



CRICOS Provider Number: 00944G  
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## **Iona Presentation College**

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## **International Student Policies and Procedures**

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## General Conditions of Enrolment - International Students

### Application and Enrolment Conditions

1. Contact the College to obtain an Application for Admission form.
2. Lodging an Application for Admission along with the application fee and required documentation places each student on the waiting list. It does not guarantee entry to Iona Presentation College. Places are limited.
3. Iona Presentation College accepts International Student applications for Years 7-12. It is Iona Presentation College Policy that international students enrol as boarding students and reside in the Boarding Community at Iona Presentation College for the duration of their studies.
4. Fulfill the application pre-conditions:
  - 4.1. Be sympathetic to the Catholic ethos of the College. Preference is given to Catholic applicants. People of other religious traditions are welcome to apply.
  - 4.2. Proficiency in the English language – see section below.
  - 4.3. Fulfill the requirements of the Australian Government visa regulations.
5. Nominate an appropriate guardian (see below).
6. In order to enrol, an application form must be completed and submitted to the Registrar with the AUD\$120 non-refundable Application Fee. An interview with the Principal or delegate will be made at a time suitable to both parties.
7. After Acceptance of offer is made by completing the Written Agreement and payment of the non-refundable AUD \$750 Registration Fee. Payment of one semester's Tuition Fees and Boarding Fees (as per the International Student Fees and Admission brochure - see Appendix C) is payable in advance, following which the College will generate an electronic Confirmation of Enrolment (eCOE) and CAAW (Confirmation of Appropriate Welfare Arrangements). This information is used by the relevant visa post as the basis for the granting of the student visa. A paper copy will be forwarded to parents as evidence the eCOE has been generated. Without a Confirmation of Enrolment form, a student visa cannot be issued.
8. Commence application for a student visa. You will be required to present the paper copy of the eCOE and complete the relevant application forms. Further information can be obtained from the nearest Australian Embassy or High Commission or on the DIAC website at [www.immi.gov.au/study](http://www.immi.gov.au/study).
9. Arrange appropriate Overseas Health Cover (see International Student Handbook). Further information on the ESOS Framework can be obtained from [www.aei.dest.gov.au/AEI/ESOS/QuickInfo/ESOS FrameWork pdf.pdf](http://www.aei.dest.gov.au/AEI/ESOS/QuickInfo/ESOS%20FrameWork.pdf). All International students studying on Student Visas must have Overseas Health Cover (OSHC). Students must obtain OSHC for the proposed duration of their Student Visa. OSHC is an insurance that provides cover for the costs of medical and hospital care which international students may need while in Australia. The Health Fund is Medibank Private, which is the Australian Government's Health Insurance Fund.

### English Proficiency and Admission

10. The College had determined that girls who come into the College in Year 10, particularly after undergoing some months of intensive English courses, do meet with greater success. Consequently the College has implemented an admission policy accepting international students into the College only in Years 8, 9 or 10.
11. Arrange to have your daughter tested by Australian Education Assessment Services. Detailed information about the test, practice tests and testing centres available in Australia and in other countries can be

obtained by visiting the web-site at [www.aseas.com.au](http://www.aseas.com.au). Subject to acceptable test results and reports and if a vacancy exists in the boarding community an offer of place may be received

12. Iona Presentation College suggests the following English Language Colleges in Perth have a sound record of developing English skills in international students:

St Mark's International College 375 Stirling Street PERTH WESTERN AUSTRALIA 6000  Telephone: +61 8 9227 9888 Facsimile: +61 8 9227 9880	Phoenix English Language Academy 223-225 Vincent Street NORTH PERTH WESTERN AUSTRALIA 6006  Telephone: +61 8 9227 5538 Facsimile: +61 8 9227 5540
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13. The College's experience with international students from non-English speaking backgrounds is that they struggle considerably in their first year of study in Australia. Given this hardship, we have found that girls entering in Year 11 (or later) have little success in the Tertiary Entrance Examinations, which they wish to undertake to be considered for entrance into an Australian University.
14. The final two years of schooling in Western Australia (Years 11 and 12) are necessary to satisfactorily meet the requirements for Secondary Graduation at the end of Year 12. Secondary Graduation is also a pre-requisite for entrance to any Western Australian university, and, we believe, highly desirable to enter any Australian university.
15. The official comment from the Curriculum Council on this is as follows:

**Equivalent Studies – Interstate or Overseas**

If you have completed the equivalent of Year 11 or Year 12 within the last six years in an interstate or overseas school, then you may apply for credit points towards Secondary Graduation. The Curriculum Council can assess and provide an equivalence statement of secondary school level qualifications. The statement relates an overseas certificate/academic year to a year level in the Western Australian school system: it does not give a grade-for-grade comparison

Arrange to have your daughter tested by Australian Education Assessment Services. Detailed information about the test, practice tests and testing centres available in Australia and in other countries can be obtained by visiting the web-site at [www.aseas.com.au](http://www.aseas.com.au). Subject to acceptable test results and reports and if a vacancy exists in the boarding community an offer of place may be received

**Fees, Charges and Business Arrangements**

*Refer International Student Fees and Admission brochure - Appendix C*

16. All fees must be paid in Australian Dollars.
17. The Application Fee and Registration Fee are non-transferable and non-refundable.
18. The Registration Fee is payable on acceptance of a student place and completion of the Written Agreement.
19. Course monies include the Registration Fee, Tuition and Boarding fees.
20. Tuition and Boarding Fees are due and payable in advance in two equal instalments on or before the first day of each semester.
21. Continuance of enrolment cannot be guaranteed unless all fees are paid in accordance with the International Student Fees and Admission brochure or an arrangement has been made with the Principal. (Refer International Student Deferment, Suspension and Cancellation Policy)

22. Any expenses, costs or disbursements incurred by the College in recovering any outstanding monies, including debt collection agency fees and solicitors costs shall be charged to the account.

### **Notice of Withdrawal**

*Refer to International Student Refund Policy*

23. Notice of withdrawal must be provided in writing to the Principal.
24. Withdrawal from the Boarding Community requires one full Semesters notice in writing in advance to the Principal.
25. Refunds will be paid in accordance with the International Student Refund Policy.

### **Student Absences**

*Refer to International Student Deferment, Suspension and Cancellation Policy and International Student Course Progress and Attendance Policy*

26. In the event of a student being absent without prior notice, for illness or any other reason, the College should be advised by telephone or email immediately, addressed to the Principal.
27. Parents/Guardians are expected to ensure attendance of students throughout the school year.
28. Deferment or suspension of studies will only be considered in exceptional circumstances and on written application to the Principal.

