



CANTERBURY
COLLEGE

The better prepared the stronger

International Student Enrolment Information

As at 19 February 2014

Overseas Student Procedure for Enrolment

How to enrol:

1. Complete Application Form (one form for each student)
2. Return Application Form, Birth Certificate, certified copy of Passport, certified copy of current Student Visa, latest school report (translated into English) and English results to:

Enrolments Officer
Canterbury College
PO Box 616
BEENLEIGH QLD 4207

or email: d.milne@canterbury.qld.edu.au

Please refer to the Department of Immigration and Citizenship website for detailed information regarding visas. (www.immi.gov.au)

3. Upon approval, a letter of offer will be issued, advising the student what conditions they will need to meet before they are eligible to take up the offer.
4. If the student wishes to accept the offer, an Acceptance Form is returned together with the specified payment required.
5. An electronic Confirmation of Enrolment (eCoE) will be issued once the College is satisfied the enrolment conditions as specified in the Letter of Offer have been met.
6. An interview with the Dean/Head of College is required prior to commencement at the College.

The acceptance and understanding of a culturally diverse world is paramount in enabling our students from Canterbury to face the challenges of a global future.

Canterbury College welcomes enrolments from international students. Our international students experience our diverse range of extra-curricular, cultural, academic and pastoral programs within our Australian setting.

These students are an important group within the wider Canterbury community and the college recognizes the contribution they make to our student population. The College provides specialist staff trained in English as a Second Language for those students requiring support.

Canterbury College is bound by the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2007 under registration on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS).

Enrolment Criteria

As part of the standard application process, international applicants will need to demonstrate the following:

- The student has attended an English speaking school in their own country and achieved sound results in both oral and written English, or
- The student has attended an English preparation course in Australia and achieves sound results in both oral and written English
- The student will need to provide copies of latest report cards from their home country and achieved sound results and acceptable behaviour. Reports need to be translated in to English.
- Students who do not have English as their first language will need to meet the following language requirements:

Year Level	IELTS	NLLIA	ISLPR	TOEFL	Other
4-6	-	4	1+	-	To be negotiated
7-9	-	4+	2	450	To be negotiated
10-12	5.5	5	2+	500	To be negotiated

AEAS Testing

Canterbury College prefers prospective students to sit the Australian Education Assessment Services (AEAS) Test in their country of origin. Canterbury College can advise you of your nearest Test Centre. Testing is available in Brunei, China, Hong Kong, India, Indonesia, Japan, Korea, Malaysia, Philippines, Singapore, Taiwan, Thailand, Vietnam and other countries by arrangement. The AEAS Assessment includes: English Language Proficiency, Mathematical Reasoning Ability and a Non Verbal General Ability Assessment.

Please note that the College will also conduct on-site Interviews and English Testing prior to prospective students commencing their study. This assists the College in determining the student's English levels across Reading, Writing, Listening and Speaking. It is a requirement that the Head of College is satisfied that the student can immediately achieve sound English results for the appropriate year level of entry.

Course Credit

Canterbury College does not offer course credit and entry into any course is subject to the assessment of the school. This also applies to on-shore school transfers, either within the state or from interstate.

International Student Fee Schedule 2014 as issued 6 November 2013

Tuition Fees

Enrolment Bond The Enrolment Bond is paid on enrolment and is refundable after the student leaves the College, subject to the school policy regarding withdrawal of students and payment of fees due. It is not refundable in cases of cancellation of enrolment.	\$750.00
Tuition Fees Full Fee Paying Overseas Students shall incur a minimum charge of 1 Term Tuition Fee charged irrespective of their start date. <ul style="list-style-type: none"> Preparatory to Year 6 Year 7 to Year 9 Year 10 to Year 12 	\$18,400.00 per year \$9,200.00 per semester \$19,100.00 per year \$9,550.00 per semester \$19,250.00 per year \$9,625.00 per semester
Medical Insurance Students are required to have private health cover for the duration of their visa in Australia.	Approximate cost is \$40 per month
Textbook Hire	\$400.00
IT Levy The Information Levy is a compulsory charge to all students	\$405.00
Subject Levies and Base Level Camps	No charge
Queensland Studies Authority (Years 11 and 12): Overseas students in Years 11 and 12 are required to pay the QSA moderation fees unless they have an exemption. This will be invoiced to Year 11 and Year 12 students as per QSA set fees.	Approximately \$385.00
Other Charges Valedictory Dinner (Year 12 students) School Formal (Year 12 students)	No charge Approximately \$150.00

Non-Tuition Fees

Queensland Studies Authority (Years 11 and 12): Overseas students in Years 11 and 12 are required to pay the QSA moderation fees unless they have an exemption. This will be invoiced to Year 11 and Year 12 students as per QSA set fees.	Approximately \$385.00 per year
Other Charges Valedictory Dinner (Year 12 students) School Formal (Year 12 students) Some extra-curricular activities may incur a charge.	No charge Approximately \$150.00
Uniforms Students will be required to purchase the full Canterbury College school uniform (Refer to the Uniform and Stationery Pricelist on website)	Approximately \$800.00 As required

Fees are subject to annual review.
2015 Fees will be released by November 2014.

Study Period – First to last day of each school semester – 2 terms in each semester and 2 semesters in one school year.

International Student Homestay Fee Schedule 2014 as 5 November 2013.

Homestay Bond	\$500.00 Refundable
Homestay Placement Fee	\$200.00 per placement
Homestay Fees Homestay fees are invoiced in advance and per semester being 14 days before: Any adjustments will be made in the following term if necessary.	\$39.00 per night \$273.00 per week *Additional charges may apply for internet access and transport to/from school
Homestay Fees During Holidays Whist absent from homestay, fees will be charged at the full rate for the first 14 days of any holiday period. Homestay fees will then be charged at 50% rate for the 15 th day of any holiday period and thereafter. Homestay fees will only be charged at the reduced rate if advice is handed to the Accounts Department in writing prior to the students departure.	
Airport Pick Up / Airport Drop Off / Homestay Transportation Fee	\$100.00
Bank Payment Fee	\$25.00 per invoice

Fees are subject to annual review.
2015 Fees will be released by November 2014.

Study Period – First to last day of each school semester – 2 terms in each semester and 2 semesters in one school year.

Homestay Accommodation includes:

- Own bedroom
- Desk
- Lamp
- Cupboard/drawers
- Three meals per day
- Laundry

*Transport to/from school may be required and payment of transportation fees is not provided by homestay. Students may be required to purchase additional internet usage, or purchase their own internet access.

