Overseas Students
2017 Information Booklet

St Catherine's School
Waverley
Introduction

Welcome to St Catherine’s School, an Anglican day and boarding school for girls. St Catherine’s is located in the eastern suburbs of Sydney. The area enjoys warm weather, clear, blue skies and a relaxed outdoor lifestyle. The school is close to major shopping precincts and local beaches.

If you are under the age of 18, or over the age of 18, you may live with your parents (no other relative/s) if they live full time in Sydney while you attend the school, otherwise the school accepts responsibility for your accommodation, support and general welfare. Please note, the school does not use home stay placements and you are required to live in the school’s boarding house located in the school grounds, during term time. A nominated guardian in Sydney, preferably known to your family and over the age of 25, is essential for every overseas student. From 2017, all guardians will be appointed in conjunction with the International Student Alliance program. The cost will be added to your account. You may nominate a family member (over 25) to stay with on long weekends, during illness and non-term time. Please see page 11 for more details.

During its long history St Catherine’s School has welcomed international students from many different countries: China, Hong Kong, Singapore, Vietnam, Malaysia, Korea, Thailand, Indonesia, Papua New Guinea, Taiwan, Solomon Islands and Japan. This handbook contains important information about applying, enrolling and studying at St Catherine’s. It should be read in conjunction with our prospectus and website information.
Information for overseas students, parents and guardians

Staff designated to be the official points of contact for overseas students

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+61 2 83056200

CONTACT DETAILS

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<td><a href="https://www.aei.gov.au">https://www.aei.gov.au</a></td>
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<td>Phone: 1300 615 262.</td>
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<td>Department of Immigration</td>
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<td>and Citizenship (DIAC)</td>
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<td>Phone 131 881 in Australia.</td>
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<td>Contact the DIAC office in your</td>
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Student Support Service

EAL SUPPORT

At St Catherine’s we support English as Another Language (EAL) students with a view to:

• Improving their educational opportunity and outcomes, as well as their participation in Australian culture.
• Developing their English language competence and improving their learning outcomes throughout the curriculum, enabling participation in wider school activities, as well as providing the foundation for further education and training.

Student Support Services are free of charge and available to overseas students.

The following support is offered to EAL students who are referred to the Learning Enrichment department:

• ESL scales are checked and a reading test is given to ascertain the student’s reading accuracy, fluency and comprehension.
• Year 7 students are generally offered a weekly withdrawal lesson or they join our small support group after school.
• Year 8 and 9 students join English Plus (a support elective) and have five lessons per fortnight in a small group with a learning enrichment teacher.
• Year 10 will join EALD support elective and have 5 lessons per fortnight in a small group.
• All students receive cross-curriculum literacy support for all subjects and English (the subject) is a priority. The girls are also assisted with organisation, assessment and examination support.
• All EAL students are profiled and teachers have access to a one page profile that identifies the students’ backgrounds, testing results, strengths, weaknesses etc. These students are also identified on the learning enrichment list (on the staff portal) so all staff can access this information.
• Year 11 and 12 students can opt to take ESL English as a subject and also continue to access support from the Department of Learning Enrichment, if required.

In boarding, students are offered the following support:

• Individual tuition is offered to all boarders four nights a week and the tutors make themselves known personally to every student.
• Parent/teacher interviews: In the absence of a parent nominated guardian, the Boarding Staff may accompany overseas students to their interviews.
• Booking medical appointments: These are made through the Student Centre at the request of the Boarding House Manager with doctors in the local area. Students are escorted to appointments if an escort is requested.
• The Head of Boarding and Academic Care liaises with academic staff, on behalf of overseas students if difficulties arise.
• The Head of Boarding and Academic Care meets with the School Counsellor on a weekly basis to discuss students’ needs and will refer students for counselling on a request or needs basis.
Orientation

Prior to entry:
All students are interviewed with a parent/guardian present and given a tour around the school’s facilities and the boarding house. It is the responsibility of the Head of Boarding and Academic Care to ensure overseas students understand their rights and responsibilities. Students are taken through a presentation early in Term I.
A ‘Welcome Weekend’ is organised for boarders during the first weekend of the year to ensure students mix in small groups, are shown the bus and rail services and different parts of Sydney.

