



St Aidan's Anglican Girls' School

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International Student Refund Policy

This refund policy applies to all course monies paid to the school including any course fees paid to an education agent to be remitted to the school. e.g., in the case of course fees collected by IDP.

St Aidan's Anglican Girls' School requires that all course monies, including tuition fees be paid directly to the school and does not accept course monies from education agents.

Fees for services paid to education agents by students (or parent(s)/legal guardian if the student is under 18) are not covered by this refund policy.

The application fee and the enrolment fee are non-refundable.

Refund of Course Fees

St Aidan's refunds course monies in accordance with requirements under Commonwealth and State legislation.

Parents/Legal Guardians are provided with a copy of the Written Refund Policy at the time of application. Students are provided with a copy on arrival and this is discussed during orientation.

Payment of Course Fees and Refunds

- Fees are payable according to the School's Fees Policy and the invoice is emailed to parents each semester.
- All fees must be paid in Australian dollars unless requested otherwise. Refunds will be reimbursed in the same currency as fees were received.
- An itemised list of school fees is provided in the school's written agreement as per NC Standard 3.1b
- If the student changes visa status (e.g. becomes a temporary or permanent resident) she will continue to pay full overseas student's fees for the duration of that calendar year.
- Refunds will be paid to the person who enters into the written agreement unless the school receives written advice from the person who enters the written agreement to pay the refund to someone else.

All notification of withdrawal from a course, or applications for refunds, must be made in writing and submitted to the Principal.

Unsuccessful Enrolment/Visa Rejection

The school will refund within 28 days all course monies paid where the student's application for enrolment is refused by the school. (Applicable only if payment of fees has accompanied the application/enrolment form and lodgement of the written agreement.)

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If a student's visa application is refused by the Department of Immigration and Citizenship and the student cannot undertake the course, the school will refund within four weeks any unspent pre-paid fees where the student produces evidence that the application made by the student for a student visa has been refused by the Australian immigration authorities, minus the lesser of 5% of the amount of pre-paid fees received or AUD 500.

Student Default

- a. Any amount owing under this section will be paid within 4 weeks of receiving a written claim from the student (or parent(s)/legal guardian if the student is under 18).
- b. Non-tuition fees will be refunded on a pro rata basis proportional to the amount of time the student was studying in the course, except where a non-refundable payment on behalf of the student has been made.
- c. If the student does not provide written notice of withdrawal and does not start the course on the agreed starting date, a maximum of ten weeks tuition fees will be refunded from prepaid tuition fees.
- d. If up to two semester's tuition fees have been prepaid, and the school receives written notification of withdrawal by the student (or parent(s)/legal guardian if the student is under 18), the school will refund the amount of prepaid fees less the following amounts:
 - i. If written notice is received more than four (4) weeks prior to commencement of the course, the school will be entitled to retain an administration fee; that is, the application fee and the enrolment fee are not refundable.
 - ii. 50% of the semester's tuition fee if written notice is received less than four weeks prior to commencement of the course.
 - iii. 50% of any unspent pre-paid tuition fees, up to a maximum of one term's fees, if written notice is received within six months following the commencement date of the student's course.
- e. No amount will be refunded if written notice is received more than six months after the commencement date of the student's course.
- f. If more than two semester's tuition fees have been prepaid in one amount, refund provisions under (d) will apply for tuition fees paid for the first two semesters, and any remaining unspent tuition fees after this will be refunded.
- g. No refund of tuition fees will be made where a student's enrolment is cancelled for any of the following reasons:
 - i. Failure to maintain satisfactory course progress (visa condition 8202).
Please see [Please see School Policy Page 35]



St Aidan's Anglican Girls' School

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- ii. Failure to maintain satisfactory attendance (visa condition 8202).
Please see [Please see School Policy Page 43]
- iii. Failure to maintain approved welfare and accommodation arrangements (visa condition 8532). [*If applicable*: Please see School Policy Page 18]
- iv. Failure to pay course fees [Please see School Policy Page 18]

Any behaviour identified as resulting in enrolment cancellation in *St Aidan's Anglican Girls' School's* Code of Conduct.

Provider Default

- a) If for any reason the school is unable to offer a course on an agreed starting day for the course, and the student for some reason cannot be placed or refuses placement in an alternative course arranged by the school, a full refund of any unspent pre-paid tuition fees* paid to the school will be made within 14 days of the agreed course starting day.
- b) If for any reason the school is unable to continue offering a course after the student commences a course, and the student for some reason cannot be placed or refuses placement in an alternative course arranged by the school, a full refund of any unspent pre-paid tuition fees* paid to the school will be made within 14 days of the course school's default day.
- c) In the event that the school is unable to fulfil its obligations of providing an agreeable alternative course for the student, or a refund, the student will receive assistance from the Australian government's Tuition Protection Service. For information on the TPS, please see: <https://tps.gov.au/Information/Students/How>.