CRICOS Registered Courses

Primary Education = Prep to Year 7 (8 years duration)

Junior Secondary Education = Years 8, 9 and 10 (3 years duration)

Senior Secondary Education = Years 11 and 12 (2 years duration)

Subjects

Subjects are confirmed following an enrolment interview with the Dean/Head of College

Years 7 – 9	Year 10	Years 11 – 12
English	<u>English</u> English Extension English English Communication	<u>English</u> English English Communication
Health and Physical Education		
<u>Languages</u> French Japanese	<u>English Support</u> Applied Literacy for ESL support	<u>English Support</u> Applied Literacy for ESL support
Mathematics	Health and Physical Education	<u>Health and Physical Education</u> Senior Physical Education
Science	<u>Languages</u> French Japanese	<u>Languages</u> Chinese French Japanese
Spiritual Development		
<u>Study of Society & Environment</u> Business Principles Geography Graphics History	<u>Mathematics</u> General Mathematics Advanced Mathematics Extension Mathematics	<u>Mathematics</u> Mathematics A Mathematics B Mathematics C Trade & Business Mathematics
<u>Technology</u> Computer Studies Home Economics Industrial Technology & Design	<u>Science</u> Science Extension Science	<u>Science</u> Biology Chemistry Multi-Strand Science Physics
<u>The Arts</u> Dance Speech and Drama Music Visual Art	<u>Study of Society & Environment</u> Business Principles History Geography	<u>Study of Society & Environment</u> Accounting Ancient History Economics Geography Legal Studies Modern History Study of Religion
	<u>Technology</u> Graphics Food and Textile Design Industrial Technology & Design	
	<u>The Arts</u> Dance Drama Visual Art	<u>Technology</u> Computer Studies Graphics Hospitality Food & Textile Design Multimedia Studies Technology Studies
		<u>The Arts</u> Dance Drama Visual Art
		Vocational Education

Extra Curricular Activities

Junior School

JTAS commences Year 5

Extra Curricular – optional for Year 4

Athletics
Australian Football
Basketball
Chess
Cricket
Cross Country
Debating
Gardening Club
Junior TAS
Junior Years Choir
Junior Years Wind Symphony

Junior Strings
Strings
Netball
Public Speaking
Rugby
Soccer
Softball
Swimming
Tennis
Touch Football
Wakakirri

Lunch activity clubs for Yrs 1 – 6 may include:

Board games
Craft
Computer and pen pals
Construction
Drama
Guitar
Gardening

Lego
Photography
Quizzes and puzzles
School magazine
Sewing
Strategic games
Touch football

Middle and Senior School

Australian Rules Football
Athletics
Basketball
Bands
Choir
Cricket
Cross Country
Dance
Debating
Equestrian
Hockey
Cheerleading

Public Speaking
Rowing
Rugby
Soccer
Softball
Strings
Swimming
Tennis
Touch Football
Volleyball
Youth Theatre

Performing Arts

Bands:	Symphonic Band	Orchestras:	Symphony Orchestra
	Stage Band		Ritornello
	Concert Band		Symphonia
	Wind Band		String Orchestra
Chamber Ensembles:	Chapel Band	Choirs:	Junior Strings
	Senior & Intermediate		Senior Concert Choir
	Percussion Ensemble		Cantabile
	Flute Ensemble		Boys Vocal Group
	Junior Clarinet Choir		Treble Voices
	Senior Clarinet Choir		Junior Choir
	Guitar Ensemble		Junior Singers

