

Wenona

OVERSEAS STUDENT HANDBOOK 2024



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1. The Overseas Student Program

Staff

Current designated staff contacts and emergency contacts for Overseas Students are:



Dr Briony Scott
Principal



Ms Beth Oakley
Deputy Principal (Student Wellbeing)



Ms Belinda Stoneham
Director of Enrolments
and Community Relations



Ms Nonie Ayling
Head of Boarding

Current staff who provide support for Overseas Students at Wenona include:



Ms Justine Lind
Head of Junior School
(Kindergarten to Year 6)



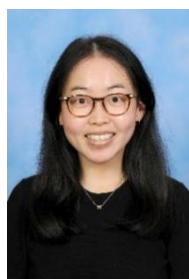
Ms Amy Webb
Head of Middle School
(Years 7 to 8)



Ms Sarah Zinkin
Head of Upper School
(Years 9 to 10)



Ms Santina Restuccia
Head of Senior College
(Years 11 to 12)



Ms Sonia Qin
International Student Coordinator

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Information Provided to Overseas Students

Wenona provides prospective Overseas Students relevant information including:

- Information on the Wenona website
- A current Wenona Prospectus, schedule of fees and Application for Enrolment form
- A current Overseas Student Handbook
- Appropriate details for staff to contact in case of emergency situations
- Appropriate details for staff to contact in case of alleged misconduct, including sexual, physical or other abuse
- Appropriate Academic Year Group Subject Information Guides, including course content and assessment information
- The opportunity to visit the School and attend a guided tour of the facilities, including the Boarding House
- Directions to the Education Services for Overseas Students (ESOS) framework at the **Australian Education International website**
- Relevant forms (Section 4 of this Handbook) to update Wenona with address, contact and emergency details, to request a transfer or to request to defer or suspend studies.

For further information, see Wenona's Overseas Students' Support Services Policy in Section 5 of this Handbook.

Education Services for Overseas Students: Quick Summary

National Code

Wenona operates under the **National Code of Practice for Providers of Education and Training for Overseas Students 2018**. The National Code is a set of consistent standards that govern the protection of Overseas Students and delivery of courses to those students by providers registered on The Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS).

Wenona complies with all legal requirements related to Overseas Students, including the:

- Education Services for Overseas Students (ESOS) Act 2000
- ESOS Regulations 2001
- National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students (The National Code 2018)
- Australian Consumer Law.

The ESOS Framework includes the:

- Education Services for Overseas Students Act 2000 (Commonwealth or Cth) (ESOS Act)
- Education Services for Overseas Students Regulations 2001 (Cth) (ESOS Regulations)
- National Code of Practices for Providers of Education and Training to Overseas Students 2018 (National Code)
- Migration Act 1958 (Cth) (Migration Act)
- Migration Regulations 1994 (Cth) (Migration Regulations)
- English Language Intensive Courses for Overseas Students (ELICOS) Standards 2018 (ELICOS Standards)
- ESOS (Calculation of Refund) Specification 2014 (Cth) (Refund Specification)
- State and territory legislation relating to education and training.



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The Department of Education and Training (Cth DET) is responsible for:

- Administering the ESOS Act and associated ESOS Framework instruments
- Managing CRICOS
- Managing and administering the Provider Registration and International Student Management System (PRISMS)
- Overarching policy development
- Monitoring compliance with the ESOS Act and the National Code
- Final registration or renewal, compliance monitoring and enforcement decisions as the national ESOS agency for schools.

The Tuition Protection Service (TPS): the TPS is a placement and refund service to assist Overseas Students whose registered providers are unable to complete their course of study. The TPS ensures that Overseas Students can either:

- Complete their studies in another course or with another registered provider; or
- Receive a refund for unspent tuition fees.

The School is required to pay a TPS levy each year for Overseas Students to meet all obligations as a CRICOS registered provider. The School has notification requirements regarding the amount of the TPS levy under Section 26 of the ESOS Act. Under Section 108 of the ESOS Act, it is a criminal offence, with a penalty of imprisonment for 12 months, for a person to provide false or misleading information under the notification requirements of Section 26. Protection of tuition fees paid in advance by student visa holders is undertaken in accordance with ESOS requirements and the Tuition Protection Service Framework.

In the unlikely event that the School is unable to deliver the student's course in full, the student will be offered a refund of the full pre-paid tuition fee the student has paid to date, less the non-refundable Application and Enrolment Confirmation fees. The refund will be paid to the student within 14 days of the day on which the course ceased being provided.

If the School is unable to provide a refund, the Tuition Protection Service will assist the student to find an alternative course or to get a refund of the student's unspent tuition fees, if a suitable alternative is not found.

The School implements requirements for Provider Default and Student Default – Part 5, Division 1, Subdivision A and B of the ESOS Act.

Department of Home Affairs (DHA): DHA manages the administration of the student visa program under the Migration Act and the Migration Regulations.

The National Code sets out course attendance, progress and completion requirements for Overseas Students that registered providers must monitor and report on, when necessary, for the purposes of student visa administration (see also Monitoring Overseas Students' Course Progress, Attendance and Duration Policy and Unsatisfactory Course Progress or Attendance Policy for Overseas Students in Section 5 of this Handbook).

State and Territory: under the ESOS Framework, the designated state authority (DSA) plays a role in administering ESOS-related functions for:

- School education programs
- ELICOS



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- Foundation Programs provided by the School
- School education courses delivered by other registered providers
- The DSA is given authority under the relevant state or territory legislation. The DSA makes recommendations to the Cth DET and assesses the School's suitability for CRICOS registration and re-registration, including imposing any conditions on the School's CRICOS registration.

Wenona's designated state authority is the New South Wales Education Standards Authority (NESA).

Please visit the **[Department of Education and Training website](#)** for further information about the ESOS regulations and your rights and responsibilities as an Overseas Student.

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2. Academic Information

Courses

Wenona School Limited (“Wenona” or “the School”) enrolls a small number of Full Fee-paying Overseas Students (FFOS) (studying on a student visa) subject to places being available. The School’s CRICOS Provider Code is 02275A.

Wenona offers FFOS the NSW Board of Studies courses as below:

Course Name	Academic Years	Award Received	CRICOS Course Code
Primary Level	Kindergarten to Year 6		041310B
Junior Secondary Level	Years 7 to 10	Record of Student Achievement (ROSA)	041311A
Senior Secondary Level	Years 11 to 12	Higher School Certificate (HSC)	041312M

Kindergarten to Year 6: courses comprise the NESA curriculum which includes English, Mathematics, Science and Technology, History, Geography, French, Mandarin, Creative and Performing Arts and Personal Development, Health and Physical Education (PDHPE). Wenona is an authorised International Baccalaureate (IB) World School offering the Primary Years Programme (PYP) in Kindergarten to Year 6.

Years 7 to 12: Courses comprise the NESA curriculum, with the award of Higher School Certificate in Year 12. From Year 7, students have the opportunity to study French, Spanish, Mandarin, Japanese, Italian or Latin. They also take a Foundation Studies course, developed by Wenona as preparation for their learning, homework and assessment tasks. From Year 9, students can choose from a diverse range of elective subjects including Aboriginal Studies, Applied STEM, Commerce, Design and Technology, Dance, Drama, Elective Geography, Elective History, Food Technology, Music, Philosophy, Photographic and Digital Media, Physical Activity and Sports Studies, Psychology, Textiles Technology and Visual Arts, in addition to a Language other than English. In Years 11 and 12, students are supported through the HSC process and are provided with a broad range of elective subjects. English Advanced or English as an Additional Language/Dialect may be chosen for the compulsory English course.

Wenona students also undertake Renaissance Studies, which encourages age-appropriate critical thinking in such areas as Contemporary Global Issues and Politics.

Courses are provided face-to-face on campus at North Sydney.

Students at Wenona may elect to study a course or courses not offered by the School. These are typically language courses and are delivered by The NSW School of Languages, Saturday School of Community Languages or by a Private Tutor (accredited with NESA). Additionally, some students may elect to undertake vocational studies offered by TAFE NSW. These subject pathways require approval of the Principal.

Wenona will advise NESA of any proposed course changes within 30 days prior to the date the changes will commence.

The Academic Year

The academic year begins in late January and consists of four terms of around 10 weeks each. School holidays are in April, July, October and December. Term dates are available on our [website](#).



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How to Apply to Wenona as an Overseas Student

To apply to study at Wenona, an Overseas Student must complete an online Application for Enrolment form and pay the application fee of AUD\$400. Students must show completion of a satisfactory and appropriate level of academic study in their home country school.

The applicant must provide:

- A copy of her passport and visa
- Copies of at least two (2) school reports, translated with validation
- A copy of a recent Australian Education Assessment Services (AEAS) Report (Testing by an AEAS Agency in the country of origin aeas.com.au), including a copy of the written component of the AEAS Test
- Copies of English as an Additional Language (EAL) reports from an English Language College, where applicable
- Appropriate references, as requested
- Details of the student's guardian in Australia. The guardian must be at least 25 years old, be English-speaking and reside in Sydney permanently. Guardians are required to obtain and show evidence to the School of a current Working with Children Check (WWCC) clearance.

After a review of the documentation, the applicant may be invited to an interview:

- An initial interview with parents/legal guardian and student will be conducted, either in person or online via Zoom or video call.
- For Overseas Students seeking permission to reside with their parents in Sydney, and in line with CRICOS requirements, a home visit may be scheduled as part of the enrolment process.

Offer of Place:

- A Letter of Offer may be sent by the School to prospective students, as long as vacancies exist and all enrolment application criteria have been met
- Acceptance of the Offer of Place must be signed by both parents. This advises Wenona that the student's parents agree to Wenona's provision of accommodation and welfare for their daughter, and that they agree to the Terms and Conditions of Enrolment (below).
- Payment of the non-refundable Enrolment Confirmation Fee of AUD 4,000, plus the AUD 15,000 refundable Overseas Student Bond
- Upon receipt of the signed Acceptance of Offer and payment of the relevant fees, Wenona will generate a Certificate of Enrolment (CoE) for the student and send a copy to the student's parents. The CoE is a requirement of the Student Visa
- It is advised that a copy of the Letter of Offer and accompanying Conditions of Entry be retained by the student, along with payment receipts.

If an Overseas Student is offered a place at Wenona, additional fees (currently AUD 2,000 per term in the absence of government grants) and an Overseas Student Bond (currently AUD 15,000) are required. The Overseas Student Bond is refundable, subject to the Terms and Conditions of Entry, at the conclusion of studies.

There is also a NSW Board of Studies charge for Overseas Students enrolled in HSC courses. In 2024, this charge is AUD 1,345 per student.



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Overseas Students are required to pay medical, government and other costs that arise due to their student status and in compliance with their visa requirements.

All Overseas Students must continue to meet all of the relevant visa requirements, including attendance requirements, as a condition of continuing enrolment. Full Conditions of Entry information is provided in Section 5 of this Handbook.

A current Schedule of Fees is included within our Prospectus, and can be requested from the Enrolments Office. Please note that all fees quoted are current as at January 2024 and are subject to change.

Wenona may receive a student enrolment application form from an Education Agent on behalf of the parent. A list of Education Agents with whom the School has a formal agreement is available on the Wenona website.

Procedure for Assessing Overseas Students' English Proficiency and Minimum Level of English Proficiency

Our classes are in English. In order for us to meet a student's learning needs, an Overseas applicant must have a suitable English speaking and comprehension level.

To be considered for a position at Wenona, students are required to demonstrate the following levels of English proficiency:

	Senior School Years 10 to 12	Middle School Years 7 to 9	Junior School Years 4 to 6
AEAS	61 to 70	46 to 60	36 to 45
ESL Scale	Minimum 5	Minimum 4	Minimum 3
English Language College	Upper Intermediate	Intermediate	Intermediate
IELTS	Minimum 5.5		

Wenona requires an interview with the prospective student, either in person or by telephone or online via Zoom or video call, conducted by the Head of School and a member of the Learning Enrichment team. If required, a reading or writing assessment may also be completed as part of the interview process. (See also English Language Proficiency and Educational Qualifications Policy for Overseas Students and Overseas Student Recognition of Prior Learning Policy in Section 5 of this Handbook).

All Overseas Students are required to submit a recent Assessment Report by AEAS. Testing consists of English Proficiency Tests (speaking, listening, reading, vocabulary, and writing), a non-verbal general reasoning test, and a mathematical reasoning test. For further information, please contact AEAS.

Students will be asked to provide the full report, including the scores and stanines of each assessment component, the AEAS summary and recommendations, as well as a copy of the student's writing test component.

Overseas Students transferring between an Australian school and Wenona, who have less than one year's study in Australia, will be required to submit their AEAS testing results with their application.



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Assessment of the student's English proficiency is made in consultation with the relevant staff of the Learning Enrichment team, upon review of all reports and interview. Learning Enrichment staff may ask the student to complete additional assessment tasks if needed, to supplement current reports.

Depending on the AEAS test results, additional EAL studies at a reputable English language college may be required.

Recognition of Prior Learning or Course Credit

See Overseas Students' Recognition of Prior Learning Policy in Section 5 of this Handbook.

English as an Additional Language (EAL) Support at Wenona

When Standard Australian English is not a student's first language, specific language learning needs may arise. At the point of enrolment, or during the collection of current documentation six months prior to a student's commencement, the Director of Enrolments should share information and documentation provided by parents about a student's additional language learning needs with the Head of Learning Enrichment and other academic staff, as appropriate. Recommendations for pre-entry support options will be made, dependent on the age of the student.

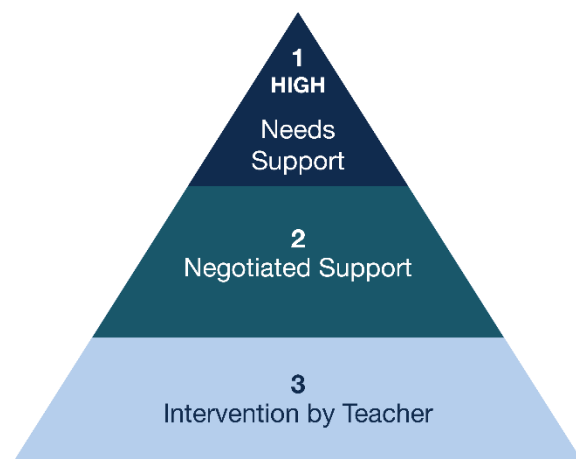
Overseas Students will be asked to provide a report of English language proficiency from AEAS prior to commencement and, dependent on the year of entry, a recommendation may be made to enrol in an ELICOS. Higher levels of English language proficiency are increasingly essential for access to curriculum in progressive years of schooling.

Students who are identified by Learning Enrichment as requiring additional language learning assistance are allocated a level of support using a three-tiered framework of intervention. This determination is made in consultation with classroom teachers and ESL Scale assessment levels; it is also guided by the student's identification of their own learning challenges.

While dependent on individual needs, generally a combination of inclusion and withdrawal support is most beneficial for EAL students. In class, the EAL teacher works to provide additional support for the student, individually or in a small group, to assist with access, manipulation and response to class-based learning. Alternatively, withdrawal support generally involves transferable English language skill development in talking, listening, reading and writing.

It is essential for the first language and culture of students to be valued in the teaching and learning process. The different complexities of learning to communicate versus learning to learn in an additional language cannot be underestimated and time will be required for the student to obtain a level of mastery. Students must be permitted to continue in the development of their first language and its structures, and in the development of knowledge and concepts appropriate to their stage of development through their first language. This may involve an extended period of bilingualism that spans several years. Higher levels of functioning in a first language contribute to higher levels of functioning in subsequent languages.

Learning Enrichment Profile documents are developed, implemented and monitored in a collaborative manner with the student, parent/carers and other relevant educational stakeholders. The Learning Enrichment Profile identifies long term/short term academic and language learning goals, along with suggested strategies to assist the student in achieving these goals. Additionally, the roles and responsibilities of all stakeholders are outlined, and clearly defined timeframes for anticipated achievement or review are included.



Monitoring Course Progress, Attendance and Duration

See Wenona's Unsatisfactory Course Progress or Attendance Policy for Overseas Students as well as the Monitoring Overseas Students' Course Progress, Attendance and Duration Policy, in Section 5 of this Handbook.

Wenona is required to report failure to maintain satisfactory course progress and failure to maintain satisfactory attendance to the DHA via PRISMS, which may impact on a student's visa.

Attendance:

Overseas Students must meet a minimum of 80 per cent attendance. Attendance is checked and recorded daily for the duration of the girl's study at Wenona:

- Late arrival at School will be recorded and will be included in attendance calculations
- All absences from School should be accompanied by a medical certificate or evidence that leave has been approved by the Principal. Any absences longer than five consecutive days without approval will be investigated.

If a student is at risk of not meeting attendance requirements, the Director of Enrolments is alerted and commences a review process with the Wellbeing team:

- Parents/legal guardians are sent a letter, from the Deputy Principal (Student Wellbeing) reminding them of the Overseas Student Visa requirements
- Failure to maintain satisfactory attendance may result in the Director of Enrolments reporting to both parents/legal guardians and the DHA via PRISMS for a breach of visa
- Students are sent a letter to advise that they have been reported for a breach of visa with respect to attendance.

Progress:

Overseas Students must achieve satisfactory course progress, which is monitored and recorded each year of attendance.

Heads of Department are responsible for developing and overseeing the assessment program for each course in their faculty area. Assessment tasks are carefully planned and scheduled; notice of tasks is given to students in writing two weeks before the due date. Academic reports are provided as a formal summary of progress twice per year, and sent to the students' parents/legal guardians.



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Wenona follows the rules and regulations set down by NESA in relation to student progress and the requirements for progress in NESA courses as outlined in the **Assessment Certification Manual**.

Wenona's K-12 Academic Handbook outlines the three-tier framework for intervention and the strategies employed should the student not make progress as expected. Students may be offered support from their classroom teacher, and from the Learning Enrichment team, as considered appropriate. If a student's progress is affected by illness or absence, Wenona will assist the student to catch up on missed work and so ensure the student meets course requirements and achieves the outcomes of the course.

If, after support and intervention have been provided, the student's progress is considered unsatisfactory, students are sent a letter to advise that they will be reported for unsatisfactory course progress. Students have 20 days to appeal this decision and will be given advice regarding the School's complaints and appeals process.

If the student does not access an internal or external complaints and appeals process, the School will report unsatisfactory progress to the DHA via PRISMS.

Duration:

Overseas Students must complete their course within the specified duration of the student's CoE.

Deferment, Suspension and Cancellation of an Overseas Student's Enrolment

(See the full policy in Section 5 of this Handbook.)

Deferment, suspension and cancellation of enrolment can have an effect on a student's visa as a result of changes to enrolment status. Students can visit the DHA website for further information about their visa conditions and obligations.

Compassionate or Compelling Circumstances

Wenona may decide to defer or suspend an Overseas Student's enrolment if it believes there are compassionate or compelling circumstances. These include but are not limited to:

- Medical illness or injury of the Overseas Student or Overseas Student's close relative, which requires hospitalisation or impedes activities of daily living. A medical certificate is necessary as evidence that the student is unable to attend classes.
- A mental health condition of the student or a student's close relative that results in hospitalisation or functional impairment. A medical certificate is necessary as evidence that the student is 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 immediate emergency travel that has impacted on studies
- Inability to begin study in a program on the agreed starting date due to a delay in receiving an Overseas Student visa
- A traumatic experience that has impacted the student. These cases, where possible, should be supported by police or psychologists' reports.

All applications for deferment or suspension of studies will be assessed on merit by the School Principal. The final decision for assessing and granting a deferment or suspension of commencement of studies lies with the School Principal.



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Deferment or suspension will be recorded on PRISMS depending on the student's CoE status. The period of suspension will not be included in attendance calculations.

A sample Application for Deferment of Commencement or Suspension of Studies Policy is included in Section 4 of this Handbook.

Suspension or Cancellation by the School

Wenona may decide to suspend or cancel an Overseas Student's enrolment on the basis of (but not limited to):

- Misbehaviour by the student (see guidelines in Wenona's Student Code of Behaviour in Wenona's Student Planner)
- The student's or the student's parents/legal guardians' failure to pay an amount they were required to pay the School to undertake or continue the course, as stated in the written agreement
- A breach of course progress or attendance requirements by the Overseas Student, which must occur in accordance with Standard 8 (Overseas Student visa requirements).

Suspended students must abide by the conditions of their exclusion from studies, which will depend on the welfare and accommodation arrangements in place for each student. Where the student is provided with homework or other studies for the period of the suspension, the student must continue to meet the academic requirements of the course.

Students who have been suspended for more than 28 days should contact the DHA to see if their visa is affected by the suspension.

Wenona will inform students of the intention to suspend or cancel enrolment.

Complaints and Appeals

Wenona's Overseas Students' Complaints Handling Policy and Overseas Students' Complaints Appeals Policy are found in Section 5 of this Handbook.

For the duration of the appeals process, the student is required to maintain enrolment and attendance at all classes as normal. The Principal will determine if participation in studies will be in class or under a supervised arrangement outside of classes.

If a student accesses Wenona's complaints and appeals process regarding a School initiated suspension or cancellation, it will not be reported in PRISMS until the complaints and appeals process is finalised, unless extenuating circumstances relating to the welfare of the student apply.

Extenuating circumstances include:

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



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The use of extenuating circumstances by Wenona to suspend or cancel a student's enrolment prior to completion of any complaints and appeals process will be supported by appropriate evidence.

The final decision for evaluating extenuating circumstances lies with the Principal. If an Overseas Student or their parents/legal guardians are not satisfied with the result of the School's complaints handling process, they can decide to internally appeal the School's decision.

Overseas Students may refer to the **Overseas Students Ombudsman** if they wish to have a complaint investigated externally.

Transfer Request Between Registered Education Providers

Students under the age of 18 will need permission from a parent or a legal guardian to change registered providers. If you change your education provider at any time, it is your responsibility to contact the DHA to seek advice on whether a new CoE and student visa is required.

Wenona will not enrol an Overseas Student seeking to transfer from another registered provider except in circumstances that meet the exceptions under Standard 7 of the National Code (Overseas Student transfers).

See the Overseas Students' Transfers Policy in Section 5 of this Handbook.

The School will only grant a transfer request after the Overseas Student has completed the first six months of their registered course unless an exception in Standard 7 applies. This School will record this as appropriate in PRISMS. A Transfer Request Form (Form 325.27 in Section 4 of this Handbook) must be completed. The transfer date for welfare arrangements will be negotiated with the previous provider to ensure there is no gap and no visa breaches until new welfare arrangements are in place.

The School may not agree to release the student, and you would be provided with notice of Wenona's intention to refuse the request and reasons for the refusal.

Records will be kept of all documentation pertaining to a student's letter of request for release, as well as the School's written reasons for refusing a request. All transfer request outcomes will be recorded in PRISMS.

Note: if you are unhappy with the outcome of your request, you have the right to appeal the School's decision. The School has a documented Grievance Procedure for Parents, Students and Members of the Public that can be accessed via the Wenona Portal.

Conditions Relating to Refunds

If your daughter's student visa is refused by the DHA, you [the parent/s??] will receive a refund from the School, calculated in accordance with the ESOS Act. The Application for Enrolment Fee of AUD 400 and the Enrolment Confirmation Fee of AUD 4,000 are non-refundable and non-transferable, and will be retained by the School to cover administration expenses.

The School will also retain tuition fees and boarding fees on a pro-rata basis to cover any part of the course already studied, and accommodation provided. The refundable AUD 15,000 deposit will be refunded in full within four weeks of receiving a written request.

In the unlikely event that the School stops teaching or cannot offer your daughter's course (any time after she has enrolled), the cost for the proportion of the course not delivered will be refunded in accordance with the ESOS Act requirements, or your daughter will be placed in an alternative course at no extra cost, with



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the School or another provider. If you choose to accept placement of your daughter in an alternative course, this must be agreed to in writing.

If you wish to suspend, defer or cancel your daughter's enrolment, tuition fees and the Overseas Student Bond will be returned within four weeks of the School receiving your written request on Form 325.28 (see Section 4 of this Handbook). The application fee of AUD 400 and the enrolment confirmation fee of AUD 4,000 are non-refundable and will be retained by the School to cover administrative expenses.

If the Board of Governors or Principal believes that a mutually beneficial relationship of trust and cooperation between a parent or guardian and the School has broken down, then the School, the Board of Governors or the Principal may require the parent to remove the student from the School. No refund or remission of fees will apply.

If an Overseas Student changes status and becomes an Australian Resident after the August Census Date, there will be no refund on full fees paid or adjustments made for full fees payable during that year.

Please read the School's Deferring, Suspending or Cancelling an Overseas Student's Enrolment Policy in Section 5 of this Handbook.

