _____ Date of Birth: _____

Given Name(s): _____

Mailing Address: _____

State: _____ Postcode: _____ Daytime Phone: _____

Mobile: _____ Email _____

SECTION B—REASONS FOR APPLYING FOR RELEASE

Please select reason for applying:

- Course academically unsuitable
 Compelling and/or compassionate grounds

SECTION C—TRANSFER DETAILS

Please provide details of the course and institution at which you have been offered a place.

Course: _____ Expected Commencement: ____/____/____

Institution: _____ Campus: _____

SECTION D—UNDER 18 STUDENTS—NEW PROVIDER INSTITUTION WELFARE APPROVAL

For students aged under 18 the transferring institution must confirm responsibility for the student's accommodation, support and general welfare arrangements by completing the details in this section.

Transferring Institution Name: _____

CRICOS Provider Number: _____

Name of Authorised Person: _____

Position: _____

Email Address: _____ Institution Stamp/Seal:

Phone: _____

Signature: _____

SECTION E—DECLARATION

Have you attached?

- Letter of Offer
 Supporting Documentation
 Letter from Parent or Legal Guardian (if under 18)

If no, please note that your application will not be assessed until appropriate documentation is provided.

SECTION F—APPROVAL

- Approved - Letter of Release Issued: _____
 Not approved _____
 MAZE Updated _____
 PRISMS Updated _____
 Enrolments Officer's name _____ Date: _____

International Student Critical Incident Policy

The aim of the International Student Critical Incident Policy is to ensure a supportive, caring response and appropriate management of any crisis involving any International students.

A critical incident is a traumatic event, or threat of such (within or outside of Australia) which causes extreme stress, fear, or injury. This may include, but is not limited to:

- a) Serious injury, illness or death of a student or staff member
- b) Students or staff lost or injured on an excursion or camp
- c) A missing student
- d) Severe verbal or psychological aggression
- e) Physical assault
- f) Student or staff witnessing a serious accident or incident of violence
- g) Natural disaster
- h) Social issues e.g., drug or alcohol abuse.

Critical Incident Response Team

John XXIII College has a response team to assist the Principal in the prevention and management of critical incidents at the College or off campus in the case of overseas students for whom the College has undertaken care responsibilities.

The response team includes as appropriate:

- a) The Principal;
- b) Vice-Principal
- c) Head of Primary
- d) Deputy Principal, Teaching and Learning
- e) Assistant Deputy Principal(s) and/or Assistant Primary Principal(s)
- f) College Psychologists/Counsellors
- g) Enrolments Officer
- h) Other members of the College community, e.g. College Nurse

The responsibilities of the response team include, but are not limited to:

- a) Risk assessment of hazards and situations which may require emergency action
- b) 24-hour access to contact details for all overseas students and their families
- c) 24-hour access to contact details for relevant staff members
- d) Establishment of liaison with relevant emergency services e.g. Police, Fire and Rescue, Ambulance, Hospital
- e) Organisation of practice drills
- f) Dissemination of planned procedures.

Critical Incident Plans

Plans are prepared to assign responsibilities among relevant staff members and will cover all actions to be taken and the appropriate timelines:

- a) Immediate Action (within 24 hours). Relevant Staff to:
 - i. identify nature of the critical incident
 - ii. notify the Principal
 - iii. implement appropriate management plan or strategy
 - iv. seek assistance from appropriate emergency services, if required
 - v. contact and disseminate information to parents and family members
 - vi. complete a critical incident report
 - vii. provide a media response if required
 - viii. assess and organise support and/or counselling for involved parties.
- b) Additional Action (48 - 72 hours). Relevant Staff to:
 - i. provide ongoing support and counselling if required
 - ii. provide factual information to staff and students as appropriate

- c) Follow-up. Relevant Staff to:
 - i. identify, monitor and support staff or students who may be affected
 - ii. maintain contact with affected students and families
 - iii. continue assessment and management of critical incident plan
 - iv. identify possible longer term repercussions e.g.; inquests, legal proceedings.

Media Management

- a) The Critical Incident Response Team will manage access to the media
- b) The Principal should handle initial media enquiries
- c) The Principal and response team will determine the official College response to media enquiries
- d) Facts should be established prior to any media releases
- e) The Principal will determine if any media release is required and appropriate
- f) The Principal may delegate media liaison to other staff members.