Procedure for assessing overseas students’ English proficiency and minimum level of English proficiency

All overseas students are required to submit an Assessment Report by the AEAS (Australian Education Assessment Services). Testing consists of English Proficiency Tests (speaking, listening, reading, vocabulary, and writing), a non-verbal general reasoning test, and a mathematical reasoning test. It will take your daughter approximately three hours to complete. The current test fee is AUD $480.00 (for 2017).

AEAS Head Office
Level I, 383 Clarendon Street
South Melbourne Victoria 3205
AUSTRALIA
Website: http://aeas.com.au
Email: admin@aeas.com.au
Tel: (+61 3) 9645 0077  Fax: (+61 3) 9645 008

International students transferring between an Australian school and St Catherine’s School, who have less than one year’s study in Australia, will be required to submit their AEAS testing results with their application. Depending on your daughter’s test results, she may be required to undertake ELICOS studies at a reputable ELICOS College. The school has no affiliation with the Sydney College of English (SCE), but accepts the integrity of the High School Preparation Program they offer.

Sydney College of English
(CRICOS Provider Code 00050A)
Level 3, 579 Harris Street
Ultimo NSW 2007
Website: http://www.sce.edu.au
Email: highschool@sce.edu.au

The mandatory level of English proficiency is Intermediate English (ESL level 4) for Years 7-10 entry.
Living in Australia and the local suburb of Waverley

A guide to studying and living in Australia can be downloaded from the following address: https://www.studyinaustralia.gov.au

THE LOCAL AREA

St Catherine’s School is located in Waverley, approximately 15kms from the International Airport and 7kms from the centre of Sydney. Charing Cross, the local village shopping centre, is five minutes’ walk from the school. A branch of the Commonwealth Bank, chemist, laundry, bakery, cafes, dress shops etc are located in this area. Bus stops are located directly outside the school and students can take a short journey on a bus directly to Bondi Junction, where there is a large shopping centre, with many different shops and services available, including doctors’ surgeries and opticians. A number of different banks (Westpac, National Australia Bank, HSBC etc) are located in Bondi Junction.

TRANSPORT TO SCHOOL FROM THE AIRPORT

The taxi fare from Sydney Airport to the school is approximately $50.00 + $3.50 airport toll is payable by all passengers taking a taxi from any of Sydney Airport’s taxi ranks.

Payment of school fees

School fees can be paid directly into the school’s bank. You will be given a customer reference number (CRN) which should be used to identify your payment.

Account. Name: St Catherine’s School
Bank: Westpac
Branch: Bondi Junction
BSB number: 032-251
Account no: 81-0004
SWIFT CODE: WPACAU2S
**Conditions of Entry**

**I. RECRUITMENT AGENTS**
St Catherine’s School uses a limited number of agents from reputable, long-established companies to recruit overseas students. These companies may operate from overseas or within Australia. Names of these agents are listed on the school’s website: [www.stcatherines.nsw.edu.au](http://www.stcatherines.nsw.edu.au)

**2. THE ENROLMENT PROCESS**

**Step one: Lodgement of St Catherine’s School Application to Register for Enrolment Form**
Complete the form fully and include:

- Credit card details for payment of the registration fee which is currently $400.00
- Copy of Passport and Visa.
- Copies of last two (2) school Reports (translated with validation).
- One passport sized photograph.
- Copies of ESL Reports from Intensive Language Colleges where applicable, or copy of registration at an English Language College in Australia. (If further English language study is required, we recommend Sydney College of English, a reputable English college).
- Details of your guardian in Australia. The guardian MUST be over 25 and reside in Sydney 100% of the time and be English speaking. From 2017 all new students are required to use [ISA Guardian and Welfare Services](http://www.studentguardians.com) for guardianship.

**Step two: Interview**
An interview with parents, guardian and student will be conducted by a member of the school Leadership Team, in person. The interview will take place towards the end of the year when your daughter has nearly completed her intensive English course.

**Step three: Offer/recommendations**
Conditional letter of offer will be sent by the school to prospective students, where vacancies exist.