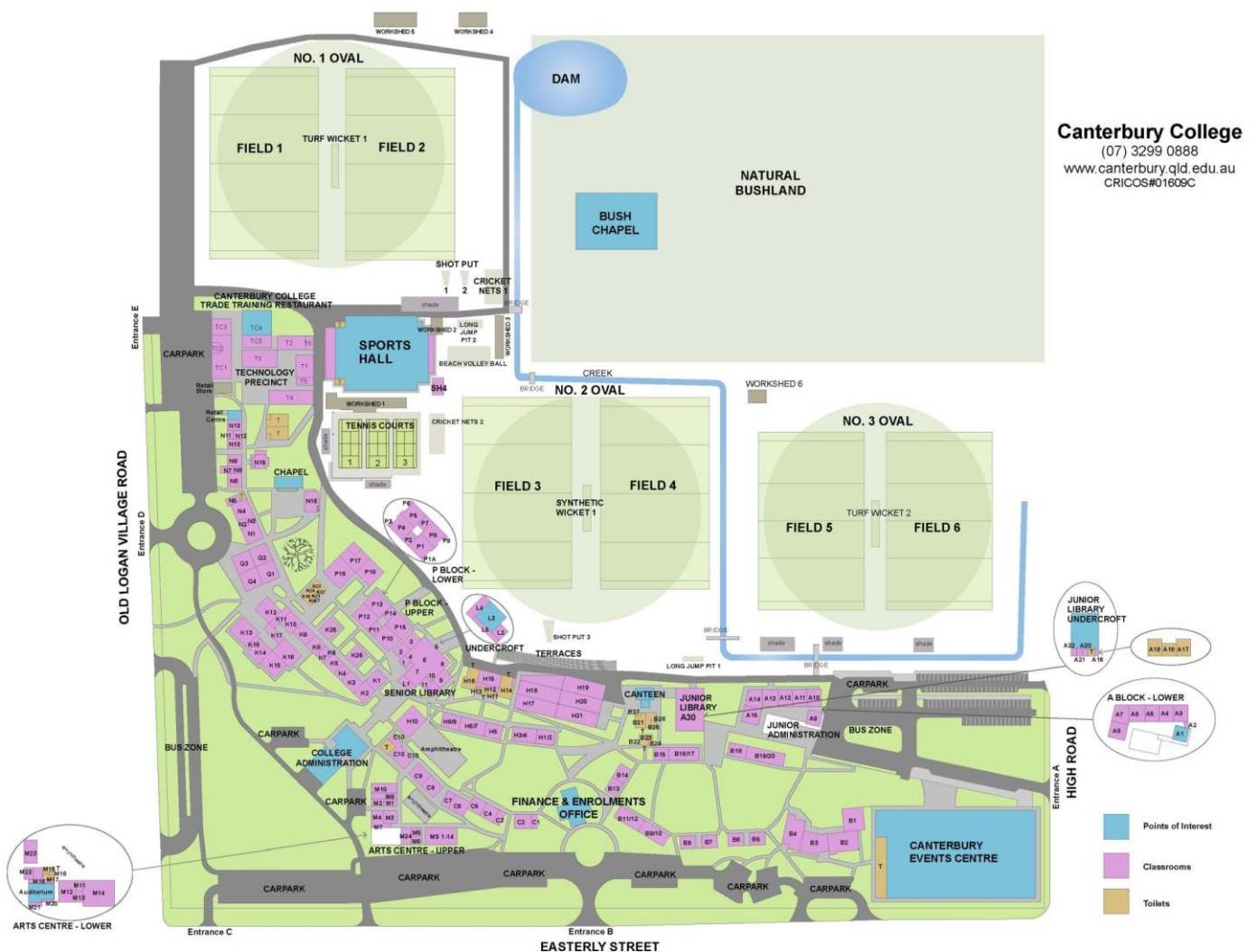
Uniforms

The College uniform is compulsory and a copy of the Canterbury College Uniform Policy and current pricelist is available from our website: <http://canterbury.qld.edu.au/uniform-shop>

Campus Facilities and Campus Map

Canterbury College is located on 30.2 hectares of natural Australian bush land, grassed ovals and landscaped grounds in Logan City. The College is situated approximately midway between Brisbane and the Gold Coast.

Our facilities include modern, technologically advanced classrooms with state-of-the amenities, The Canterbury Events Centre, Arts Centre, Science Precinct, Sports Hall, Auditorium, Senior Library, Junior Resource Centre, Canteen, Technology Precinct and expansive playing fields are all set in an environment which has an abundance of green space and wildlife.



Canterbury College International Student Refund Policy

Policy

1. This refund policy applies to all course monies paid to the school and includes any course monies paid to an education agent to be remitted to the school.
2. 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.
3. The Application Fee is non refundable.
4. The College's standard Enrolment Bond refund conditions apply. Refer Fees Policy 3.1.
5. Payment of Course Fees and Refunds
 - a) Fees are payable 1 Study Period (6 months) in advance.
 - b) All fees must be paid in Australian dollars.
 - c) If the student changes visa status (e.g. becomes a temporary or permanent resident), he/she will continue to pay full overseas student's fees for the duration of that year.
 - d) Refunds will be reimbursed in Australian dollars and the payment sent to the applicant's home country address unless otherwise stated in writing.
 - e) 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.
 - f) If a refund is due, but no written application is received within 2 months of the agreed starting date or withdrawal date of student, a cheque for the amount owing in AUD will be sent to the person who had a signed agreement with the College, at the last known address.
 - g) Payment of any refund due will be made within 4 weeks of receiving the written application for refund.
 - h) Transaction fees associated with the transfer of funds for refunds will be deducted from the eligible refund amount.
6. All notification of withdrawal from a course, or application for refunds, must be made in writing and submitted to the Head of College. Such requests should be received by the Head of College within 5 days of either the student's failure to commence the Course or withdrawal from the Course.
7. Unsuccessful Enrolment/Visa Rejection
 - a) Canterbury College will refund all Tuition, Homestay and Other Fees and Charges monies paid where the student's application for enrolment is refused by the school. [Applicable only if payment of Fees and Charges has accompanied the Application Form and/or lodgement of the Enrolment Agreement.]
 - b) Canterbury College will refund all Tuition, Homestay and Other Fees and Charges monies paid where the student produces evidence that the application made by the student for a Student Visa has been rejected by the Australian Immigration Authorities.

8. Student Default

- a) Canterbury College will refund tuition fees paid by or on behalf of the student less the amounts to be retained as agreed and detailed below.
 - i. If written notice is received up to 4 weeks prior to commencement of the course:
 1. 50% of the Tuition Fee will be refunded.
 2. 50% of the Homestay Fee will be refunded.
 3. 100% of all other Fees and Charges will be refunded.
 - ii. If written notice is received less than 4 weeks prior to commencement of the course:
 1. 0% of the Tuition Fee will be refunded.
 2. 5% of the Homestay Fee will be refunded.
 3. 100% of all other Fees and Charges will be refunded.
 - iii. If written notice of withdrawal is received after the commencement date of the Course but before completing the Course:
 1. Current Study Period Fees and Charges
 1. No refund of the current Study Period Tuition Fee will be refunded.
 2. No refund of the current Study Period Homestay Fee will be refunded.
 3. No refund of other Fees and Charges will be refunded.
 2. In Advance of Current Study Period Fees and Charges
 1. Tuition Fees, Homestay Fees, Other Fees and Charges, all of which that have been paid in advance of the current Study Period, will only be refunded if 1 Terms' notice has been given, otherwise 4 weeks Fees will be deducted from the amount in balance for Tuition and Homestay Fees.
- b) 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 refer to Monitoring Attendance and Progress policy.
 - ii. Failure to maintain satisfactory attendance (visa condition 8202)
 - iii. Failure to maintain approved welfare and accommodation arrangements (visa condition 8532). Please see Student Welfare and Accommodation policy.
 - iv. Failure to pay course fees.
 - v. Any behaviour identified as resulting in enrolment cancellation in Canterbury College's Conditions of Enrolment. Please see Conditions of Enrolment.

9. School Default

- a) Canterbury College will refund tuition fees paid by or on behalf of the student less the amounts to be retained as agreed and detailed below.
 - i. In the event that a Course is unable to be delivered by Canterbury College:
 1. 100% of the Tuition Fee will be refunded.
 2. 100% of the unused Homestay Fee will be refunded.
 3. 100% of all other Fees and Charges will be refunded.

10. 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

- a) Application Fee – the amount paid at time of submitting an application for Enrolment to Canterbury College.
- b) Enrolment Bond – the amount paid to secure an offer of placement at Canterbury College.
- c) Tuition Fee – the amount paid to Canterbury College for the core education course.
- d) ICT Levy – the amount paid as a contribution towards access and improvement of Information, Communication and Technology at Canterbury College.
- e) Book Hire – the amount paid to access required text books on a per annum hire basis.
- f) Medical Insurance – the amount paid for Accidental Student Health Cover.
- g) *Study Period* – First to last day of each school semester – 2 terms in each semester and 2 semesters in one school year.

Related Policy: Extract from Canterbury College Fees Policy

Enrolment Bond - Year Level Enrolment Bond (Years 1 – 12)

The Enrolment Bond must be paid prior to the student's commencement at the College.