### **Student Suspension or Expulsion**

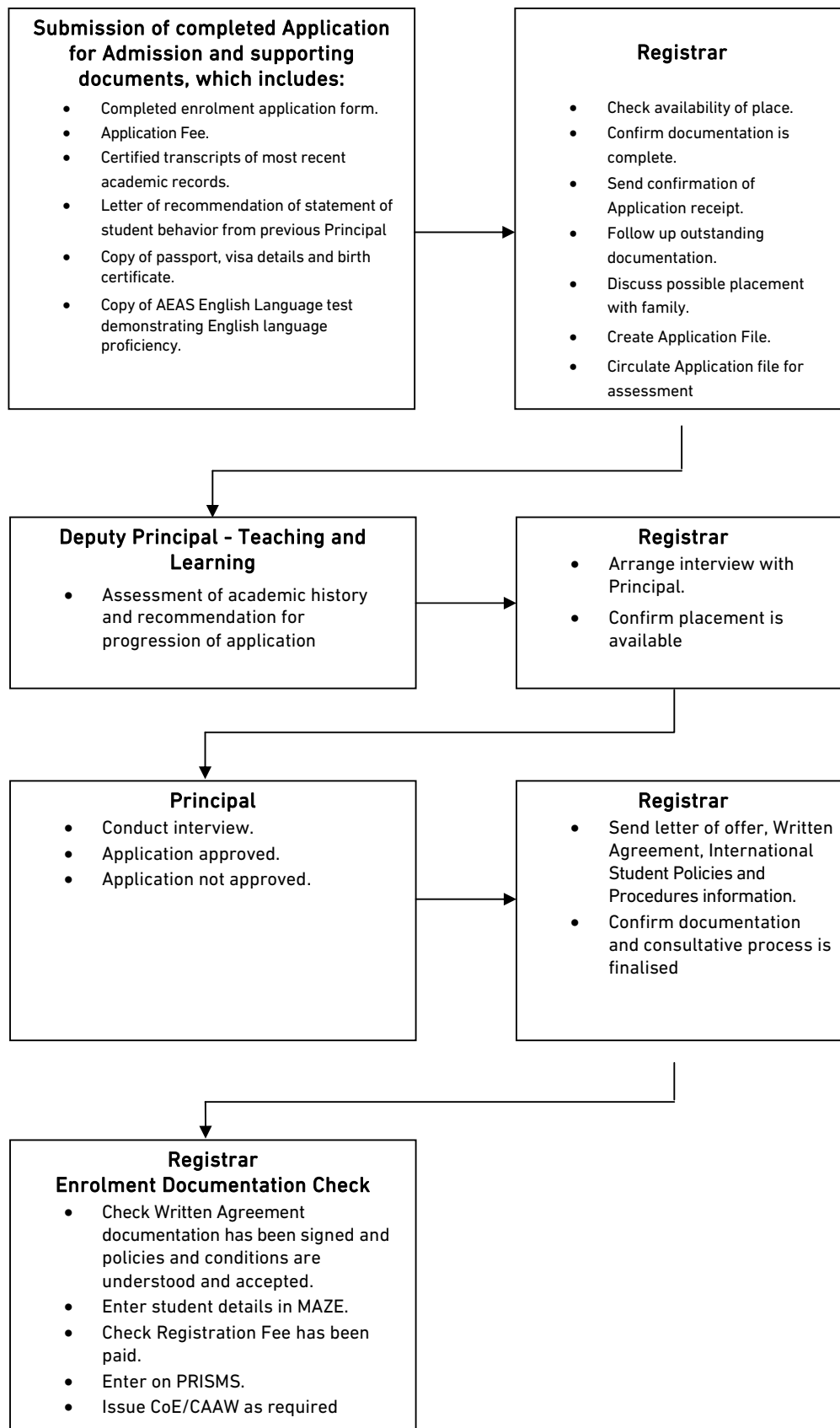
29. If the Principal suspends or cancels a student's enrolment due to a serious breach of the College's rules, the student will be reported to the Department of Immigration and Citizenship (DIAC). Deferment, withdrawal or cancellation of a student's enrolment may affect her student visa.

### **College Involvement**

30. International Students are required to comply with requirements of the College in respect of dress code, behaviour and participation in the College's co-curricular programme.
31. The parent will be responsible for breakages and damage to school property caused by the student, which will be added to the fees account.
32. Where more than one person has applied for enrolment of a student the liability of each here-under shall be joint.
33. Privacy - Information is collected in order to meet our obligations under the ESOS Act and the National Code 2007, and to ensure student compliance with the conditions of their visas and obligations under Australian immigration laws generally.

These conditions are subject to alteration from time to time by the Principal.

**Procedures for Assessment of an International Student's Enrolment Application, Qualifications, Experience and English Language Proficiency**



### **Schedule of Fees for International Students**

*Refer to International Student Fees and Admission brochure -Appendix C*

1. Application Fee - An Application Fee is payable on lodging an Application for Admission. This fee is non-transferable and non-refundable and covers administrative costs relating to enrolment applications.
2. Registration Fee - This fee is payable on acceptance of an offer of placement and signing of the Written Agreement and confirms your daughter's place. This fee is non-transferable.
3. Tuition Fees and Boarding Fees - Refer to International Student Fees and Admission brochure.
4. Damage of Property - Damage or loss of school property by the student will added the to the parents account.

## ROLES & RESPONSIBILITIES OF THE GUARDIAN OF INTERNATIONAL STUDENTS

People acting as guardians to international students must be aware of the following duties and responsibilities. An essential part of an application to enroll an international student at our College is the nomination of a guardian. The guardian must be at least twenty-five (25) years of age and be considered to have adult authority over the student. She must be prepared to provide accommodation for the student when she has a "boarder weekend" (when all the girls leave the boarding house, returning to their homes in most cases), and for longer school holidays, if the student is not returning home.

**1) The person appointed as guardian must:**

- a) Be over 25 years of age;
- b) Be a resident of Australia;
- c) Provide documentary evidence from the parent of the appointment as guardian;
- d) Provide a letter to the College of his/her acceptance as guardian for the nominated student;
- e) It is a requirement, prior to enrolment, the appointed guardian be interviewed with the parents of the student by the Principal.

**2) Arrival of the Student**

- a) Meet the student at the airport
- b) Private accommodation for the student if she arrives before the boarding house re-opens.

**3) First days at Iona**

- a) Assist the student with settling into the boarding house.
- b) Meet the Head of Boarding and House Mothers to discuss any concerns you or the student may have.
- c) Assist the student with the purchase of uniforms, books and personal effects and the setting up of bank accounts as authorized by the parents of the student.

**4) Term holidays and Long Weekends**

- a) The boarding house is closed during Christmas holidays, end-of-term holidays and boarder long weekends.
- b) If the student is not returning home for the holidays, the guardian must provide accommodation and supervision during these times.
- c) If the student is returning to her home for the holidays, the guardian must confirm all travel arrangements with the student and House Mother at the boarding house. The guardian must also provide or arrange travel to and from the airport.