Evaluation and Review of Management Plan

After a critical incident, the Critical Response Team will convene to assess and evaluate the effectiveness of the critical incident plan in place. Appropriate modifications will be made where necessary. Feedback and input from staff and students should be included in the evaluation process, where possible. If necessary, professional development for staff will be provided.

Student Visa Conditions

Student Visa Conditions: the following conditions are mandatory for your student visa:

Condition Description

8105: Mandatory for visas granted after 26 April 2008: You cannot work more than 20 hours per week* when your course is in session (other than work which has been registered as a part of the course). Note: No work limits apply during recognised periods of vacation offered by your education provider. *A week begins on a Monday and ends on the following Sunday.

8105: Discretionary for visas granted before 26 April 2008:

You cannot work more than 20 hours per week* when your course is in session (other than work which has been registered as a part of the course). No work limits apply during recognised periods of vacation offered by your education provider. You cannot undertake work until you have commenced your course in Australia. *A week begins on a Monday and ends on the following Sunday.

8202: You must remain enrolled in a registered course. A registered course is one that is on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS). You must maintain satisfactory attendance in your course and course progress for each study period as required by your education provider.

8501: You must maintain adequate arrangements for health insurance during your stay in Australia. This means that you must maintain Overseas Student Health Cover (OSHC).

8516: You must continue to satisfy the requirements for grant of your student visa. This means, for example, that your main course of study must continue to be a course in the education sector that matches your student visa, and that you must continue to have sufficient financial capacity to support your study and stay in Australia.

8517: You must maintain adequate schooling arrangements for your school-age dependents who joined you Australia on a student dependent visa for more than 3 months.

8532: If you have not turned 18 you must maintain adequate arrangements for your accommodation, support and general welfare for the duration of your stay in Australia. To maintain adequate arrangements for welfare you must stay in Australia with:

- a. your parent or legal custodian, or
- b. a relative who has been nominated by your parents or custodians who is aged over 21 and is of good character, or
- c. accommodation, support and general welfare arrangements that have been approved by your education provider.

You must not change those arrangements without the written approval of your education provider. If your welfare arrangements are approved by your education provider, you must not travel to Australia until your welfare arrangements are due to commence.

8533: You must notify your education provider of your residential address in Australia within 7 days of arriving in Australia. You must notify your education provider of any change in your residential address within 7 days of the change. You must notify your education provider of a change of education provider within 7 days of receiving the electronic confirmation of Enrolment certificate or evidence of enrolment.

The following conditions are discretionary for your student visa:

8101: You cannot work in Australia. You may apply for a new Student visa with Permission to Work when you have arrived in Australia and commenced your course.

8383: You must not become involved in any activities that are disruptive to, or in violence threaten harm to, the Australian community or a group within the Australian community.

8523: Your family unit members must not leave Australia later than you.

8534 & 8535: You are not entitled to be granted a further substantive visa, other than:

- a. a Student visa with Permission to Work. If you apply for and are granted Permission to Work, this will change only the work conditions on your student visa, all other conditions will remain the same including 8534
- b. a further Student Guardian visa
- c. a visa to engage Australia's obligations under the 1951 United Nations Convention relating to the status of refugees.

The effect of this visa condition is that, except in extremely limited circumstances, it will not be possible for you to remain in Australia beyond the date authorised by your visa.

Schedule of Fees, Charges and Business Arrangements

Cricos Provider Code 00746B

The College Council reserves the right to alter at any time fees contained within this brochure in accordance with College policies and governing law. Fees incorporate all items known to be an integral part of the curriculum.

Fees and Charges General Information

The College complies with the Education Service Providers (FFOS) Registration Act 1991 registration procedures and protocols for institutions providing education services to fee paying international students.

Mooro Drive

MT CLAREMONT WA 6010

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Facsimile: +61 8 9367 1853

Email: jtc@johnxxiii.edu.au

Website: www.johnxxiii.edu.au

PO Box 226

CLAREMONT WA 6910

Council Members

Mr Julius Matthys - BComm (Chair) (ex officio Member of all Council Standing Committees)
Appointed: April 2012 (elected Chair 2013)

Fr Vincent Glynn - BTh, STL, LLB (Archbishop Nominee)

Rom Cirillo - MScEd, BSc, DipEd
Appointed: May 2019

Dr Courtenay Harris - BAppSc(OT) GDipEd MSc(OT) PhD (Deputy Chair) (Member Faith & Mission Committee)
Appointed: February 2013