This agreement, and the availability of complaints and appeals processes, does not remove the right of the student to take action under Australia's consumer protection laws.

Definitions

Non-tuition fees – fees not directly related to provision of the student's course, including *Application Fee and Enrolment Fee*

Tuition fees – fees directly related to the provision of the student's course, including *School Camps and Conferences*

If the student changes visa status (e.g. becomes a temporary or permanent resident she will continue to pay full overseas student's fees for the duration of the Semester she is an Overseas Student.)



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International Student Accommodation and Welfare Policy - Enrolment Criteria

St Aidan's has an agreement with Australian International Education Consortium (AIEC). Overseas Students requiring ELICOS prior to enrolment at St Aidan's and homestay arrangements should first enrol at Australian International Education Consortium. St Aidan's will arrange homestay (if required) with ISCA or with a St Aidan's family approved by the Principal.

St Aidan's Anglican Girls' School approves the following accommodation options for overseas students:

The student will live with a parent or relative as permitted by DIAC. In this case the School does not provide a welfare letter (CAAW) via PRISMS. The student's family provides proof of relationship to DIAC for the purposes of visa application.

The student will live in school approved accommodation and the School will generate the welfare letter (CAAW) via PRISMS to accompany the student's Confirmation of Enrolment (CoE).

School approved accommodation options for full fee paying 571 visa subclass students under 18 years of age include:

- Homestay Program operated by ISCA
- Private accommodation arrangements approved by the School which meet all requirements under relevant state and commonwealth legislation.

For School vacation periods, the following accommodation options are available to full fee paying 571 visa subclass students under 18 years of age:

- Student returns home to parents
- Student continues to live in Homestay arranged and approved by the school
- Student may spend vacation with friend's family or relatives if all requirements are met in order to attain school approval.
- Student may attend a supervised excursion, camp, etc., if all requirements are met in order to attain school approval.

If the School has taken responsibility for approving arrangements for student care and welfare, should the School not approve requests for changes to agreed arrangements, and the student refuses to maintain the approved and agreed arrangements, the School will advise the student this will be reported to DIAC and the student will need to contact DIAC to ensure visa implications are understood. (See DIAC office addresses at: <http://www.immi.gov.au/contacts/australia/index.htm>.)

This includes any requests by students under 18 years of age to attend "Schoolies Week" on completion of Year 12.

Accommodation options for full fee paying 571 visa subclass students 18 years and older include:

- Homestay Program
- Private accommodation arrangements with Parents

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Suitable relative as defined in International Student Handbook

For School vacation periods, the following accommodation options are available to full fee paying 571 visa subclass students 18 years or older:

- Student returns home to parents
- Student continues to live in Homestay, details of which are recorded by the School
- Student may spend vacation with friend's family or relatives, provided details are given and approved by the School
- Student may attend a supervised excursion, camp, etc., provided details are given and approval given by the School.

All students are required to notify the School of a change of address while enrolled in the course, and students who live in school approved accommodation must not change agreed arrangements without prior approval of the School.

NB Homestay Programs operated by ISCA and approved by St Aidan's Anglican Girls' School meet Queensland legislative requirements under Education (Overseas Students) Regulation 1998 s9 and the Commission for Children and Young People and Child Guardian as well as under Standard 5 of the National Code. These include

- Continuous dates for approved welfare arrangements
- Documented procedures for checking suitability of accommodation, support and general welfare arrangements
- Guidelines for selecting family and ensuring the family can provide a stable environment for the duration of the student's enrolment at the school
- Criteria about accommodation services to be provided, and contract for arrangements about providing accommodation services
- Orientation program from families new to provision of homestay services
- Bluecard for adults living in the homestay other than overseas students
- Compliant Homestay risk management strategy, reviewed annually, undertaken by operator of the homestay program.

Homestay Information relevant to student enrolling through AIEC

For students enrolling through Australian International Education Consortium, St Aidan's will arrange homestay (if required) with ISCA or with a St Aidan's family approved by the Principal

Recruitment and selection of Homestay Hosts

Potential Homestay Hosts are recruited from Agencies or the School community via word of mouth and School newsletters. In many cases a good deal will already be known about School families if recruiting from the School parent base. However, a home inspection will be undertaken on a formal basis to confirm provision of physical requirements of the Program can be met, and to determine the appropriateness of the home and family for placement of long / short term, or older /younger / female student(s).