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3. Overseas Students' Welfare

Overseas Student Orientation

All new students who commence at the start of the academic year attend an Orientation Day in November of the year prior to entry. Current Wenona “buddies” will conduct a School tour to familiarise all new students with the facilities, and meetings with all key staff will be arranged.

A new boarder orientation session is held in November of the year prior to commencement, at which new boarders, including Overseas Students, participate in boarder activities including an overnight stay in the Boarding House. New boarder parents and/or guardians also attend an orientation session to meet key boarding and academic staff.

The Orientation program will include:

- A welcome to the School
- An introduction to key staff, Year Coordinators and Executive members of the School
- Distribution of the Overseas Student and Boarding Handbooks as well as relevant curriculum documents
- Distribution of the Wenona Student Planner, which has information on Term and Holiday Dates, Student Code of Behaviour, Attendance, Pastoral and Academic Care, Information and Communication Technology, Health and Wellbeing, Information Centre processes, as well as useful contacts, including emergency contacts
- An explanation of uniform requirements and scheduling of uniform fitting appointments
- Clarification of term dates and attendance requirements, particularly in regard to early departures to the home country
- An explanation of key aspects of the Australian Education system (eg Assessments/ rooming/ excursions/lockers etc)
- An explanation of day-one arrangements
- Distribution of bus timetables, routes and maps of the local area
- Orientation to the local area, including banks, post office, bus and train stations, supermarkets
- Orientation and assistance in opening a bank account, and travelling by public transport
- Provision of information on support services available to Overseas Students, including emergency, health and legal services
- Important points of contact for any questions and/or problems arising before the start of school will be discussed.

Note: A translator can be available if necessary to ensure all issues are clearly understood.

Students are encouraged to seek assistance and report any incident or allegation involving alleged physical, sexual or other abuse to any of the staff identified on Page 1 of this Handbook. These staff will provide support and advice should you require medical, psychological or other assistance at any time.

Wenona’s Head of Boarding and International Student Coordinator play key roles in the orientation of Overseas Students to Wenona.

At all times, the Director of Enrolments is the key point of contact from enquiry to commencement stage.



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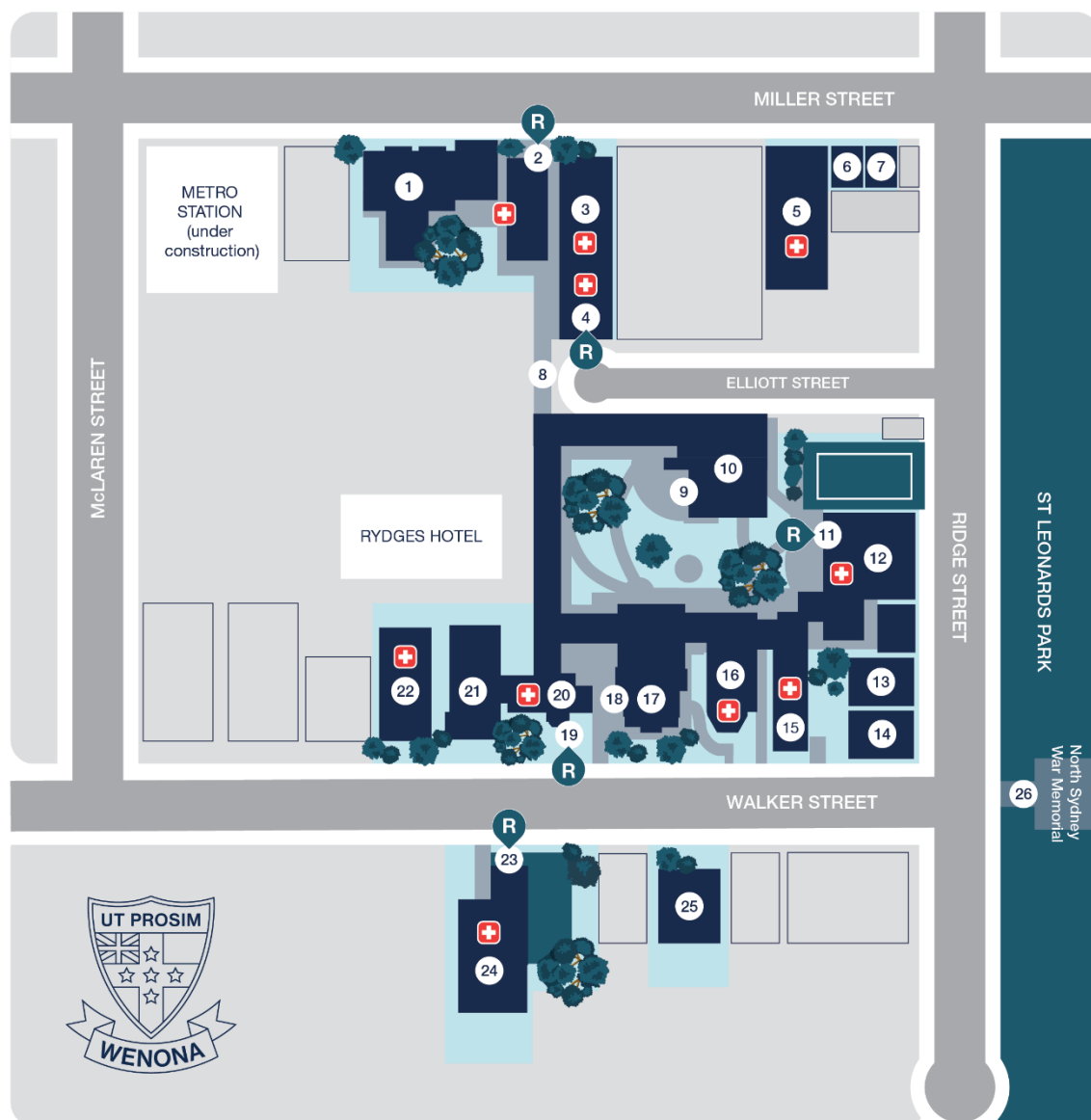
Wenona's Campus

Wenona's Junior School includes Woodstock (Kindergarten to Year 3) located within the campus at 176 Walker Street, North Sydney, and Hooke House (Years 4 to 6), which is located at 201 Walker Street, North Sydney. Wenona's Secondary School (Years 7 to 12) is located at 176 Walker Street, North Sydney.

Wenona's facilities include a piazza learning space for Kindergarten to Year 3 students, a School Library and Evening Study Centre, two gymnasiums, Cardio Studio, a 25-metre heated indoor pool and a learn-to-swim pool, the Garden Café, Technology and Applied Studies (TAS) workshops including a Food Technology lab, Science laboratories, Visual Arts and Multimedia rooms and kiln, the School Hall, as well as general purpose classrooms, lecture rooms, gardens, playgrounds and common room areas for senior students. Wenona has a Uniform Shop onsite, as well as an ICT Service Centre.

The Independent Theatre is located on Miller Street and provides an exciting venue for music and drama students, as well as a performance venue seating 300 people.

Wenona's boarding facilities (accommodation, dining and common room areas) are located in three heritage buildings onsite and cater for 48 students across Years 7 to 12.



Wenona

1. West Campus
2. West Campus Reception R
3. The Athenaeum
4. Athenaeum Pool and Sport Reception R and Entrance
5. Independent Theatre
6. Uniform Shop
7. Business Office
8. Footbridge connecting Miller Street and Walker Street Campuses
9. Garden Cafe
10. Judith Dey Building
11. Woodstock Reception R
12. Woodstock (Kindergarten to Year 3)
13. Mills House
14. Allard House (Boarding)
15. Messiter House (Boarding)
16. Ralston House (Principal's Office)
17. Library (upstairs)
18. Undercroft
19. Walker Street Reception R
20. School House (Student Office, Clinic and Deliveries)
21. School Hall, Music and Rehearsal Rooms
22. The Allawah Centre
23. Hooke House Reception R
24. Hooke House (Year 4 to Year 6)
25. Jackson House (Enrolment, Foundation, Communications and Property Offices)
26. St Leonards Park (Emergency Assembly Area)

+ Defibrillator and First Aid Cabinet

Wenona School Ltd 176 Walker Street, North Sydney NSW 2060 Tel (02) 9409 4400 wenona.nsw.edu.au

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Living in Australia and the Local Suburb of North Sydney

A guide to studying and living in Australia can be downloaded from the following websites:

<https://www.studyinaustralia.gov.au>

<https://www.livingin-australia.com/>

North Sydney is located three kilometres north of the Sydney central business district (CBD) and is directly linked to the Sydney CBD by road and rail across the Sydney Harbour Bridge. North Sydney railway station is a short walk away, and North Sydney is a wharf stop on the Neutral Bay ferry service, which is part of the Sydney Ferries network. It is possible to walk from parts of North Sydney to the city centre in less than 30 minutes, by way of the Sydney Harbour Bridge.

A taxi drive from Sydney Airport to Wenona takes approximately 25 minutes.

Wenona's central yet safe location is right next to green and spacious St Leonards Park, North Sydney Stanton Library and the North Sydney shopping precinct including Greenwood Plaza and Berry Square.

On weekends, girls experience Sydney life through activities such as visits to the Aquarium, walking across the Sydney Harbour Bridge to the Rocks Markets and Darling Harbour or taking the ferry to Manly for some shopping.





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Accommodation

Wenona is registered as a provider of education services for Overseas Students through CRICOS. A part of this registration requires the School to confirm that accommodation arrangements for students under 18 are appropriate.

Wenona does not engage Homestay Accommodation providers. Overseas Students who are enrolling at Wenona in Years 7 to 12 are required to reside in the School's Boarding House during term time, returning to the care of their families or guardians during non-term time, except weekends or illness. Thus, Wenona accepts responsibility for the accommodation, support and general welfare of your daughter as an Overseas Student, issuing a CAAW (Confirmation of Appropriate Accommodation and Welfare) as part of the student's enrolment and subsequent visa application. (See also the Younger Overseas Students' Accommodation Arrangements Policy in Section 5 of this Handbook).

Housed in heritage buildings, our boarders enjoy a welcoming, family-style boarding experience in contemporary, newly-refurbished facilities. The girls come from diverse backgrounds and locations, with a balanced mix of local, rural and Overseas Students. A strong Wellbeing team supports our Overseas Students. The team includes Wellbeing teachers, qualified EAL teachers, Year Coordinators, Heads of School, School Psychologists and the Careers Counsellor. Strong support is provided by the Head of Boarding and the Boarding House community. (see also the Overseas Students' Support Services Policy in Section 5 of this Handbook).

In some particular cases (such as for Junior School students), Wenona may approve an Overseas Student to reside with a parent who is living full-time in Sydney and is on a Guardian Visa. If this is the situation, Wenona does not accept responsibility for the student's accommodation, support and general welfare (this is accepted by the DHA).

The School is required to advise the DHA that it accepts responsibility for your daughter's welfare through a DHA pro forma letter, which is submitted through PRISMS, a secure database developed to assist the administration of the ESOS Act 2000. It is also through PRISMS that the School complies with legislative requirements to prepare a CoE, required for the issue of your daughter's student visa by the DHA. The system also facilitates the monitoring of student compliance with visa conditions, as well as the School's compliance with the ESOS Act.

At all times, it is the responsibility of the student visa holder to ensure that all conditions of their visa are maintained until the completion of the course in which they are enrolled at Wenona.

Guardianship

Wenona's requirements for Boarding Accommodation and Guardianship are:

- Irrespective of age, all Overseas Students must have a School-approved Australian guardian who is at least 25 years old, English speaking and is a permanent resident. This guardian will be responsible for your daughter's welfare, and provide care and accommodation during boarders' weekends, holidays and times of illness while she is in Australia. The Australian guardian should be known to you and is required to meet with the Head of Boarding.
- Guardians are required to obtain and show evidence to the School of a current WWCC clearance
- Guardian contact details must be provided and will be recorded on the School's database. The Principal and Head of Boarding must be immediately notified in writing if there is any change to the guardian's contact details or change of guardian.

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- If your daughter is to remain in Australia during a holiday break and cannot reside with her Australian guardian, another suitable adult (who is at least 25 years old) can be nominated, as agreed by the School and Australian guardian
- Both during term time and holiday times, Overseas Students must advise the School of all holidays and other activities undertaken
- During term time, Overseas Students must first request leave from the Principal, prior to making any travel arrangements.

Welfare

If the School sees the need to suspend or cancel an Overseas Student's enrolment, the School will retain responsibility for the student's welfare until:

- The student is accepted by another registered provider and that registered provider takes over responsibility for approving the student's welfare, accommodation, support and general welfare arrangements
- The student leaves Australia and/or other suitable arrangements are made that satisfy the Migration Regulations.

The School reports through PRISMS if your daughter changes her living arrangements. The DHA will be advised in the event that a student, who is under 18 years old, has changed her living arrangements, via PRISMS.

The accommodation and welfare arrangements of any Overseas Student must be approved and monitored in line with CRICOS requirements. Accommodation and care arrangements are checked prior to approval and at least every six months thereafter to ensure they are appropriate to the student's age and needs. The School's wellbeing system is in place to further support this. The Connect Group teacher is in constant contact with each student and will raise any concerns regarding welfare to the International Student Coordinator, who will discuss any welfare concerns with the relevant Wellbeing staff. If needed, the Deputy Principal (Student Wellbeing) or delegate will conduct an investigation of the student's accommodation and welfare arrangements to ensure that these remain suitable, as per Section 3.8 of the Guidelines for Approved NSW School Providers Delivering Courses to Overseas Students. This investigation may include a meeting with parent/s and a home visit.

For those approved Overseas Students who reside with a parent on a guardian visa, Wenona requires updated contact and address details for the student every six months, and a home visit will be conducted by the Deputy Principal (Student Wellbeing) or appropriate delegate, to ensure that accommodation and care arrangements are appropriate. If a home visit shows that accommodation and/or care arrangements are no longer appropriate for the student's age and needs, Wenona will work with the parent or guardian to find alternative arrangements, and ensure the DHA is notified via PRISMS of any changes to such arrangements.

Parents/guardians are obliged to disclose to the School all relevant information regarding any medical diagnosis or any form of assessment (including educational, psychological or physical assessment) relating to a student or her educational status, prior to and during the period the student is enrolled.

Further information regarding Wenona's student welfare and wellbeing can be found on the Wenona Portal.



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Personal Information

The School collects personal information, including sensitive information about students, parents and guardians as members of the Wenona community. The School's Privacy Policy recognises the related issues surrounding the personal information it collects whilst respecting and maintaining the confidentiality of such personal information and the privacy of individuals.

This Privacy Policy sets out how the School manages personal information provided to or collected by it. The School may, from time to time, review and update this Privacy Policy to take account of new laws and technology, changes to the School's operations and practices and to make sure it remains appropriate to the changing school environment. Please refer to the School's Privacy Policy on Wenona's website for further information.

Information is collected on the application form and during enrolment in order to meet our obligations under the ESOS Act and the National Code 2018; to ensure student compliance with the conditions of their visas and their obligations under Australian immigration laws generally. The authority to collect this information is contained in the Education Services for Overseas Students Act 2000, the Education Services for Overseas Students Regulations 2001 and the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018. Information collected about Overseas Students on the application form and during enrolment can be provided, in certain circumstances, to the Australian Government and designated authorities and, if relevant, the Tuition Assurance Scheme and the ESOS Assurance Fund Manager. In other instances, information collected on the application form or during enrolment can be disclosed without consent, where authorised or required by law.

Grievance Procedures

Wenona has Grievance Procedures for Parents, Students and Members of the Public. In the first instance, students and parents should communicate verbally or in written form with their Wellbeing teacher or any of the support staff identified on pages 1 to 2 of this Handbook.

It may be appropriate to raise some concerns with the relevant Year Coordinator, Head of Boarding, Head of School or appropriate Director (ICT, Performing Arts, Sport). If a concern is ongoing or is of a more serious nature, then it should be outlined in writing and sent directly to the appropriate Head of School, Deputy Principal or Principal.

On receipt of a written complaint, the Principal or appropriate delegate, will give the matter due consideration and communicate back to the person concerned, a course of action in a reasonable timeframe. At any stage, a student or parent can contact the Principal's Office for support or information regarding these guidelines. The Principal or delegate will reply formally to a written letter to confirm the outcome of the matter or concern under investigation. Enrolment of the student will be ongoing during the complaint and appeal process.

Wenona's Grievance Procedures for Parents, Students and Members of the Public document is available on the Wenona Portal.



4. Overseas Student forms

The following forms are provided for use by Overseas Students:

- 325.27 Application – Student Transfer Request for Release
- 325.28 Application – Deferment of Commencement or Suspension of Studies
- 325.29 Application – Change of Address or Contact Details
- 325.33 Application – Recognition of Prior Learning/Course Credit
- 325.35 Formal Complaint/Appeal Form

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325.27 Application – Student Transfer Request for Release

Date: _____
Student Name: _____
Year: _____
Date of Birth: _____

Current address in Australia:

Address in home country:

Phone number: _____ Email address: _____

Reason for transfer:

Proposed date of the last day of attendance at Wenona: _____

Proposed date of the first day of attendance at the new institution: _____

Please attach the following documentation:

1. A Letter of Offer from the institution to which you wish to transfer. Please note that the Letter of Offer must also contain information that shows that the institution will accept responsibility for approving your accommodation, support and general welfare arrangements.
2. A letter from your Parent/Legal Guardian giving permission for the transfer to occur.
3. Any relevant supporting documentation.

This Student Transfer Form will be assessed once all documentation has been received. The School may ask for more documentation if required. Applications are usually processed within seven working days.

The student should be aware that the decision to transfer to a different education provider may have Visa implications. Therefore, the student should contact DHA as soon as possible.

If there are any gaps between School approved accommodation, support and general welfare arrangements, please detail any DHA approved interim arrangements:

Student Signature _____ Date _____

Parents'/legal guardians' signature _____ Date _____



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325.28 Application – Deferment of Commencement or Suspension of Studies

Please read the attached *Deferment, Suspension and Cancellation Policy* before filling out this form to see if you meet the requirements to be granted a deferment of commencement or suspension of studies.

Date: _____
Student Name: _____
Year: _____
Date of Birth: _____

Current address in Australia:

Address in home country:

Phone number: _____ Email address: _____

I am applying for (please tick one below):

☐ A deferment of commencement of studies

☐ A suspension of studies

Please state why you wish to defer/suspend your studies:

Attachments: Attach any relevant supporting documentation.

This form will be assessed once all documentation has been received. The School may ask for more documentation if required. Applications are usually processed in seven working days.

Students are required to maintain the condition of their visa, including maintaining enrolment in a registered course of study. Deferment, suspension and non-commencement of enrolment may have an effect on a student's visa as a result of changes to enrolment status. The DHA Website provides further detail regarding the conditions of the visa and obligations of students.

Student Signature _____ Date _____

Parents'/legal guardians' signature _____ Date _____



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325.29 Application – Change of Address or Contact Details

Date: _____
Student Name: _____
Year: _____
Date of Birth: _____

New Address:

New Mobile: _____

New Email address: _____

Guardian Name: _____

New Guardian Address:

New Guardian Phone: _____

New Guardian Email address: _____

New Emergency Contact _____

New Emergency Contact Phone: _____

New Emergency Contact Email address: _____

Comments / Notes:



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325.33 Application – Recognition of Prior Learning/Course Credit

This form is to be used to apply for Recognition of Prior Learning/course credit for previous studies undertaken to contribute to the award of the Higher School Certificate.

Student's full legal name: _____

Parent/legal guardian name: _____

Institution where previous studies were undertaken: _____

Previous Studies:

I wish to receive Recognition of Prior Learning/course credit for the following units previously studied at another CRICOS School Provider. I understand that to support my application I need to provide certified copies of my academic transcript(s).

Previous CRICOS provider name and number	Unit name	Result

I understand that being granted Recognition of Prior Learning/course credit may result in a reduction of the duration of the course I am applying for enrolment in, and that this may impact on my visa.

Student Signature _____ Date _____

Parents'/legal guardians' signature _____ Date _____

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325.35 Formal Complaint/Appeal Form

Student's full legal name: _____

Parent/legal guardian name: _____

Reason for Appeal/Complaint

SAMPLE

Student Signature _____ Date _____

Parents'/guardians' signature _____ Date _____

Appeal outcome: Upheld/Declined

Deputy Principal name _____

Deputy Principal signature _____

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5. Policy Documents

Following are details of policies and documents that affect Overseas Students at Wenona.

Policies:

- 325.01 Overseas Students' Academic Support Policy
- 325.02 Overseas Students' Additional Registration Requirements Policy
- 325.03 Overseas Students' Alternative Modes of Delivery Policy
- 325.04 Overseas Students' Default Policy
- 325.05 Deferring, Suspending or Cancelling an Overseas Student's Enrolment Policy
- 325.06 Education Agents' Policy
- 325.07 Overseas Students' English Language Proficiency and Educational Qualifications Policy
- 325.08 Missing Overseas Students' Policy
- 325.09 Monitoring Overseas Students' Course Progress, Attendance and Duration Policy
- 325.10 Overseas Students' Critical Incidents Response Policy
- 325.11 Overseas Students' Intervention Strategy Policy
- 325.12 Overseas Students' Transfers Policy
- 325.13 Overseas Students' Complaints Appeals Policy
- 325.14 Overseas Students' Complaints Handling Policy
- 325.15 Overseas Students' Marketing Policy
- 325.16 Overseas Students' Records Management and Retention Policy
- 325.17 Overseas Students' Refund Policy
- 325.18 Overseas Student Support Services Policy
- 325.19 Overseas Students' Recognition of Prior Learning Policy
- 325.20 Overseas Students' Recruitment Policy
- 325.21 Overseas Students' Unsatisfactory Course Progress or Attendance Policy
- 325.22 Overseas Students' Welfare and Accommodation selection, Screening and Monitoring Policy
- 325.23 Younger Overseas Students' Policy
- 325.24 Younger Overseas Students' Accommodation Arrangements Policy
- 325.25 Formalisation of Overseas Students' Enrolment and Written Agreements Policy

Sample letters from Wenona to FFOS:

- 325.26 Overseas Students' Letter of Offer with Terms and Conditions, 2024 Fee Schedule
- 325.30 Overseas Students' Letter of intention to suspend or cancel enrolment
- 325.31 Letter of intention to report for unsatisfactory course progress or unsatisfactory course attendance
- 325.32 Sample Letter: at risk of not meeting course attendance requirements

Checklist

- 325.34 Overseas Students' Enrolment Documentation Checklist



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325.01 Overseas Students' Academic Support Policy

Rationale

Standard 6.3 of the National Code requires the School to offer reasonable support to Overseas Students to enable them to achieve expected learning outcomes regardless of the Overseas Student's place of study or mode of study of the course, at no additional cost to the Overseas Student.

Standard 6.4 requires the School to facilitate access to learning support services consistent with the requirements of the course, mode of study and the learning needs of the Overseas Student cohorts, including having and implementing documented processes for supporting and maintaining contact with Overseas Students undertaking online or distance education.

Policy Statement

It is the School's policy to offer various types of academic support to Overseas Students so that they can achieve expected learning outcomes under the School's curriculum.

Overseas Students who require academic assistance, can contact the Deputy Principal (Academics), or one of their teachers for assistance.

If a teacher believes that an Overseas Student requires academic assistance in relation to a particular area of the School's curriculum, the teacher must pass this information to the Deputy Principal (Academics).

The School provides the following academic support services to Overseas Students to enable them to achieve expected learning outcomes, at no additional cost to the Overseas Student:

- supervision of study sessions by academic staff to aid Overseas Students with homework or study, through the Evening Study Centre and Boarders' Prep
- study groups run by subject-specific tutors, through the Evening Study Centre and Boarders' Prep.

These services aim to ensure that Overseas Students have regular access to academic assistance in a variety of subjects.

Record Keeping

The School maintains evidence of compliance with this policy by maintaining records of academic support provided to an Overseas Student in accordance with this policy. Records will be maintained in accordance with our *Overseas Students' Records Management and Retention Policy*.

Related Documentation

Please also refer to the Overseas Students' Records Management and Retention Policy.

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325.02 Overseas Students' Additional Registration Requirements Policy

Rationale

Standard 11.1 of the National Code requires the School, in applying to register a full-time course at a location, to seek approval from the ESOS agency, including through the DSA, for the following:

- the course duration, including holiday breaks
- modes of study, including online, distance or work-based training
- number of Overseas Students enrolled at the School, within the limit or maximum number approved by the ESOS agency for each location
- arrangements with other education providers, including partners, in delivering a course or courses to Overseas Students.