The Enrolment Bond is refundable within a reasonable time upon written request, subject to:

- i) One full term's notice of withdrawal is provided in writing by the Parents / Guardians to the Head of College before the removal of the student and there are no outstanding monies owing to Canterbury College; or
- ii) The enrolled student completes Year 12 and there are no monies owing to Canterbury College.

In the event of the enrolment being cancelled before entry, the bond is not refundable.

Should any Enrolment Bond remain non-refundable after 1 year following the student's departure from the College, the Enrolment Bond shall be deemed as a general purpose donation to the College.

Payment of Fees and Charges

- All College fees are due within 21 days from the date of issue.
- Where accounts remain unpaid after 21 days of the issue of the statement, the College reserves the right to take action to recover the fees due.
- Full Fee Paying Overseas students shall incur a minimum 1 semester tuition fee charge irrespective of their actual start date at Canterbury College.

Action on Overdue Accounts:

- The Board of Directors has determined that the College will not educate students whose fees are unpaid except where special arrangements for payments have been made in writing.
- Two weeks after the due date for payment of fees, the Accounts Department will report to the Head of College on all overdue accounts. The Head of College will authorize the issuing of accounts rendered an account service fee of \$25.00 per month for each month the account is overdue.
- If the College fees remain unpaid and no special arrangements have been made, the student's membership of the College will be terminated until the fees are paid in full or other arrangements made. No reduction in fees will be given for such a period of termination.
- The Parents/Guardian shall be liable for any expenses, costs or disbursements incurred by Canterbury College in recovering or attempting to recover outstanding monies on an indemnity basis, whether by a debt collection agency fees or solicitors retained by the College.
- The Parents/Guardian shall be liable to pay interest on outstanding monies calculated at a rate of 1.5% per month accruing daily.

Canterbury College

International Student Welfare and Accommodation Policy

It is a student visa condition that students under 18 years of age live with:

1. a parent, or
2. a person who has guardianship of them or
3. a relative (see below for definition) aged at least 21, of good character and with permission to reside in Australia for the duration of the student's visa or until the student turns 18, nominated by either the parent or the person having custody of them, or
4. in care arrangements approved by the school

International students attending Canterbury College must stay in approved care arrangements until completion of their enrolled course.

Students may stay in homestay accommodation provided by carefully selected families who are approved and registered by the school. Students are provided with all meals, their own bedroom with a desk, good lighting, ventilation and storage facilities within a nurturing and safe home environment.

All homestay parents hosting students under 18 years of age, hold Suitability Notices (blue cards) as required by the Commission for Children and Young People and Child Guardian Act 2000, whereby persons seeking to work with children under 18 years of age in a paid capacity are required to undergo a screening process based on his or her criminal history to determine the person's suitability to work in child-related employment.

Students staying in homestay are given an induction and have the rules of homestay explained to them. Students who repeatedly fail to comply with these rules will have their enrolment reviewed by the school and possibly cancelled.

Department of Immigration (DIAC) definition of a relative includes:

- parent
- Brother or sister (or step)
- Aunt or Uncle (or step)
- Grandparent (or step)
- Spouse (or step)
- Child (natural, adopted or step)
- Grandchild (or step)
- Niece or nephew (or step)

Indicative living costs in Queensland may be found at the following website:
<http://www.studyqueensland.qld.edu.au>

Canterbury College International Student Complaints and Appeals Policy

1. Purpose
 - a) The purpose of Canterbury College'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.
2. Complaints against other students
 - a) Grievances brought by a student against another student will be dealt with under the school's Behaviour Policy/Code of Conduct.
3. Informal Complaints Resolution
 - a) In the first instance, Canterbury College requests there is an attempt to informally resolve the issue through mediation/informal resolution of the complaint.
 - b) Students should contact their Form Patron, Year Level Coordinator, Dean or International Liaison Manager in the first instance to attempt mediation/informal resolution of the complaint.
 - c) If the matter cannot be resolved through mediation, the matter will be referred to the Head of College and Canterbury College's internal formal complaints and appeals handling procedure will be followed.
 - d)

1. The student should contact the appropriate staff member for an appointment to discuss the issue within 5 days. Written notes of the discussion will be kept for the student's file.

For Academic/Subject Concerns	For Personal Problems	For Homestay Problems
1. Dean 2. Year Level Coordinator 3. Curriculum Coordinator	<ul style="list-style-type: none"> • Form Patron • International Liaison Manager • Year Level Coordinator • Student Councillor 	<ul style="list-style-type: none"> • Enrolments Officer • International Liaison Manager • Dean • Head of College

2. If there is no resolution, the student should make an appointment to discuss the issue with the Dean. The student should take a written statement outlining any issues or concerns to this meeting. The Dean will refer to previous notes from the student's file.

3. If there is still no resolution, the student should make an appointment to discuss the issue with the Head of College.

4. If there is a resolution, details will be noted on the student's file. If there is no resolution, the student will be made aware of other steps available to him/her, and his/her rights under legislation in the State of Queensland and the Commonwealth of Australia.

Formal Complaints Handling Procedure

- e) 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.
 - f) The student must notify the school in writing of the nature and details of the complaint or appeal.
 - g) Written complaints or appeals are to be lodged with the Head of College/Dean.
 - h) 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 him/her 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.
 - i) Complaints and appeals processes are available to students at no cost
 - j) Each complainant has the opportunity to present his/her case to the Head of College/Dean.
 - k) Students and / or the School may be accompanied and assisted by a support person at all relevant meetings.
 - l) The formal grievance process will commence within 10 working days of the lodgment of the complaint or appeal with the Principal/other.
 - m) Once the Head of College/Dean. 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.
 - n) If the grievance procedure finds in favour of the student, Canterbury College will immediately implement the decision and any corrective and preventative action required, and advise the student of the outcome.
 - o) Canterbury College undertakes to finalise all grievance procedures within 14 working days
 - p) For the duration of the appeals process, the student's enrolment and attendance must be maintained.
4. External Appeals Processes
- a) If the student is dissatisfied with the conduct or result of the complaints procedure, he/she may seek redress through an external body at minimal or no cost.
 - b) If the student wishes to complain or to lodge an external appeal about a decision made or action taken by Canterbury College, he/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.

- c) 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

5. Other legal redress

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

6. Definitions

- a) Working Day – any day other than a Saturday, Sunday or public holiday during term time
- b) Student – a student enrolled at Canterbury College or the parent(s)/legal guardian of a student where that student is under 18 years of age
- c) Support person – for example, a friend/teacher/relative not involved in the grievance.

