







The College will provide a refund to an overseas student or intending overseas student where required by the ESOS Act in relation to default by the College (as provider) or the student.

Standard 3 of the National Code requires the College to have processes in place for claiming a refund of tuition or non-tuition fees that have been charged to an overseas student. 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:

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- b) provide written notice of the default to the Commonwealth Department of Education (Secretary) and the Director of the Tuition Protection Service (TPS) within 3 business days of the default occurring. The notice will include the following:
 - i. The circumstances of the default
 - ii. The details of the students in relation to whom the College has defaulted
 - iii. Advice as to:

Whether the College intends to discharge its obligations to those students; and If appropriate, how the College intends to discharge those refund obligations.

- c) give written notice of the default to the affected students.
- d) provide notice to the Commonwealth Department of Education (Secretary) and the Director of the TPS within seven days after the end of the Provider Obligation Period. The notice will include the following:
 - i. Whether the College discharged its obligations towards the student
 - ii. If the College provided refunds:

Details of the students the College provided refunds to; and Details of the amounts of the refunds provided.

Overseas students may be further assisted via the Tuition Protection Service (TPS) with which the College is registered. The TPS is an initiative of the Australian Government to assist overseas students whose education providers are unable to fully deliver their course of study. It ensures that overseas students are able to either:

Complete their studies in another course or with another education provider; or Receive a refund of their unspent tuition fees.







Any overseas student who will not be residing with a parent or DHA Approved Relative in Australia is required to Guidelines to the Minimum Standards and

Requirements for School Boarding Premises Registration.

During periods of Boarding House dosure, CAAW students reside with an Accommodation Provider in College approved accommodation arrangements and the College abides with the requirements of the regulations noted in the Rationale section of this policy with regards to these short-term accommodation arrangements.

Neither Family Representatives nor Accommodation Providers are responsible for the overall welfare of a CAAW student. This responsibility cannot be delegated by the College. Any welfare concerns must be raised with the Head of Boarding House or any other member of the overseas students Wellbeing Team.



Arrangements for, and timing of arrival at Boarding House at the beginning of each term, departure from the Boarding House at the end of each school year, and for exeat weekends, are outlined in the Guide to Boarding handbook.

The Boarding House is closed for Term breaks. CAAW students are encouraged to return to their home country and family during holiday periods, and must provide the Head of Boarding House with travel details and arrangements as outlined in the Guide to Boarding handbook.

CAAW students are not permitted to reside with an Accommodation Provider until they reach 13 years of age. Any CAAW student under 13 years of age at the time of a Boarding House closure must return to his home country or be cared for by his parents/ guardians in Australia. This includes prior to the student moving into the Boarding House at the commencement of his enrolment with the College.

Process to assess/approve accommodation and Accommodation Providers

Where the role of Accommodation Provider is not to be filled by the Family Representative, an alternative Accommodation Provider will be determined (nominated by parents/ guardians or the Family Representative, or sourced by the College via a professional homestay organisation).

Whether the Accommodation Provider is the Family Representative or otherwise, the suitability of

Student Co-

Overseas Student Accommodation Inspection Report. The site visit

to a site visit in the past 6 months.

Accommodation Providers are provided with the Responsibilities of Accommodation Provider document. This document includes 24 hour emergency contact details the Accommodation Provider may utilise if required.





procedures. If the College finds a student to be making unsatisfactory progress then the College considers the ling to meet course progress requirements. When that occurs the Head of Year or Head of House meets with the student to develop an intervention strategy for academic improvement. The strategy may include:

- Additional supervised study sessions
- Tutorial assistance
- Other intervention strategies as deemed ne 595gcsisay





- 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 College in writing,

then the Director of Admissions will report the overseas student via the Provider Registration and Overseas Students Management System (PRISMS) for not achieving satisfactory course progress.

policy.



There is no maximum period for a deferral or suspension of studies for compassionate or compelling reasons, but the College will assess the deferral or suspension in accordance with the processes in this policy. The Principal is responsible for the final decision.

- Misbehaviour by the student
- the College in order for the student to undertake or continue the course as stated in the Written Enrolment Agreement and Enrolment Agreement
- Course Progress, Attendance and Duration

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Where the College intends to initiate an action to exclude a student from class, or to suspend or cancel enrolment, the College will, as soon as practicable:

• so, in writing

• internal

Complaints (Parent, Student and Community) policy.

normally not take effect until the internal appeals process is completed. Until that time the student is required to maintain his enrolment and attendance at all classes as normal, unless the Principal directs otherwise. The Principal or his/her delegate will determine if participation in studies will be in class or under a supervised arrangement outside of class.

However, if the health or wellbeing of the overseas student, or the wellbeing of others, is likely to be at risk, then the Principal may determine that the suspension or cancellation will take effect immediately. Reasons for such determination may include situations where the student:

- Is under 18 years and refuses to maintain approved care arrangements
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An appeal (internal or external) on another matter results in a decision or recommendation to release the overseas student.

If the College grants a transfer request then:

The transfer will be at no cost to the overseas student

The College will advise the overseas student of relevant details to contact the Department of Home Affairs to seek advice on whether a new student visa is required.

arrangements. Where an overseas student is under 18 years of age:

transfer

If the overseas student is not being cared for in Australia by a DHA Approved Relative, the receiving provider welfare arrangements in accordance with Standard 5 of the National Code.

The College may refuse a transfer request where reasonable grounds exist to do so, which may include:

The overseas student is not genuinely engaging with an intervention strategy with the intention of failing and being released

The student wants to live somewhere else.

When the College intends to refuse a request, the College will inform the overseas student in writing of:

The reasons for refusal: and

The College will finalise the refusal status in the Provider Registration and Overseas Student Management System (PRISMS) only when any of the following apply:

Any appeal finds in favour of the College;

The overseas student has chosen not to access the complaints and appeals process within the 20 working day period; or

The overseas student withdraws their appeal against the process.

The College will not enrol an overseas student who seeks to transfer from another registered provider except in circumstances that meet the following exceptions:

• The releasing registered provider, or course in which the overseas student is enrolled, has ceased to be registered