Standard 11.2 requires that in seeking approval under Standard 11.1, the School must demonstrate any matters requested by the ESOS agency, including through the DSA, which may include but are not limited to the following:

- the expected duration of the course does not exceed the time required to complete the course on the basis of full-time study
- the expected duration of the course includes any holiday periods or any work-based training
- any work-based training to be undertaken as part of the course necessary for the student to gain the qualification and there are appropriate arrangements for the supervision and assessment of students
- the course is not to be delivered entirely by online or distance learning
- the School and any partner it engages to deliver a course or courses to Overseas Students has adequate staff and education resources, including facilities, equipment, learning and library resources and premises as needed to deliver the course to the Overseas Students enrolled with the School
- the maximum number of Overseas Students proposed by the School for the location reflects the appropriateness of the staff, resources and facilities for the delivery of the course.

Standard 11.3 requires that the School must submit to the Cth DET for approval, including through the DSA, information on any proposed changes to the provider's registration for a course as outlined in Standard 11.1 of the National Code at least 30 days prior to the time at which those changes are proposed to take effect.

Section 17A of the ESOS Act requires the School to notify the Cth DET of the occurrence of an event that would significantly affect the School's ability to comply with the ESOS Act.

The School must notify NESAs in writing via RANGS Online:

- when the School, or an associate of the School, or high managerial agent of the School 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

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- has ever been disqualified from managing a corporation under the Cth Corporation Act 2001
- has been involved in the business of provision of courses by another provider that was listed in the points listed directly above
- of any change in the name or address of the School 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's 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 School as soon as practicable before the change is to take effect
- of any change to the details of courses approved including changes to number of courses, course duration and course cost at least one month before such a change is to take place
- to request an increase or decrease to Overseas Student capacity of Wenona at least one month before such a change is to take place
- to request the cancellation or suspension of the School's approval and registration to deliver courses to Overseas Students, at least three months before the cancellation or suspension
- to request to add or remove a delivery site from the School, at least three months before such a change is to take place
- to request to add or remove a delivery site from Wenona, at least three months before such a change is to take place.

Policy Statement

It is the School's policy to provide the following information to the Cth DET and NESA:

- the course duration, including holiday breaks
- modes of study, including online, distance or work-based training
- number of Overseas Students enrolled at the School, within the limit or maximum number approved by the Cth DET for each location
- arrangements with other education providers, including partners, in delivering a course or courses to Overseas Students
- the information required by section 17A of the ESOS Act.

To provide further clarification on the abovementioned list, the School will demonstrate any matters requested by the Cth DET and NESA on how the School meets the National Code requirements including but not limited to:

- the expected duration of the course does not exceed the time required to complete the course on the basis of full-time study
- the expected duration of the course includes any holiday periods or any work-based training
- any work-based training to be undertaken as part of the course necessary for the student to gain the qualification and there are appropriate arrangements for the supervision and assessment of students
- the course is not to be delivered entirely by online or distance learning
- the School and any partner they engage to deliver a course or courses to Overseas Students has adequate staff and education resources, including facilities, equipment, learning and library resources and premises as are needed to deliver the course to the Overseas Students enrolled with the School



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- the maximum number of Overseas Students proposed by the School for the location reflects the appropriateness of the staff, resources and facilities for the delivery of the course.

Proposed Changes

Any proposed changes to the School's CRICOS registration requirements under Standard 11.1, will require the School to notify the Cth DET and NESA at least 30 days prior to the time at which those changes take effect.

Section 17A Notification: Change of Ownership or Change to a Related Person

Section 17A of the ESOS Act requires the School to provide the Cth DET within 10 business days of the occurrence of the following events:

- any prospective changes to the ownership of the School as soon as practicable before the change takes effect; or
- any prospective or actual change in relation to a "related person" of the School:
 - if the change cannot be determined until it takes effect – within 10 business days of the change taking effect; or
 - otherwise – as soon as practicable before the change takes effect.

A "related person" is:

- an associate of the School who has been, or will be, involved in the business of the provision of the School courses; or
- a high managerial agent of the School.

A notice to the Cth DET under section 17A must be accompanied by information on the new owner or the related person of the School to enable the making of a decision under the Fit and Proper Provider Test.

Record Keeping

The School maintains the records in relation to activities and actions taken under this policy. Records will be maintained in accordance with our Overseas Students' Records Management and Retention Policy.

Related Documentation

Please also refer to the *Overseas Student's Records Management and Retention Policy*.

325.03 Overseas Students' Alternative Modes of Delivery Policy

Rationale

Standard 8.18 of the National Code requires that the School must not deliver a course exclusively by online or distance learning to an Overseas Student.

Standard 8.19 requires that the School must not deliver more than one-third of the units (or equivalent) of a higher education or VET course by online or distance learning to an Overseas Student.

Standard 8.20 requires the School to ensure that in each compulsory study period for a course, the Overseas Student is studying at least one unit that is not by distance or online learning, unless the student is completing the last unit of their course.

Standard 8.21 requires that any online or distance learning must be in addition to minimum face-to-face teaching requirements approved by the relevant designated State authority or ESOS agency as part of the registration of the course, if applicable.

Standard 8.22 requires the School to take all reasonable steps to support Overseas Students who may be disadvantaged by:

- additional costs or other requirements, including for Overseas Students with special needs, from undertaking online or distance learning
- inability to access the resources and community offered by the education institution, or opportunities for engaging with other Overseas Students while undertaking online or distance learning.

Policy Statement

It is the School's policy that we deliver our curriculum in accordance with Standard 8 of the National Code.

The School does not offer online and distance education to Overseas Students.

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325.04 Overseas Students' Default Policy

Rationale

Part 5, Division 2 of the ESOS Act sets out the circumstances of a default by a registered provider or an Overseas Student which can lead to an Overseas Student receiving a refund of tuition or non-tuition fees.

Standard 3.4.2 of the National Code requires the School to have processes in place for claiming a refund of tuition or non-tuition fees.

This policy explains the meaning of default under the ESOS Act and the obligations that the School has in the event that a default occurs.

Policy Statement

It is the School's policy to ensure that in the event of either a default by the School, as a registered provider, or the student, we will follow all the notification and refund processes and procedures prescribed by the ESOS Act.

School Default

The School, as a registered provider, is bound by the default requirements under section 46A of the ESOS Act.

Under section 46A, the School defaults if:

- either of the following occurs:
 - the School fails to start to provide the course to the student at the location on the agreed starting day; or
 - the course ceases to be provided to the student at the location at any time after it starts but before it is completed; and
- the student has not withdrawn before the default day.

The School will also default if a sanction is imposed on it under the ESOS Act which prevents it from providing a course.

Exceptions to School default circumstances exist, including where the student defaults.

Section 46D of the ESOS Act sets out the School's obligations to an Overseas Student or intending Overseas Student if the School defaults on the provision of a course.

The School will discharge its obligations to the student if:

- both of the following apply:
 - the School arranges for the student to be offered a place in an alternative course at the School's expense; and
 - the student accepts the offer in writing; or
- the School provides a refund (see Overseas Students' Refund Policy).

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The School must discharge its obligations to the student within 14 days after the default day (Provider Obligation Period).

It is an offence under the ESOS Act for the School to fail to comply with its obligations under section 46D.

Student Default

Under section 47A of the ESOS Act a student defaults if:

- the course starts on the agreed starting day, but the student does not start the course on that day (and has not previously withdrawn); or
- the student withdraws from the course (either before or after the agreed starting day); or
- the School refuses to provide, or continue providing, the course to the student because of one or more of the following events:
 - the student failed to pay an amount they were liable to pay the School, directly or indirectly, in order to undertake the course;
 - the student breached a condition of their visa;
 - misbehaviour by the student.

A student will not be classified as defaulting if the reason why a student does not start a course on the start day is because the School fails to provide the course to the student on the agreed starting day (Registered Provider Default).

In relation to student misbehaviour, a student will not be considered to have defaulted unless the School accords them natural justice before refusing to provide, or continue providing, the course to the student.

Notification of School Default

Under section 46B of the ESOS Act the School must provide written notice to the Cth DET and the Director of the TPS of a default by the School within three business days of the default occurring.

The notice must include the following:

- the circumstances of the default
- the details of the students in relation to whom the School has defaulted
- advice as to:
 - whether the School intends to discharge its obligations to those students under section 46D; and
 - if appropriate, how the School intends to discharge those refund obligations.

The School also needs to give written notice of the default to the students affected by the default.

The Director of Enrolments will make a default notification in PRISMS within three business days of the default. The notification will include all required information in the format required by PRISMS.

The Director of Enrolments will notify the affected Overseas Students in writing within three business days of the default.

Notification of Discharge of Obligations

Under section 46F of the ESOS Act the School must provide notice to the Cth DET and the Director of the TPS within seven days after the end of the Provider Obligation Period.



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The notice must include the following:

- whether the School discharged its obligations towards the student under section 46D
- if the School arranged alternative courses:
 - details of the students the School provided arranged alternative obligations for; and
 - details of the courses arranged; and
 - evidence of each student's acceptance of an offer for a place in an alternative course;
- if the School provided refunds:
 - details of the students the School provided refunds to; and
 - details of the amounts of the refunds provided.

Record Keeping

The School maintains evidence of compliance with this policy by maintaining records of default notifications received by the School and any decisions made in relation to such notifications. Records will be maintained in accordance with our *Overseas Students' Records Management and Retention Policy*.

Related Documentation

Please also refer to the *Overseas Students' Refund Policy*, *Overseas Students' Complaints Appeals Policy*.

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325.05 Deferring, Suspending or Cancelling an Overseas Student's Enrolment Policy

Rationale

Standard 9.1 of the National Code requires the School to have and implement a documented process for assessing, approving and recording a deferment of the commencement of study or suspension of study requested by an Overseas Student, including maintaining a record of any decisions.

Standard 9.2 states that the School may defer or suspend the enrolment of the student if it believes there are compassionate or compelling circumstances.

Standard 9.3 states that the School may suspend or cancel a student's enrolment including, but not limited to, on the basis of:

- misbehaviour by the student
- the student's failure to pay an amount they were required to pay the School to undertake or continue the course as stated in the written agreement
- a breach of course progress or attendance requirements by the Overseas Student, which must occur in accordance with Standard 8 (Overseas Student visa requirements).

Policy Statement

An Overseas Student's enrolment can be deferred, suspended or cancelled for different reasons. The student may initiate a deferment or suspension on the grounds of compassionate or compelling circumstances. The School may suspend or cancel an enrolment due to student misbehaviour, a failure to pay fees or a breach of course progress or attendance requirements.

Any decision to defer, suspend or cancel an Overseas Student's enrolment must be made in accordance with the requirements of the National Code.

Deferment or Suspension by the School: Compassionate or Compelling Circumstances

The School may decide to defer or suspend an Overseas Student's enrolment if it believes there are compassionate or compelling circumstances.

The School will consider the following as compassionate and compelling circumstances:

- medical illness or injury of the Overseas Student or Overseas Student's close relative which requires hospitalisation or impedes activities of daily living
- a mental health condition of the student or a student's close relative that results in hospitalisation or functional impairment
- death of a close family member
- adverse experience that has impacted on the Overseas Student which could include:
 - being a witness to or victim of a serious accident
 - being a witness to or victim of a crime, natural disaster, or terrorism event
- major political upheaval or natural disaster in the Overseas Student's home country which requires immediate emergency travel
- inability to begin study in a program on the agreed starting date due to a delay in receiving an Overseas Student visa

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- where the School is unable to offer to a prerequisite unit, or the Overseas Student has failed a prerequisite unit and therefore faces a shortage of relevant units for which they are eligible to enrol
- other compassionate or compelling circumstances at the discretion of the School.

There is no maximum period for a deferral for compassionate or compelling reasons, but the deferral must be assessed in accordance with the processes in this policy.

Suitable Evidence of Compassionate or Compelling Circumstances

In order for the School to grant the Overseas Student a deferment, suspension or cancellation of their enrolment on the grounds of compassionate and compelling circumstances, the Overseas Student must provide the School with suitable documentary evidence to prove the compassionate and compelling circumstances. This may include:

- a medical certificate.
- A death certificate relevant to the bereavement of a close family member.

If the School becomes aware that the student has provided us with fraudulent evidence or documents given to support a claim of compassionate or compelling circumstances, we may decide to suspend or cancel their enrolment.

Suspension or Cancellation by the School: Misbehaviour, Failure to Pay Fees, Breach of Course Progress or Attendance Requirements

The School may decide to suspend or cancel an Overseas Student's enrolment on the basis of, but not limited to:

- misbehaviour by the student
- the student's or the student's parents/legal guardians' failure to pay an amount they were required to pay the School to undertake or continue the course as stated in the written agreement
- a breach of course progress or attendance requirements by the Overseas Student, which must occur in accordance with Standard 8 (Overseas Student visa requirements).

Refer to our Overseas Students' Unsatisfactory Course Progress or Attendance Policy.

A decision to suspend or cancel an Overseas Student's enrolment for any of the reasons above cannot take effect until an internal appeals process is completed, unless the Overseas Student's health or wellbeing, or the wellbeing of others, is likely to be at risk. Refer to the Initiating Suspension or Cancellation section below.

Initiating Suspension or Cancellation

Standard 9.5 requires that when there is any deferral, suspension or cancellation action taken by the School under this Standard, the School will:

- inform the Overseas Student of the need to seek advice from the Department of Home Affairs on the potential impact on their student visa (see Effect on CoE below)
- report the change to the Overseas Student's enrolment under section 19 of the ESOS Act. Refer to PRISMS Maintenance Obligations.

Effect on CoE

The School must inform Overseas Students that deferring, suspending or cancelling an enrolment on any grounds may affect their student visa.



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In the event of a decision to defer, suspend or cancel an enrolment, there are three possible outcomes on a student's CoE:

1. The School notifies the Cth DET through PRISMS that they are deferring or suspending an Overseas Student's enrolment for a period without affecting the end date of the CoE. The notice of deferment or suspension will be recorded in PRISMS but this will not change the CoE. The Overseas Student will be still listed as studying.
2. The School notifies the Cth DET through PRISMS that they are deferring or suspending an Overseas Student's enrolment for a period which will affect the end date of the CoE. PRISMS will cancel the original CoE and immediately offer the School the opportunity to create a new CoE with a more appropriate end date. If the School does not know when the Overseas Student will return, the School can choose to not create a new CoE, but to wait until the Overseas Student has notified it of their intended date of return to the School.
3. The School notifies the Cth DET through PRISMS that it wants to permanently cancel (terminate) the Overseas Student's enrolment. Once the PRISMS notification process is complete, the Overseas Student's CoE status will be listed as 'cancelled.' If the student is under the age of 18, the CoE cancellation won't cancel the CAAW and the School is still responsible for welfare arrangements until one of the conditions of Standard 5.6 are met. Refer to our *Younger Overseas Students' Policy*.

Procedural Fairness

The School is committed to ensuring procedural fairness when deferring, suspending or cancelling an Overseas Student's enrolment with Wenona School.

Where a decision has been considered to defer, suspend or cancel the enrolment of the student, the Principal will:

- write to the student, and the student's parents/legal guardians stating:
 - the reasons that the student's enrolment is under consideration for deferral suspension or cancellation
 - the relevant rules, policies, standards of behaviour alleged to be breached
 - the relevant allegations said to warrant suspension or expulsion
- allow the student and/or the student's parents/legal guardians to give a response, either in writing or verbally
- allow the student to have a support person of the student's choosing
- arrange a meeting with the student, the student's support person where applicable, and the student's parents/legal guardians where possible
- arrange for an interpreter, if one is required
- ensure that any meetings are documented.

Impact of Deferral and Suspension on Student Attendance

If an Overseas Student's enrolment is deferred or suspended, the period of suspension or deferral of enrolment (as recorded in PRISMS) should not be included in attendance monitoring calculations. Refer to our *Monitoring Course Progress and Attendance Policy*.



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Record Keeping

Each decision relating to Overseas Students' enrolment, including evidence of any assessments made by the School and notifications to the Cth DET through PRISMS, is recorded and maintained on the file, in accordance with our *Overseas Students' Records Management and Retention Policy*.

Related Documentation

Please also refer to the *Monitoring Course Progress and Attendance Policy*, *Attendance Policy*, *Younger Overseas Students' Policy*, *Overseas Students' Records Management and Retention Policy*.

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325.06 Education Agents' Policy

Rationale

Standard 4.1 of the National Code requires the School to enter into a written agreement with each Education Agent it engages to formally represent it, and enter and maintain the Education Agent's details in PRISMS.

Section 21A of the ESOS Act requires the School to:

- maintain a list of all the School's Education Agents; and
- publish that list:
 - on our public website; and
 - in PRISMS or in any manner prescribed by the ESOS Regulations.

It is an offence to fail to comply with Section 21A.

Policy Statement

Education Agents may be engaged to formally represent Wenona under the following conditions:

- The Education Agent must understand and adhere to Standards 1 to 4 of the ESOS National Code (the Code) and in particular must comply with Standard 4 of the Code.
- The Education Agent signs and abides by the conditions of the School's written agency agreement and the specific instructions to facilitate the formalization of agreement with agent. The Agency Agreement notes terms and conditions relating to an Agency Agreement being terminated should an Education Agent breach any of the Agreement conditions.
- The Education Agent responds appropriately to the School's monitoring activities and corrective and preventative action, and understands the grounds for termination of agreement as outlined in Standard 4.4 of the ESOS National Code and as outlined within agency agreement issued.
- The Education Agent accurately promotes the services and facilities provided by the School and uses current marketing materials as supplied by the School. Wenona will not accept a student from an Education Agent if it is known or suspected at any time that the agent:
 - engages in or has previously engaged in dishonest recruitment practices;
 - deliberately attempts to recruit a student within the first six months of that student's study in their principal course with another provider;
 - facilitates the enrolment of a student he/she believes will not comply with visa conditions, or is not a bona fide student, or
 - provides immigration advice where he/she is not authorised to do so under the Migration Act 1958.

Wenona may receive a student enrolment application from an Education Agent on behalf of the parent. As the Education Agent has not as yet been engaged by the School to formally recruit students on the School's behalf, such an agent would fall outside the scope of the ESOS National Code Standard 4 until such time as Wenona formalises an agency agreement with the Education Agent.

A list of Education Agents with whom the School has a formal written agreement is displayed on the Wenona website. Agent agreements are reviewed December of each calendar year by the Director of Enrolments, and should an Education Agent have been compliant in following the procedures and regulatory requirements of the ESOS Act, agreements are rolled over into the new calendar year. Should an Education



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Agent have failed to comply, a warning letter will be issued at that point in time and a decision made as to whether the agreement will be rolled into the new calendar year. PRISMS will be updated.

Monitoring activities (annual) of Education Agents may consist of:

- Regular face to face meetings with Education Agents (in person, online or by phone)
- Regular reports from Education Agents
- surveys of Overseas Students and their parents/legal guardians
- Attendance at and observation of Education Agents at education forums

This review will include a written assessment report about the Education agent's adherence to Wenona's expectations, which will be stored in the Education Agent's file by the Director of Enrolments. If corrective action is required, the Director of Enrolments will contact the Education Agent via phone or email.

Corrective Action

Corrective Action could include, but is not limited to:

- Providing Education Agent with additional information about Wenona
- Targeted training for the Education Agent, including the expectations of Education Agents

The School retains the right to terminate an agreement at any time should the Education Agent be found or suspected of engaging in dishonest practices. Should the School not wish to renew the agent agreement, the Education Agent's details will be deleted from the website and PRISMS will be updated. Before an agent agreement is signed, the background and experience of the agent will be thoroughly investigated.

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325.07 Overseas Students' English Language Proficiency and Educational Qualifications Policy

Rationale

Standard 2.2 of the National Code requires the School to implement a documented policy and process for assessing whether an Overseas Student's English language proficiency, educational qualifications or work experience is sufficient to enable them to enter the course.

Policy Statement

It is the School's policy to assess an Overseas Student's English language proficiency and educational qualifications during the recruitment process and prior to their enrolment at the School.

Assessing English Language Proficiency

To be considered for a position at Wenona, students are required to demonstrate the following levels of English proficiency:

	Senior School Years 10 to 12	Middle School Years 7 to 9	Junior School Years 4 to 6
AEAS	61 to 70	46 to 60	36 to 45
ESL Scale	Minimum 5	Minimum 4	Minimum 3
English Language College	Upper Intermediate	Intermediate	Intermediate
IELTS	Minimum 5.5		

Wenona requires an interview with the prospective student, either in person or via Zoom, conducted by the Head of School and a member of the Learning Enrichment team. If required, a reading or writing assessment may also be completed as part of the interview process. (See also *English Language Proficiency and Educational Qualifications Policy for Overseas Students* and *Overseas Students' Recognition of Prior Learning Policy* in section 5 of this Handbook).

All Overseas Students are required to submit a recent Assessment Report by the Australian Education Assessment Services (AEAS). Testing consists of English Proficiency Tests (speaking, listening, reading, vocabulary, and writing), a non-verbal general reasoning test, and a mathematical reasoning test. For further information, please contact AEAS.

Students will be asked to provide the full report, including the scores and stanines of each assessment component, the AEAS summary and recommendations, as well as a copy of the student's writing test component.

Overseas Students transferring between an Australian school and Wenona, who have less than one year's study in Australia, will be required to submit their AEAS testing results with their application.

Assessment of the student's English proficiency is made in consultation with the relevant staff of the Learning Enrichment team, upon review of all reports and interview. ESS staff may ask the student to complete additional assessment tasks if needed, to supplement current reports.

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Depending on the AEAS test results, additional EAL studies at a reputable English language college may be required.

Assessing Educational Qualifications

The School may assess the educational qualifications of an intending Overseas Student by requesting:

- educational certificates
- school reports from the student's home country
- student academic reports from the school which the Overseas Student attended in their home country and/or the school they attend/ed Overseas
- references.

Record Keeping

The School maintains evidence of compliance with this policy by maintaining records of assessments made in relation to Overseas Students. Records will be maintained in accordance with our *Overseas Students' Records Management and Retention Policy*.

Related Documentation

Please also refer to the *Overseas Students' Records Management and Retention Policy*.

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325.08 Missing Overseas Students' Policy

Rationale

Standard 5.5 of the National Code requires that if the School is unable to contact an Overseas Student and has concerns for the student's welfare, the School must make all reasonable efforts to locate the student, including notifying the Police and any other relevant Commonwealth, state or territory agency as soon as practicable.

Policy Statement

It is the School's policy that, in the event that the School cannot contact an Overseas Student or has concerns for the student's welfare or safety, the School initiates its missing Overseas Student procedures.

"Missing" Overseas Students

An Overseas Student will be regarded as 'missing' when the School cannot contact or locate the student and:

- the absence of the student is inadequately explained
- there are suspicious circumstances surrounding a student's disappearance
- there are fears or concerns for the safety and welfare of the student
- if the Overseas Student is residing in homestay accommodation, the host family cannot locate the student.

Strategies for Locating Missing Overseas Students

Before determining that an Overseas Student is missing, the School will attempt to contact the Overseas Student and, if the student is residing in homestay accommodation, the host family.

Notifying Police and Other Agencies

In the event that the School cannot locate or contact the student or has concerns for the student's welfare and safety, the Principal must contact the Police on 000.

Once the Police have been informed, the School must inform the Overseas Student's parents/legal guardians, the Cth DET and NESA as soon as practicable using the contact details below.

NSW Education and Standards Authority (NESA)

Phone: (02) 9367 8111

The Cth DET can be contacted via:

Phone: 1300 566 046

Online enquiry form: <https://www.education.gov.au/feedback-and-enquiry-form>

Critical Incidents

The categorisation of an Overseas Student as "missing" in accordance with this policy constitutes a critical incident under School's Overseas Students Critical Incidents Response Policy.

Record Keeping

The School maintains evidence of compliance with this policy by maintaining records of notifications made or actions taken by the School in accordance with this policy. Records will be maintained in accordance with our *Overseas Students' Records Management and Retention Policy*.

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Related Documentation

Please also refer to the *Overseas Students' Critical Incidents Response Policy*, *Overseas Students' Records Management and Retention Policy*.

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325.09 Monitoring Overseas Students' Course Progress, Attendance and Duration Policy

Rationale

Standard 8.1 of the National Code requires the School to monitor Overseas Students' course progress and, where applicable, attendance for each course in which the Overseas Student is enrolled.

Standard 8.2 requires the expected duration of study to be specified in the overseas student's CoE and must not exceed the CRICOS registered duration.

Standard 8.3 requires the School to monitor the progress of each Overseas Student to ensure the Overseas Student is in a position to complete the course within the expected duration specified on the Overseas Student's CoE.

Standard 8.4 requires the School to have and implement documented policies and processes to identify, notify and assist an Overseas Student at risk of not meeting course progress or attendance requirements where there is evidence from the Overseas Student's assessment tasks, participation in tuition activities or other indicators of academic progress that the Overseas Student is at risk of not meeting those requirements.