**5) Weekend Leave**

- a) The guardian should sanction all other leave arrangements. Details of leave arrangements are to be forwarded by letter or fax to the Head of Boarding by the Wednesday prior to the weekend of leave. Please refer to the Boarding House Information Booklet for further details on leave allowances.
- b) Students are not permitted to stay in hotels, motels, houses or apartments unsupervised.
- c) While the student is in the care of the guardian, the guardian, not the College, is responsible for the safety and well-being of the student.

**6) Sickness**

- a) Guardians are to arrange medical treatment, as necessary, in liaison with the boarding house staff and parents.
- b) The guardian is required to arrange accommodation and care in the case of long term illnesses or infectious diseases.

**7) General**

- a) Provide your address, telephone numbers and photograph to the boarding house staff. If you are going away, you must inform the student and the boarding house staff and provide a suitable temporary guardian who is aware of the responsibilities of guardianship.
- b) Maintain regular contact with the student whilst she is at the College. Notify the Head of Boarding of any problems or concerns so that they can be addressed immediately.
- c) Maintain regular contact with the student's parents.
- d) Your role as a guardian is an important one and is highly regarded by the College. You are most



welcome to attend parent information evenings, religious, sporting, cultural and social events throughout the year and become a part of the Iona College Community.

## **INTERNATIONAL STUDENT DEFERMENT, SUSPENSION AND CANCELLATION POLICY**

### **2) Deferment of Commencement of Study Requested by Student**

- a) Iona Presentation College will only grant a deferment of commencement of studies for compassionate and compelling circumstances. These include but are not limited to:
  - i) 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 (where possible a death certificate should be provided)
  - iii) major political upheaval or natural disaster in the home country requiring emergency travel that has impacted on studies
  - iv) a traumatic experience which has impacted on the student (where possible supported by police or psychologists' reports)
- b) The final decision for assessing and granting a deferment of commencement of studies lies with the Principal.
- c) Deferment will be recorded on Provider Registration Information Management System (PRISMS) depending on the students Confirmation of Enrolment (CoE) status.

### **3) Suspension of Study Requested by Student**

- a) Once the student has commenced the course, Iona Presentation College will only grant a suspension of study for compassionate and compelling circumstances. These include but are not limited to:
  - i) 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 (where possible a death certificate should be provided)
  - iii) major political upheaval or natural disaster in the home country requiring emergency travel that has impacted on studies; iv) a traumatic experience which has impacted on the student (where possible supported by police or psychologists' reports).
- b) Suspensions will be recorded on PRISMS.
- c) The period of suspension will not be included in attendance calculations.
- d) The final decision for assessing and granting a suspension of studies lies with the Principal.

### **4) Cancellation of Study Requested by Student**

- a) Iona Presentation College requires notice of withdrawal in writing to the Principal. Parents must complete and submit an Application for Deferment, Suspension or Cancellation of Studies form.  
*(Refer Application for Deferment, Suspension or Cancellation of Studies)*
- b) Failure to provide adequate notice may incur a penalty.  
*(Refer to General Conditions of Enrolment - International Students - Notice of Withdrawal for details).*

### **5) Assessing Student Requests for Deferment or Suspension of Studies**

- a) Parents to complete and submit an Application for Deferment, Suspension, or Cancellation of Studies form.  
*(Refer Application for Deferment, Suspension or Cancellation of Studies)*
- b) Applications will be assessed on merit by Deputy Principal – Teaching and Learning.
- c) All applications for deferment, suspension or cancellation and any associated refund course monies will be considered within 10 working days.

### **6) Parent and Student Advice**

- a) Parents and students will be advised in writing of the outcome of a student initiated

request for deferment, suspension or cancellation of enrolment within 10 working days from receipt of application.

- b) If the school grants the request, it will issue a Letter of Release to parents.
- c) Deferment, suspension and cancellation of enrolment can have an effect on a student's visa as a result of changes to enrolment status. Students will be informed to contact the Department of Immigration for advice.

#### **7) School Initiated Exclusion From Class (1-28 days)**

- a) Iona Presentation College may exclude a student class on the grounds of misbehaviour or breach of College rules. Exclusion will occur as a result of behaviour identified in the Iona Presentation College Student Guidelines Policy.
- b) Where the student is provided with homework or other studies for the period of the exclusion, the student must continue to meet the academic requirements of the course.
- c) Exclusions from class will not be recorded on PRISMS.
- d) Periods of exclusion will not be included in attendance calculations.

#### **8) School Initiated Suspension of Studies (28 days+)**

- a) Iona Presentation College may initiate suspension of a student on the grounds of misbehaviour or breach of College rules. Exclusion will occur as a result of behaviour identified in the Iona Presentation College Student Guidelines Policy.
- b) Students who have been suspended for more than 28 days are required by the Department of Immigration and Citizenship (DIAC) to return to their home country unless special circumstances exist (e.g; the student is medically unfit to travel).
- c) Suspensions will be recorded on PRISMS.
- d) The period of suspension will not be included in attendance calculations.

#### **9) School Initiated Cancellation of Enrolment**

- a) Iona Presentation may cancel enrolment of a student under the following conditions:
  - i) Failure to pay course fees;
  - ii) Failure to reside in the Iona Presentation College Boarding Community;
  - iii) Any behaviour or serious breach of College rules identified as grounds for possible expulsion.
- b) Iona Presentation College is required under Section 19 of the ESOS Act 2000, to advise DIAC about changes to the student's enrolment and breaches of student visa conditions relating to academic performance and attendance. Deferment, withdrawal or cancellation of a student's enrolment may affect her student visa.

#### **10) Complaints and Appeals**

- a) Student initiated deferment and suspension requests are not subject to the Iona Presentation College International Student Complaints and Appeals Policy.
- b) Exclusion from class is subject to the Iona Presentation College International Student Complaints and Appeals Policy.
- c) The College will maintain the student's enrolment at the College for the duration of the complaints and appeals process. The Principal will determine if attendance is in class or under a supervised arrangement outside of classes.
- d) Suspension or cancellation will not be recorded with PRISMS until the Complaints and Appeals process is finalised, unless extenuating circumstances relating to the welfare of the student apply.
- e) Extenuating circumstances include:
  - i) the student refuses to remain in residence in the Boarding Community;
  - ii) the student is missing;
  - iii) the student has medical concerns, severe depression or psychological issues, which could be detrimental to the welfare of other students;
  - iv) the student has engaged or threatened to engage in behaviour that is reasonable to be believed to endanger the student or others;
  - v) the student is at risk of committing a criminal offence;
  - vi) the student is the subject of investigation relating to criminal matters.
- f) The use of extenuating circumstances by Iona Presentation College to suspend or cancel a

student's enrolment prior to the completion and any complaints and appeals process will be supported by appropriate evidence. The final decision in the evaluation of extenuating circumstances is at the discretion of the Principal.