1. The acceptance of the place requires payment of the non-refundable, non-transferable enrolment fee of $2500.00. Please note this fee is not deducted from the tuition fees.
2. Payment of one (1) term’s tuition fees is required no later than the term prior to your daughter’s commencement.
3. Payment of the $10,000.00 refundable deposit is required. This is refunded to you once your daughter has completed her studies at the school, and all fees and levies are paid.

Please note, in order to be granted a student visa, all applications must provide evidence that the student has Overseas Student Health Cover for the duration of their visa.
3. ADDITIONAL FEES PAYABLE
Boarding fees will be sent out under a separate account in the year of entry. There will be an additional fee directly payable to ISA for new boarders (and others as applicable) for guardianship costs.
BOSTES requires a fee for international students to sit the Higher School Certificate. This fee will be sent to you before your daughter enters Year 12.
Other annual fees include, but are not limited to; technology levy (IT equipment and infrastructure); stationery levy (school diary, calendar and The Catherineian); slate PC levy (lease includes insurance, software licences and maintenance costs); excursions; camp costs where applicable.

4. CONDITIONS RELATING TO FEES
Fees for students in Kindergarten to Year 11 are charged four times per year with fee accounts being issued at the beginning of each term. Fees for students in Year 12 are charged three times per year at the beginning of Terms 1, 2 and 3. Please note, Year 12 boarders can continue to live in boarding and have access to teachers during Term 4 whilst HSC exams are in progress.
An administrative charge and interest may be charged on overdue monies. Fees not paid by the due date may be subject to external collection, the costs of which will also be billed to families. If you are having difficulty paying your fees, please contact the Head of Finance & Operations on +612 8305 6367.
If school fees are not paid, the school may require the student to be withdrawn.
There is a sibling discount whereby second and subsequent sisters each receive a 10% discount on tuition fees only.
The level of tuition, boarding and other fees, levies and charges are determined by the School Council and are subject to change. Levies and charges related to particular school programs are determined and notified by the school.
If a student is to be withdrawn from the school, at least one term’s notice is required in writing to the Headmistress, such notice being given no later than the last day of the previous term. In the absence of the required notice being given, one term’s fees (tuition and boarding as applicable) will be payable.
Enrolments in, and withdrawals from Beyond the Curriculum subjects must be made a minimum of three weeks prior to the end of each term.
5. CONDITIONS RELATING TO REFUNDS

If your daughter’s student visa is refused by the Department of Immigration and Citizenship (DIAC), you will receive a refund from the school, calculated in accordance with the ESOS Act. The application fee of $400.00 and the enrolment fee of $2500.00 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 $10,000.00 deposit will be refunded in full within four weeks of receiving your written request.

In the unlikely event the school stops teaching or cannot offer your daughter’s course (any time after she has enrolled), the course money will be refunded in full within two weeks, or your daughter will be placed in an alternative course at no extra cost to you, with the school or another provider. If you choose to accept placement of your daughter in an alternative course, you must agree to do this in writing.

If you wish to suspend, defer or cancel your daughter’s enrolment, tuition fees and the one term’s fee deposit will be returned within four weeks of the school receiving your written request. The application fee of $400.00 and the enrolment fee of $2500.00 are non-refundable and will be retained by the school to cover administrative expenses.

If the school determines there is a need to defer your daughter’s entry date for up to three months, until she attains a stipulated proficiency level in the English language, the school will not issue a refund but will retain fees paid in order to secure the student’s offer of a place at the school. Tuition and boarding fees will be moved forward to cover the relevant date of entry.

If your daughter contravenes the school’s discipline policy, the Headmistress, or any person deputising for the Headmistress, may consider suspending (temporary exclusion) or cancelling your daughter’s enrolment. (This is considered as a last step in a series of disciplinary issues and interventions. It follows only when the student and her parents have been involved in behaviour contracts and discussions of the issues and have been warned of the possibility of expulsion. It is usually preceded by an earlier suspension or suspensions and a letter to parents formally warning them of the seriousness of the situation). If your daughter’s enrolment is cancelled due to disciplinary issues, there will be no refund or remission of fees.