Standard 8.5 requires the School to clearly outline and inform the Overseas Student before they commence the course of the requirements to achieve satisfactory course progress and, where applicable, attendance in each study period.

Standard 8.6 requires that the School to have and implement a documented policy and process for monitoring and recording attendance of an Overseas Student, specifying:

- requirements for achieving satisfactory attendance for the course which at a minimum must be 80 per cent – or higher if specified under state or territory legislation or other regulatory requirements – of the scheduled contact hours
- the method for working out minimum attendance under this standard
- processes for recording course attendance
- details of the School's intervention strategy to identify, notify and assist overseas students who have been absent for more than five consecutive days without approval, or who are at risk of not meeting attendance requirements before the overseas student's attendance drops below 80 per cent
- processes for determining the point at which the Overseas Student has failed to meet satisfactory course attendance.

Standard 8.7 requires the School to have and implement a documented policy and process for monitoring and recording course progress for the Overseas Student, specifying:

- requirements for achieving satisfactory course progress for the course
- processes for recording and assessing course progress
- details of the School's intervention strategy to identify, notify and assist students at risk of not meeting course progress requirements in sufficient time for those students to achieve satisfactory course progress
- processes for determining the point at which the student has failed to meet satisfactory course progress.

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Policy Statement

It is the School's policy:

- to regularly monitor the course progress and attendance of our Overseas Students
- that before an Overseas Student commences studying at the School, we clearly outline and inform the Overseas Student of the requirements to achieve satisfactory course progress and attendance in each study period, as described in the Overseas Student Handbook
- to support our Overseas Students so that they meet satisfactory academic progress requirements
- to record and assess the academic progress of our Overseas Students
- to warn any Overseas Students at risk of not meeting satisfactory attendance or course progress requirements
- to, in order for Overseas Students to meet satisfactory academic requirements, assist overseas students at risk of not meeting satisfactory academic progress
- to outline and inform Overseas Students before they commence at the School of the requirements to achieve satisfactory course progress and attendance in each study period.

Heads of School monitor course progress and attendance of our Overseas Students and alert the Deputy Principal (Student Wellbeing) as needed.

Monitoring Course Duration

An overseas student's CoE specifies the duration of their expected course of study. To ensure that the duration of an overseas student's course of study does not exceed the period specified on the CoE, the Director of Enrolment reviews all CoEs during Term 1 of each calendar year to confirm alignment of CoE end date and expected completion of course date for students and to ensure that they are able to complete the course within the CRICOS registered duration.

The School does not generally use a pathways, accumulation or repeated years of study program for Overseas Students. Overseas Students will be issued CoE dates that align with the usual length of time appropriate to the usual duration of the course for a domestic student undertaking the same course at Wenona.

Monitoring Course Attendance

The School monitors Overseas Students' course attendance by regularly analysing our attendance register to assess whether our students meet the minimum attendance requirement of 80 per cent of the scheduled contact hours.

The School monitors our Overseas Students' attendance by:

- taking the class roll at least twice a day or at the start of each period
- reporting attendance (to the Principal) each term
- students who fall under 80% attendance for the term are investigated by the appropriate Head of School and/or the Deputy Principal (Student Wellbeing). The International Student Coordinator monitors attendance via a weekly absence report, and alerts the Head of School accordingly.

If an Overseas Student does not attend school for more than five consecutive days without approval, or is at risk of not meeting attendance requirements, the School may decide to implement an intervention strategy before the Overseas Student's attendance drops below 80 per cent. For more on our intervention strategies, refer to our *Overseas Students' Unsatisfactory Course Progress or Attendance Policy* and *Overseas Student Intervention Strategy Policy*.



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If an Overseas Student does not meet the minimum attendance requirements, the School requires the Overseas Student to liaise with School support staff to maintain an attendance plan. Refer to our *Overseas Students' Unsatisfactory Course Progress or Attendance Policy* and *Overseas Student Intervention Strategy Policy*.

Monitoring Course Progress

The School monitors Overseas Students' course progress by regularly assessing our Overseas Students twice per year and producing Academic Reports. Assessment of progress is based on:

- assessment tasks
- class projects
- class work
- participation in class.

At Wenona, an Overseas Student must reach a minimum of 50% across all subjects studied, in order to meet the course progress requirement. If the Head of School via regular Students of Concern meetings identifies that an Overseas Student is at risk of not meeting, or is not meeting the satisfactory course progress of the School's curriculum, the School will:

- provide a written warning to the student and their parent/legal guardian that the student is "at risk"
- provide assistance through our Academic Support Policy so that they meet satisfactory course requirements.

Overseas Students who do not meet the course progress requirement will be reported to the Australian Government for breach of visa conditions through PRISMS.

Refer to our *Overseas Students' Unsatisfactory Course Progress or Attendance Policy* and *Overseas Students' Intervention Strategy Policy*.

Impact of Deferral and Suspension on Attendance Monitoring

Our Deferring, Suspending or Cancelling an Overseas Student's Enrolment Policy explains the School's procedures in relation to the deferral or suspension of an Overseas Student's enrolment.

If an Overseas Student's enrolment is deferred or suspended, the period of suspension or deferral of enrolment (as recorded in PRISMS) should not be included in attendance monitoring calculations.

Record Keeping

The School maintains evidence of compliance with this policy by maintaining records of course progress monitoring decisions and activities conducted in accordance with this policy. Records will be maintained in accordance with our *Overseas Students' Records Management and Retention Policy*.

Related Documentation

Please also refer to the *Overseas Students' Unsatisfactory Course Progress or Attendance Policy*, *Overseas Students' Intervention Strategy Policy*, *Deferring, Suspending or Cancelling an Overseas Student's Enrolment Policy*, *Overseas Students' Records Management and Retention Policy*.

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325.10 Overseas Students' Critical Incidents Response Policy

Rationale

The National Code defines a critical incident to be a traumatic event, or the threat of such (within or outside Australia), which causes extreme stress, fear or injury.

A critical incident is an emergency situation that usually involves an abnormal and sudden occurrence and can include a fire, explosion, a chemical leak, a bomb threat or terrorist attack that is dangerous or potentially dangerous to life, property or the environment.

The incident may occur at the School or through a related School-based activity or circumstance. In relation to Overseas Students, critical incidents may also include emergency situations that occur in students' home countries, or relate to their family in or outside Australia.

Standard 5.3.4 of the National Code requires the School to have a process for managing emergency situations and when welfare arrangements are disrupted for students under 18 years of age.

Standard 6.8 of the National Code requires the School to have and implement a documented policy and process for managing critical incidents that could affect the Overseas Student's ability to undertake or complete a course, such as but not limited to incidents that may cause physical or psychological harm.

The School must maintain a written record of any critical incident and remedial action taken by the School for at least two years after the Overseas Student ceases to be an accepted student.

Policy Statement

The School is committed to providing a safe School environment for all of our workers (including volunteers), students (including Overseas Students), visitors and guests.

How we respond to a critical incident will depend largely on its size, nature and complexity.

It is our role to:

- identify potential critical incident situations
- conduct regular internal risk assessments with respect to those critical incidents
- provide a 24-hour emergency communication system for staff and Overseas Students
- develop appropriate response plans
- create a Critical Incident Management Team (CIMT) to deal with critical incidents
- regularly test the overall effectiveness of our risk management and critical response procedures.

Through the development of preventative measures and planning our responses, the School seeks to gain control over such situations in order to ensure, that if they do occur, the best possible help is available in a timely manner.

Refer to our *Critical Incident (Emergency Situations) Response Policy*.

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Critical Incident Management

The School has developed a number of critical incident management procedures including:

- Cash Handling Procedures
- Evacuation Procedures
- Hazardous Material Incident Response
- Hostage Situation/Siege
- Lockdown Procedures
- Sudden Death Response
- Intruder on Grounds.

Staff Responsibilities

All staff are responsible for:

- participating in critical incident response training as required
- cooperating in carrying out their duties in an emergency situation
- taking prompt action to secure and isolate any hazardous situation in an emergency if this can be done without placing themselves or other workers at risk
- immediately reporting any critical incident to their head of department.

Critical Incident Contacts

In the event of a critical incident that affects an Overseas Student, the School may, depending on the size, nature and complexity of the critical incident, need to contact:

- emergency services
- the Department of Home Affairs (DHA)
- the Overseas Student's parents/legal guardians
- NESA.

Younger Overseas Students

In the event of a critical incident affecting a younger Overseas Student, the processes and procedures in this policy will be followed in addition to any child protection notification requirements.

In the case of a disruption to approved accommodation and welfare arrangements for Overseas Students, the Director of Enrolments will document approval of any temporary change to welfare arrangements and notify DHA via PRISMS accordingly.

Record Keeping

If a critical incident occurs at the School that affects an Overseas Student, the School maintains a record of the incident and any remedial action taken by the School for at least two years after the Overseas Student ceases to be an accepted student. Records are maintained in accordance with our Overseas Students Records Management and Retention Policy.

Related Documentation

Please also refer to the *Critical Incident (Emergency Situations) Response Policy*, *Overseas Students' Records Management and Retention Policy*.

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325.11 Overseas Students' Intervention Strategy Policy

Rationale

Monitoring course progress and attendance is important to ensure Overseas Students are in a position to complete the course within the expected duration specified on the Overseas Students' CoE.

If an Overseas Student is at risk of not meeting their course attendance and progress requirements, the School will implement an intervention strategy to identify, notify and assist them.

Policy Statement

An Overseas Student will be identified as needing an intervention strategy when the School's attendance requirements and/or course progress requirements are not met, or are at risk of not being met.

The School checks attendance at least daily. If an Overseas Student has been absent from school for more than five consecutive days without approval, that student will not have met their course attendance requirements.

Non-attendance can be an indication that a student needs additional support and/or referral to other services. Refer to our *Overseas Students' Support Services Policy*.

The School checks academic progress at the end of each school term. If an end of term review shows that an Overseas Student has not satisfactorily completed any of their required assessments, that student will not have met their course progress requirements.

Notification of Students

If the School determines that an intervention strategy is needed for an Overseas Student to assist them to meet their attendance and/or course progress requirements, the School will contact the Overseas Student directly. The student is informed of their attendance and/or course progress rates.

Intervention Strategy

The School's intervention strategies normally ensure that:

- the Overseas Student is directly contacted by the Deputy Principal (Student Wellbeing) and informed of their attendance rates
- counselling is offered to the Overseas Student to help them to address issues which may be contributing to their attendance rates
- extra tutoring is offered to those students who feel that this will help them in meeting their course progress requirements.

Updating PRISMS

The School must report via PRISMS any student who has not met course progress requirements. Refer to PRISMS Maintenance Obligations.



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Records of Course Attendance

The School keeps records in relation to Overseas Students' satisfactory course attendance. These include:

- records of our attendance monitoring
- any evidence from a student in relation to an absence.

Records of Course Progress

The School keeps records in relation to Overseas Students' satisfactory course progress. These include:

- assessment of course progress records for each student
- assessment results (as required by section 21 of the ESOS Act)
- records of contact with students
- notices of intention to report
- complaints and appeals outcomes, and
- other relevant records.

Record Keeping

The School maintains records in relation to activities and action taken under this policy including:

- student contact and counselling records (for example, warning letters)
- notices of intention to report
- complaints and appeals outcomes, and
- other relevant records.

Records are maintained in accordance with our *Overseas Students' Records Management and Retention Policy*.

Related Documentation

Please also refer to the *Overseas Students' Support Services Policy*, *PRISMS Maintenance Obligations*, *Overseas Students' Records Management and Retention Policy*.

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325.12 Overseas Students' Transfers Policy

Rationale

Standard 7.1 of the National Code states the School must not knowingly enrol an Overseas Student seeking to transfer from another registered provider's course prior to the Overseas Student completing the first six months of her first registered school sector course, except where the following applies:

- the releasing registered provider, or course in which the Overseas Student is enrolled, has ceased to be registered
- the releasing registered provider has had a sanction imposed on its registration by the ESOS agency that prevents the Overseas Student from continuing his or her course at that registered provider
- the releasing registered provider has agreed to the Overseas Student's release and recorded the date of effect and reason for release in PRISMS
- any government sponsor of the Overseas Student considers the change to be in the Overseas Student's best interests and has provided written support for the change.

Policy Statement

The School will not enrol an Overseas Student seeking to transfer from another registered provider except in circumstances that meet the exceptions under Standard 7.1 of the National Code.

Student Transfer Request

1. Transferring into Wenona within the first six months of study (receiving provider)

Should an Overseas Student seek to transfer into Wenona in the first six months of the first registered school sector course, the following process shall be followed:

- the student will complete the Wenona application process for Overseas Students, including the provision of academic progress and attendance reports from the previous registered provider and evidence of English proficiency, and written confirmation from student's parent/legal guardian in support of the transfer.

If the overseas student is within the first six months of their first school course at another school, the Director of Enrolments will only consider an application for enrolment if any of the following apply:

- the releasing school provider, or the course in which the overseas student is enrolled, has ceased to be registered
- the releasing school provider has had a sanction imposed on its registration by the ESOS agency that prevents the overseas student from continuing the course at that registered provider
- any government sponsor of the overseas student considers the change to be in the overseas student's best interests and has provide written support for the change
- the releasing school provider has agreed to the overseas student's release and recorded the date of effect and reason for release in PRISMS.

Wenona's Director of Enrolments may request additional information to assess the request, including but not limited to:

- documentation from the current school provider
- phoning or meeting with a representative of the current school provider

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- using PRISMS/VEVO to search for the overseas student's study details and history
- contacting the DHA
- an enrolment interview between the Overseas Student, Wenona's Head of School and appropriate member of the Learning Enrichment team
- other methods as necessary.

The Principal will make a decision about the transfer request within two weeks from the date received.

The Director of Enrolments will:

- inform the applicant of the result of the application in writing
- provide all required pre-enrolment material and Offer of Enrolment
- confirm in PRISMS the Overseas Student's transfer has been approved by the releasing provider; negotiate the date of transfer with the releasing provider
- create a CoE and CAAW (if appropriate) in PRISMS once a Confirmation of Enrolment has been received, and provide these to the Overseas Student and parent/legal guardian
- inform the Overseas Student of their visa obligation to maintain their current welfare arrangements until the transfer date.

2. Transferring out of Wenona within the first six months of study (releasing provider)

Should an Overseas Student seek to transfer from Wenona in the first six months of the first registered school sector course, the following process shall be followed:

- the student must make a transfer request in writing to Wenona's Director of Enrolments, together with additional documentation including an offer of enrolment from the receiving school provider, written support of the transfer from the student's parent/legal guardian, written confirmation that the receiving school provider will issue a CAAW (if appropriate) and the date this will take effect.

Wenona's Director of Enrolments may request additional information to assess the request, including but not limited to:

- documentation from the proposed new school provider
- phoning and/or meeting with a representative of the proposed school provider
- using PRISMS/VEVO to search for the overseas student's study details and history
- contacting the DHA
- other methods as necessary.

The Principal will make a decision about the transfer request within two weeks from the date received. Wenona will approve the transfer request of an Overseas Student within the first six months of study if one or more of the following apply:

- Wenona or the course in which the student is enrolled has ceased to be registered
- Wenona has had a sanction imposed on its registration by the ESOS agency that prevents the overseas student from continuing their course
- Any government sponsor of the Overseas Student considers the change to be in the student's best interests and has provided written support for the change.

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Wenona has agreed that compassionate or compelling circumstances exist including but not limited to:

- serious illness or injury, where a medical certificate states that the Overseas 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 and this has impacted on the Overseas Student's studies
- a traumatic experience, which could include:
 - involvement in, or witnessing of a serious incident
 - witnessing or being the victim of a serious crime, and this has impacted on the Overseas Student (these cases should be supported by police or psychologists' reports)
 - where the School was unable to offer a pre-requisite unit and therefore faces a shortage of relevant units for which they are eligible to enrol.
 - other reasons as determined by the school provider.

When determining whether compassionate or compelling circumstances exist the School may require the student to provide documentary evidence to support a claim.

The circumstances in which a transfer request will be refused may include, but are not limited to:

- supporting documentation not submitted or the application incomplete
- none of the grounds for transfer apply
- the Overseas Student is not genuinely engaging with an intervention strategy with the intention of failing and being released.

When the School intends to refuse a request, the Director of Enrolments will inform the Overseas Student in writing (can be by email) of:

- the reasons for refusal; and
- the Overseas Student's right to access the School complaints and appeals process, outlined in our *Overseas Students' Complaints Handling Policy* and *Overseas Students' Complaints Appeals Policy*, within 20 working days of the decision being made.

It is the responsibility of the receiving provider to ensure that there are no gaps in the Overseas Student's welfare arrangements.

In accordance with Standard 7.4, if a release is granted by the School, it will be at no cost to the Overseas Student and the School will advise the student of the relevant details to contact the Department of Home Affairs to seek advice on whether a new student visa is required. The Overseas Student's release grant is recorded in PRISMS.

If the transfer request is approved, the Business Manager will consult the Refund Policy to determine if a refund is required.

The School will only finalise the Overseas Student's refusal status in PRISMS when:

- any appeal finds in favour of the School;
- the Overseas Student has chosen not to access the complaints and appeals process within the 20 working day period; or
- the Overseas Student withdraws from the process.

3. Transferring into Wenona after the first six months of study (receiving provider)

Should an Overseas Student seek to transfer into Wenona in the first six months of the first registered school sector course, the following process shall be followed:

- the student will complete the Wenona application process for Overseas Students, including the provision of academic progress and attendance reports from the previous registered provider and evidence of English proficiency, and written confirmation from student's parent/legal guardian in support of the transfer
- The Director of Enrolments will check PRISMS to confirm the Overseas Student has completed six months of study in their first school course
- The Principal will review the transfer request and decide whether to make an offer of enrolment
- The Overseas Student and parent/legal guardian will be informed of the result of the application in writing by the Director of Enrolments within two weeks of receipt of the application

The Director of Enrolments will:

- provide all required pre-enrolment material and Offer of Enrolment
- confirm in PRISMS the Overseas Student's transfer has been approved by the releasing provider; negotiate the date of transfer with the releasing provider
- create a CoE and CAAW (if appropriate) in PRISMS once a Confirmation of Enrolment has been received, and provide these to the Overseas Student and parent/legal guardian
- inform the Overseas Student of their visa obligation to maintain their current welfare arrangements until the transfer date.

4. Transferring out of Wenona within the first six months of study (releasing provider)

Should an Overseas Student plan to transfer from Wenona to another school provider after the first six months of their first school course with Wenona, documentation must be provided to the Director of Enrolments regarding the transfer of enrolment.

Documentation includes:

- Form 325.27 Student transfer request for Release
- Offer of Enrolment form the new school provider
- Written confirmation that the parent/legal guardian supports the transfer if the Overseas Student is under 18
- Written confirmation that the receiving school provider will accept responsibility for approval of the student's accommodation, support and general welfare, noting the date on which this will occur if a CAAW is required.

The Director of Enrolments will:

- issue a letter informing the Overseas Student and their parents/legal guardians of the transfer date and that they must contact the department of Home Affairs (Immigration) to seek advice on whether a new visa is required
- record the transfer in PRISMS and complete any other reporting requirements such as cancellation of CAAW
- consult the Refund Policy for eligibility of refund and required actions.



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Availability

To ensure that this policy is publicly available to staff and Overseas Students, we provide this policy:

- in the Overseas Student Handbook on Wenona's public website.

Record Keeping

Standard 7.7 requires the School to maintain records of all requests from Overseas Students for a release and the assessment of, and decisions regarding, the request, for two years after the Overseas Student ceases to be an accepted student.

The School maintains all records of requests from Overseas Students for a student transfer and the assessment of, and decisions regarding, the request will be maintained in accordance with our Overseas Students' Records Management and Retention Policy for two years after the Overseas Student ceases to be an accepted student.

Related Documentation

Please also refer to the *Overseas Students' Complaints Handling Policy*, *Overseas Students' Complaints Appeals Policy*, *Overseas Students' Support Services Policy*, *Younger Overseas Students' Policy*, *Overseas Students' Records Management and Retention Policy*.

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325.13 Overseas Students' Complaints Appeals Policy

Rationale

Standard 10 of the National Code requires the School to have and implement a documented appeals process and policy, and provide the Overseas Student with comprehensive, free and easily accessible information about that process and policy.

Policy Statement

It is the School's policy that if a formal complaint received by, or related to, an Overseas Student is not resolved to the satisfaction of the complainant, it may be escalated to an internal Appeals Panel, at the request of the complainant.

Appeals Panel

An Appeals Panel will be assembled as needed, and will be made up of a minimum of three members who have the requisite independence from the issue at hand to address the appeal on its merits, in a professional, fair and transparent manner. Staff who hold the following positions are eligible to sit on the Appeals Panel:

- the Principal
- Deputy Principals
- Head of Boarding
- Heads of School
- Year Group Coordinators

The make-up of the Appeals Panel will be determined by the Principal on a case-by-case basis, depending on availability and the nature and complexity of the complaint to be considered.

Where the matter is escalated to an Appeals Panel, the Panel aims to resolve the complaint within 28 days from the date of referral and, in any event, no later than 42 days after the original complaint was received.

Right to Access External Appeals Processes

If an Overseas Student is not successful in the School internal appeals process, the School must advise the Overseas Student within 10 working days of concluding the internal review of the Overseas Student's right to access an external complaints handling and appeals process at minimal or no cost.

The School directs students to the Overseas Student Ombudsman (OSO).

The OSO investigates complaints about problems that Overseas Students or intending Overseas Students may have with private education and training in Australia. The contact details for the OSO are as follows:

Call: 1300 362 072 within Australia. Outside Australia call +61 2 6276 0111.

Enquiries: 9:00am to 5:00pm Monday to Friday, Australian Eastern Standard Time (Australian Eastern Daylight Time when daylight savings is in effect)

Postal: Commonwealth Ombudsman, GPO Box 442 Canberra ACT 2601.

Website: <http://www.ombudsman.gov.au/>

Purpose of External Appeals Process

The School must inform an Overseas Student who wishes to access the services of the OSO that, in most cases, the purpose of the OSO is to investigate whether the School has followed our own internal policies and procedures. Generally, the OSO does not make a decision in place of the School.



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Result of Appeal Process

If the internal or external appeal process results in a decision or recommendations in favour of the Overseas Student, the School must immediately implement the decision or recommendation and/or take preventative or corrective action required by the decision, and advise the Overseas Student and the parent/legal guardian of that action.

If the internal or external appeal process results in a decision or recommendations that is not in favour of the Overseas Student, the School will advise the Overseas Student and the parent/legal guardian in writing within 10 working days of concluding the investigation. The contact details of the Overseas Student Ombudsman will be provided.

Record Keeping

The School maintains a full Complaints Register including the details, outcome and reason for the outcome, including any appeals requests or decisions, of each complaint received by the School. The Complaints Register is maintained in accordance with our *Overseas Students' Records Management and Retention Policy*.

Related Documentation

Please also refer to the *Overseas Students' Complaints Handling Policy*, *Overseas Students' Support Services Policy*, *Younger Overseas Students' Policy*, *Overseas Students' Records Management and Retention Policy*.



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325.14 Overseas Students' Complaints Handling Policy

Rationale

Standard 10 of the National Code requires the School to have and implement a documented, internal complaints-handling process and policy, and provide Overseas Students with comprehensive, free and easily accessible information about that process and policy.

Policy Statement

It is the School's policy to provide access to the School's *Complaints Handling Policy* to our Overseas Students for both formal and informal complaints, which are managed through the School's Complaints Handling Program.

The School will respond to any complaint an Overseas Student makes regarding their dealings with the School, the School's Education Agents or any related third party the School has an arrangement with to deliver the Overseas Student's course or related services.

Lodging a Formal Complaint

To lodge a formal complaint, the Overseas Student or their parent/legal guardian must refer their formal complaint to our Principal.

The Principal will review the complaint and, where appropriate, assign a relevant staff member to manage the complaint (Complaints Officer).

The Complaints Officer will inform the Overseas Student or their parents/legal guardians that the complaint has been received and the School will commence the assessment of the complaint within 10 working days from the date the complaint was lodged.

Managing Complaints

The School will commence assessing a complaint from an Overseas Student within 10 working days from the date on which the complaint was lodged.

The complaint will be assessed and managed in accordance with the School's *Complaints Handling Program*.

Maintaining Enrolment

During the complaints process, the School will maintain the enrolment of the Overseas Student.

Internal Appeal

If an Overseas Student or their parents/legal guardians are not satisfied with the result of the School's complaints handling process, they can decide to internally appeal the School's decision. Refer to our *Overseas Students' Complaints Appeals Policy*.