### 11) Parent and Student Advice

- a) Parents and students will be advised in writing by the Principal of any school initiated exclusion, suspension or cancellation of studies.
- b) Deferment, suspension, withdrawal or cancellation of a student's enrolment may affect her student visa. Students will be informed to contact the Department of Immigration and Citizenship (DIAC) for advice and information.

### 12) International Student Support/Pastoral Care

- a) Iona Presentation College's rights and responsibilities are linked to the Presentation charism of Nano Nagle and are directed at providing the best possible education for female students in the Presentation tradition.
- b) The College sets high standards for behaviour, courtesy, personal pride and neatness. Our aim is to assist students to reach these standards through cooperation, mutual responsibility and self-discipline.
- c) These rights and responsibilities are:
  - i) All members of the College community have the **RIGHT** to:
    - (1) Be treated with respect and dignity as embodied by Nano Nagle and the Presentation tradition.
    - (2) Work in and enjoy a safe, secure and clean environment.
    - (3) Live within the College community free of verbal physical and emotional hurt.
    - (4) Work in a positive and supportive learning environment.
    - (5) Participate fully in College life.
    - (6) Be proud to be a member of the Iona Presentation College community.
  - ii) All members of the College community have the **RESPONSIBILITY** to:
    - (1) Treat others with respect and dignity as embodied by Nano Nagle and the Presentation tradition.
    - (2) Maintain a clean, safe and secure environment.
    - (3) Refrain from hurtful behaviours and to be accepting of individual differences.
    - (4) Contribute to a positive and supportive learning environment.
    - (5) Do one's best in all activities undertaken.
    - (6) Honour and live the values of Iona Presentation College.

### 13) Behaviour Management

- a) Any elements or behaviours that affect the well being of the community need to be addressed with Christ-like compassion.
- b) Exclusion is an extreme disciplinary measure reserved for gross misconduct, or behaviour that is persistently disruptive or contrary to the mission statement of the College. Exclusion is a sanction applied only as a last resort despite intervention strategies deployed by the College.
- c) The Principal will examine individual cases on their own merit and balance the principle of natural justice with the quality of mercy.

*(Refer to International Students Deferment, Suspension and Cancellation Policy.)*

## INTERNATIONAL STUDENT REFUND POLICY

- 1) An Application Fee of AUD\$120 must accompany an application for admission when enrolling. This fee is non-refundable.
- 2) A Registration Fee of AUD\$750 is payable on receipt of a written offer for a place at the College and signing of the Written Agreement.
- 3) If the student changes visa status (e.g; becomes a temporary or permanent resident) payment of the full international student fees for the duration of that calendar year, or until Government funding applies is applicable.
- 4) Refunds will be reimbursed in Australian dollars and the payment sent to the applicant's home country unless otherwise stated.
- 5) Refunds will be paid to the person specified in the Written Agreement documentation.
- 6) Unsuccessful Enrolment / Visa Rejection
  - a) Should the College withdraw an offer or be unable to provide an education service to an international student, the College will refund in full, all tuition fees paid, less an administration fee of \$250 (AUD). If an offer from the school was based on incorrect information provided by the student, up to \$750 (AUD) will be retained by the College.
  - b) If a student's application for a student visa is unsuccessful, and the College is notified before the semester commences, any tuition fees paid will be refunded in full, within 28 days, less an administration fee of \$250 (AUD). Evidence that the application has been rejected by the Australian Immigration authorities must be furnished. The Application fee is non refundable.
- 7) Student Default
  - a) If a student is withdrawing from their course, parents must provide written notification to the College Principal. Verbal notification is not considered due notice. Refunds will be paid within 28 days of the student leaving the College. This agreement and the availability of complaints and appeals processes, does not remove the right to take further action under Australia's consumer protection laws.
  - b) In the event of suspension or cancellation of enrolment, the student will continue to reside in boarding, until alternative arrangements have been fully completed.
  - c) If the student withdraws from the course the following will apply and the relevant refund will be paid within 28 working days of written notification:
    - i) Withdrawal more than 10 weeks (70 days) prior to the commencement of the semester: Full refund of fees paid, less an administration fee of 10% or \$1000 (AUD) (whichever is the lesser);
    - ii) Withdrawal more than 4 weeks and up to 10 weeks (70 days) prior to the commencement of the semester: Refund of 70% of fees, less a \$200 (AUD) administration fee;
    - iii) Withdrawal 4 weeks or less prior to the commencement of the semester: Refund of 40% of the semester's fees, less an administration fee of 10% or \$1000 (AUD) (whichever is the lesser);
    - iv) Withdrawal during the first 4 weeks of the semester (where the course is of greater duration than 10 weeks): Refund of 30% of a semester's fees less an administration fee of 10% or \$1000 (AUD) (whichever is the lesser);
    - v) Withdrawal after week 4 of the commencement of the semester: No refund.
- 8) If Iona Presentation College asks the student to leave the school due to a serious breach of the school's rules there will be no refund of the current semester's fees and not less than 40% of fees applicable to the following semester (this applies to a maximum of two semesters only).
- 9) If the student is asked to leave the school or Western Australia due to a serious breach of the international student visa conditions, there will be no refund of the current semester's fees and not less than 40% of fees applicable to the following semester (this applies to a maximum of two semesters only).

- a) The following reasons are considered to constitute student default:
    - i) Failure of student to maintain satisfactory course progress (visa condition 8202);
    - ii) Failure of student to maintain satisfactory attendance (visa condition (8202);
    - iii) Failure of student to maintain residing in the Boarding Community;
    - iv) Failure to pay fees;
    - v) Any student breaching school rules.
  - b) Iona Presentation College is required, under Section 19 of the ESOS Act 2000, to advise DIAC about changes to the student's enrolment and breaches of student visa conditions relating to academic performance and attendance. Deferment, withdrawal or cancellation of a student's enrolment may affect her student visa.
- 10) Information provided by or on behalf of the student to the school may be made available to other schools, Catholic Education Office, Catholic Education Commission, your local diocese and the parish, Commonwealth and State agencies and the Fund Manager- ESOS Assurance Fund, pursuant to obligations under the ESOS Act 2000, The National Code of Practice and the Iona Presentation College Privacy Policy.

## INTERNATIONAL STUDENT COMPLAINTS AND APPEALS POLICY

Education is a partnership between the College and the parents. Open communication will support both parties in meeting the needs of the student.

The following processes are based on the principles of natural justice in that all parties (both complainant and those perceived to have caused the grievances) have the right to be heard without prejudice and to be treated fairly and with respect. Throughout the grievance resolution process, the basic principle is to keep open all channels of communication.