If the School Council or Headmistress believes that a mutually beneficial relationship of trust and co-operation between a parent or guardian and the school has broken down, then the school Council or the Headmistress 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.
6. CONDITIONS RELATING TO STUDENT WELFARE
The school is required to advise the Department of Immigration and Citizenship (DIAC) that it accepts responsibility for your daughter’s welfare through a DIAC pro-forma letter which is submitted through PRISMS (The Provider Registration and International Student Management System), a secure database developed to assist the administration of the Education Services for Overseas Students (ESOS) Act 2000. It is also through PRISMS that the school complies with legislative requirements to prepare a Confirmation of Enrolment (CoE), required for the issue of your daughter’s student visa by DIAC. The system also facilitates the monitoring of student compliance with visa conditions, as well as the school’s compliance with the ESOS Act.

If you reside full time in Sydney and your daughter lives with you, the school will nominate you as being responsible for your daughter’s accommodation, support and general welfare arrangements using the DIAC pro-forma letter through PRISMS. The school will also advise DIAC as soon as possible if circumstances change, even if you leave Sydney for a short length of time, using the specified PRISMS pro-forma letter and by phone. The school will send you a letter of explanation to outline the school’s duty of care to monitor your daughter’s welfare while she lives with you in Sydney (National Code Standard 5); including monitoring your presence at the home through phone calls and monthly meetings with the Enrolments Manager. If you leave Sydney for any period during term time, you must inform the school and your daughter will be required to live in the boarding house on a temporary basis, until you return to resume your responsibility.

If your daughter does not reside with you in Australia, and lives in the school’s Boarding House, she must have an Australian guardian (over the age of 25 years). 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 guardian is required to meet with the Head of Boarding and Academic Care. The guardian for new students will be appointed by ISA. Guardians must provide a WWC for all adults within the home.

Guardian contact details must be provided and will be recorded on the school’s database. The school must be immediately notified in writing if there is any change to the guardian’s contact details or change of guardian. Requests for confirmation of contact details will be requested by the school every six months.

The school will provide your nominated guardian with relevant information regarding the school’s expectations of their role; a copy of the school’s Child Protection Policy; Prohibited Employment Declaration and Child Protection (Working with Children) Act 2012, to be signed and returned to the school and filed in your daughter’s file.

If your daughter is to remain in Australia during a holiday break and cannot reside with her nominated accommodation, another suitable adult (over the age of 25 years) can be nominated, as agreed by the school and Australian guardian. This adult will need to meet the same requirements.

If the school sees the need to suspend or cancel your daughter’s enrolment, the school will retain responsibility for your daughter’s welfare until: your daughter 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; your daughter leaves Australia; other suitable arrangements are made that satisfy the Migration Regulations, or, the school reports through PRISMS that your daughter has changed her living arrangements.

If you move to Sydney on a permanent basis and request that your daughter changes her status from boarder to day student, you are required to give the school one term’s notice in writing or a term’s fees will be charged in lieu of notice. DIAC will be advised in the event that the under 18 year old student has changed her living arrangements using the DIAC pro-forma letter available through PRISMS.

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.

If a student requires urgent hospital or medical treatment of any nature whilst at school or involved in a school activity, and the school, after making reasonable efforts, is unable to contact the parent or guardian, then the parent or guardian will be taken to have authorised the school to give authority to the relevant health professional/s for such treatment. Parents and guardians will also indemnify the school, its employees and agents in respect of all costs and expenses paid by them or arising directly or indirectly out of such treatment.

If you or your daughter requires assistance in matters pertaining to the day school, a student contact officer is designated from the school’s learning enrichment department to be the official point of contact, while the Boarding House Manager is the official point of contact for your daughter in boarding. During any school term requests for leave from school must be made by the parent/guardian by submitting an Application for Exemption from Attendance form to the Head of Boarding and Academic Care for approval. For weekend leave and for school holiday periods a request for leave must be made by the parent/guardian using the online leave system.

7. CONDITIONS RELATING TO DEFERMENT, SUSPENSION OR CANCELLATION OF STUDY

Please note: Suspension of enrolment is not necessarily due to misbehavior – suspension of enrolment may also be initiated by the student.