Right to Access External Appeals

If an Overseas Student or their parents/legal guardians are not satisfied with the result from the School's internal complaints process, the School must advise the Overseas Student within 10 working days of concluding the internal review of their right to access an external complaints handling and appeals process at minimal or no cost.



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The School must give the Overseas Student the contact details of the appropriate complaints handling and external appeals body. Refer to our *Overseas Students' Complaints Appeals Policy*.

Record Keeping

The School ensures that complainants are given a written statement of the outcome of the complaint, including detailed reasons for the outcome.

The School maintains a full Complaints Register including the details, outcome and reason for the outcome of each complaint received by the School.

All statements and the Register are maintained in accordance with our *Overseas Students' Records Management and Retention Policy*.

Related Documentation

Please also refer to the *Complaints Handling Policy*, *Overseas Students' Complaints Appeals Policy*, *Overseas Students' Support Services Policy*, *Overseas Students' Records Management and Retention Policy*.

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325.15 Overseas Students' Marketing Policy

Rationale

Standard 1.1 of the National Code requires the School to ensure that the marketing and promotion of its education services in connection with the recruitment of Overseas Students or intending Overseas Students, including through an Education Agent, is not false or misleading, and is consistent with the Australian Consumer Law.

Sections 18 and 29 in Schedule 2 of the Competition and Consumer Act 2010 (Cth) (the Australian Consumer Law) respectively prohibit the School from, in trade or commerce, engaging in conduct that is misleading or deceptive or is likely to mislead or deceive, and from making false or misleading representations about its goods or services.

This applies to the School when it is conducting its marketing and promotional activities, as well as its provision of educational services to Overseas Students.

Any breach of Standard 1 may require enforcement action by the Cth DET, including sanctions for non-compliance.

Under Guideline 3.4 of the Guidelines for Approved School Providers Delivering Courses to Overseas Students, the School must uphold the integrity and reputation of Australia's education industry by ensuring the marketing of their courses and services is not false or misleading.

Where a staff member or representative of the School breaches this policy, the School may take disciplinary action.

Policy Statement

It is the School's policy that when seeking to enter into written agreements with Overseas Students or intending Overseas Students, we are completely honest and accurate in our communications and do not provide any false or misleading information on:

- associations with any other providers, persons or organisations the School has arrangements with for the delivery of the course in which the student intends to enrol or may apply to enrol
- any work-based training a student is required to undertake as part of the course
- any prerequisites – including English language proficiency – for entry to the course
- any information relevant to the School, its courses or outcomes associated with those courses.

The School will not:

- claim to commit to secure for the student, or on the student or intending student's behalf, a migration outcome from undertaking any course offered by the School
- guarantee a successful education assessment outcome for the student or intending student.

This policy is made available on the School's website to demonstrate our commitment to transparent and truthful communications with potential Overseas Students.

Australian Consumer Law Protections

The School ensures that we abide by the provisions of the Australian Consumer Law and provide information to Overseas Students and their parents/ legal guardians about the consumer protections afforded to Overseas Students.

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The School ensures that we do not:

- in trade or commerce, engage in conduct that is misleading or deceptive or is likely to mislead or deceive
- engage in unconscionable conduct
- have unfair contract terms within our contracts with Overseas Students
- provide false or misleading representations about goods or services provided by the School.

Definitions

Trade or Commerce

In "trade or commerce" refers to conduct, which in itself, has an aspect or element of activities or transactions which are commercial in nature: *Concrete Construction v Nelson* (1990) 169 CLR 594.

Under the Australian Consumer Law, transactions between the School and Overseas Students and their parents/legal guardians for the purposes of enrolment and tuition payments are dealings in trade or commerce.

Misleading or Deceptive Conduct

The ACL does not define the terms "misleading" or "deceptive".

To determine what is misleading or deceptive conduct, a court will assess an action or omission by considering whether the overall conduct induces or is capable of inducing an ordinary person in the position of an Overseas Student or intending Overseas Student into error.

Unconscionable Conduct

The Australian Competition and Consumer Commission (ACCC) provides guidance on unconscionable conduct.

Unconscionable conduct is described as business behaviour that is harsh or oppressive, and goes beyond commercial bargaining.

To be considered unconscionable, the conduct must be more than simply unfair – it must be against conscience as judged against the norms of society.

Unfair Contract Terms

The ACCC has provided guidance on the characteristics of unfair contract terms.

Common examples of unfair contract terms include terms that:

- enable one party (but not another) to avoid or limit their obligations under the contract
- enable one party (but not another) to terminate the contract
- penalise one party (but not another) for breaching or terminating the contract
- enable one party (but not another) to vary the terms of the contract.

In the context of Overseas Students, unfair contract terms are terms that:

- cause a significant power imbalance between the Overseas Student and the School
- are not reasonably necessary to protect the legitimate interests of the School

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- would cause the Overseas Student's detriment (financial or non-financial) if the School tried to enforce it
- are not transparent.

False or Misleading

The ACCC provides guidance on what is false or misleading. It is illegal for the School to make representations that are incorrect or are likely to create a false impression.

This includes any representations in print, radio, television, social media or other advertising mediums, and includes any statement made by a person representing the School.

Approval of Materials

Before any marketing or pre-enrolment materials are released by the School, all marketing materials must be approved by the Principal.

The Principal must ensure that any statements made in the School's marketing materials are not false or misleading.

CRICOS Requirements

The School must include the School's name, School's CRICOS registration number (and the name of the CRICOS registered provider, if not the School) on any written or online material that it distributes or makes publicly available for the purposes of:

- providing or offering to provide a course to an Overseas Student
- inviting an Overseas Student to undertake or apply for a course
- indicating it is able to provide a course to Overseas Students.

It is the School's policy that our registration number is permanently displayed in the footer of our public website.

It is a criminal offence under section 107 of the ESOS Act, with a penalty of imprisonment for six months, if a person fails to include the required information in any written or online materials.

Record Keeping

The School maintains evidence of compliance with this policy by maintaining records of marketing and other materials used in relation to Overseas Students. Records will be maintained in accordance with our *Overseas Students' Records Management and Retention Policy*.

Related Documentation

Please also refer to the *Overseas Students' Records Management and Retention Policy*.



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325.16 Overseas Students' Records Management and Retention Policy

Rationale

The National Code imposes record keeping obligations on the School. Certain National Code Standards expressly require records to be maintained.

Section 21 of the ESOS Act prescribes that certain records are to be kept and regularly updated.

Regulation 3.04 of the ESOS Regulations supplements section 21 of the ESOS Act with additional record keeping requirements.

Each section of the NESA Guidelines for Approved School Providers Delivering Courses to Overseas Students requires records to be kept as evidence of compliance with each Standard of the National Code and each obligation in the NESA Guidelines.

Policy Statement

It is the School's policy to comply with all record keeping obligations prescribed by the ESOS Framework and set out in this policy. It is our policy to ensure that records of evidence of our compliance with the National Code Standards are maintained, regardless of whether record keeping is prescribed by each Standard.

Recruitment of Students

Standard 2.4 of the National Code requires that if the School grants an Overseas Student of recognition of prior learning (RPL) or course credit, the School must maintain a written record of acceptance by the student for two years after the Overseas Student ceases to be an accepted student.

Student Written Agreements

Standard 3.6 of the National Code requires the School to retain records of all written agreements as well as receipts of payments made by students under the written agreement for at least two years after the person ceases to be an accepted student.

Student Contact Details

Standard 5.3.5 of the National Code and section 21(2) of the ESOS Act require the School to maintain up-to-date contact details for all accepted Overseas Students, including:

- the student's current residential address
- the student's mobile phone number (if any)
- the student's email address (if any)
- who to contact in emergency situations.

Overseas Students are required to notify the School of any changes to these details within seven days of the change.

Critical Incidents

Standard 6.8 requires that if a critical incident occurs at the School that affects an Overseas Student, the School must maintain a record of the incident and any remedial action taken by the School for at least two years after the student ceases to be an accepted student.

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Transfer Requests

Standard 7.7 requires the School to 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.

Deferring, Suspending or Cancelling Overseas Student Enrolment

Standard 9.1 requires the School to maintain a record of any decision made to approve a deferment of the commencement of study or suspension of study requested by an Overseas Student.

Complaints and Appeals

Standard 10.2.7 requires the School to keep a written record of a complaint or appeal from an Overseas Student, including a statement of the outcome and reasons for the outcome.

Student Payment Details

Regulation 3.04 of the ESOS Regulations requires the School to maintain a record of each enrolled Overseas Student or any Overseas Student who has paid any tuition fees for a course provided by the School with the following details:

- the amount of money that the student has paid to the School, including the separate identification of tuition fees and non-tuition fees
- for an amount of tuition fees that the student has paid to the School for a course:
- whether the amount was paid for the full course or part of the course; and
- if the amount was paid for the full course, the duration of the course; and
- if the amount was paid for part of the course, the duration of that part of the course
- copies of written agreements to which the School and student are parties
- any amounts that:
 - have become payable, directly or indirectly, to the School by the student for the student to undertake a course; and
 - have not been paid
 - the amount that a student will be charged to access the student's records.

The amount of a fee for a student to access a record must not exceed the cost incurred by the School in providing access to that record.

Student Assessment Details

Section 21(2B) of the ESOS Act requires the School to record the outcome of an accepted Overseas Student's assessment if:

- they complete a unit of study of their course at the School; and
- their progress in that unit is assessed.

Under section 21(2C) of the ESOS Act, the assessment record must be kept up to date.



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PRISMS Notifications

The School must notify the Cth DET, through PRISMS, in relation to various events including student course progress, attendance, transfers and deferment. Refer to *PRISMS Maintenance Obligations*.

The School ensures that records of PRISMS notifications and related actions taken by the School (such as notifying an Overseas Student that they are at risks of not meeting course progress requirements) are maintained in accordance with this policy.

How We Manage Records

The School is committed to ensuring that all records are managed in an efficient, systematic and transparent manner.

We ensure that our records:

- are kept up-to-date
- are indexed and stored in a logical manner that allows easy access, retrieval and association of related information
- are preserved and stored in a suitable physical or digital environment that ensures records are not subject to degradation, loss, alteration or corruption
- are subject to confidentiality and security measures so that access is controlled to protect the privacy of individuals and minimise any risk of a breach of privacy
- meet our obligation under the Privacy Act 1988 (Cth) and are compliant with the School's Privacy Program.

Wenona School has a record management system for the management of records. This includes:

- digital/electronic storage facilities for electronic records
- physical storage facilities for paper/print records.

All digitally/electronically stored records are backed-up securely.

Destruction and Archiving of Records

The School balances its requirements to retain documents in accordance with applicable legal requirements, and archives or destroys them when they are no longer required for any legal or legitimate business purpose in accordance with our *Privacy Program*.

Review of Student Contact Records

The School maintains up-to-date student contact details including:

- current residential address
- mobile number
- email address
- who to contact in an emergency.

Record Keeping Responsibility

It is the responsibility of the Director of Enrolments or Registrar to ensure that every six months, while a student remains an accepted student of the School, the accuracy of the above information is confirmed with the student in writing.



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It is the responsibility of the Director of Enrolments or Registrar to ensure that all record-keeping procedures required by this policy are implemented effectively and reviewed for improvement regularly.

It is also the responsibility of the Director of Enrolments or Registrar to ensure that all staff who have responsibility for Overseas Students at the School are trained on their record-keeping obligations under the ESOS Framework.

All staff at the School who have responsibility for Overseas Students are required to maintain appropriate records, as set out in this policy and other policies in our Overseas Students Program.

Destruction and Archiving of Records

The School balances its requirements to retain documents in accordance with applicable legal requirements and archives or destroys them when they are no longer required for any legal or legitimate business purpose in accordance with our *Privacy Program*.

Record Keeping

The School maintains evidence of compliance with this policy by maintaining records of marketing and other materials used in relation to Overseas Students. Records will be maintained in accordance with our *Overseas Students' Records Management and Retention Policy*.

Related Documentation

Please also refer to the *Privacy Program*, *PRISMS Maintenance Obligations*, *Overseas Students' Records Management and Retention Policy*.

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325.17 Overseas Students' Refund Policy

Rationale

Standard 3.4.2 of the National Code of the ESOS Act requires the School to have processes in place for claiming a refund of tuition or non-tuition fees.

Policy Statement

The School will provide a refund to an Overseas Student or intending Overseas Student in accordance with the provisions of the ESOS Act 2000 and the ESOS (Calculation of Refund) Specification Act 2014 in the following circumstances:

- Overseas Student default
 - Due to visa refusal
 - Where there is no written agreement in place
 - Where the written agreement is not compliant
- School Provider default, if the Overseas Student has not accepted any alternative course offered by the School Provider.

Education Services for Overseas Students (Calculation of Refund) Specification 2014

The Education Services for Overseas Students (Calculation of Refund) Specification 2014 (Refund Specification) is a federal legislative instrument that sets out the methods for calculating refunds of fees by a registered provider in the following circumstances:

- provider default
- student default where the provider has not entered into a written agreement with the student that meets the requirements of section 47B of the ESOS Act
- student default owing to visa refusal.

The School as a registered provider is required to comply with the Refund Specification.

Student Default and Refund

Refer to our *Default Policy (Overseas Students)* for the meaning of student default.

Under section 47D of the ESOS Act the School must provide a refund if an Overseas Student or intending Overseas Student defaults.

The amount of the refund (if any) is the amount set out in the written agreement entered into between the School and the student in accordance with Standard 3 of the National Code. Refer to our *Formalisation of Overseas Student Enrolment and Written Agreements Policy*.

If the School pays a refund to an Overseas Student under section 47D, the School must pay the refund within 14 days after the default day (the Provider Obligation Period).

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Registered Provider Default and Refund

Refer to our *Default Policy (Overseas Students)* for the meaning of Registered Provider Default.

Under section 46D, the School may pay the students a refund of the amount, worked out in accordance with the Refund Specification, of any unspent tuition fees received by the School in respect of the students. See Refunds Appendix at the end of this Policy.

Providing a Refund in Other Cases

Under section 47E of the ESOS Act the School will also provide a refund if the Overseas Student or intending Overseas Student defaults and either:

- the School has not entered into an agreement that sets out refund obligations in relation to student default and meets the obligations of the National Code; or
- the School is not required to pay a refund because the student was refused a student visa.

The amount of the refund will be determined in accordance with the Refund Specification.

If the School provides a refund under section 47E, it must give notice to the TPS Director and NESA within seven days after the end of the Provider Obligation Period (see below).

The notice must include the following:

- whether the School provided a refund under section 47E
- details of the student the refund was provided to
- details of the amount of the refund provided.

Internal Appeal

If an Overseas Student or their parents/ **legal** guardians are not satisfied with the result of the School's complaints handling process, they can decide to appeal the School's decision internally. Refer to our *Overseas Students' Complaints Appeals Policy*.

Right to Refuse a Refund

Section 47D(5) of the ESOS Act allows the School to refuse to provide a refund if the Overseas Student or intending Overseas Student:

- was refused a student visa; and
- the refusal was due to a following act or omission by the student that directly or indirectly caused the student to default in relation to the course. The acts or omissions are their:
 - failure to start the course on the agreed start day
 - withdrawal from the School course
 - failure to pay course fees.

Procedure for Providing a Refund

The School will only grant a refund when the following process is followed:

1. An Overseas Student or intending Overseas Student applies for a refund, in writing, from the Business Manager at the School.
2. An Overseas Student or intending Overseas Student pays any outstanding debts to the School or authorises any outstanding debts to be deducted from the refund.

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3. The School approves the refund under this policy.
4. After approval, the refund is paid to the person who has signed the written agreement with the School. Refunds due to provider default will be completed within 14 days. Refunds due to student defaults or another reason will be finalised within 4 weeks after receiving the application for refund.

Refund Specification

If a refund is granted to an Overseas Student or intending Overseas Student, it must be calculated in accordance with the Refund Specification.

The Refund Specification requires that the amount of refund must be the course fees, minus the lesser of the following amounts:

- Five per cent of the amount of the course fees received by the School in respect of the student before the default day; or
- \$500.

Failure to Provide a Refund

It is an offence under the ESOS Act for the School to fail to provide a refund to an Overseas Student or intending Overseas Student in accordance with the School's obligations under sections 47D or 47E of the ESOS Act.

Notice of Discharge of Obligations

Under section 47H of the ESOS Act the School must provide notice to the Cth DET and the Director of the TPS within seven days after the end of the Provider Obligation Period.

The notice must include the following:

- whether the School provided a refund under section 47E
- details of the student the School provided a refund to
- details of the amount of the refund provided.

Record Keeping

The School maintains evidence of compliance with this policy by maintaining records of refund decisions and notifications made under this policy. Records will be maintained in accordance with our *Overseas Students' Records Management and Retention Policy*.

Related Documentation

Please also refer to the *Default Policy (Overseas Students)*, *Formalisation of Overseas Student Enrolment and Written Agreements Policy*, *Overseas Students' Complaints Appeals Policy*, *Overseas Students' Records Management and Retention Policy*.

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Refunds Appendix

What is a refund?

A refund is when money that has been paid to Wenona for enrolment in a course is returned to the person who signed the Overseas Student written agreement (Acceptance of Offer).

Who can apply for a refund?

The person who signed the Overseas Student written agreement (Acceptance of Offer) can apply for a refund.

How can I apply for a refund if I need one?

Email Wenona's Director of Enrolments at enrolments@wenona.nsw.edu.au with details of your refund request. The Director of Enrolments will liaise with the Business Manager.

What are the reasons that I can apply for and receive a refund?

- If the School defaults by failing to start delivering the course for the student on the agreed starting day, or ceasing the course before it is completed (except in the case of suspension or cancellation of enrolment).
- If the School defaults and offers me another course, but I don't accept it.
- If I don't start my course at Wenona because my visa is refused.
- If I start my course at Wenona, but then my visa is cancelled or refused.
- If I transfer to a different school provider.

What are the reasons I can apply for a refund, but I might not be given one?

- If my visa is refused or cancelled because I breach the visa conditions.
- If my visa is refused or cancelled because I don't pay the School the required fees.
- If I misbehave and act against the School's policies and my behaviour results in the suspension or cancellation of my enrolment.

How is a refund amount calculated?

The minimum amount to be calculated for specific situations is determined by law in the ESES (Calculation of Refund) Specification Act 2014. Wenona cannot pay any less than the amount used in this calculation in specific situations.

Some specific examples of how to calculate refunds are below:

1. Refund based on visa refusal
 - If the visa was refused before the Overseas Student starts the course, a full refund of course fees already paid minus an administrative fee of 5% or \$500 (whichever is the lesser amount) will be provided.
 - If the visa was refused after the Overseas Student started the course, a refund of course fees already paid for the part of the course after the date of the student's withdrawal will be provided to the student.

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2. Refund because there is no written agreement in place, or the written agreement is non-compliant
 - The refunded amount must equal the weekly tuition fee x the weeks in default period.
3. Refund because Wenona has defaulted, and a student has not accepted an alternative course offered by Wenona
 - The refunded amount must be the weekly tuition fees x the weeks in default period.

What payments will or won't be refunded?

Tuition fee refunds are based on the ESOS (Calculation of Refund) Specification 2014. Wenona may calculate refunds for other non-tuition fees such as application, administration or co-curricular fees differently and will consider administrative costs and unspent fees in calculating refunds.

Wenona will also consider refunding amounts paid for:

- Unspent excursion fees,
- Unspent co-curricular fees, etc

Wenona will not refund:

- Application fee
- Confirmation of Enrolment fee

How long will a refund take?

- For school provider default – the refund will be paid within 14 days of the default
- For student default – the refund will be finalised within 4 weeks of Wenona receiving a refund request in writing.

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325.18 Overseas Students' Support Services Policy

Rationale

Standard 6.1 of the National Code requires the School to support Overseas Students in adjusting to study and life in Australia by giving the Overseas Student information on or access to an age-and-culturally appropriate orientation program that provides information about:

- support services available to assist Overseas Students to help them adjust to study and life in Australia
- English language and study assistance programs
- any relevant legal services
- emergency and health services
- the School's facilities and resources
- complaints and appeals processes outlined in Standard 10 (Complaints and Appeals)
- requirements for course attendance and progress, as appropriate
- the support services available to assist students with general or personal circumstances that are adversely affecting their education in Australia
- services students can access information on their employment rights and conditions, and how to resolve workplace issues, such as through the Fair Work Ombudsman.

Standard 6.2 requires the School, upon the request of the Overseas Student, to provide relevant information or appropriate referrals to the Overseas Student requesting assistance in relation to the services and programs offered by the School listed above, at no additional cost to the Overseas Student.

Policy Statement

It is the School's policy to also provide access to the Department of Home Affairs information on life in Australia.

Support Services

To assist our Overseas Students in adjusting to life and study in Australia, the School facilitates access to:

- counselling for general or personal matters
- nursing services
- health and disability services
- English and academic support services
- relevant legal services
- emergency and health services
- information on employment rights and conditions, and how to resolve workplace issues, such as through the Fair Work Ombudsman.

Student Contact Officers

Standard 6.5 requires the School to designate a member or members of its staff to be the official point of contact for Overseas Students.

The School has appointed the Director of Enrolments, as well as the Head of Boarding, as the designated contact points for Overseas Students. Students are introduced to these staff during their enrolment and at orientation, and given their contact details.



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In addition, the School's Overseas Student contact officer/s must have up-to-date contact details of all Overseas Students enrolled at the School. The contact officer/s must also provide their contact details to all Overseas Students enrolled at the School.

Current designated staff contacts for Overseas Students are:

- Ms Nonie Ayling: Head of Boarding nayling@wenona.nsw.edu.au
- Mrs Belinda Stoneham: Director of Enrolments enrolments@wenona.nsw.edu.au
- Ms Sonia Qin: International Student Coordinator sqin@wenona.nsw.edu.au

Current staff who provide support for all students at Wenona include:

- Ms Amy Webb: Head of Middle School (Years 7 to 8)
- Ms Sarah Zinkin: Head of Upper School (Years 9 to 10)
- Ms Santina Restuccia: Head of Senior College (Years 11 to 12)
- Ms Beth Oakley: Deputy Principal (Student Wellbeing)
- Ms Sue Foxcroft: Dean of Students
- Ms Trish Davis: Deputy Principal (Academics)
- Ms Erin Johnson: Head of Learning Enrichment
- Year Coordinators
- School Psychologists

Overseas Students are informed about the School's Overseas Student officer/s and how to contact them at orientation.

Sufficient Student Support Personnel

Standard 6.6 requires the School to have sufficient student support personnel to meet the needs of the Overseas Students enrolled at the School.

- The number and type of student support personnel at the School have been selected to ensure that Overseas Students are supported in adjusting to study and life in Australia and throughout their enrolment. Overseas Students are supported by:
- Our Overseas Student contact officer/s
- Teaching staff
- School Psychologists.

Notifying Staff of ESOS Obligations

Standard 6.7 requires the School to ensure that staff members who interact directly with Overseas Students are aware of the School's obligations under the ESOS framework and the potential implications for Overseas Students arising from the exercise of these obligations.

The School provides annual training to all staff that outlines the School's obligations under the ESOS Framework and potential implications for our Overseas Students arising from the exercise of these obligations. All staff also have access to this Overseas Students Program should they want to learn more about the School's obligations.

Where there are changes or updates to the School's policies or procedures relating to Overseas Students at the School, staff will be informed as soon as practicable.

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Overseas Students Critical Incidents

Standard 6.8 requires the School to have and implement a documented policy and process for managing critical incidents that could affect an Overseas Student's ability to undertake or complete a course, such as but not limited to incidents that may cause physical or psychological harm.

The School maintains a written record of all critical incidents and any remedial action taken by the School following a critical incident, for at least two years after the student ceases to be an accepted student.

Refer to our *Overseas Students' Critical Incidents Response Policy*.

Safe School Environments

Standard 6.9 requires the School to:

- take all reasonable steps to provide a safe environment on campus and advise Overseas Students and staff on actions they can take to enhance their personal security and safety
- provide information to Overseas Students about how to seek assistance for and report an incident that significantly impacts on their wellbeing, including critical incidents
- provide Overseas Students with or refer them to (including electronically) general information on safety and awareness relevant to life in Australia.

The School has developed and effectively implemented a *Student Duty of Care Program* and *Child Protection Program* that applies to all students enrolled at the School, including Overseas Students, to ensure the safety of all students and that staff take actions to enhance our students' personal security and safety.

Additionally, at orientation, and on a continuing regular basis, the School provides information to our Overseas Students on:

- how to seek assistance for and report an incident that significantly impacts on their wellbeing, including critical incidents
- general information safety and awareness relevant to life in Australia.