Sr Wendy Hilderbrand ibvm - (Loreto Province Leader)

Mr Neil Hackett - BEcon, GAICD (Chair Finance & Risk Committee)
Appointed: June 2018

Mr Robert Henderson (Principal) - BComm, Dip Ed, MEd, MRE (ex officio Member of all Council Standing Committees)
Appointed: January 2016

Ms Natalie Kendal (Member Finance & Risk Committee)
Appointed: August 2019

Mr Christian Owen - Bachelor of Laws (Hons)
Appointed: October 2020

Ms Sarah Rohr - (Loreto Nominee) (Member Faith & Mission Committee)
Appointed: October 2017

Ms Cate Sydes (Loreto Province Leader Representative)
Appointed: October 2017

Mr Robert Wallwork - BE (Civil), MBA (Chair Property & Planning Committee)
Appointed: February 2013

Appendix A: Glossary of terms for International Student Enrolment

Course Monies	Includes confirming fee, tuition and any other amount the student has to pay in order to undertake the course. Refund policy applies. The application fee is not included in course fees.
Application Fee	Payment to lodge an application with the College (non-refundable).
Confirming Fee	Payment to confirm placement of a student at the College after completion and signing of the Written Agreement.
Tuition Fees	Part of the course monies covering education expenses.
Written Agreement	Includes the Letter of Offer and Written Agreement.
School Day	Any day for which the College has scheduled course contact.
Expected Duration	The length of time it takes to complete the course studying full-time. This is the time as per the registered course duration on CRICOS.
AEAS	Australian Education Assessment Services.
CAAW	Confirmation of Approval of Appropriate Welfare Arrangements.
CoE	Confirmation of Enrolment issued by the College.
CRICOS	Commonwealth Register of Institutions and Courses for Overseas Students.
DET	Department of Education and Training (Australia).
DES	Department of Education Services (a Western Australian Government department).
DIBP	Department of Immigration and Border Protection.
ELICOS	English Language Intensive Courses for Overseas Students.
ESOS	Education Services for Overseas Students Act 2000 (Australian Government)
ESPRA	Education Service Providers (Full Fee Overseas Students) Registration Act 1991 (WA).
National Code	National Code of Practice for Registration Authorities and Providers of Education and Training for Overseas Students.
PRISMS	Provider Registration Information Management System. PRISMS Help Desk: Phone: +61 2 6102 8960 Email: prisms@education.gov.au

Appendix B: Important Sources of Information for Overseas Students

Emergency Contact Numbers

Organisation	Contact Person	Telephone
Ambulance Emergency		000
Fire Emergency		000
Police Emergency		000
Electricity Emergency		131 351
Gas Emergency		131 352
Ambulance Non-Emergency		08 9334 1234
Water Corporation (Faults and Difficulties)		131 375
Flood, Storm & Earthquake Emergency Assistance (SES)		132 500
Police Attendance		131 444
Parish	St Thomas, Subiaco	08 9381 0400
Perth Children's Hospital		08 6456 2222
Royal Perth Hospital		08 9224 2244
Sir Charles Gairdner Hospital		08 9346 3333
Health Direct		1800 022 222

Support Agency Numbers

Organisation	Telephone
Education services for Overseas Students Act (ESOS)	https://internationaleducation.gov.au/Regulatory-Information/Pages/Regulatoryinformation.aspx
Australia Education Assessment Services (AEAS)	www.aeas.com.au
Department of Education and Training – International Education	https://internationaleducation.gov.au
Department of Immigration and Border Protection	http://www.border.gov.au/
John XXIII College	www.johnxxiii.edu.au 08 9383 0400
John XXIII College Principal's Assistant	principal.assistant@johnxxiii.edu.au
John XXIII College Enrolments	enrolments@johnxxiii.edu.au 08 9383 0449
Alcohol and Drug Support Service (24 hours)	08 9442 5000
Crisis Care/Domestic Violence Service	08 9223 1111
Family Helpline	08 9223 1100
Kids Helpline	1800 551 800
Lifeline	13 11 14
Mental Health Emergency Response Line	1300 555 788
Sexual Assault Resource Centre (24 hours)	08 9340 1828
Samaritans Crisis Line	08 9381 5555
Samaritan Youthline	08 9388 2500
Parent and Family Drug Support Line	08 9442 5050
Relationships Australia (Local)	1300 364 277
Centrecare	08 9325 6644
Grief Support Service	08 9481 6044
Department of Communities, Child Protection and Family Support	08 9222 2555

Appendix C: Tuition Fees and Other Compulsory Annual Charges

Annual Fee:

Please contact the College Enrolments Manager for the most recent annual Schedule of Fees on +61 8 9383 0404.