Your daughter’s enrolment may be deferred or suspended (studies temporarily put on hold), or cancelled under the following circumstances:

- inability to begin studying on the course commencement date due to delay in receiving a student visa
- if the school is unable to offer a prerequisite course
- on the grounds of compassionate or compelling circumstances, for example, illness or bereavement
- on the grounds of ‘extenuating circumstances’, for example, refusal to maintain approved care arrangement’s (student is under 18 years)
- the school’s discipline policy is contravened (misbehaviour).

Deferment, suspension or cancellation of enrolment may affect your daughter’s student visa. The school has an obligation
to inform the Department of Education, via Provider Registration and International Student Management System (PRISMS), within 14 days when a student’s enrolment is deferred, suspended or cancelled.

If the school initiates suspension or cancellation of your daughter’s enrolment, she will be given 20 working days to access the school’s internal complaints and appeals process, unless extenuating circumstances relating to her welfare apply.

If the school’s decision to defer, suspend or cancel is appealed by your daughter, the school will not notify the Department of Education of a change to the enrolment status until the internal complaints and appeals process is completed.

8. COMPLAINTS AND APPEALS PURPOSE
The purpose of St Catherine’s School’s Complaints Policy – Students and Parents is to provide a student with the opportunity to access procedures to facilitate the resolution of a complaint or grievance.

The internal complaints and appeals processes are conciliatory and non-legal.

Complaints against other students
Grievances brought by a student against another student will be dealt with under the school’s Quality Behaviour and Bullying Policy.

Informal complaints resolution
In the first instance, St Catherine’s School requests there is an attempt to informally resolve the issue through mediation/informal resolution of the complaint.

Students should contact their year mentor in the first instance to attempt mediation/informal resolution of the complaint.

If the matter cannot be resolved through mediation, the matter will be referred to the Headmistress and our Head of Boarding and Academic Care, and St Catherine’s School’s internal formal complaints and appeals handling procedure will be followed.

Formal complaints handling procedure
Any complaints or appeals during this process are a matter between the parties concerned and those directly involved in the complaints handling process. Confidentiality must be maintained at all times in this process.

The student must notify the school in writing of the nature and details of the complaint or appeal.

Written complaints or appeals are to be lodged with the Headmistress.

Where the internal complaints and appeals process is being accessed because the student has received notice by the school that the school intends to report her for unsatisfactory course attendance, unsatisfactory course progress or suspension or cancellation of enrolment, the student has 20 days from the date of notification in which to lodge a written appeal.

Internal complaints and appeals processes are available to students at no cost.

Each complainant has the opportunity to present her case to the Headmistress. Students may be accompanied and assisted by their support person at all relevant meetings.

The formal grievance process will commence within 10 working days of the lodgement of the complaint or appeal with the Headmistress.

Once the Headmistress has come to a decision regarding the complaint or appeal, the student will be informed in writing of the outcome and the reasons for the outcome. The student will again have an opportunity to respond.
If the grievance procedure finds in favour of the student, St Catherine’s School will immediately implement the decision and any corrective and preventative action required. St Catherine’s School undertakes to finalise all grievance procedures within 20 working days.

For the duration of the appeals process, the student is required to maintain enrolment and attendance at all classes as normal.

The management of all incidents will be based on procedural fairness.

**EXTERNAL APPEALS PROCESS**
If the complaints procedure does not find in favour of the student or the student is dissatisfied with the result of the complaints procedure, she will be informed of the external complaints and appeals process available to them at minimal or no cost.

The external body used for St Catherine’s School’s external complaints and appeals processes will be notified to the student on request. It could include, but not limited to:

- Association of Independent Schools NSW at [www.aisnsw.edu.au](http://www.aisnsw.edu.au)

**DEFINITIONS**

**Working day** – any day other than a Saturday, Sunday or public holiday during term time.

**Student** – a student enrolled at St Catherine’s School or the parent(s)/legal guardian of a student where that student is under 18 years of age.

**Support person** – a friend/teacher/relative not involved in the grievance. Note: Lawyers and Education Agents are not considered suitable support persons.

**9. TRANSFER REQUEST BETWEEN REGISTERED EDUCATION PROVIDERS**
If you want your daughter to transfer from St Catherine’s to another education provider (school) before she has completed the first six months of her principal course (Year 11) of study at St Catherine’s, you must seek permission from the school.