Canterbury College International Student Monitoring Progress and Attendance Policy

1. Course Progress

- a) Canterbury College will monitor record and assess the course progress of each student for the course in which the student is currently enrolled.
- b) The course progress of all students will be assessed at the end of each study period of enrolment.
- c) Students who have begun part way through a study period will be assessed after one full study period.
- d) To demonstrate satisfactory course progress, students will need to achieve competency in at least 50% of units studied.
- e) If a student does not achieve competency in at least 50% of units studied in an study period, the Dean or Assistant Dean will meet with the student to develop an intervention strategy for academic improvement. This may include:
 - i. additional supervised study periods
 - ii. tutorial assistance
 - iii. other intervention strategies as deemed necessary
- f) A copy of the student's individual strategy and progress reports in achieving improvement will be forwarded to parents.
- g) The students individual strategy for academic improvement will be monitored over the following study period by the Dean or Assistant Dean and records of student response to the strategy will be kept.
- h) If the student does not improve sufficiently academically and achieve satisfactory course by the end of the next study period, Canterbury College will advise the student in writing of its intention to report the student for breach of visa condition 8202, and that he/she has 20 working days in which to access the school's internal complaints and appeals process.
- i) The school will notify DIISRTE via PRISMS of the student not achieving satisfactory course progress as soon as practicable where
 - i. the student does not access the complaints and appeals process within 20 days, or
 - ii. withdraws from the complaints and appeals process, or
 - iii. the complaints and appeals process results in favour of the school

2. Completion within expected duration of study (course progression)

- a) As noted in 1a, the school will monitor, record and assess the course progress of each student for the course in which the student is currently enrolled.
- b) Part of the assessment of course progress at the end of each semester will include an assessment of whether the student's progress is such that they are expected to complete their course within the expected duration of the course.
- c) Canterbury College will only extend the duration of the student's study where the student has not completed their course within the expected duration due to:
 - i. compassionate or compelling circumstances
 - ii. student participation in an intervention strategy as outlined in 1ean approved deferment or suspension of study has been granted in accordance with Canterbury's Conditions of Enrolment.

- d) Where the school decides to extend the duration of the student's study, the school will report this change via PRISMS within 14 days and/or issue a new COE if required.

3. Course attendance

- a) Satisfactory course attendance is attendance of 80% of the scheduled course contact hours.
- b) Student attendance is:
- i. checked and recorded daily
 - ii. assessed regularly
 - iii. recorded and calculated over each study period
- c) Late arrival at school will be recorded and will be included in attendance calculations.
- d) All absences from school should be accompanied by a medical certificate, an explanatory communication from the student's carer or evidence that leave has been approved by the Dean or Head of College.
- e) Any absences longer than 5 consecutive days without approval will be investigated.
- f) Student attendance will be monitored by the Assistant Dean/Dean of Senior School each week over a study period to assess student attendance using the following method
- i. calculating the number of hours the student would have to be absent to fall below the attendance threshold for a semester
e.g. number of study days x contact hours x 20%
 - ii. Any period of exclusion from class will not be included in student attendance calculations
- g) Students at risk of breaching Canterbury College's attendance requirements will be Counseled and offered any necessary support when they have been absent for more than 10% in any study period.
- h) If the calculation at 3f indicates that the student has passed the attendance threshold for the study period, Canterbury College will advise the student of its intention to report the student for breach of visa condition 8202, and that he/she has 20 working days in which to access the school's internal complaints and appeals process except in the circumstances outlined in 3j.
- i) Canterbury College will notify DEST via PRISMS of the student not achieving satisfactory
Course attendance as soon as practicable where:
- i. the student does not access the complaints and appeals process within 20 days.
 - ii. withdraws from the complaints and appeals process.
 - iii. the complaints and appeals process results in favour of the school.
- j) Students will not be reported for failing to meet the 80% threshold where:
- i. the student produces documentary evidence clearly demonstrating compassionate or compelling circumstances e.g. medical illness supported by a medical certificate, and
 - ii. has not fallen below 70% attendance
- k) The method for calculating 70% attendance is the same as that outlined in 3f with the following change: number of study days x contact hours x 30%

- l) If a student is assessed as having nearly reached the threshold of 70% attendance, the Head of College will assess whether a suspension of studies is in the interests of the student as per Canterbury College's Conditions of Enrolment.
- m) If the student does not obtain a suspension of studies under Canterbury College's Conditions of Enrolment, and falls below the 70% threshold for attendance, the process for reporting the student for unsatisfactory attendance (breach of visa condition 8202) will occur as outlined in 3h – 3i.

4. Definitions

a) *Compassionate or compelling circumstances* – circumstances beyond the control of the student that are having an impact on the student's progress through a course.

These could include:

- i. serious illness, where a medical certificate states that the student was unable to attend classes
- ii. bereavement of close family members such as parents or grandparents
- iii. major political upheaval or natural disaster in the home country requiring emergency travel that has impacted on their studies
- iv. a traumatic experience which has impacted on the student (these cases should be where possible supported by police or psychologist reports).
- v. where the school was unable to offer a pre-requisite unit
- vi. inability to begin studying on the course commencement date due to delay in receiving a student's visa

For other circumstances to be considered as compassionate or compelling, evidence would need to be provided to show that these were having an impact on the student's progress through a course.

- b) *Expected duration* – the length of time it takes to complete the course studying full time. This is the same as the registered course duration on CRICOS.
- c) *School day* – any day for which the school has scheduled course contact hours.
- d) *Study period* – First to last day of each school semester – 2 terms in each semester and 2 semesters in one school year

Canterbury College International Student Deferment, Suspension and Cancellation Policy

1. Deferment of commencement of study requested by the Student

- a. Canterbury College will only grant a deferment of commencement of studies for compassionate and compelling circumstance. These may include:
 - Bereavement of close family members such as parents or grandparents (where possible a death certificate should be provided)
 - Illness, where a medical certificate states that a student is unable to attend class
 - Major political upheaval or natural disaster in the home country requiring emergency travel
 - A traumatic experience which has impacted on the student. (These cases should be where possible, reported to the police or psychologists' report provided.)
- b. The Head of College will make the final decision assessing and approving a deferment of the commencement of studies.
- c. Deferment will be recorded on PRISMS within 14 days of being granted.