Whether Homestay hosts are recruited from within or outside the School community, providing an orientation for newcomers will remain an important element of the Homestay Program.

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All Homestay hosts are required to have and maintain a Blue Card indicating suitability to be a homestay host.

Regular checks are made on all Homestay hosts if students are under their care while studying at St Aidan's Anglican Girls' School.

New Homestay hosts are given an Orientation Pack about St Aidan's Anglican Girls' School and a copy of the Homestay Program.

St Aidan's and ISCA Accommodation Officer

The ISCA Homestay and Information Handbook is available from the Accommodation Officer.

The Accommodation Officer usually calls the family in the first or second week to ensure that both the student and the family are doing well together.

The Dean of Students at St Aidan's Anglican Girls' School, together with the Registrar, will make arrangements to visit the Homestay family during the first few weeks of the student commencing at Australian International Education Consortium.

Partnership with Australian International Education Consortium

St Aidan's Anglican Girls' School has entered into an agreement with Australian International Education Consortium to market to international students. Overseas students may enrol in an ELICOS course with Australian International Education Consortium prior to commencement in main stream classes at St Aidan's Anglican Girls' School. Prior to completion of the student's ELICOS course at Australian International Education Consortium, the student will arrange to attend an interview with a member of the Educational Leadership Team and also to meet with the EALD Co-ordinator for an English language test.



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Complaints and Appeals Policy

Purpose

- a) The purpose of St Aidan's Anglican Girls' School's Complaints and Appeals Policy is to provide a student or parent(s)/legal guardian with the opportunity to access procedures to facilitate the resolution of a dispute or complaint.
- b) 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 Supportive School's Environment Policy/Code of Conduct.

Informal Complaints Resolution

In the first instance, St Aidan's Anglican Girls' School requests there is an attempt to informally resolve the issue through mediation/informal resolution of the complaint.

Students should contact the Dean of Students 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 Principal/other and St Aidan's Anglican Girls' School's internal formal complaints and appeals handling procedure will be followed.

- i. Dean of Students regarding Homestay of School administration
- ii. Dean of Studies and Associate Dean of Studies regarding academic issues
- iii. Guidance Counsellor regarding pastoral care issues
- iv. Year Level Coordinator regarding pastoral care issues

Formal Complaints Handling Procedure

The process of this grievance procedure is confidential and any complaints or appeals are a matter between the parties concerned and those directly involved in the complaints handling 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 Principal.

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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 the student for unsatisfactory course attendance, unsatisfactory course progress or suspension or cancellation of enrolment, the student has 20 working days from the date of receipt of notification in which to lodge a written appeal.

Complaints and appeals processes are available to students at no cost.

Each complainant has the opportunity to present her case to the Principal.

Students and/or the School, may be accompanied and assisted by a 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 Principal/other.

Once the Principal/other 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, and a copy will be retained on the student's file.

If the grievance procedure finds in favour of the student, St Aidan's Anglican Girls' School will immediately implement the decision and any corrective and preventative action required, and advise the student of the outcome.

St Aidan's Anglican Girls' School undertakes to finalise all grievance procedures within as soon as is practicable.

For the duration of the appeals process, the student's enrolment and attendance must be maintained.

External Appeals Processes

If the student is dissatisfied with the conduct or result of the complaints procedure, she may seek redress through an external body at minimal or no cost. St Aidan's Anglican Girls' School allows two (2) weeks for accessing the external appeals process in the case of Standards 10 and 11.

If the student wishes to complain or to lodge an external appeal about a decision made or action taken by St Aidan's Anglican Girls' School, she may contact the Overseas Students Ombudsman at no cost. The Overseas Students Ombudsman offers a free and independent service for overseas students. Please see: www.oso.gov.au or phone 1300 362 072 for more information.



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If a student is concerned about the actions of the school they may approach the chief executive of the Department of Education, Training and Employment, who, under part 2, division 2 of the Education (Overseas Students) Act 1996, may suspend or cancel the registration of a provider or a course if a breach of the requirements of registration provision is proved. Concerns or complaints about the conduct of a registered provider should be addressed in writing to:

The Manager
International Quality (Schools) Unit
DETE
LMB 527
BRISBANE QLD 4001

Other legal redress

Nothing in the School's Complaints and Appeals Policy negates the right of an overseas student to pursue other legal remedies.

Definitions

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

Student – a student enrolled at St Aidan's Anglican Girls' School or the parent(s)/legal guardian of a student where that student is under 18 years of age

Support person – for example, a friend/teacher/relative not involved in the grievance.