- 1) A grievance arises from any decision, act or omission by any person or persons within the College, which is considered by the complainant to be wrong, mistaken, unjust, inequitable or discriminatory and is causing concern or distress.
- 2) In all instances we encourage parents or students who have concerns to make it known to the College as soon as possible. We are more than willing to listen and to facilitate the resolution of a dispute or complain by a student. Often what may seem to be a small issue or concern can be addressed easily, but if left can escalate into major and more difficult issues.
- 3) The internal complaints and appeals processes are conciliatory and non-legal.

The following principles determine College policy for addressing complaints/grievances:

- 1) Where an issue arises, in the first instance it should be dealt with in an informal manner, by discussing it with the staff member involved.
- 2) If a grievance cannot be resolved at an informal level, the complainant shall advise the other party that the grievance will be taken to the next level (refer to flowchart).
- 3) Grievances should be discussed and resolved with a general framework of co-operation which emphasises prevention of future disputes. A complainant shall not be disadvantaged for having lodged a complaint.
- 4) There must be an end to the process at some point, hence there must be acceptance by the parties that it is possible that the resolution of a complaint may not take the form that all of the parties would wish.
- 5) It may be necessary to involve an external arbiter, mutually agreed by both parties, the Principal, Board and Catholic Education Office, to assist in reaching a resolution.

### Informal Complaints Resolution

- 1) The issue to be dealt with at an internal level to informally resolve the issue through mediation/informal resolution of the complaint.
- 2) Documentation and record keeping to be kept to a minimum.
- 3) Provides the most likelihood of reaching an outcome acceptable to all parties.
- 4) Should a resolution not be reached through the informal process, it will be referred to the Principal and the College's internal Formal Complaints and Appeals Procedure will be followed.

### Formal Complaints and Appeals Procedure

The purpose of these guidelines is to establish mechanisms to facilitate resolution of conflicts and grievances involving students, parents and staff associated with the College.

The Formal Complaints and Appeals process only occurs when it is unlikely that the parties involved will reach conciliation via the informal process. At each stage of this process a record should be made, beginning with documentation of the original complaint.

- 1) The process of this procedure is confidential and any complaints or appeals are a matter between the parties concerned and those directly involved in the complaints handling process.
- 2) The student must notify the College in writing of the nature and details of the complaint or appeal.
- 3) Written complaints or appeals are to be lodged with the Principal.

- 4) Where the internal Formal Complaints and Appeals process is being accessed due to a student receiving notification from the College that the College intends to report her for unsatisfactory course attendance, unsatisfactory course progress or suspension or cancellation of enrolment, the student has 201 days from the date of notification in which to lodge a written appeal.
- 5) The Complainant/Appellant is provided with the opportunity to formally present their case at minimal or no cost.
- 6) Each party may be accompanied and assisted by a support person at any relevant meetings.
- 7) The Formal Complaints and Appeals process will commence with 10 working days of the lodgement of the complaint or appeal, including supporting documentation with the Principal.
- 8) If the Complainant is dissatisfied with the result or conduct of the internal complaint handling and appeal process the Complainant has the right to access the external appeals process outlined.
- 9) The Complainant/Appellant is given a written statement of the outcome, including details of the reasons for the outcome. All reasonable measures are taken to finalise the process as soon as practicable.
- 10) If the outcome of an appeal decision is in support of the student the College will immediately implement any decision and/or corrective and preventative actions required and notify the parents and student of the outcome.
- 11) Iona Presentation College undertakes to finalise all grievance procedures within 20 working days.
- 12) Should an international student lodge a grievance, the College will maintain the student's enrolment while the complaints and appeals process is ongoing. In the event of suspension or cancellation of enrolment, the student will continue to reside in boarding until alternative arrangements have been fully completed.

### **Formal Complaints and Appeals Process Flowchart**

In describing the following complaints and appeals procedure steps, a worst case approach has been taken; that is the complaint continues as far as possible. It is hoped that complaints can be resolved at the earlier stages.

- 1) Local informal resolution process between the parties directly involved ie; student/parent and College staff; if no resolution....
- 2) Principal informal resolution process; if no resolution....
- 3) Conciliation informal; if no resolution....
- 4) Principal formal resolution process; if no resolution....
- 5) Conciliation; if no resolution....
- 6) Independent Arbiter;

### **External Appeals Process**

If the Formal Complaints and Appeals procedure does not find in favour of the student or the student is dissatisfied with the outcome, she will be informed of the External Appeals Process available to them at minimal or no cost.

#### **1) Independent Conciliator**

- a) The Office of Non-Government Education offers the services of an independent conciliator. The Conciliator tries to resolve disputes between international students and their educational institutions here in Western Australia. This service is available to international students and staff members at an institution free of charge (through the Department of Education Services).
- b) The Conciliator is happy to discuss issues of concern at any stage of a dispute, however, please note that the Conciliator will only become actively involved in a case on behalf of either the student or the institution once an attempt has been made between the parties themselves to resolve the dispute, and that attempt has failed.
- c) Discussions with the Conciliator can remain confidential if they party wishes.
- d) From time to time issues arise, which international students and their institutions find difficult to resolve between themselves. For example there may be dissatisfaction with some aspect of the education which is being delivered by the institution, or there may be a dispute regarding the amount of refund to be paid to the international student in certain circumstances. If either a student or a member of staff at an institution would like to discuss a case with an independent person, they can contact the Conciliator:

Conciliator  
Department of Education Services  
22 Hasler Road  
OSBORNE PARK WA 6017  
Phone: +61 8 9441 1900  
Fax: +61 8 9441 1950  
Email: [anne.duncan@des.wa.gov.au](mailto:anne.duncan@des.wa.gov.au)

## **2) Independent Arbiter**

- a) The Independent Arbiter provides dispute resolution to unresolved complaints or appeals arising from the College's internal complaints handling and appeal process. Should an Independent Arbiter be required the following Arbiter, unattached to the College, may be contacted for assistance as follows:

Lorraine Day Consulting  
Apartment 23  
82 Royal Street  
EAST PERTH WA 6004  
Phone: 0409 100 702  
Email: [lfday@iinet.net.au](mailto:lfday@iinet.net.au)

## **Definitions**

**Working day** - any day other than a Saturday, Sunday or public holiday during the school term.

**Student** - a student enrolled at Iona Presentation College or the parent(s)/legal guardian of a student.

**Support person** - a friend, teacher or relative not involved in the grievance. Lawyers and/or education agents are not acceptable support persons at this stage of the complaints process.