Implementation

To ensure that we provide the best support services to our Overseas Students, the School ensures that we:

- employ appropriately trained and qualified staff
- effectively communicate contact details for our Overseas Student contact officer/s to all students
- have sufficient numbers of student support personnel to meet the needs of our Overseas Students
- educate our Overseas Students and staff on emergency contact numbers and critical incident procedures at the School.

Record Keeping

The School maintains evidence of compliance with this policy by maintaining records of our orientation program, records of critical incidents and records of designated student support personnel in accordance with this policy. Records will be maintained in accordance with our *Overseas Students' Records Management and Retention Policy*.

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325.19 Overseas Students' Recognition of Prior Learning Policy

Rationale

Standard 2.3 of the National Code requires the School to have and implement a documented policy and process for assessing and recording recognition of prior learning (RPL), and granting and recording course credit, if the School intends to assess or grant course credit.

RPL is an assessment process that considers evidence of an overseas student's prior learning, including formal, informal and non-formal learning, to determine the learning outcome of an individual.

The School's decision to assess RPL or grant course credit must preserve the integrity of the award to which it applies and comply with the requirements of the educational framework of the course.

Policy Statement

Other than as outlined below, Wenona does not offer course credit. Entry into any course is subject to the assessment of the School. In order to ensure that NESA requirements for the relevant course have or can be met, in accordance with the ACE Manual, Policy ACE 8044 and ACE 8045, all applications will be assessed by the Deputy Principal (Academics), and with assistance from Heads of Department as appropriate.

Course Credit for Years 11 and 12 Students

Course credit is only available to students transferring from another Australian curriculum school in Year 11 and the beginning of Year 12.

In this case, the student may receive course credit for units completed based on evidence provided of studies undertaken under the relevant state or territory curriculum assessment authority or nationally accredited framework.

An application for course credit must be made prior to a student commencing at the School. Appropriate documentation must be provided to the School to support the application for course credit.

The NSW Education Standards Authority (NESA) has its own rules and procedures and makes decisions about course credit towards the Higher School Certificate (HSC). Where course credit for the HSC is granted by NESA, the minimum amount of credit transfer granted for a course will be two units (the equivalent of 1 HSC subject) and the maximum amount of six units (3 subjects) for Year 11 and four units (2 subjects) for Year 12.

Granting of RPL

To apply for RPL or course credit, an RPL Application Form (see sample form 325.33) must be submitted to the Deputy Principal (Academics). Supporting documentation must be submitted with the application. The Deputy Principal (Academics) may request further documentation to make a decision.

After assessment of the application, a recommendation regarding course credit or RPL will be made to the Principal. The decision to award course credit is at the discretion of the Principal.

The Deputy Principal (Academics) will provide written notification to the student and her parents of the outcome of the application for course credit, including reasons for any refusal.



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If RPL/course credit is granted, the Director of Enrolments will:

- send a written record of the decision to the Overseas Student and parent/legal guardian to accept and sign. A copy of the signed written record must be returned to the Director of Enrolments
- Inform the Overseas Student, in writing, of the reduced course duration
- Enter the dates for the course duration into PRISMS
- Supply a new CoE to the Overseas Student.

For Overseas Students seeking course credit towards the HSC, Wenona will follow NESA's procedures as outlined in NESA's Assessment, Certification and Examination rules.

The School retains all relevant documentation on the student's file, including any application for course credit and supporting documentation, records of the School's assessment of the application, written notification of the outcome and any notification via PRISMS, in accordance with our *Overseas Students' Records Management and Retention Policy*.

Record Keeping

The School maintains evidence of compliance with this policy by maintaining records of assessments and decisions made regarding requests to grant RPL. Records will be maintained in accordance with our Overseas Students' Records Management and Retention Policy and will be retained for 2 years after an Overseas Student has ceased to be enrolled at Wenona.

Related Documentation

Please also refer to the *Overseas Students' Records Management and Retention Policy*.

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325.20 Overseas Students' Recruitment Policy

Rationale

Standard 2.1 of the National Code requires the School, prior to accepting an Overseas Student or intending Overseas Student for enrolment, to make comprehensive, current and plain English information available to the Overseas Student or intending Overseas Student on:

- the requirements for an Overseas Student's acceptance into a course, including the minimum level of English language proficiency, educational qualifications or work experience requirements, and course credit if applicable
- the CRICOS course code, course content and assessment methods, modes of study for the course including compulsory online and/or work-based training, placements, other community-based learning and collaborative research training arrangements, and assessment methods
- course duration and holiday breaks
- course outcomes such as qualification, award or other outcomes
- campus locations and facilities, equipment and learning resources available to students
- the details of arrangements with another provider, person or business who will provide the course or part of the course
- indicative tuition and non-tuition fees, including advice on the potential for changes to fees over the duration of the course, and the School's cancellation and refund policies
- the grounds on which the Overseas Student's enrolment is deferred, suspended or cancelled
- the ESOS Framework, including official Australian Government material or links to this material online
- policies and processes the School has in place for approving the accommodation, support and general welfare arrangements for younger Overseas Students
- accommodation options and indicative costs of living in Australia.

Policy Statement

It is the School's policy to ensure that, prior to accepting Overseas Students for enrolment, the School provides comprehensive, current and plain English information to the Overseas Student or intending Overseas Student on all matters required of the School by National Code Standard 2.1.

Younger Overseas Students

Younger Overseas Students are students who are under the age of 18.

As part of the School's commitment to keeping our Overseas Students safe, the School has implemented policies and procedures to ensure our Overseas Students, and in particular, our younger Overseas Students, remain safe.

Refer to our *Younger Overseas Students' Policy*.

Cancellation and Refunds

Standard 2.1 of the National Code requires the School to have documented cancellation and refunds policies available for our Overseas Students or intending Overseas Students.

Refer to our *Deferring, Suspending or Cancelling an Overseas Students' Enrolment Policy* and *Overseas Students' Refund Policy*.

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English Language Proficiency and Educational Qualifications

Standard 2.2 of the National Code requires the School to have a documented policy and process for assessing whether an Overseas Student's English language proficiency and educational qualifications are sufficient for to enable them to enter the course.

Refer to our *English Language Proficiency and Educational Qualifications Policy*.

Recognition of Prior Learning

Standard 2.3 of the National Code requires the School to have and implement a documented policy and process for assessing, recording and granting recognition of prior learning (RPL).

Refer to our *Recognition of Prior Learning Policy*. The *Recognition of Prior Learning Policy* also applies to Standards 2.4 and 2.5.

Provision of CRICOS Course Information

The School's CRICOS course codes are:

- 041310B Primary Level
- 041311A Junior Secondary Level
- 040312M Senior Secondary Level

A course content outline is provided to an Overseas Student at the same time as the written enrolment agreement.

Modes of study at the School are:

- in person/face-to-face.

The course duration follows the School's term dates and are located on the School's website.

Holiday Breaks

The School's holiday breaks are at the end of each school term and are published on our public website.

Course Qualifications

Upon completion of the course, a successful Overseas Student will receive the appropriate NSW Course qualification. For example, successful completion of the Senior Secondary Level course will provide an Overseas Student with a NSW Higher School Certificate qualification.

Tuition and Non-Tuition Fees

The School ensures that it provides information on the indicative tuition and non-tuition fees, including advice on potential changes to fees over the duration of the course, and the School's cancellation and refund policies prior to enrolment and commencement of the student.

The School's tuition fees are available in our written agreements and are available on request.

The School's non-tuition fees are detailed in our written agreements and are available on request.



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If the School enters into an arrangement with one or more other providers to provide a course jointly, the arrangement will be one where:

- the student pays their tuition fees to the School and not directly to the other providers; or
- both:
 - be in writing; and
 - provide for the receipt and disbursement of any tuition fees paid by students directly to any of the other providers.

Any tuition fees paid by students directly to any of the other providers is taken to have been paid directly to the School.

Campus Location, Facilities and Equipment

The School's courses for Overseas Students are offered at 176 Walker Street, North Sydney NSW 2060.

The School's facilities and equipment include:

- Classrooms
- Boarding House
- Gymnasiums and Cardio Studio
- Pool
- Library
- STEM Labs
- Design and Technology workshops
- Industrial Kitchen
- Drama blackbox room
- Art Workshops
- Gardens

Record Keeping

The School maintains evidence of compliance with this policy by maintaining records of information provided to Overseas Students. Records will be maintained in accordance with our *Overseas Students' Records Management and Retention Policy*.

Related Documentation

Please also refer to the *Younger Overseas Students' Policy*, *Suspending or Cancelling an Overseas Student's Enrolment Policy*, *Overseas Students' Refund Policy*, *English Language Proficiency and Educational Qualifications Policy*, *Recognition of Prior Learning Policy*, *Overseas Students' Records Management and Retention Policy*.

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325.21 Overseas Students' Unsatisfactory Course Progress or Attendance Policy

Rationale

Standard 8.13 of the National Code requires that where the School has assessed the Overseas Student as not meeting course progress or attendance requirements, the School must give the Overseas Student a written notice as soon as practicable which:

- notifies the Overseas Student that the School intends to report the Overseas Student for unsatisfactory course progress or unsatisfactory course attendance
- informs the Overseas Student of the reasons for the intention to report
- advises the Overseas Student of their right to access the School's complaints and appeals process, in accordance with Standard 10 (Complaints and appeals), within 20 working days.

Standard 8.14 requires the School to only report unsatisfactory course progress or unsatisfactory course attendance in PRISMS in accordance with section 19(2) of the ESOS Act if:

- the internal and external complaints processes have been completed and the decision or recommendation supports the registered provider; or
- the Overseas Student has chosen not to access the internal complaints and appeals process within the 20 working day period; or
- the Overseas Student has chosen not to access the external complaints and appeals process; or
- the Overseas Student withdraws from the internal or external appeals processes by notifying the School in writing.

Standard 8.15 states that the School may decide not to report the Overseas Student for breaching the attendance requirements if the Overseas Student is still attending at least 70 per cent of the scheduled course contact hours and the Overseas Student provides genuine evidence demonstrating that compassionate or compelling circumstances apply.

Standard 8.16 requires that the School must not extend the duration of the Overseas Student's enrolment if the Overseas Student is unable to complete the course within the expected duration, unless:

- there are compassionate or compelling circumstances, as assessed by the School on the basis of demonstrable evidence; or
- the School has implemented, or is in the process of implementing, an intervention strategy for the Overseas Student because the Overseas Student is at risk of not meeting course progress requirements; or
- an approved deferral or suspension of the Overseas Student's enrolment has occurred under Standard 9 (Deferring, suspending or cancelling the Overseas Student's enrolment).

Standard 8.17 requires that if the School extends the duration of the student's enrolment, the School must advise the student to contact the Department of Home Affairs to seek advice on any potential impacts on their visa, including the need to obtain a new visa.

Policy Statement

It is the School's policy to make all reports as required by the National Code and ESOS Act. Before making a report the School will follow the procedures in this policy.

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Student Has Not Met Requirements

Where the School has assessed the Overseas Student as not meeting course progress or attendance requirements, the School will notify the student and their parent/legal guardian in writing to arrange a meeting. If required, an interpreter will be available at the meeting, and other relevant staff may be included.

At the meeting, the Deputy Principal (Wellbeing) will coordinate the development of an intervention plan with relevant staff, the student and their parent/legal guardian, including a timeframe for review and assessment, to support the student. This plan will be stored in the student's file, and a copy (translated if needed) provided to the student and parent/legal guardian.

Strategies included in an intervention plan to improve attendance/course progress may include:

- participation in the Evening Study Centre
- English language support
- Planning for homework and assessment tasks
- Study skills support
- Developing organisational and time management skills
- Other strategies negotiated with the student.

The Year Coordinator will monitor the implementation of the intervention plan, and communicate with the Deputy Principal (Student Wellbeing) regarding improvement.

Exception to Reporting

The School may decide not to report the Overseas Student for breaching the attendance requirements if the Overseas Student is still attending at least 70 per cent of the scheduled course contact hours and if the Overseas Student provides genuine evidence demonstrating that compassionate or compelling circumstances apply. If an Overseas Student does not meet the minimum attendance requirements, the School requires the Overseas Student to liaise with School support staff to maintain an attendance plan. Refer to our *Overseas Students' Unsatisfactory Course Progress or Attendance Policy and Overseas Students' Intervention Strategy Policy*.

Compassionate and Compelling Circumstances

The School will consider the following as compassionate and compelling circumstances:

- medical illness or injury of the Overseas Student or Overseas Student's close relative which requires hospitalisation or impedes activities of daily living
- a mental health condition of the student or a student's close relative that results in hospitalisation or functional impairment
- death of a close relative
- adverse experience that has impacted on the Overseas Student which could include:
 - being a witness to or victim of a serious accident
 - being a witness to or victim of a crime, natural disaster, or terrorism event
- major political upheaval or natural disaster in the Overseas Student's home country which requires immediate emergency travel
- inability to begin study in a program on the agreed starting date due to a delay in receiving the student's visa
- other compassionate or compelling circumstances at the discretion of the School.

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Suitable Evidence of Compassionate and Compelling Circumstances

In order for the School to grant the Overseas Student an extension or suspension of the School's course on the grounds of compassionate and compelling circumstances, the Overseas Student must provide the School with suitable evidence to prove compassionate and compelling circumstances. This may include:

- a medical certificate.

Extending Course Duration

The School may decide to extend the Overseas Student's course duration for the following reasons:

- compassionate or compelling circumstances
- implementation of an intervention strategy for unsatisfactory course progress or attendance, or
- an approved deferral or suspension as detailed in the *School Deferring, Suspending or Cancelling an Overseas Student's Enrolment Policy*.

If the School extends the duration of the Overseas Student's enrolment as a result of unsatisfactory course progress or attendance, the School must advise the student to contact the Department of Home Affairs to seek advice on any potential impacts on their Overseas Student visa.

Updating PRISMS

The Director of Enrolments must report via PRISMS any student who has not met course progress requirements.

Before such a report the School will have:

- implemented an intervention strategy (refer to our *Overseas Students' Intervention Strategy Policy*)
- notified the student and their parents/legal guardians in writing of the School's intention to report them; and
- allowed the student 20 working days to avail themselves of the School's complaints and appeals process. Refer to our *Overseas Students' Complaints Handling Policy*.

Where:

- the student has chosen not to access the complaints and appeals processes within the 20 working days; or
- the student withdraws from the process; or
- the process is completed and results in a decision that supports the School
- the School must report the student via PRISMS for not achieving satisfactory course progress.

Record Keeping

The School maintains evidence of compliance with this policy by maintaining records of notifications and actions taken in accordance with this policy. Records will be maintained in accordance with our *Overseas Students' Records Management and Retention Policy*.

Related Documentation

Please also refer to the *Overseas Students' Unsatisfactory Course Progress or Attendance Policy*, *Overseas Students' Intervention Strategy Policy*, *School Deferring, Suspending or Cancelling an Overseas Student's Enrolment Policy*, *Overseas Students' Complaints Handling Policy*, *Overseas Students' Records Management and Retention Policy*.

325.22 Overseas Students' Welfare and Accommodation Selection, Screening and Monitoring Policy

Rationale

Standard 5.3.7 of the National Code requires that where the School takes on responsibility under the Migration Regulations 1994 (Cth) for approving the accommodation, support and general welfare arrangements for a student under 18 years of age, the School must have documented policies and procedures for selecting, screening and monitoring any third parties engaged by them to organise and assess welfare and accommodation arrangements.

Wenona does not engage Homestay Accommodation providers. All Overseas Students must reside in the School's Boarding House, and Wenona accepts responsibility for the accommodation, support and general welfare of the Overseas Student, issuing a CAAW (Confirmation of Appropriate Accommodation and Welfare) as part of the student's enrolment and subsequent student visa application. Exceptions to this may only include an Overseas Student on a 500 visa residing in Sydney with a parent who is on a guardian visa.

Policy Statement

It is the School's policy to provide Boarding accommodation to ensure suitable welfare and accommodation arrangements of our Overseas Students. In some circumstances, permission may be given to an Overseas Student to reside outside of the Boarding House, with her parent on a guardian visa, in Sydney.

Screening

The School:

- ensures that all adults involved in the provision of the accommodation and welfare have valid and up-to-date Working with Children Checks
- ensures the Boarding House environment is safe and suitable for the Overseas Student
- ensures the home environment of an Overseas Student who resides with her parent on a guardian visa is safe and suitable for the Overseas Student.

Monitoring

The School:

- conducts regular inspections of the Boarding accommodation during the Overseas Student's stay
- conducts regular visits of the home of an Overseas Student who resides with her parent on a guardian visa
- monitors the overall wellbeing and welfare of the Overseas Student.

Working with Children Check Verification

Refer to our Child Protection Program.



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Record Keeping

The School maintains evidence of compliance with this policy by maintaining records of selection, screening and monitoring activities undertaken by the School in accordance with this policy and keep any written agreements entered into by the School. Records will be maintained in accordance with our *Overseas Students' Records Management and Retention Policy*.

Related Documentation

Please also refer to the *Child Protection Program, Overseas Students' Records Management and Retention Policy*.

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325.23 Younger Overseas Students' Policy

Rationale

Standard 5.1 of the National Code requires that where the School enrolls an Overseas Student who is under 18 years of age, it must meet the Commonwealth, state, or territory legislation or other regulatory requirements relating to child welfare and protection appropriate to the jurisdiction(s) in which it operates.

Policy Statement

It is the School's policy to ensure continuous compliance with Commonwealth and state or territory legislation and regulatory requirements, and common law requirements relating to child welfare, child protection and student duty of care requirements as they apply to our Overseas Students.

Wenona accepts enrolments from Overseas Students living in the School's Boarding House, as well as enrolments from Overseas Students living with a parent or relative approved by DHA.

If the School has accepted welfare responsibility for an Overseas Student by issuing a Certificate of Accommodation and Welfare (CAAW) for the student, the School will ensure the arrangements are suitable and appropriately managed until the Overseas Student completes their enrolment.

The School meets our legal and regulatory student welfare and child protection obligations through the policies and procedures in our Student Duty of Care Program and Child Protection Program.

Contact Details of Overseas Student and Parent/Legal Guardian

Every six months during an Overseas Student's enrolment, Wenona's Enrolments Department will contact the parent/legal guardian for up-to-date contact details, including:

- the Overseas Student's current residential address, mobile number (if any) and email address (if any)
- contact details of the Overseas Student's parent/legal guardian or any adult responsible for the Overseas Student's welfare
- who to contact in emergency situations.

The Director of Enrolments will enter updated details into Wenona's database and PRISMS, and maintain a record of all correspondence in each Overseas Student's file.

Age and Culturally Appropriate Information

Under Standard 5.2 of the National Code, the School must ensure that Overseas Students under 18 years of age are given age and culturally-appropriate information on:

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

In the event of an emergency, the School ensures that all Overseas Students under 18 years of age enrolled at the School are provided with emergency contact numbers for:

- the Head of Boarding
- the Deputy Principal (Student Wellbeing).

Overseas Student Handbook

This emergency contact information, as well as information on how to seek assistance and report any incident or allegation involving actual or alleged sexual, physical or other abuse, is provided to our Overseas Students in an age and culturally appropriate way during their Orientation.

Accommodation, Support and General Welfare Arrangements

Under Standard 5.3, where the School takes on responsibility under the Migration Regulations for approving the accommodation, support and general welfare arrangements for a student who is under 18 years of age, the School:

- nominates the dates for which the School accepts responsibility for approving the student's accommodation, support and general welfare arrangements and advises the Department of Home Affairs of the dates in the form required
- ensures any adults involved in, or providing, accommodation and welfare arrangements to the student have appropriate Working with Children Check clearances in accordance with the School's Child Protection Program
- implements documented processes for verifying that the student's accommodation is appropriate to the student's age and needs, in accordance with our *Younger Overseas Students' Accommodation Arrangements Policy*
- includes, as part of the School's *Overseas Students' Critical Incidents Response Policy* under Standard 6 (Overseas Student support services), a process for managing emergency situations and when welfare arrangements are disrupted for students under 18 years of age
- maintains up-to-date records of the student's contact details outlined in Standard 3.5, including the contact details of the parent(s), **legal** guardian(s) or any adult responsible for the student's welfare in accordance with our *Overseas Students' Records Management and Retention Policy*
- advises the Department of Home Affairs, in the form required by the department:
 - as soon as practicable if the student will be cared for by a parent or nominated relative approved by the Department of Home Affairs and a Confirmation of Appropriate Accommodation and Welfare (CAAW) is no longer required
 - within 24 hours if the School is no longer able to approve the student's welfare arrangements
 - has documented policies and processes for selecting, screening and monitoring any third parties engaged by the School to organise and assess welfare and accommodation arrangements. Refer to our *Welfare and Accommodation Selecting, Screening and Monitoring Policy*.

Working with Children Check

It is the School's policy that all adults, including parents and guardians, who provide Overseas Student accommodation or welfare arrangements, must hold a current Working with Children Check clearance, in accordance with the NSW Child Protection (Working with Children) Act 2012. Adults living in the same accommodation as the Overseas Student are considered to be involved in the accommodation and welfare arrangements Wenona verifies the WWCC clearance and stores the information in the Overseas Student's file. WWCC expiration dates are monitored every term.

If it is discovered that an adult involved in approved accommodation for an Overseas Student does not have a valid WWCC, the School will no longer approve the accommodation and the *Overseas Students' Critical Incidents Response Policy* will be implemented.

Overseas Student Handbook

The School No Longer Provides Welfare Arrangements

Under Standard 5.4, if the School is no longer able to approve the welfare arrangements of an Overseas Student, the School must make all reasonable efforts to ensure that the student's parents/ legal guardians are notified immediately.

Missing Younger Overseas Students

The School will notify the parents/ legal guardians of the Overseas Student via email and phone if the School can no longer approve the welfare arrangements of an Overseas Student.

Standard 5.5 requires that, if the School is unable to contact a student and has concerns for the student's welfare, the School must make all reasonable efforts to locate the student, including notifying the Police and any other relevant Commonwealth, state or territory agencies as soon as practicable.

The Director of Enrolments will maintain all records related to the incident in the Overseas Student's file.

Refer to our *Missing Overseas Students' Policy*.

Welfare Arrangements After Suspension or Cancellation

Standard 5.6 requires that, where the School suspends or cancels the enrolment of the Overseas Student, the School must continue to approve the welfare arrangements for that student until:

- the student has alternative welfare arrangements in place approved by another school
- care of the student by a parent or nominated relative is approved by the Department of Home Affairs
- the student leaves Australia
- the School has notified the Department of Home Affairs under Standard 5.3.6 that it is no longer able to approve the student's welfare arrangements, or under Standard 5.5 that it has taken the required action after not being able to contact the student.

Refer to our *Deferring, Suspending or Cancelling an Overseas Student's Enrolment Policy* for more information about the suspension and cancellation of enrolment processes.

Before terminating the CAAW for the student, the School must ensure that the student has new welfare arrangements formally in place. The student must provide a letter from another registered provider, or their parents/ guardians/eligible relatives confirming that they will take responsibility for the Overseas Student's welfare arrangements and the date from which the new arrangements will commence.

Where an Overseas Student's parent/legal guardian or eligible relative is planning to look after the Overseas Student for a short period of time, such as a holiday, the School may decide to continue their CAAW arrangements, rather than terminate the CAAW.

The School may decide to terminate a CAAW where it can no longer take responsibility for the Overseas Student due to events, such as:

- the Overseas Student refuses their accommodation or leaves their accommodation without notice
- after the School has exhausted all possible avenues of assisting the Overseas Student to maintain appropriate arrangements
- the accommodation provider becomes unable to maintain arrangements
- the Overseas Student's enrolment is suspended or cancelled
- the Overseas Student goes missing from their accommodation and cannot be found or contacted, even after the School has implemented our *Overseas Students' Critical Incidents Response Policy*.

Overseas Student Handbook

In the situations listed above, the School must report the Overseas Student within 24 hours using the “Non-Approval of Appropriate Accommodation/Welfare Arrangements” letter in PRISMS. This may lead to cancellation of the Overseas Student’s visa by the Department of Home Affairs for breaching visa condition 8532.

If the Younger Overseas Student Turns 18

If the Overseas Student turns 18 while enrolled at the School, the School’s CAAW responsibility will cease.

Additionally, the requirements under Standard 5 of the National Code and this policy will no longer apply to the student.

If an Overseas Student turns 18 while enrolled in the final period of their course, the School will require the Overseas Student to continue to reside in the approved accommodation until the completion of the course.

Approval of Welfare Arrangements

Under Standard 5.7, if the School enrolls a student under 18 years of age who has welfare arrangements approved by another registered provider, the School must:

- negotiate the transfer date for welfare arrangements with the releasing registered provider to ensure there is no gap
- inform the student of their visa obligations to maintain their current welfare arrangements are approved or return to their home country until the new approved welfare arrangements take effect.