The school would consider granting a letter of release, at no cost to you:

- if you present a valid letter of offer from the new school, which must be a registered education provider;
- if your daughter is not being cared for by you in Australia, the valid enrolment offer must also confirm the registered provider will accept that responsibility for approving your daughter’s accommodation, support and general welfare arrangements;
- if your daughter is under 18, you or your daughter’s legal guardian must provide a letter supporting the transfer;
- if you have provided the school with a term’s notice of withdrawal in writing;
- if St Catherine’s has had a sanction put on its registration by the Australian Government or state or territory government that prevents your daughter from continuing her principal course;
- if any government sponsor of your daughter considers the change to be in her best interest and has provided written support for that change.

The school will reply to your request for transfer within two weeks of receiving
the documents required to support your request for transfer:
The school may not grant a letter of release, and you would be provided with written reasons for the refusal, which may include:

- if there is no confirmation letter from the new registered provider of a valid enrolment offer;
- if the new provider does not accept responsibility for your daughter’s accommodation, support and general welfare, and you are not living full time in Australia;
- if the education provider is not registered or has had a sanction imposed on its registration by the Australian government or state or territory government;
- if we consider the transfer would be detrimental to your daughter’s education.

Records will be kept of all documentation pertaining to student letter of request for release, as well as the school’s written reasons for refusing a request. 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 Complaints Policy for Students and Parents, and is also available to you from your designated support staff.

If you change your education provider at any time, it is your responsibility to contact DIAC to seek advice on whether a new CoE and student visa is required.

St Catherine’s will not knowingly enrol a student wishing to transfer from another registered provider’s course prior to the student completing six months of her principal course of study except where: the original provider has ceased to be registered, or the course in which the student is enrolled has ceased to be registered; the original provider has provided a written letter of release; the original provider has had a sanction imposed on its registration by the Australian Government or state or territory government that prevents your daughter from continuing her principal course.

10. GENERAL CONDITIONS

In enrolling your daughter at the school, parents or guardians agree to support the programs of the school. All students are required to participate in all mandatory activities including: attendance at Biblical studies classes, chapel services, assemblies, camps and excursions.

Parents or guardians agree to abide by the rules and regulations of the school as may from time to time be issued or amended by the School Council or Headmistress and to support the school in the enforcement of its rules, regulations and the maintenance of the school’s standard of behaviour.

Except in the case of illness, permission for a student to be absent must be sought beforehand. Requests for extended leave should be made well in advance of the anticipated date of leave. With the exception of leave for pre-planned medical treatment, requests for leave are discouraged and the automatic granting of such leave should not be assumed.

Overseas students also have an attendance requirement which must be met to retain their visas. A written explanation from the parent, guardian or Boarding House Manager is required for every absence on the next day of attendance at school.

All students are required to wear school uniform neatly and properly at school, on
school occasions and when travelling to or from school.
To enable suitable care for the student, any changes in family circumstances affecting the life of the student at school are to be disclosed to the school.

Students are responsible for their personal belongings and the school will not be liable for any loss of these belongings.

Once enrolled, you are obligated to provide the school with any changes of address, phone numbers or other information on the Application to Register for Enrolment form. The school is obliged to contact you every six months to verify your contact details.

The school reserves the right to amend programs at any time without notice to parents. This may include the discontinuance of teaching subjects and other programs. Every effort will be made to minimise any adverse impact on the students of any such amendments, but nevertheless this right may need to be exercised from time to time.

Information collected by the school is covered by the St Catherine’s School Privacy Policy.

The School Council may alter these conditions of entry at any time by notifying parents/guardians in writing. Alterations will apply from the date of the notice.

II. CURRICULUM
An overview of Senior School curriculum can be found in the school prospectus and on the school portal as well as information regarding sport, music and Beyond the Curriculum.

Curriculum Handbooks relating to individual year groups (Stages 4-6) will be available on the portal for all parents and students.
ESOS framework
The Education Services for Overseas Students (ESOS) framework provides quality education and protects your rights. The Australian Government wants overseas students in Australia to have a safe, enjoyable and rewarding place to study. Australia’s laws promote quality education and consumer protection for overseas students. These laws are known as the ESOS framework and include the Education Services for Overseas Students (ESOS) Act 2000 and the National Code of Practice 2007.