2. Suspension of study requested by a Student

- a. Canterbury College will only grant a suspension of study once the student has commenced the course for compassionate and compelling circumstances. These may include:
 - Bereavement of close family members such as parents or grandparents (where possible a death certificate should be provided)
 - Illness, where a medical certificate states that a student is unable to attend class
 - Major political upheaval or natural disaster in the home country requiring emergency travel
 - A traumatic experience which has impacted on the student. (These cases should be where possible, reported to the police or psychologists' report provided.)
- b. The period of suspension will not be included in attendance calculations.
- c. The Head of College will make the final decision assessing and approving a suspension of study.
- d. Suspension will be recorded on PRISMS within 14 days of suspension commencement.

3. Assessing requests for deferment or suspension of studies

- a. Applications will be assessed on merit by the Head of College.

- b. All applications for deferment or suspension will be considered within 20 working days.

4. Exclusion from class (1-28 days)

- a. Canterbury College may exclude a student from class studies on the grounds of misbehavior by the student. Exclusion will occur as the result of any behavior identified as resulting in exclusion in Canterbury College's Code of Conduct.(refer page 21).
- b. Excluded 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 which will be determined by the Head of College.
- c. Where the student is provided with homework or other studies for the period of exclusion, the student must continue to meet the academic requirements of the course.
- d. Exclusions from class will not be recorded on PRISMS.
- e. Periods of 'exclusion from class' will not be included in attendance calculations as per Canterbury College's Course Progress and Attendance Policy.

5. School initiated suspension of studies (28+ days)

- a. Canterbury College may initiate a suspension of studies for a student on the grounds of misbehavior by the student. Suspension will occur as the result of any behaviour identified as resulting in suspension in Canterbury College's Code of Conduct.
- b. Suspended students must abide by the conditions of their suspension from studies which will depend on the welfare and accommodation arrangements in place for each student and which will be determined by the Head of College.
- c. Students who have been suspended for more than 28 days should contact DIAC to see if their visa is affected by the suspension. Contact details are available at <http://www.immi.gov.au/contacts/australia/index.htm>
- d. If special circumstances exist, the student must abide by the conditions of his or her suspension which will depend on the welfare and accommodation arrangements in place for each student and which will be determined by the Head of College.
- e. Suspensions will be recorded on PRISMS.
- f. The period of suspension will not be included in attendance calculations.

6. Student Cancellation of enrolment

- a. All notifications of withdrawal from a course, or applications for refunds, must be made in writing and submitted to the Dean / Head of College.
- b. Reference should be made to the International Students Refund Policy for information regarding refunds.

7. College Cancellation of enrolment

- a. Canterbury College will cancel the enrolment of a student under the following conditions:
 - i. Failure to pay course fees
 - ii. Failure to maintain approved welfare and accommodation arrangements (visa condition 8532).

- iii. Any behaviour identified as resulting in cancellation in Canterbury College's Code of Conduct (refer page 21).
- b. Canterbury College is required to report failure to maintain satisfactory course progress and failure to maintain satisfactory attendance to DIAC which may impact on a student's visa.

8. Complaints and Appeals

Canterbury College will notify the student in writing of its intention to cancel or suspend their enrolment. Students may appeal any decision by the College to cancel or suspend their enrolment. This appeal must be made in writing to the Head of College within 20 business days from the date of the intention to cancel or suspend notice.

For the duration of the appeals process, the student will remain enrolled and must attend as required to maintain enrolment and attendance at all classes as normal. The Dean / Head of College will determine if participation in studies will be in class or under a supervised arrangement outside of classes.

If students access the internal complaints and appeals process regarding a school initiated suspension or cancellation of enrolment, the suspension or cancellation of enrolment will not be reported to the Department of Immigration and Citizenship (DIAC) until the appeal process is finalized, unless extenuating circumstances relating to the welfare of the student apply.

Extenuating circumstances may 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.

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

The final decision for evaluating extenuating circumstances prior to the completion of any complaints and appeals process lies with the Head of College.

9. Student Advice

Deferment, suspension and cancellation of enrolment can have an effect on a student's visa as a result of changes to the enrolment status. Students can visit the DIAC website for further information about their visa conditions and obligations. Details are available at <http://www.immi.gov.au/contacts/australia/index.htm>

10. Definitions

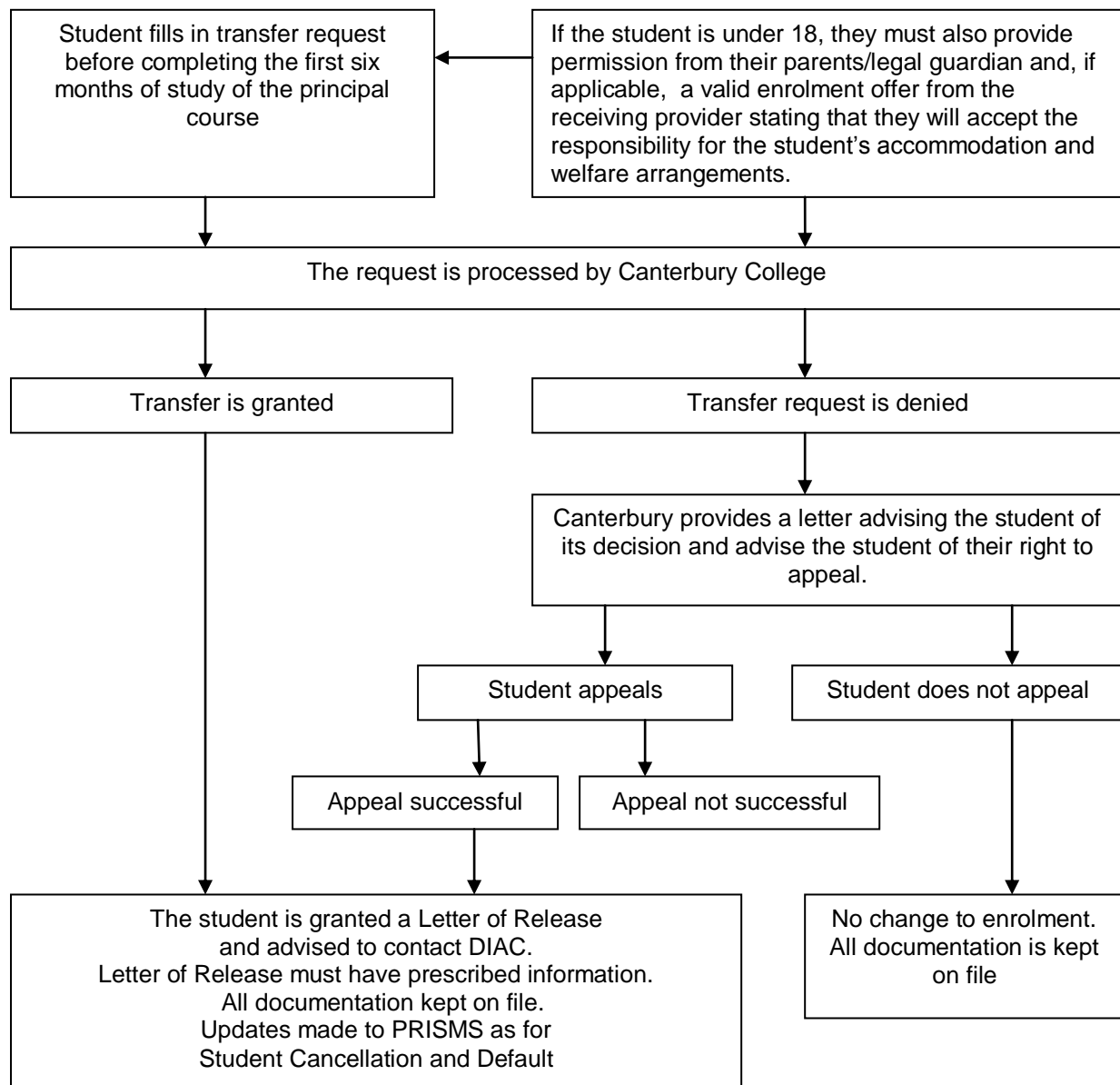
- a. School day – any day for which the school has scheduled course contact hours.
- b. Study period – First to last day of each school semester – 2 terms in each semester and 2 semesters in one school year