Welfare Arrangements Approved by the Department of Home Affairs

If an Overseas Student enrolled at the School is under the age of 18, a parent/legal guardian or eligible relative can be nominated to take responsibility for the Overseas Student’s accommodation and welfare arrangements.

The parent/legal guardian, or eligible relative must have an appropriate visa or have applied for a Student Guardian visa (subclass 590).

An eligible relative can be:

- a parent, spouse, de facto partner, brother, sister, step-parent, stepbrother, stepsister, grandparent, aunt, uncle, niece or nephew, or step-grandparent, step-aunt, step-uncle, step-niece or step-nephew; and
- nominated by the parent of the applicant or a person who has custody of the applicant, and must be:
 - aged at least 21; and
 - of good character, and shows this by providing 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; and
 - an Australian citizen, permanent resident or is eligible to remain in Australia until the Overseas Student’s visa expires or the Overseas Student turns 18 years of age (whichever happens first).

The School is not obliged to follow up where a nominated legal guardian has been approved by the Department of Home Affairs. However, the School will contact the Department of Home Affairs and NESA if they become aware that the Overseas Student is not being appropriately cared for.

Overseas Student Handbook

Arrangements Accepted by the School

The School accepts responsibility for the welfare arrangements of all Overseas Students who are under the age of 18. These students must only stay in accommodation approved by the School.

The School will not approve an Overseas Student's parent, guardian or eligible relative as an appropriate welfare arrangement in a CAAW – they must be approved by the Department of Home Affairs.

If the parent, guardian or eligible relative wants to care for an Overseas Student on a CAAW, they should apply to be the Overseas Student's nominated guardian through the Department of Home Affairs. They must be granted a Student Guardian visa through the Department of Home Affairs.

The School can approve a person who is not an Australian citizen or permanent resident (including a family friend or family member that does not meet the definition of eligible relative) to care for the Overseas Student on a CAAW. The School must ensure that the person is:

- at least 21-years-old; and
- of good character; and
- has an appropriate visa to remain in Australia until the visa expires or the Overseas Student turns 18.

Monitoring Welfare Arrangements

The School will monitor the welfare arrangements of Overseas Students, including the welfare arrangements where the student is living with an eligible relative under a Student Guardian visa, by conducting regular:

- student interviews
- student surveys
- physical site inspections
- maintenance and facilities review.

The monitoring of welfare arrangements is conducted by the School's Head of Boarding, or the International Student Coordinator or another delegated staff member.

If there is an approved change in accommodation, the Director of Enrolments will update the Overseas Student's accommodation details in PRSISM and a new CAAW will be generated, provided to the student and a copy maintained in the Overseas Student's file.

Refer to our *Younger Overseas Students' Accommodation Arrangements Policy*.

Disruption of Welfare Arrangements

If the School enrolls an Overseas Student under 18 years of age who has welfare arrangements provided by another CRICOS school provider, as the receiving provider, Wenona will implement the *Overseas Students Transfer Policy*.

The School must activate our critical incident policy in emergency situations which may disrupt welfare arrangements without warning. Refer to our *Overseas Students' Critical Incidents Response Policy*.

Records of any critical incident notifications must be maintained in accordance with the School's *Overseas Students' Records Management and Retention Policy*.



Overseas Student Handbook

Record Keeping

The School maintains evidence of compliance with this policy by maintaining records of CAAWs and any actions or activities undertaken by the School in relation to this policy. Records will be maintained in accordance with our *Overseas Students' Records Management and Retention Policy*.

Related Documentation

Please also refer to the *Student Duty of Care Program*, *Child Protection Program*, *Younger Overseas Students' Accommodation Arrangements Policy*, *Overseas Students' Critical Incidents Response Policy*, *Welfare and Accommodation Selecting, Screening and Monitoring Policy*, *Missing Overseas Students' Policy*, *Deferring, Suspending or Cancelling an Overseas Student's Enrolment Policy*, *Overseas Students' Records Management and Retention Policy*.

Overseas Student Handbook

325.24 Younger Overseas Students' Accommodation Arrangements Policy

Rationale

Standard 5.3.3 of the National Code requires the School to take responsibility under the Migration Regulations 1994 (Cth) for approving the accommodation, support and general welfare arrangements for an Overseas Student who is under 18 years of age.

Wenona does not engage Homestay Accommodation providers. All Overseas Students must reside in the School's Boarding House, and Wenona accepts responsibility for the accommodation, support and general welfare of the Overseas Student, issuing a CAAW (Confirmation of Appropriate Accommodation and Welfare) as part of the student's enrolment and subsequent student visa application. Exceptions to this may only include:

- an Overseas Student residing in Sydney with a parent who is on a DHA approved guardian visa, or
- an Overseas Student residing with a relative who is an Australian citizen, permanent resident or is eligible to remain in Australia until the Overseas Student's visa expires or the Overseas Student turns 18 years of age (whichever happens first). The School must have and implement documented processes for verifying that the student's accommodation is appropriate for the student's age and needs:
 - prior to the accommodation being approved; and
 - at least every six months thereafter.

Policy Statement

It is the School's policy to assess younger Overseas Students' accommodation arrangements through:

- student interviews
- student surveys
- physical site inspections
- maintenance and facilities review
- any other ways the School deems necessary to confirm that the accommodation still meets the Overseas Student's needs.

Overseas Students who board at Wenona:

The School ensures that its Boarding School provides appropriate accommodation for younger Overseas Students who choose to board at the School through our Boarding Facilities policies and procedures. To ensure the ongoing suitability of the accommodation for students' ages and needs, the School conducts an audit of the facilities regularly.

Overseas Students who reside with a parent on a guardian visa:

The School conducts a site visit to inspect the premises where an Overseas Student is residing prior to the student's placement, and at least every six months, to verify that it is appropriate for the Overseas Student's age and needs. This process also includes consultation with the student about their experience in the accommodation to date.



Overseas Student Handbook

Approval of Accommodation

A younger Overseas Student's accommodation must be approved by the School prior to the student residing at the accommodation.

The student's accommodation must be:

- suitable to reside in
- a safe, supportive and welcoming environment
- kept clean and tidy
- able to access a shared bathroom or private bathroom
- able to access a form of heating in the winter and a form of cooling in summer.

The School ensures that its Boarding School provides appropriate accommodation for younger Overseas Students who choose to board at the School through our Boarding Facilities policies and procedures. To ensure the ongoing suitability of the accommodation for students' ages and needs, the Head of Boarding and the Facilities Manager conduct an audit of the facilities regularly.

The School conducts a site visit to inspect the premises where an Overseas Student is residing prior to the student's placement, and at least every six months, to verify that it is appropriate for the Overseas Student's age and needs. This process is led by the International Student Coordinator and also includes consultation with the student about their experience in the accommodation to date. A home visit report is completed and maintained in the Overseas Student's file.

If an Overseas Student Turns 18

If an Overseas Student turns 18 while enrolled at the School, the School's Confirmation of Appropriate Accommodation and Welfare (CAAW) responsibility will cease.

Additionally, the requirements under Standard 5 of the National Code and this policy will no longer apply.

If an Overseas Student turns 18 while enrolled in the final period of their course, the School will require the Overseas Student to continue to reside in the approved accommodation until the completion of the course.

Record Keeping

The School maintains evidence of compliance with this policy by maintaining records of notifications and actions taken in accordance with this policy. Records will be maintained in accordance with our *Overseas Students' Records Management and Retention Policy*.

Related Documentation

Please also refer to the Boarding Facilities policies and procedures, *Overseas Students' Records Management and Retention Policy*.

Overseas Student Handbook

325.25 Formalisation of Overseas Students' Enrolment and Written Agreements Policy

Rationale

Standard 3.1 of the National Code requires the School to enter into a written agreement with an Overseas Student or intending Overseas Student, signed or otherwise accepted by the student, concurrently with or prior to accepting payment of tuition fees and non-tuition fees.

A written agreement may take any form, provided it meets the requirements of the ESOS Act and the National Code.

Policy Statement

It is the School's policy that our written agreements with each Overseas Student and intending Overseas Student comply with the requirements under Standard 3 of the National Code and the ESOS Act.

Under Standard 3.2, if the Overseas Student or intending Overseas Student is under 18 years of age, the written agreement must be signed by their parent/ legal guardian.

Written Agreement Requirements

Standard 3.3 requires that in addition to all requirements in the ESOS Act, the written agreement must, in plain English:

- outline the course or courses in which the student is to be enrolled, the expected course start date, the location(s) at which the course will be delivered, the offered modes of study for the course, including compulsory online and/or work-based training, placements, and/or other community-based learning and/or collaborative research training arrangements
- outline any prerequisites necessary to enter the course or courses, including English language requirements
- list any conditions imposed on the student's enrolment
- list all tuition fees payable by the student for the course, the periods to which those tuition fees relate and payment options (including, if permitted under the ESOS Act, that the student may choose to pay more than 50 per cent of their tuition fees before their course commences)
- provide details of any non-tuition fees the student may incur, including as a result of having their study outcomes reassessed, deferral of study, fees for late payment of tuition fees, or other circumstances in which additional fees may apply
- set out the circumstances in which personal information about the student may be disclosed by the School, the Commonwealth including the Tuition Protection Service (TPS), or state or territory agencies, in accordance with the Privacy Act 1988 (Cth) and the School's Privacy Program
- outline the School's internal and external complaints and appeals processes, in accordance with Standard 10 (Complaints and Appeals) and with the School's Overseas Students' Complaints Handling Policy
- state it is the responsibility of the student to keep a copy of the written agreement as supplied by the School, and receipts of any payments of tuition fees or non-tuition fees
- only use hyperlinks to provide supplementary material.

Overseas Student Handbook

Standard 3.4 requires the School to also include the following information in relation to refunds of tuition fees and non-tuition fees in the case of student default and/or the School's default:

- amounts that may or may not be repaid to the Overseas Student (including any tuition and non-tuition fees collected by Education Agents on behalf of the School)
- processes for claiming a refund
- the specified person(s), other than the Overseas Student, who can receive a refund in respect of the Overseas Student identified in the written agreement, consistent with the ESOS Act
- a plain English explanation of what happens in the event of a course not being delivered, including the role of the TPS
- the following statement reserving the student's rights in Australian Consumer Law:

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

Standard 3.5 requires Overseas Students, while in Australia and studying with the School, to advise the School of their contact details including:

- the student's current residential address, mobile number (if any) and email address (if any)
- who to contact in emergency situations
- any changes to those details, within seven days of the change.

Online Acceptance

The Overseas Student's or intending Overseas Student's parents/legal guardians may decide to accept the written agreement by signing a form or indicating their acceptance online.

If the Overseas Student's or intending Overseas Student's parents/legal guardians do accept the written agreement online, the School must be able to verify the authenticity of the parent/ legal guardian's acceptance by undertaking a verification of identity process. This authentication process will happen immediately after the written agreement is accepted.

Payment of Fees Before a Course Commences

Section 27 of the ESOS Act prohibits the School from receiving more than 50 per cent of an Overseas Student or intending Overseas Student's total tuition fees for a course before the student has begun the course unless the student or the person responsible for pay those fees chooses to pay more than 50 per cent.

The School may also receive more than 50 per cent of the fees before the course starts if the course has a duration of 25 weeks or less. If the School receives tuition fees for a course before the course has begun, the School must manage that money in accordance with the requirements of sections 28-30 of the ESOS Act.

Refunds

Refer to our *Overseas Students' Refund Policy*.



Overseas Student Handbook

Record Keeping

The School maintains evidence of compliance with this policy by maintaining records of all written agreements entered into with Overseas Students. Records will be maintained in accordance with our *Overseas Students' Records Management and Retention Policy*.

Related Documentation

Please also refer to the *Overseas Students' Refund Policy*, *Younger Overseas Students' Policy*, *Overseas Students' Records Management and Retention Policy*.



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325.26 Overseas Students' Letter of Offer, with Terms and Conditions of Enrolment

Date

«FutureContactMailName»
«FutureContactAddressFull»

Dear «FutureContactMailSalutation»,

I am delighted to offer your daughter, «**Future_Given1**» «**Future_Surname**», ((date of birth)) a place as a Boarder at Wenona (Wenona School Limited CRICOS: 02275A), commencing in **Year «Future_Year_Level» in 2024**. «Future_Given1» has met our pre-requisites for enrolment, including English language proficiency requirements.

Your daughter will be studying:

Course and mode of study	Course location	Course duration	CRICOS Course Code	Course Start Date	Course End Date	Course Cost
Primary Level, full time onsite	Wenona School	x years	041310B	Date	date	Tuition costs FFOS costs
Junior Secondary (Years 7-10), full time onsite	Wenona School	x years	041311A	date	date	Tuition costs FFOS costs
Senior Secondary (Years 11-12), full time onsite	Wenona School	x years	041312M	date	date	Tuition costs FFOS costs

If you wish to accept this offer of a place, please complete and sign the enclosed 'Acceptance of Offer of Place' and return it to the Director of Enrolments, by **date**, along with payment of the AUD\$4,000 Enrolment Confirmation Fee and the AUD\$15,000 Overseas Student Bond. The Overseas Student bond is refundable, subject to the Terms and Conditions of Entry, at the conclusion of studies.

Information regarding Wenona's refund and cancellation policies, as well as our complaints and appeals processes, can be found in our Overseas Student Handbook, enclosed.

Unfortunately, as demand for places at Wenona is high, if we do not receive the 'Acceptance of Offer of Place' form and accompanying payment by (date), this offer will lapse.

All enrolments are conditional upon the School being satisfied in its discretion prior to the Student commencing, that the Student's needs can be met by the School. The School may cancel the Enrolment if it determines prior to the start of the Enrolment that the Student's needs cannot be met. The School may require Parent/Guardians/Carer(s) to provide reports and assessments necessary to determine the particular needs of the Student.

It also remains conditional upon there being no unadvised changes to any details contained in the 'Application for Enrolment Form' that would reasonably be expected to affect the School's decision to make this offer.

Information collected about the student can be only provided, in certain circumstances, to the Australian Government and designated state or territory agencies, and, if relevant, the Tuition Protection Scheme and the ESOS Assurance Fund Manager. In other instances, information collected during enrolment can be disclosed without your consent when authorised by law, in accordance with the privacy Act 1988.

It is with great pleasure that I welcome you to the Wenona community and I look forward to meeting you and your daughter in «FutureEnrolYear».

Yours sincerely,

Dr Briony Scott, Principal

The Director of Enrolments
Wenona School Limited
176 Walker Street
North Sydney NSW 2060

Acceptance of Offer of Place

I/We accept the offer for my/our daughter, «**FutureGiven1**» «**FutureSurname**», a place as a Boarder commencing in **Year** «**FutureYearLevel**» in «**FutureEnrolYear**».

I/We acknowledge that the enclosed payment of the AUD\$4,000 Enrolment Confirmation Fee is non-refundable if for any reason the place is not taken up after acceptance.

I/We acknowledge that the enclosed payment of the AUD\$15,000 Overseas Student Bond is refundable, subject to the Terms and Conditions of Entry, at the conclusion of studies.

I/We undertake to pay, in addition to the enclosed payment, such school fees as may be applicable from time to time.

I/We undertake to pay, in addition to the enclosed payment, any non-tuition fees that may be incurred, including as a result of having their study outcomes reassessed, deferral of study, fees for late payment of tuition fees, or other circumstances in which additional fees may apply.

I/We have read, understood and agree on my/our behalf and on behalf of my/our daughter to be bound by the Conditions of Entry (as listed overleaf), Policies for students, Policies and Procedures pertaining to the enrolment of Overseas Students including the collection of Personal Information, School Policies and Procedures and any school regulations or rules which may apply from time to time.

Signed: _____
Father/Guardian

Signed: _____
Mother/Guardian

Print Name: _____
Father/Guardian

Mother/Guardian

Where possible, both parents or all guardians are requested to sign this acceptance and the Conditions of Entry (overleaf). If not so signed, the acceptance may not be valid.

Date: _____

Parents/legal guardians are responsible for keeping a copy of Wenona's Offer of Place, Acceptance of Offer of Place, Conditions of Entry and all receipts of fee payments.



Overseas Student Handbook

2024 Full Fee-Paying Overseas Student Fees

International Students who attend Wenona (CRICOS Provider Code 02275A) on a Student Visa are required to pay the full fee-paying overseas student fee.

The Schedule of Fees is set by the Board of Governors and is reviewed annually.

Tuition fees 2024	Instalments	Annual
Kindergarten, Year 1, Year 2	4 x \$6,364	\$25,456
Year 3, Year 4	4 x \$31,036	\$30,728
Year 5, Year 6	4 x \$7,998	\$31,992
Year 7, Year 8, Year 9	4 x \$10,289	\$41,156
Year 10, Year 11	4 x \$10,701	\$42,804
Year 12	3 x \$14,268	\$42,804
Note: Payments for the year in advance include a 1% discount Building Fund voluntary contribution is \$250 per term		
Boarding fees 2024 (in addition to tuition fees)	Instalments	Annual
Year 7, Year 8, Year 9	4 x \$9,297	\$37,188
Year 10, Year 11	4 x \$9,297	\$37,188
Year 12	3 x \$10,846	\$32,538
Incidental	Boarding	Costs
These are at the discretion of parents and may include travel to and from the airport, medical appointments, weekend leave, personal care items, pocket money		



Overseas Student Handbook

Application and Enrolment Fees	
Application Fee	\$400 payable at time application is submitted
Enrolment Confirmation fee	\$4,000 payable at time Offer of Enrolment is accepted
Overseas Student Bond	\$15,000 payable at time Offer of Enrolments is accepted. Refundable, subject to the Terms and Conditions of Entry, at the conclusion of studies
Overseas Student additional fee (in the absence of government grants)	\$2,000 per term (\$8,000 per year in total)

Overseas Student Health Cover (OSHC)	
In order to be granted a student visa, all applicants must provide evidence to the Department of Home Affairs that the student has OSHC for the duration of their visa. OSHC is arranged by the family.	Cost is dependent on selected provider; \$478 single cover for 12 months (estimate)

School Uniform	
School uniform is compulsory Price list is available on the Wenona website.	Full School uniform approx. \$1,600 initial cost

Textbooks	
Textbook lists are provided for all year groups. Total cost will vary depending on individual subject selections in senior years. *Stationery is not provided by the School and students will need to supply their own as required.	\$900 per year (approx.)



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Higher School Certificate

The New South Wales Standards Authority (NESA) charges overseas students an administration and marking fee to cover costs associated with the HSC; this is paid once only.	\$1,345 for 2024 HSC students
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Open High School

Senior students who elect to undertake Language subjects through the Sydney School of Languages or Vocational Education subjects pay a course fee to Sydney School of Languages, or TAFE NSW.	Sydney School of Languages Years 9 or 10 \$340 per year Years 11 or 12 \$800 per year VET variable in the range of \$300 to \$2,500 per course
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Performing Arts Classes

Individual music tuition is offered in a range of instruments, and voice	\$48.50 per 30-minute lesson
Individual Speech and Drama tuition	\$48.50 per 30-minute lesson
Group Dance classes are offered in a range of styles, including ballet, contemporary, jazz, lyrical, musical theatre, hip hop	Variable - from \$16 to \$24 per group class
Group Drama classes	Variable - from \$21 to \$27 per group class
Debating Camp	\$220

Sports

Additional fees may be payable for participation in a range of co-curricular sports	Variable. For example: IGSA Hockey, Tennis, Netball, Football \$145 each Indoor Hockey \$170 Skipping \$280 Swimming Squads \$120
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Overseas Student Handbook



Cadets	
Cadet Annual Membership fee	\$1,600
Cadet Annual Promotions Course	\$687.50

For further information, contact the Wenona Business Office at businessoffice@wenona.nsw.edu.au

*Fees quoted are subject to change.



Overseas Student Handbook

Wenona Terms and Conditions of Enrolment for Overseas Students

1. Acceptance of Offer

- 1.1 An Offer of Enrolment must be accepted by both Parents unless the School agrees to waive this requirement. Upon acceptance of an Offer, all signatories will be jointly and severally liable in respect of the obligations contained in the Acceptance of Offer and these Terms and Conditions.
- 1.2 The Acceptance of the Offer must be accompanied by an Enrolment Confirmation Fee of \$4,000.00.
- 1.3 If the Student does not commence the enrolment, the Enrolment Confirmation Fee will not be refunded unless the School, acting reasonably, agrees that there are special circumstances supporting a full or partial refund. A decision to enrol the Student at another school will not, of itself, constitute special circumstances.
- 1.4 If the Parents wish to defer the entry of a Student to a different calendar year to the initial request, the School will advise whether it is able to agree to this. If it is unable to agree, the Student will be placed on a waiting list for the requested year, but enrolment cannot be guaranteed.
- 2.1 All enrolments are conditional on the School being satisfied, in its discretion, that the Student is suitable for its educational programs and life at the School, and that the School can supply an appropriate educational program. The School may cancel the enrolment if it determines prior to the start of the enrolment that the prospective Student's needs cannot be met. The School may require any Student to undergo an assessment by the School and may also require Parents to provide information, including Student reports and assessments, before the Student commences the enrolment.
- 2.2 The School may review the progress of a Student at any time. All enrolments at the School, as a new enrolment or a continued Student's progression into each year, are conditional on the School being satisfied, in its discretion, that the Student is ready for the next stage of its educational programs and life at the School, and that the School can supply an appropriate educational program for the Student. If the School considers that the progress of a Student is unsatisfactory or that it can no longer meet the Student's needs, it may terminate the enrolment of the Student by giving not less than one term's notice.
- 2.3 Competence in English is a pre-requisite for enrolment. If the School considers that the English language capabilities of the Student are not sufficient, it may require the Student to undergo an intensive English language course. If the required language level is not reached, the School may decide that the enrolment should be cancelled.

3. Fees and Charges

- 3.1 The School determines the fees and charges that will be payable from time to time which are set out in a Schedule of Fees. The fees are revised regularly and may be amended each year at the School's discretion.
- 3.2 Fees and Charges are also levied in other areas including but not limited to boarding, co-curricular activities, elective subjects, and sport. GST charges are also applied where relevant.
- 3.3 The School may also incur expenditure for the Student's needs on behalf of the Parents as it considers necessary, which may be added to the Parents' School account.
- 3.4 All medical expenses incurred by the School on behalf of a Student must be reimbursed by the Parents.
- 3.5 All Fees and Charges must be paid on or before the due date set out in the fees notice.

Overseas Student Handbook

- 3.6 Failure to pay the full balance of your account by the due date will incur an administration fee of the amount currently in force. Any expenses incurred in the collection of outstanding fees will be payable by the Parents. The charges payable from time to time can be obtained from the Business Office.
- 3.7 If Fees and Charges are not paid by the due date, the School may suspend the Student's enrolment and if Fees and Charges remain unpaid, the School, may, without further notice, terminate the Student's enrolment. While an account for Fees and Charges remains outstanding, the Student may not be permitted to participate in any co-curricular or discretionary activity offered by the School.
- 3.8 Fees will not be remitted in whole or part if the Student is absent for any reason, including due to illness, leave, or suspension.
- 3.9 If students are undertaking activities which incur extra fees or charges, not less than one term's notice must be given to discontinue these activities, unless there are exceptional and reasonable circumstances, or one term's fees for these activities will be charged. Please note that some activities may have cancellation refund restrictions.

4. Withdrawal of Students

- 4.1 Where Students leave to enrol at another School, the NSW Education Standards Authority (NESA) requires that Parents advise the School in writing of the name of the school the Student will be attending, and the grade the Student will be entering at the new school.
- 4.2 If Parents wish to withdraw a Day Student from the School, notice given must be not less than one full term's notice to expire at the end of a term.
- 4.3 If Parents wish to withdraw a Boarding Student from the School, notice given must be not less than two full terms' notice to expire at the end of a term.
- 4.4 If the required notice of withdrawal is not given, the Parents must pay one full term's school fees plus GST for a Day Student, or two full School terms' fees plus GST for a Boarding Student.
- 4.5 In the event that School property, equipment or services in the Student's possession are not returned to the School prior to the Student's enrolment ceasing, Parents will be charged the replacement value as determined by the School.
- 4.6 The transfer of a Student from Boarding to Day Student status requires two full terms' written notice to the School or the payment of two full terms' Boarding Fees in lieu of notice. Transfer is subject to availability of Day Student places.
- 4.7 If the School does not give at least one term's notice of an increase in the fees payable by the Parent/Carer, the Parents may withdraw the Student from the end of the term in which the notice of the Fee increase was given provided notice of withdrawal is given to the School within 30 days of the date on which the notice of the Fee increase was given.
- 4.8 If the required notice of withdrawal of a Student is not given and the School is not reasonably able to immediately fill the student's place for the relevant term, the Parents must pay a School term's fees plus GST.