## INTERNATIONAL STUDENT COURSE PROGRESS AND ATTENDANCE POLICY

### Course Progress

- 1) The College will monitor, record and assess the course progress of each student for the course in which the student is enrolled.
- 2) At the completion of each semester the course progress of students will be assessed.
- 3) Students commencing part way through a semester will be assessed at the completion of one full semester.
- 4) To demonstrate satisfactory course progress students will be required to achieve competency in at least 75% of their course content in any given study period.
- 5) If a student does not achieve the required competency the Deputy Principal, Teaching and Learning (or designated delegate) will meet with the student to develop strategies for academic improvement.
- 6) A copy of individual strategies and progress reports will be forwarded to parents.
- 7) Student's individual strategies for academic improvement will be monitored over the semester by the Deputy Principal, Teaching and Learning with the student's response to the strategy being documented.
- 8) Should a student not improve sufficiently academically and achieve the satisfactory course progress by the completion of the next assessment period, the student will be notified in writing of the intention to report the student for breach of visa condition 8202, and that she has 20 working days in which to access the College's internal Complaints and Appeals process.  
*(Refer to International Student Complaints and Appeals Policy)*
- 9) The Department of Education, Employment and Workplace Relations (DEEWR) via the Provider Registration Information Management System (PRISMS) will be notified of the student's unsatisfactory course progress as soon as practicable where:
  - a) the student does not access the Complaints and Appeals Process within the 20 working day timeframe; or
  - b) withdraws from the Complaints and Appeals Process; or
  - c) the Complaints and Appeals Process find in favour of the College.

### Completion Within Expected Duration of Study (Course Progression)

- 10) The College will monitor, record and assess the course progress of each student for the course in which the student is enrolled.
- 11) The course progress assessment will include an assessment of the student's progress towards completing the course within the expected duration.
- 12) Extension to the duration of the course may be considered by the College due to the following:
  - a) compassionate or compelling circumstances;
  - b) student participation in an intervention strategy;
  - c) approved deferment or suspension of study granted in accordance with the Iona Presentation College International Student Deferment, Suspension and Cancellation Policy.

### Course Attendance

- 1) Satisfactory course attendance is attendance of 80% of the scheduled course contact hours. Student attendance is:
  - a) checked and recorded daily;
  - b) assessed regularly;
  - c) recorded and calculated each semester.
- 2) Late arrival at the College will be recorded and included in attendance calculations.
- 3) Any absence from the College should be accompanied by a medical certificate, explanatory written notification from the student's guardian or evidence that leave has been approved prior by the Principal.
- 4) Absences in excess of five consecutive days without approval will be investigated.
- 5) Student attendance will be monitored daily during the school term by Student Services. Each semester and assessment of student attendance will be calculated using the following:
  - a) The number of hours absent falling below the attendance threshold for a term will be calculated as follows e.g; number of study days x contact hours x 20%. For example a ten week term with

- five contact hours per day equals 250 contact hours. 20% of 250 contact hours would be 50 hours.
  - b) At 95 % attendance a verbal warning will be provided to the student followed by written notification to the parents and interview with the student detailing the implications of poor attendance at 90%, 85% and 80% attendance.
  - c) Any period of exclusion from class will not be included in student attendance calculations.
- 6) If student attendance falls below the attendance threshold for the study period, the student will be advised in writing of the College's intention to report the student for breach of visa condition 8202, and that she has 20 working days in which to access the school's internal complaints and appeals process.
- 7) The College will notify DEEWR via PRISMS of the student not achieving satisfactory course attendance as soon as practicable where:
  - a) the student does not access the Complaints and Appeals process within 20 working days;
  - b) the student withdraws from the Complaints and Appeals process; or
  - c) the Complaints and Appeals process results in favour of the College.
- 8) 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) attendance has not fallen below 70%.
- 9) The method for calculating 70% attendance is as per the 80% calculation with the following amendment: number of study days x contact hours x 30%.
- 10) Should a student be approaching the 70% attendance threshold, the Principal will assess whether a suspension of studies is in the interests of the student as per the College's Deferment, Suspension and Cancellation Policy.
- 11) If a suspension of studies is not granted, and the student's attendance falls below the 70% threshold, the process for reporting the student under breach of visa condition 8202 will apply

### Definitions

- 1) Compassionate or compelling circumstances are generally those beyond the control of the student and which have an impact upon the student's progress or wellbeing. These may include:
  - a) serious illness or injury, where a medical certificate states that the student was unable to attend classes;
  - b) bereavement of close family members such as parents or grandparents;
  - c) major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the student's studies;
  - d) a traumatic experience that has impacted on the student's studies. Documentary evidence from police or psychologists would be required to support these cases.
  - e) inability of student to commence study on the course commencement date due to a delay in receiving a student visa.
  - f) For other circumstance to be considered compassionate or compelling, documentary evidence must be provided supporting the claim the circumstances were having an impact on the student's course progress.
- 2) School day - any day for which the school has scheduled course contact hours.
- 3) 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.

## INTERNATIONAL STUDENT TRANSFER POLICY

The purpose of this policy is to ensure that there are documented policies and procedures regarding transfers of international students away from Iona Presentation College to an institution which is listed in the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) as a registered provider (Registered Provider), prior to completion of the first 6 calendar months of the international student's course at the College. Different requirements apply for transfers beyond this period, domestic student transfers, for transfers to non-'Registered Providers', or for student transfers from another Registered Provider into Iona Presentation College. In these circumstances, students should contact the College Registrar for further details.

### National Code

The policy has been drafted in support of the requirements under Standard 7 of the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2007 (National Code), made under the Education Services for Overseas Students Act 2000 (ESOS Act).

- 1) International Students who wish to transfer to a different Registered Provider prior to completion of the first 6 calendar months of study in their course at the College are required to obtain a Letter of Release from the College;
- 2) Under the National Code, the other Registered Provider (to which the student wishes to transfer) must not knowingly enrol such an international student at its institution without a Letter of Release, other than in the circumstances specified in Standard 7.1 of the National Code;
- 3) Once granted a Letter of Release students will be able to seek enrolment at their new education provider, subject to the student following the procedures in the National Code.

### Obtaining a Letter of Release

In order for the College to consider an international student's request for transfer of enrolment to another Registered Provider prior to completion of the first 6 calendar months of their course of study, the students must complete and submit a Request for a Release Letter form (*refer to International Student Provider Transfer - Request for Letter of Release*) and must attach:

- 1) A letter from another registered provider confirming that a valid enrolment offer has been made (i.e. A Firm Offer of Admission);
- 2) A copy of the identification page and current visa from their passport;
- 3) Evidence that the student is always under care within DIAC approved welfare and accommodation arrangements;
- 4) A written letter by the student detailing the reasons for the request to transfer; and
- 5) Information required for all students (set out below);
- 6) Iona Presentation College will advise students within 48 hours of receipt of the Request for a Release Letter by the College if they are eligible for a Letter of Release;
- 7) The letter of release will be provided within 10 working days. There is no charge for a letter of release

### Requirements for Students

Iona Presentation College will only consider a Request for a Release Letter to a student who is under 18 years of age when the abovementioned conditions are fulfilled and where:

- 1) The request is accompanied by written confirmation that the student's parent or legal guardian supports the transfer; and
- 2) Where the student is not being cared for in Australia by a parent or suitable nominated relative, the valid enrolment offer (i.e. Firm Offer of Admission) from another registered education provider also must confirm that the registered provider will accept the responsibility for approving the student's accommodation, support and general welfare arrangements consistent with Standard 5 of the National Code.