Canterbury College International Student Transfer Request Policy

- Overseas students are restricted from transferring from their principal course of study for a period of six months. This restriction also applies to any course(s) packaged within their principal course study. Exceptions to this restriction are:
 - a) If the student's course or school becomes unregistered
 - b) The school has a government sanction imposed on its registration
 - c) A government sponsor considers a transfer to be in the student's best interests
 - d) The student is granted a Letter of Release
- Students can apply for a letter of release from the Enrolments Officer, at no charge to them, to enable them to transfer to another education provider.
- Canterbury College will only provide a letter of release to students in the first six months of their principal course in the following circumstances
 - The student has changed welfare and accommodation arrangements and is no longer within a reasonable travelling time of the school
 - It has been agreed by the school the student would be better placed in a course that is not available at Canterbury College
 - Any other reason stated in the policies of Canterbury College
- Canterbury College will NOT provide a letter of release to students in the first six months of their principal course in the following circumstance
 - The student's progress is likely to be academically disadvantaged
 - Canterbury College is concerned that the student's application to transfer is a consequence of the adverse influence of another party.
- In order to apply for a letter of release, students must have a letter from the receiving provider that a valid offer of enrolment has been made.
- Students under 18 years of age MUST also have
 - Written evidence that the student's parent(s) / legal guardian supports the transfer
 - Written confirmation that the new provider will accept responsibility for approving the student's accommodation, support, and general welfare arrangements where the student is not living with a parent(s) / legal guardian or a suitable nominated relative.
 - Evidence that the student is always in DIAC approved welfare and accommodation arrangements.
- All applications for transfer will be considered within 10 working days and the applicant notified of the decision
- Students whose request for transfer has been refused may appeal the decision in accordance with Canterbury's complaints and appeals policy.
- Overseas students are restricted from transferring from their principal course of study for a period of six months. This restriction also applies to any course(s) packaged within their principal course study.
- Students can apply for a letter of release to enable them to transfer to another education provider
- Canterbury College will only provide a letter of release to students in the first six months of their principal course in the following circumstances
 - The student has changed welfare and accommodation arrangements and is no longer within a reasonable travelling time of the school
 - It has been agreed by the school the student would be better placed in a course that is not available at Canterbury College
 - Any other reason stated in the policies of Canterbury College

- Canterbury College will NOT provide a letter of release to students in the first six months of their principal course in the following circumstance
 - The student's progress is likely to be academically disadvantaged
 - Canterbury College is concerned that the student's application to transfer is a consequence of the adverse influence of another party.
 - School fees have not been paid for the current study period.
- In order to apply for a letter of release, students must have a letter from the receiving provider that a valid offer of enrolment has been made.
- Students under 18 years of age MUST also have
 - Written evidence that the student's parent(s) / legal guardian supports the transfer
 - Written confirmation that the new provider will accept responsibility for approving the student's accommodation, support, and general welfare arrangements where the student is not living with a parent(s) / legal guardian or a suitable nominated relative.
 - Evidence that the student is always in DIAC approved welfare and accommodation arrangements.
- All applications for transfer will be considered within 10 working days and the applicant notified of the decision
- Students whose request for transfer has been refused will be notified in writing of the reasons for refusal and may appeal the decision in accordance with Canterbury's complaints and appeals policy.

Canterbury College International Student Transfer Request Assessment Flow Chart



Canterbury College International Student Code of Conduct



**CANTERBURY
COLLEGE**

Code of Conduct

Respect

We will:

- Treat everyone fairly;
- Address all people politely;
- Listen to others carefully;
- Take care of our own property, and others' property;
- Value difference in culture, religion and opinion;
- Show pride in our achievements;
- Acknowledge the privacy and confidentiality of others;
- Discourage negative actions and conversations;
- Believe in ourselves.

Integrity

We will:

- Take responsibility for our own actions;
- Recognise and reward effort equally across all activities;
- Be honest and open in all relationships and actions;
- Acknowledge research sources honestly and present work without plagiarism;
- Acknowledge our mistakes and learn from them;
- Allow others to acknowledge mistakes and learn from them;
- Show courage and consistency in upholding and promoting the Values and Code of Conduct of the College.

Compassion

We will:

- Show consideration for the feelings of others;
- Show no tolerance for any form of bullying;
- Be kind and forgiving;
- Support those with particular needs;
- Encourage and support others.

Social and Environmental Responsibility

We will:

- Highlight social justice issues as part of College life and in the curriculum;
- Support and include individual groups who may be excluded;
- Promote outreach and service to communities in need;
- Understand and support the reasons for good management of the environment at local and global levels;
- Use water and recyclable materials responsibly;
- Maintain cleanliness and build a sense of pride in our environments;
- Dispose of rubbish responsibly.