Application Fee For Admission (GST Inclusive)

To commence the enrolment process, a non-refundable fee of \$120 (AUD) is payable and is designed to cover administration costs associated with enrolments. The fee should be paid upon submission of the Application for Admission Form. This fee does not guarantee an interview or a place at the College. Please contact the College Enrolments Manager on +61 8 9383 0404 for further enrolment information.

Enrolment Confirming Fee (No GST Applies)

A confirming fee of \$2,500 (AUD) must be paid on acceptance of an offer for your child's place at the College. This fee is not tax deductible and must be submitted with the Written Agreement within two weeks following an offer of a place to confirm registration. Should this not occur within the specified time, the offer of a place will expire.

Capital Works Levy Contributions

The Capital Works Levy of \$2,820 (AUD) per family ensures that the College is able to continue to build contemporary facilities designed to optimise the learning environment for every student.

Music Department Instrumental Lessons Program

Private music lessons and associated costs available from Music Department by phoning +61 8 9383 0400.

Payment of Fees

The annual Tuition fees are payable in two equal instalments on or before the first day of each semester. Tuition and Boarding fees must be paid in advance and a student will not be permitted to commence a new semester unless the previous semesters fees and charges have been paid or an arrangement has been made with the Principal.

Fees may be made using any of the following methods:

- Bank draft in Australian dollars to The Bank, branch, Account number and BSB.
- Credit Card.
- Cash
- Cheque in Australian dollars (via Australian bank account)
- B Pay

Fees Not Paid

The College Council reserves the right to take legal action for the recovery of fees not paid. Any expenses, costs or disbursements incurred by the College in recovering outstanding monies, including debt collection agency fees and solicitor's costs shall be charged to the account. Continuance of enrolment cannot be guaranteed unless all outstanding fees and charges have been paid or an arrangement has been made with the Principal. Fees not paid in accordance with the Overseas Students Fees, Charges and Business Arrangements by the due date will incur an account administration fee of \$30 (AUD) per month (or part thereof) until paid.

Student Withdrawals and Refund Policy

- Notice of withdrawal can only be given in writing to the Principal. Verbal notification is not considered due notice.
- This agreement and the availability of the Complaints and Appeals Process does not remove the right to take further action under Australia's consumer protection laws.
- Fees do not include the Application Fee for Admission. This fee is non-refundable.

Goods and Service Tax (GST)

Education in general is GST free. Some charges are, however, taxable.

Sibling Discount

A reduction of 5% is allowed on the tuition fee only for each younger sibling in attendance at the same time. All other costs must be paid for in full.

Fee Review

All fees are reviewed annually for the commencement of the new school year.

Deferment

Deferment must be arranged with the Principal in advance. Deferment is not permitted except in exceptional circumstances. Please note any deferment will have possible visa implications. Refer to International Student Deferment, Suspension and Cancellation Policy.

Insurance

It is strongly recommended that parents check their health and general insurance policies to ensure adequate medical, personal property and liability insurance cover. Students at the College are covered by the Catholic Church Insurance Students Accident Insurance Policy. This policy provides a limited cover only (excluding all Medicare services including the Medicare Gap). For further information, call the School Care Accident Helpline on 1300 138 498 and quote policy number.

Health Cover

Overseas Health Cover

All international students studying on Student Visas must have Overseas Health Cover (OSHC). OSHC is an insurance that provides cover for the costs of medical and hospital care in Australia. It is a Government requirement that students pay their health insurance in advance for the entire duration of their studies. The cost of compulsory health cover for 2017 is from \$550.00.

For further information on OSHC please visit the Department of Health Website (<http://www.health.gov.au/internet/main/publishing.nsf/content/overseas+student+health+cover+faq-1>) and the Department of Immigration and Border Protection (<https://www.border.gov.au/Trav/Stud/More/Health-Insurance-for-Students>).

Illness or Injury

In an emergency, your child will be taken to a Public Hospital. You are advised to have private health insurance cover for ancillary services.

Course Credit

The College's policy position is not to offer course credit.