## **Circumstances Where a Student Will or Will Not Be Released**

The College will assess, at its discretion, a student's Request for a Release Letter submitted in accordance with this Policy, the ESOS Act and National Code and in light of the individual circumstances of the student. The College will grant a Letter of Release in accordance with this Policy in the following circumstances:

- 1) The College deems, after being provided with satisfactory evidence, that there are compelling or compassionate reasons for the transfer (such as access to greater support and compelling personal reasons);
- 2) Demonstrated and material mismatch between the course offered and the student's reasonable expectations of the course (based on the information provided by the College or its authorised representatives to the student about the course);
- 3) The College deems it in the best interests of the student to grant the transfer.

Notwithstanding any of the above, the College will not grant permission for a transfer if it considers at its discretion that such transfer:

- 1) is detrimental to the student;
- 2) if the student is trying to avoid being reported to DIAC for failure to meet the College's attendance or academic progress requirements; or
- 3) if the Request for a Release Letter is not submitted in accordance with this Policy.

## **Appeals**

For Students who are denied a Letter of Release, the student will be informed in writing of the reasons for refusal and his or her right to appeal the decision. The student may lodge an appeal in accordance with the Iona Presentation College International Student Complaints and Appeals Policy. Should there be any matter requiring resolution, this is to be directed to the Principal in the first instance. Should the matter not be resolved satisfactorily, it may be referred to the Catholic Education Office or a resolution service external to the College. An independent Conciliator is also located at the Department of Education Services.

### Independent Conciliator

Department of Education Services  
22 Hasler Road  
OSBORNE PARK WA 6017  
Phone: +61 8 9441 1900  
Fax: +61 8 9441 1950  
Email: [anne.duncan@des.wa.gov.au](mailto:anne.duncan@des.wa.gov.au)

### Independent Arbiter

An Independent Arbiter provides dispute resolution to unresolved complaints or appeals arising from the College's internal complaints handling and appeal process. Should an Independent Arbiter be required, the following Arbiter, unattached to the College may be contacted as follows:

Lorraine Day Consulting  
Apartment 23  
82 Royal Street EAST PERTH WA 6004  
Phone: +61 409 100 702  
Email: [lfday@iinet.net.au](mailto:lfday@iinet.net.au)

## INTERNATIONAL STUDENT CRITICAL INCIDENT POLICY

The aim of the International Student Critical Incident Policy is to ensure a supportive, caring response and appropriate management of any crisis involving any International students.

A critical incident is a traumatic event, or threat of such (within or outside of Australia) which causes extreme stress, fear or injury. This may include, but is not limited to:

- 1) Serious injury, illness or death of a student or staff member;
- 2) Students or staff lost or injured on an excursion or camp;
- 3) A missing student;
- 4) Severe verbal or psychological aggression;
- 5) Physical assault;
- 6) Student or staff witnessing a serious accident or incident of violence;
- 7) Natural disaster
- 8) Social issues e.g; drug or alcohol abuse.

### Critical Incident Response Team

Iona Presentation College has a response team to assist the Principal in the prevention and management of critical incidents at the College or off campus in the case of international students for whom the College has undertaken care responsibilities.

The response team includes as appropriate:

- The Principal;
- Deputy Principal – Teaching and Learning;
- Deputy Principal – Pastoral Care;
- Business Manager
- Head of Boarding;
- College Psychologists/Counsellors;
- Registrar
- other members of the College community  
(e.g; Heads of Year, College nurses, College Chaplain.)

The responsibilities of the response team include, but are not limited to:

- 1) risk assessment of hazards and situations which may require emergency action;
- 2) 24 hour access to contact details for all international students and their families;
- 3) 24 hour access to contact details for relevant staff members;
- 4) establishment of liaison with relevant emergency services e.g; police, fire brigade, ambulance, hospital;
- 5) organisation of practice drills;
- 6) dissemination of planned procedures.

### Critical Incident Plans

Plans are prepared to assign responsibilities among relevant staff members and will cover all actions to be taken and the appropriate timelines:

- 1) Immediate Action (within 24 hours):
  - a) Identify nature of the critical incident;
  - b) Notify the Principal;
  - c) Relevant staff to implement appropriate management plan or strategy;
  - d) Seek assistance from appropriate emergency services, if required;
  - e) Contact and disseminate information to parents and family members;
  - f) Complete a critical incident report;
  - g) Media response if required;
  - h) Assessment and organisation of support and/or counselling for involved parties.
- 2) Additional Action (48 - 72 hours)
  - a) Ongoing support and counselling if required;
  - b) Provide relevant staff and student with factual information as appropriate;

- 3) Follow-up
  - a) Identify, monitor and support staff or students who may be affected;
  - b) Maintain contact with affected students and families;
  - c) Continued assessment and management of critical incident plan;
  - d) Identify possible longer term repercussions e.g; inquests, legal proceedings.

### **Media Management**

The Critical Incident Response Team will manage access to the media;

- 1) The Principal should handle initial media enquiries;
- 2) The Principal and response team will determine the official College response to media enquiries;
- 3) Facts should be established prior to any media releases;
- 4) The Principal will determine if any media release required and is appropriate;
- 5) The Principal may delegate media liaison to suitable staff members.

### **Evaluation and Review of Management Plan**

After a critical incident, the Critical Response Team will convene to assess and evaluate the effectiveness of the critical incident plan in place. Appropriate modifications will be made where necessary. Feedback and input from staff and students should be included in the evaluation process, where possible. If necessary, professional development for staff will be provided.

## Appendix A - Glossary of terms for International Student Enrolment

<b>Course Monies</b>	Includes confirming fee, tuition and boarding fees and any other amount the student has to pay in order to undertake the course. Refund policy applies. The application fee is not included in course fees.
<b>Application Fee</b>	Payment to lodge an application with the College (non-refundable).
<b>Registration Fee</b>	Payment to confirm placement of a student at the College after completion and signing of the Written Agreement.
<b>Boarding Fee</b>	Part of course monies covering residential care in the College Boarding Community.
<b>Tuition Fees</b>	Part of the course monies covering education expenses.
<b>Written Agreement</b>	Includes the Letter of Offer and Written Agreement.
<b>School Day</b>	Any day for which the school has scheduled course contact hours.
<b>Expected Duration</b>	The length of time it takes to complete the course studying full-time. This is the time as per the registered course duration on CRICOS.
<b>AEAS</b>	Australian Education Assessment Services.
<b>CAAW</b>	Confirmation of Approval of Appropriate Welfare Arrangements.
<b>CoE</b>	Confirmation of Enrolment issued by the College
<b>CRICOS</b>	Commonwealth Register of Institutions and Courses for Overseas Students.
<b>DEEWR</b>	Department of Education, Employment and workplace Relations (Australia). Department of Education Services.
<b>DES</b>	Department of Immigration and Citizenship.
<b>DIAC</b>	English Language Intensive Courses for Overseas Students.
<b>ELICOS</b>	Education Services for Overseas Students Act 2000 (Australian Government)
<b>ESOS</b>	Education Service Providers (Full Fee Overseas Students) Registration Act 1991 (WA).
<b>ESPRA</b>	National Code of Practice for Registration Authorities and Providers of Education and Training for Overseas Students.
<b>National Code</b>	Provider Registration Information Management System.
<b>PRISMS</b>	