5. Obligations of Students

Students are required to:

- a. have high standards of behaviour
- b. abide by the School Rules, Codes of Behaviour, Policies, and Procedures as they apply from time to time
- c. behave courteously and considerately to each other and to staff at all times
- d. not do anything which may bring the School into disrepute, including in print and electronic media
- e. support the goals and values of the School

Overseas Student Handbook

- f. attend and, if required, participate in Assemblies, School Sport programs, important School events such as Celebration Day, Foundation Day, Athletic and Swimming Carnivals, and other events as determined by the Principal, and School Camps and excursions that are an integral part of the School curriculum
- g. wear the School uniform as prescribed, including when travelling to and from the School, and follow School endorsed standards of appearance while at the School in accordance with the School's guidelines and the expectation of the School community
- h. attend the School during School hours, except in the case of sickness or where leave has been given, or an exemption from attendance has been granted.

6. Obligations of Parents

6.1 The Parents must:

- a. accept and abide by the requirements and directions of the School, relating to the Student or Students, and not interfere in any way with the conduct, management and administration of the School
- b. support the goals, values and activities of the School
- c. read Parent Correspondence and the regular School Newsletter
- d. view the School's Intranet (Portal) on a regular basis to keep updated with activities and correspondence concerning the Student's education
- e. ensure the Student has each item of officially required uniform, clean and in good repair, and all other requirements such as textbooks, stationery, and the appropriate School approved technology
- f. communicate with Students, other Parents, visitors, and staff members in a courteous manner, and follow the communication guidelines laid down by the School from time-to-time, and observe the School's Community Code of Conduct
- g. use their reasonable endeavours to attend parent-teacher interviews and parent forums, and participate in courses offered by the School which are relevant to the Student's education
- h. while on the School premises, or attending School activities elsewhere (for example, sporting events, concerts, plays and excursions), comply with School procedures, the requests of staff, and with any applicable Code of Conduct of the School or any sporting association of which the School is a member, and encourage others attending in relation to the Student to do the same
- i. observe School security procedures
- j. not engage in any activity or conduct in relation to the School that will bring the School into disrepute or adversely affect the reputation of the School, including in electronic media such as social media
- k. not use social media or any other methods to denigrate the School, staff, students, or other members of the School community.

6.2 The Parents must promptly advise the School:

- a. in writing of any change of home, mailing, email address or contact details, or other information provided by the Parents on the Application for Enrolment Form. Enrolment Offers may be cancelled if the School loses contact with the Parents, or if mail is returned to the School.
- b. if the Student is absent from the School due to ill health or other reason in line with the School's Student Attendance Procedures.
- c. in writing of any Orders or arrangements that affect the Student concerning parental responsibility, any change to them, and any other Orders or arrangements which are relevant to the Student's education and welfare and provide copies of any Orders to the School.

Overseas Student Handbook

7. Health and Safety

- 7.1 The Parents must advise the School immediately if they become aware of any special needs that the Student may have including, but not limited to, any medical, physical, and psychological needs, and any changes to these needs.
- 7.2 The Parents must complete and return to the School the required health form for the Student prior to the Student commencing at the School, and provide updates if circumstances change, and following a medical or psychological incident, and as required by the School from time to time.
- 7.3 If the Student is ill or injured, requiring urgent hospital and/or medical treatment eg injections, blood transfusions, surgery, and the Parent(s) is not readily available to authorise such treatment, the Principal or, in the Principal's absence, the School Nurse or a senior staff member of the School, may give the necessary authority for such treatment. The Parents indemnify the School, its employees, and agents in respect of all costs and expenses arising directly or indirectly out of such treatment, except to the extent that such costs or expenses arise as a result of the reckless or negligent conduct of the School, its agents or employees.
- 7.5 Students are responsible for their personal property and the School does not accept any responsibility for the loss, or damage to those belongings.
- 7.6 The Principal or the Principal's nominee may search the Student's bag(s), locker, and/or other possessions where there are reasonable grounds to do so in order to maintain a safe environment for all students.

8. Programs and Activities

- 8.1 The School determines the educational and other programs and activities conducted at the School from time to time in its absolute discretion.
- 8.2 The School may change its programs and activities and the content and manner of delivery of these programs and activities without notice where reasonably necessary or desirable to do so.
- 8.3 The Student will be required to participate in all compulsory activities including excursions, camps and outdoor education unless the Principal agrees otherwise. Charges may be levied for these activities that will be payable unless the Student is unable to attend due to ill health or other good reason which makes it impossible for the Student to attend.

9. Reports

The School will send academic reports and notices to the address or addresses notified by the Parents. Where Parents do not live together, reports will be sent to both Parents unless there is an Order of the Court or an agreement that the reports will only be sent to one Parent, or the School in its reasonable discretion considers that it is in the best interests of the Student that reports and notices should only be sent to one Parent.

10. Leave

If the Parents wish to seek leave for the Student not to attend any School academic or co-curricular program, special event, or activity during a term, they must apply in writing to the Principal. Leave will usually only be granted in the most extreme circumstances.

11. Suspension and Termination of Enrolment

- 11.1 The School may suspend or terminate the enrolment of the Student, either temporarily or permanently at any time and without notice for reasons which may include, but are not limited to:
 - a. a breach of the School's rules or Codes of Behaviour by the Student or a Parent
 - b. conduct by the Student or a Parent prejudicial to the reputation of the School or the wellbeing of its students or staff
 - c. where Parents have failed to comply with these Terms and Conditions of Enrolment including the Obligations of Parents

Overseas Student Handbook

- d. non-payment of fees and charges or other breach of these conditions
- e. where the School considers that a mutually beneficial relationship of co-operation and trust between the School and the Parents has broken down to the extent that it adversely impacts on that relationship.

11.2 The School may terminate the enrolment of the Student without notice if, either before or after the commencement of enrolment, the School finds the relevant particulars of the special needs of the Student have not been provided to the School, or the particulars provided are materially incorrect or misleading, and the failure to provide that information has had a material affect on the School or the Student's welfare or both.

11.3 The School will only exercise its powers under this clause to terminate the enrolment if it has provided the Student and their Parent(s) with details of the conduct which may result in a decision to terminate the enrolment and provided them with a reasonable opportunity to respond.

12. Court Orders

- a. The Parents must provide accurate information to the School about any arrangement between Parents or Court Orders in relation to the Student at the time for applying for enrolment. The Parents must immediately notify the School of any new arrangements or changes to any previously communicated arrangements.
- b. The Parents must immediately notify the School of any new Court Orders or changes to any previously communicated Court Orders.

13. Privacy

The Parents acknowledge that they have read the School's Privacy Policy and Privacy Collection Notice.

14. Amendment of Terms and Conditions

The School may alter the Terms and Conditions of Enrolment at any time by giving not less than two term's notice to the Parents in writing which shall apply to both current and future students and Parents from the date specified in the notice.

15. Enrolment Conditions Specific to Overseas Students

- a. The Overseas Student Bond of AUD\$15,000 is refundable, subject to the Terms and Conditions of Enrolment, at the conclusion of studies.
- b. It is a requirement of the Australian Government, the Department of Immigration and their student visa that attendance is no less than 80% and that Overseas Students are to meet the academic requirements of the courses they undertake.
- c. It is a requirement that Overseas Students must notify the School of all contact details, including student's current residential address, student's current mobile number (if any) and student's current email address (if any), emergency contacts, and advise of any changes to these details within seven (7) days of such changes.
- d. Overseas Students must attend for the full duration of each school Term. Early departures will only be permitted for extraordinary circumstances and must be negotiated with the Principal.
- e. Overseas Students must enrol at Wenona as full-time boarding students, residing in the School's Boarding House during term time and returning to the care of their families during holiday breaks. On rare occasions the School may consider an alternative to boarding if such an arrangement is proposed by parents and agreed to by the Principal.
- f. Once Overseas Students are accepted as boarders, they cannot later become day girls, unless they become Australian citizens or their visa category changes appropriately.

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16. Refunds for Overseas Students

- a. The Application Fee is non-refundable.
- b. The Enrolment Confirmation Fee is non-refundable.
- c. Procedure for providing a refund

The School will only grant a refund when the following process is followed:

- An Overseas Student or intending Overseas Student applies for a refund, in writing, from the Business Manager at the School
 - An Overseas Student or intending Overseas Student pays any outstanding debts to the School or authorises any outstanding debts to be deducted from the refund
 - The School approves the refund under this policy
 - After approval, the refund is paid to the Overseas Student or intending Overseas Student, or the same person that initially made the payment of course fees
 - The School must provide notice to the Department of Education Skills and Employment (DESE) and the Director of the Tuition Protection Service within seven days after the end of the Provider Obligation Period. The notice must include the following:
 - Whether the School provided a refund under section 47E
 - Details of the student the School provided a refund to
 - Details of the amount of the refund provided.
- d. All fees must be paid in Australian dollars. Refunds will be reimbursed in Australian dollars and the payment sent to the person who entered into the written agreement.
 - e. If the Overseas Student changes Visa status, eg becomes a temporary or permanent resident, they will continue to pay full Overseas Student Fees for the duration of that term.
 - f. Where an Overseas Student's enrolment is cancelled for any of the following reasons, a cancellation fee of 100% of the current term's School Tuition Fees is applicable:
 - Failure to maintain satisfactory course progress (visa condition 8202)
 - Failure to maintain satisfactory attendance (visa condition 8202)
 - Failure to maintain approved welfare and accommodation arrangements (visa condition 8532)
 - Failure to pay course fees
 - Any behaviour identified as resulting in enrolment cancellation in the School's Policies and Procedures, or as may be determined by the Principal from time to time.
 - g. Any default by the School will be covered by the provisions of the ESOS Act 2000 and the ESOS Regulations 2001 (as amended). Therefore, if for any reason the School is unable to offer a course, or continue to offer a course after commencement, a full refund of Fees paid will be made within 28 days of notification of course cancellation. If the School is unable to provide a refund, the Tuition Protection Service (TPS) will assist the student to find an alternative course or to get a refund of the student's unspent tuition fees, if a suitable alternative is not found.
 - h. This written agreement, and the ability of complaints and appeals processes, does not remove the right of the student to take action under Australian Consumer Law.

17. Accommodation and Guardianship for Overseas Students

Wenona is registered as a provider of education services for Overseas Students through CRICOS (Commonwealth Register of Institutions and Courses for Overseas Students). A part of this registration requires the School to confirm that accommodation arrangements for students under 18 are appropriate.

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Wenona's requirements for Boarding Accommodation and Guardianship are:

- a. Irrespective of age, all Overseas Students must have a School approved Australian guardian who is over the age of 25 years, English speaking and is a permanent resident. This guardian will be responsible for your daughter's welfare, and provide care and accommodation during boarders' weekends, holidays and times of illness while she is in Australia. The Australian guardian should be known to you and is required to meet with the Head of Boarding.
- b. Guardians are required to obtain and show evidence to the School of a current Working with Children Check (WWCC) clearance.
- c. Guardian contact details must be provided and will be recorded on the School's database. The Principal and Head of Boarding must be immediately notified in writing if there is any change to the guardian's contact details or change of guardian.
- d. If the Overseas Student is to remain in Australia during a holiday break and cannot reside with her Australian guardian, another suitable adult (over the age of 25 years) can be nominated, as agreed by the School and Australian guardian.
- e. Both during term time and holiday times, Overseas Students must advise the School of all holidays and other activities undertaken.
- f. During term time, Overseas Students must first request leave from the Principal, prior to making any travel arrangements.

18. Overseas Students' Complaints Process

The School will respond to any complaint an Overseas Student makes regarding their dealings with the School, the School's Education Agents or any related third party the School has an arrangement with to deliver the Overseas Student's course or related services.

Lodging a formal complaint

- a. To lodge a formal complaint, the Overseas Student or their parent/guardian must refer their formal complaint to our Principal in writing.
- b. The Principal will review the complaint and, where appropriate, assign a relevant staff member to manage the complaint (Complaints Officer).
- c. The Complaints Officer will inform the Overseas Student or their parents/guardians that the complaint has been received and the School will commence the assessment of the complaint within 10 working days from the date the complaint was lodged.
- d. During the complaints process, the School will maintain the enrolment of the Overseas Student.
- e. If an Overseas Student or their parents/guardians are not satisfied with the result of the School's complaints handling process, they can decide to internally appeal the School's decision.

An Appeals Panel will be assembled as needed, and will be made up of a minimum of three members who have the requisite independence from the issue at hand to address the appeal on its merits, in a professional, fair and transparent manner. Staff who hold the following positions are eligible to sit on the Appeals Panel:

- The Principal
- Deputy Principals
- Head of Boarding
- Year Group Coordinators

The make-up of the Appeals Panel will be determined by the Principal on a case-by-case basis, depending on availability and the nature and complexity of the complaint to be considered.

Where the matter is escalated to an Appeals Panel, the Panel aims to resolve the complaint within 28 days from the date of referral and, in any event, no later than 42 days after the original complaint was received.

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- f. If an Overseas Student or their parents/guardians are not satisfied with the result from the School's internal complaints process, the School must advise the Overseas Student within 10 working days of concluding the internal review of their right to access an external complaints handling and appeals body, ie the Overseas Student Ombudsman,
- g. The School ensures that complainants are given a written statement of the outcome of the complaint, including detailed reasons for the outcome.
- h. The School maintains a full Complaints Register including the details, outcome and reason for the outcome of each complaint received by the School.

Additional Information

Please refer to the School's current Fee Schedule for information relevant to fee payment options and methods, as well as additional charges. Please note that Overseas Students may choose to pay more than 50% of their tuition fees before their course commences.

Personal information about the student is managed and protected in accordance with the privacy Act 1988 and is detailed in the School's Privacy Policy, found on the website at www.wenona.nsw.edu.au.

Wenona's Overseas Student Handbook outlines the following information:

- Collection of personal information
- Conditions relating to refunds
- Conditions relating to deferment, suspension or cancellation of enrolment
- Complaints and appeals process
- The Tuition Protection Service (TPS) for overseas students.

Definitions

In these *Terms and Conditions*:

- **Parent** means the parents/carer(s)/guardian(s) who entered into the Application for Enrolment, Offer of Place, and Acceptance of Offer of place with the School.
- **School** means Wenona School Limited.
- **Student** means the student who is named in the Application for Enrolment, Offer of Place, and Acceptance of Offer of Place.
- **Overseas Student** means the student who is named in the Application for Enrolment, Offer of Place, and Acceptance of Offer of Place and who is enrolled and studying on a student visa.

19. Signature

I/We have read, understood and agree to abide by these Terms and Conditions of Enrolment for Overseas Students.

Parent/Guardian's name (please print): _____

Parent/Guardian's signature: _____

Both parents or all guardians are required to sign these Terms and Conditions of Enrolment for Overseas Students and the attached Acceptance of Offer of Place.

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Fee Payment Options

Fees in Advance

Pay Tuition and Boarding Fees for the whole year by the close of business on Friday 26 January, 2024, and receive a 1% discount on those fees. Payment of more than one year in advance by the close of business on 26 January means that you pay the 2024 rate for future years' fees and avoid any increases in those future years, subject to changes in government funding.

However, payment of fees in advance for future years does not attract the 1% discount. Extras are charged and payable each term by the due date. The 1% discount does not apply to payment of Extras. Please contact the Business Office for details regarding fees in advance.

Term by Term

Pay each Term's Fees (Tuition, Boarding and Extras) by the due dates as listed below:

Friday 26 January, 2024 (K to 12)	Friday 26 July, 2024 (K to 12)
Friday 3 May, 2024 (K to 12)	Friday 18 October, 2024 (K to 11)

Instalments

Pay Tuition and Boarding fees by **10 equal monthly instalments** (or 9 for Year 12 students). If paying by instalments, any Extras must be paid each term on the due dates shown above. Please contact the Business Office by the commencement of Term 1 if you wish to pay by instalments. An agreement, setting out the instalment amount and payment dates, will then be forwarded to you. Payments by instalment include a 5% administration charge, which appears on your Term 2 statement.

Fee Payment Methods

BPay: Please arrange through your bank.

Cheque: Payable to Wenona School Ltd.

Online via credit card: Go to wenona.nsw.edu.au and choose "Make a payment" found in the Wenona tab. This method incurs a 1% credit card fee.

Some families may face financial difficulties at some time during their daughter's education. If you face such difficulties, please contact the Business Manager before the due date.

General fee enquiries: (02) 9409 4404

Business Manager: (02) 9409 4478

Additional Discounts and Charges

- The enrolment process includes a \$400 (inc GST) Application Fee and a \$4,000 Enrolment Confirmation Fee. These fees are non-refundable and are not applied to Tuition Fees.
- 10% discount is provided on Tuition Fees for second and subsequent **siblings enrolled concurrently**. This discount is applied to the youngest siblings.
- Extras** may include charges for competition sport, private music lessons and other activities.
- An amount of \$250 per family is shown on each term's account as a suggested sum for a **voluntary contribution to the Wenona Foundation**. Donations are tax deductible with one receipt sent in July each year.
- Withdrawing your daughter from Wenona** requires one full term's written notice to the Principal. If notice is not given, one term's fees in lieu of notice will be charged.
- The transfer of your daughter from Boarding to Day Girl status** is at the discretion of the Principal and requires two full term's written notice to the Principal. If notice is not given, fees in lieu of notice will be charged.
- Fees not received by the **due date** will incur an administration fee of \$200.
- Except where stated, the fees and charges in this Schedule do not include Goods and Services Tax (GST). However, to the extent that any GST becomes payable in relation to anything supplied by the School, Wenona is entitled to increase its fees and charges to cover the GST levied.
- Full fee paying overseas students** are required to pay an additional \$8,000 per annum in the absence of government grants.
- An Overseas Student Bond of \$15,000 is required for full fee paying overseas students. This is refundable, subject to the Terms and Conditions of Entry, at the conclusion of studies.

Wenona School Ltd
176 Walker Street
North Sydney NSW 2060



(02) 9409 4400
wenona.nsw.edu.au
ABN 83 000 290 304 CRICOS 02275A

Overseas Student Handbook



Fee Schedule 2024



The Wenona fee is inclusive of many extras, including year camps, excursions and comprehensive ICT support. This approach encourages participation in these areas and minimises any extras billed to the term account. There may be cases where it is necessary to partially recharge fees for select excursions.

Wenona parents take responsibility for the majority of the cost of educating their daughters. The NSW Government contributes an average of \$1,396 per student for Wenona girls in Kindergarten to Year 12. The Commonwealth Government contributes an average of \$2,513 per student for girls in Kindergarten to Year 12. (Note 4)

Tuition		Tuition Fees Only			With Sibling Discount			Tuition With Boarding		
Tuition Year	No. of Terms	Annual Fee	Annual Fee Paid in Advance	Fee Payable Per Term	Annual Fee	Annual Fee Paid in Advance	Fee Payable Per Term	Annual Fee (incl. GST)	Annual Fee Paid in Advance (incl. GST)	Fee Payable Per Term (incl. GST)
Note			1			1&2	2	3	1&3	3
K	4	25,456	25,200	6,364	22,912	22,680	5,728	-	-	-
1	4	25,456	25,200	6,364	22,912	22,680	5,728	-	-	-
2	4	25,456	25,200	6,364	22,912	22,680	5,728	-	-	-
3	4	31,036	30,728	7,759	27,932	27,656	6,983	-	-	-
4	4	31,036	30,728	7,759	27,932	27,656	6,983	-	-	-
5	4	31,992	31,672	7,998	28,792	28,504	7,198	-	-	-
6	4	31,992	31,672	7,998	28,792	28,504	7,198	-	-	-
7	4	41,156	40,740	10,289	37,040	36,668	9,260	78,344	77,560	19,586
8	4	41,156	40,740	10,289	37,040	36,668	9,260	78,344	77,560	19,586
9	4	41,156	40,740	10,289	37,040	36,668	9,260	78,344	77,560	19,586
10	4	42,804	42,372	10,701	38,520	38,136	9,630	79,992	79,192	19,998
11	4	42,804	42,372	10,701	38,520	38,136	9,630	79,992	79,192	19,998
12	3	42,804	42,372	14,268	38,520	38,136	12,840	75,342	74,592	25,114

Note 1 Payments for the year in advance include a 1% discount.

Note 2 Sibling Discount is calculated as 90% of the fee that would normally apply for the method of payment chosen (excluding boarding).

Note 3 The food component of the boarding fee is subject to GST. GST of \$860 per annum has been included in the Boarding Fee. GST may be subject to change.

Note 4 Rates are based on 2023 per capita funding, and excludes special assistance funding.

325.30 Overseas Students' Letter of intention to suspend or cancel enrolment

Date:

Student Name:

Year:

Parents'/guardians/ names:

Current Address:

Phone Number:

Email address:

Dear Parents'/guardians/ names,

This letter is to inform you that Wenona intends to

Suspend your daughter's enrolment for XX days/weeks

Or

Cancel your daughter's enrolment

This is due to:

Students are required to maintain the condition of their visa, including maintaining enrolment in a registered course of study. Deferment, suspension and non-commencement of enrolment may have an effect on a student's visa as a result of changes to enrolment status. The DHA Website provides further detail regarding the conditions of the visa and obligations of students.

You have 20 working days in which to appeal the School's decision.

Yours sincerely,

Principal

325.31 Overseas Students' Letter of intention to report for unsatisfactory course progress or unsatisfactory course attendance

Date:

Student Name:

Year:

Parents'/guardians/ names:

Current Address:

Phone Number:

Email address:

Dear Parents'/guardians/ names,

This letter is to inform you that Wenona intends to report (student name) for unsatisfactory course progress

Or

unsatisfactory course attendance

This is due to:

Students are required to maintain the condition of their visa, including maintaining enrolment in a registered course of study. Deferment, suspension and non-commencement of enrolment may have an effect on a student's visa as a result of changes to enrolment status. The DHA Website provides further detail regarding the conditions of the visa and obligations of students.

You have 20 working days in which to appeal the School's decision.

Yours sincerely,

Principal

325.32 Sample Letter: At risk of not meeting course attendance requirements

Date

«CorrespondenceName»

«Street Address»

«SUBURB» «STATE» «POSTCODE»

Dear «CorrespondenceName»

Re: Rectification of Attendance for «DaughterFirstName» «DaughterLastName»

I refer to the attendance of «DaughterFirstName» «DaughterLastName» during «Timeperiod». «DaughterFirstName»'s pattern of attendance was reviewed and «DaughterFirstName»'s attendance for «Timeperiod» has been calculated at «percentage».

Regular attendance at school is essential if «DaughterFirstName» is to achieve her educational best. School staff remain committed to working in partnership with you to address any issues which may be preventing «DaughterFirstName» from full participation at school.

«DaughterFirstName»'s attendance will be reviewed at the end of Term 3, 2023. If an increased attendance is not evident at the time, we will arrange to meet with you to discuss your child's attendance issues, and to develop a plan that aims to restore your child's regular attendance at school.

The Education Act (1990) requires parents to ensure that children of compulsory school age attend school each day it is open for instruction. It is important that we work together to improve «DaughterFirstName»'s attendance at school.

If you wish to discuss this matter further please contact «Salutation Name Surname», Head of «NameofSchool» at «Emailaddress» to make an appointment or by calling 9409 4400.

Kindest regards,

{insert electronic signature here if required}

Dr Briony Scott
Principal

Overseas Student Handbook

325.33 Overseas Students' Enrolment Documentation Checklist

Enrolment documentation	Date
Overseas student's Passport received	
Overseas student's Academic Reports received	
Overseas student's AEAS report received	
Wenona Prospectus and current Fee Schedule provided	
Wenona Academic Year Subject Information Guide provided	
Wenona Academic Year Subject Content and Assessment Handbook provided	
Wenona School Tour and Boarding House visit offered/attended	
Wenona Overseas Student Handbook provided	
Wenona Boarding Handbook provided (if appropriate)	
Enrolment Interview conducted	
Assessment of English proficiency	
Letter of Offer for overseas student to enrol at Wenona sent from the Principal	
Signed Acceptance of Offer received from overseas student's parents/guardians	
Confirmation of Enrolment letter sent to overseas student's parents from Wenona	
eCoE generated	
CAAW (if appropriate) generated	
Letter of Release from previous CRICOS provider (if appropriate)	
Copy of Visa received	
Guardianship form received	
Guardian WWCC received	
Guardian WWCC clearance certificate received	
Overseas Student's OSHC information provided	
Orientation Day/s attended	
Home visit conducted by Wenona Deputy Principal (Student Wellbeing) or delegate if required for day girl (required 6 monthly for the duration of enrolment)	

Director of Enrolments/Registrar

Date