Scholarship

We will:

- Foster a spirit of enquiry and a life long commitment to learning;
- Help to develop an enjoyable and fulfilling learning and teaching environment;
- Aim to do our very best;
- Acknowledge commitment and effort;
- Learn from mistakes and benefit from advice;
- Explore different pathways to success;
- Promote excellence in fields other than the academic.

Community

We will:

- Encourage positive actions and conversations which uphold the College Values and ethos;
- Participate responsibly in decision-making processes;
- Work to develop resilience in ourselves and others;
- Attend College functions;
- Celebrate achievements;
- Recognise that we all benefit from the achievements of others;
- Make visitors and new members of the College feel welcome;
- Have fun — but not at the expense of others.



The Canterbury Cross

Canterbury College International Student Charter of Values



The poster features a yellow background with a blue border. At the top left is the Canterbury College crest, which includes a shield with a cross and an open book, with the motto 'FORTIOR QUID PARATIUS' below it. To the right of the crest, the title 'Charter of Values' is written in large, purple, stylized letters. Below the crest, the words 'CANTERBURY COLLEGE' are printed in a smaller, black, serif font. The main body of the poster contains seven circular callouts, each with a different colored border and a specific value. The values are: Respect (blue border), Integrity (purple border), Compassion (red border), Social and Environmental Responsibility (dark blue border), Scholarship (green border), Community (orange border), and Conclusion (teal border). Each callout contains a title, a quote, and a brief description of the value.

Respect
"Do to others as you would have them do to you."
 Respect yourself and treat all others with respect, courtesy and consideration regardless of their position.

Integrity
"Be honest and trustworthy"
 Be sincere and truthful as you do your best. Be accountable for your own actions and ensure consistency between what you say and what you do.

Compassion
"Care for others"
 Show empathy by seeking to understand the viewpoint of others and how they are feeling.

Social and Environmental Responsibility
"Justice for all"
 Promote fairness, acknowledge the rights of others and make a difference for good. Act to protect the natural environment and support global justice.

Scholarship
"Live to learn and learn to live"
 Cultivate a love of knowledge and be diligent as you aim for excellence.

Community
"Celebrate our life together"
 Act for the good of the whole College community and seek to promote happiness for yourself and others in all common activities.

Conclusion
 In applying these aspirational values we will practise them in a spirit of *grace* and *forgiveness* ready to acknowledge our mistakes, learn from them and give others the opportunity to do the same. Our determination to be true to these ideals will require *self-discipline* and *moral courage*.

The ESOS framework : Providing quality education and protecting your rights

This document is also available at <https://aei.gov.au>

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 they include the *Education Services for Overseas (ESOS) Act 2000* and the National Code 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 meet the high standards necessary for overseas students. Please check carefully 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 is 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.

The Tuition Protection Service (TPS) is a placement and refund service for international students, which is activated in the event that your provider is unable to teach your course. Visit the TPS website for more information, at www.tps.gov.au

The ESOS framework sets out the standards Australian education providers offering education services to overseas students must obey. These standards cover a range of information you have a right to know and services that must be offered, including:

- orientation and access to support services to help you study and adjust to life in Australia
- who the contact officer or officers is 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 and what support is available if you are not progressing well
- if attendance will be monitored for your course, and
- a complaints and appeals process.

One of the standards does not allow another education provider to enrol a student who wants to transfer to another course, but has not completed six months of the final course of study you plan to undertake in Australia. If you want to transfer beforehand you need your provider's permission.

Your responsibilities

As an overseas student on a 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 education 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, and
- if you are under 18, maintain your approved accommodation, support and general welfare arrangements.

Contact details

Who?	Why?	How?
Your provider	For policies and procedures that affect you	<ul style="list-style-type: none"> • Speak with your provider • Go to your provider's website
Department of Industry, Innovation, Science, Research and Tertiary Education (DIISRTE)	For your ESOS rights and responsibilities	<ul style="list-style-type: none"> • www.aei.gov.au • ESOS helpline + 61 2 6240 5069
Department of Immigration and Citizenship (DIAC)	For visa matters	<ul style="list-style-type: none"> • www.immi.gov.au • Phone 131 881 in Australia • Contact the DIAC office in your country.

Arrangements with Agents

Canterbury College has arrangements with selected agents. Please refer to the College website www.canterbury.qld.edu.au for further details.

Living and Studying in Australia

You are encouraged to visit www.studyinaustralia.gov.au, which is the official Australian Government website for advice on studying and living in Australia.

This website provides impartial information on:

- Courses
- Education institutions
- Study costs
- Living costs
- Application process
- Visa requirements
- Employment
- Money Matters
- Help centres in your own country



www.studyinaustralia.gov.au

Canterbury College International Student Collection of Information Privacy Policy

1. The College collects personal information, including sensitive information about students and parents or guardians before and during the course of a student's enrolment at the College. The primary purpose for collecting information is to enable the college to provide schooling for your son/daughter.
2. Some of the information we collect is to satisfy the college's legal obligations, particularly to enable the college to discharge its duty of care.
3. Certain laws governing or relating to the operation of schools (e.g. Public Health and Child Protection) require that specific information is collected.
4. Health information about pupils is sensitive information within the terms of the National Privacy Principles under the Privacy Act. We ask you to provide medical reports about pupils from time to time.
5. The College, from time to time, discloses personal and sensitive information to others for administrative and educational purposes. This includes to other schools, other discrete bodies within Canterbury College such as the Canterbury Foundation, government departments, Anglican Schools Commission, medical practitioners, and people providing services to the College, including specialist visiting teachers, coaches and volunteers.
6. If we do not obtain the information referred to above we may not be able to enroll or continue the enrolment of your son/daughter.
7. Personal information collected from students is regularly disclosed to their parents or guardians. On occasions, information such as academic and sporting achievements, pupil activities, and other news is published in College newsletters, magazines, on our website, and in the general media for example newspapers, television).
8. Parents may seek access to personal information collected about them and their son/daughter by contacting the College. Pupils may also seek access to personal information about themselves. However, there will be occasions when access is denied. Such occasions would include where access would have an unreasonable impact on the privacy of others, where access may result in a breach of the college's duty of care to the student, or where students have provided information in confidence.
9. We may include your contact details in a class list and College Directory. If you do not agree to this you must advise us now.
10. If you provide the college with the personal information of others, such as doctors or emergency contacts we encourage you to inform them that you are disclosing the information to the college and why. That they can access that information if they wish and that the College does not usually disclose information to third parties.



**CANTERBURY
COLLEGE**
The better prepared the stronger

**Canterbury College Ltd trading as
CANTERBURY COLLEGE**

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