PROTECTION FOR OVERSEAS STUDENTS
As an overseas student on a student visa, you must study with an education provider and in a course that can be found on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) at http://cricos.deewr.gov.au. CRICOS registration guarantees that the course and the education provider at which you study meets the high standards necessary for overseas students. Please carefully check that the details of your course including its location match the information on CRICOS.

YOUR RIGHTS
The ESOS framework protects your rights, including:

- your right to receive, before enrolling, current and accurate information about the courses, fees, modes of study and other information from your provider and your provider’s agent. If you are under 18, to ensure your safety, you will be granted a visa only if there are arrangements in place for your accommodation, support and welfare.
- your right to sign a written agreement with your provider before or as you pay fees, setting out the services to be provided, fees payable and information about refunds of course money. You should keep a copy of your written agreement.
- your right to get the education you paid for. The ESOS framework includes consumer protection that will allow you to receive a refund or to be placed in another course if your provider is unable to teach your course.
- your right to know:
  - how to use your provider’s student support services;
  - who the contact officer or officers are for overseas students;
  - if you can apply for course credit; when your enrolment can be deferred, suspended or cancelled;
  - what your provider’s requirements are for satisfactory progress in the courses you study;
  - if attendance will be monitored for those courses;
  - what will happen if you want to change providers; and
  - how to use your provider’s complaints and appeals process.
Student and parent responsibilities
As an overseas student on a 571 student visa, you have responsibilities to:

☐ satisfy your student visa conditions;

☐ maintain your Overseas Student Health Cover (OSHC) for the period of your stay;

☐ meet the terms of the written agreement with your provider;

☐ inform your provider if you change your address;

☐ maintain satisfactory course progress;

☐ if attendance is recorded for your course, follow your provider’s attendance policy;

☐ if you are under or over 18 years of age, maintain your approved accommodation, support and general welfare arrangements;

☐ nominate guardian (all new students in 2017 will be through ISA Guardian and Welfare Services); and

☐ nominate non-term time accommodation including long weekend, illness and emergencies.
Guardian responsibilities and expectations

When student’s families nominate a guardian for their daughter the following protocols apply:

1. The guardian and all adults (over 18) in the home are required to provide the School with a current Police check and WWC number.

2. From 2017, all new overseas boarding guardians will be with Guardian & Welfare Services (ISA) [www.studentguardians.com](http://www.studentguardians.com). This cost will be directly billed by ISA to parents.

3. The home will be visited twice per year to ensure:
   - each student has own room, bed and desk
   - the home is clean and comfortable
   - the student has access to the home (ie key or similar)
   - adequate light, heating and cooling
   - access to bathroom facilities, kitchen, laundry and meals
   - access to shared living areas
   - clear understanding of house rules
   - insurance cover.

4. Any concerns regarding guardian arrangements should be first addressed to the Enrolments Manager.

5. Use of a telephone, computer or the internet is at the students own expense whilst residing with the guardian.

6. Personal items and insurance is at the student’s own risk when residing with the guardian.

7. Students must notify the Boarding Manager of accommodation arrangements when the Boarding House is closed. If not their guardians, the Boarding Manager will request relevant documentation from the supervising adult.

8. Parents must let the school know directly of any change to guardian arrangements or non-term time accommodation arrangements.

9. Guardians (and non-term time accommodation) responsibilities include (but are not limited to):
   - attendance at meetings, with the school when required
   - provision of accommodation during illness, long weekends and non-term time
   - attendance at Parent Teaching evenings and other information evenings
   - speak English and the language of the student’s parents
   - communication of key information to the parents of the student
   - transport of student to school events when required.
Overseas student application for student transfer/letter of release

**Note:** please read point 9 before filling out this form to see if you meet the requirements to be granted a letter of release for transfer.

<table>
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<tr>
<th>STUDENT DETAILS</th>
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<tbody>
<tr>
<td>Family name</td>
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<tr>
<td>Year Group</td>
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<tr>
<td>Address in Australia</td>
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<td>Address in Home Country</td>
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<td>Home Phone</td>
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<td>Email Address</td>
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Reason for transfer
*(Please state why you wish to transfer to another school)*