## Appendix B - Important Sources of Information for International Students

Education services for Overseas Students Act (ESOS)	<a href="http://www.aei.dest.gov.au/AEI/ESOS/EasyGuide">www.aei.dest.gov.au/AEI/ESOS/EasyGuide</a>
Department of Education and Employment and Workplace Relations (DEEWR)	<a href="http://www.deewr.gov.au">www.deewr.gov.au</a>
Australia Education Assessment Services (AEAS)	<a href="http://www.aeas.com.au">www.aeas.com.au</a>
Australian Education International (AEI)	<a href="http://www.aei.dest.gov.au">www.aei.dest.gov.au</a>
Department of Immigration and Citizenship (DIAC)	<a href="http://www.diac.gov.au">www.diac.gov.au</a>
Iona Presentation College	<a href="http://www.iona.wa.edu.au">www.iona.wa.edu.au</a>
Medibank Private Overseas Health Cover	<a href="http://www.medibankprivate.com.au">www.medibankprivate.com.au</a>





CRICOS Provider Number: 00944G  
ABN: 26 834 791 402

## Iona Presentation College

33 Palmerston Street, Mosman Park, 6156  
Western Australia

Telephone: +61 8 9384 0066

Facsimile: +61 8 9384 5191

E-mail: [admin@iona.wa.ed.au](mailto:admin@iona.wa.ed.au)

Website: [www.iona.wa.ed.au](http://www.iona.wa.ed.au)

# International Student Fees and Admission

## INTERNATIONAL STUDENT FEES: 2010

The College Board reserves the right to alter at any time fees contained within this brochure in accordance with College policies and governing law. Fees incorporate all items known to be an integral part of the curriculum. The Boarding Fee covers board and lodging, laundry of linen, routine nursing and some transportation. Both Tuition and Boarding Fees include a small provision for capital works expenditure.

The College complies with the Education Service Providers (FFOS) Registration Act 1991 registration procedures and protocols for institutions providing education services to fee paying international students

### 1) REGISTRATION FEE

- a) This \$750.00 fee is payable once a letter of offer has been issued.

### 2) TUITION AND BOARDING FEES

- a) The following scale of fees and charges are applicable from First Term 2010. The amounts shown are annual fees and billed once per year in January. **All fees are reviewed annually.**

#### b) TUITION

Years 8 to 12 \$18,150-00 per annum.

#### c) BOARDING

Years 8 to 12 \$15,660-00 per annum.

### 3) AUSTRALIAN GOVERNMENT HEALTH BENEFIT CHARGE

- a) Medibank Private Health Cover \$388.80 per annum.

### 4) COURSEWORK FEE

i) Year 7 & 8	\$300.00
ii) Year 9 & 10	\$400.00
iii) Year 11	\$300.00
iv) Year 12	\$275.00

### 5) CURRICULUM COUNCIL FEE

- a) The Curriculum Council charges a fee for all students who sit for examinations in Year 11 and Year 12.
  - i) Year 11 \$176.00
  - ii) Year 12 \$423.50

### 6) ADDITIONAL SUBJECT OPTIONS

- a) Varying fees are charged for students involved in extra subjects and selected sports options in Year 11 and Year 12.

### 7) PRIVATE MUSIC TUITION

- a) The College Music Department offers private music tuition for a variety of instruments – pianoforte, flute, clarinet, violin, oboe, bassoon, viola, cello, double bass, guitar, organ, pipe, trumpet, saxophone, drums etcetera. One term's notice in writing directed to the tutor is required to discontinue lessons. Refer the application form for fee structure.

b)

### 8) PAYMENT OF ACCOUNT

- a) All fees are payable in full within fourteen days of account being rendered. Cheques should be made payable to Iona Presentation College and addressed to the Finance Manager. If you wish to make payment of the fees by telegraphic transfer, our banking details are:

National Australia Bank  
50 St George's Terrace  
Perth 6000  
Western Australia  
Bank No. 086 006  
Account No. 508 260 356

- b) Accounts for private music tuition are payable direct to the tutor within seven (7) days of the account being

rendered. Cheques must be made payable to the tutor.

#### 9) COLLEGE BUILDING FUND

- a) Donations to this fund are of paramount importance to finance extensions and renovations of existing buildings and the construction of new buildings to meet emerging curriculum developments. Upon acceptance of a position with the College, the sum of \$5,000.00 is due and payable to the fund.
- b) The College also runs a voluntary Annual Giving Program, administered by the College's Community Relations & Development Office. The Annual Giving Program enables parents to make tax deductible voluntary donations to the College for building projects

#### 10) FEES NOT PAID

- a) The College Board reserves the right to take legal action for the recovery of fees not paid. Any expenses, costs or disbursements incurred by the College in recovering outstanding monies, including debt collection agency fees and solicitors costs shall be charged to the account. Continuance of enrolment cannot be guaranteed unless all outstanding fees and charges have been paid or an arrangement has been made with the Principal. Fees not paid in accordance with the International Students Fees, Charges and Business Arrangements by the due date will incur an account administration fee of \$30 (AUD) per month (or part thereof) until paid.

#### 11) INTERNATIONAL STUDENT REFUND POLICY

- a) Notice of withdrawal can only be given in writing to the Principal. Verbal notification is not considered due notice. This agreement and the availability of the Complaints and Appeals process does not remove the right to take further action under Australia's consumer protection laws.
- b) Fees do not include the Application Fee for Admission. This fee is non-refundable.
- c) In the event of suspension or cancellation of enrolment the student will continue to reside in Boarding until alternative arrangements have been fully completed.

Reason	Refund
The College withdraws the offer or is unable to provide the program offered in a semester	All fees paid less an administration fee of \$250
The student's application for a student visa is refused by DIAC and the College is notified prior to the commencement of the semester	All fees paid less an administration fee of \$250
Incorrect or incomplete information provided by or on behalf of the student	All fees paid less an administration fee of \$750
Withdrawal more than ten (10) weeks (70 days) prior to the commencement of the semester	Full refund of fees less an administration fee of 10% or \$1,000 (whichever is the lesser)
Withdrawal more than four (4) weeks and up to ten (10) weeks (70 days) prior to the commencement of the semester	Refund of 70% of a semesters fees less an administration fee of 10% or \$1,000 (whichever is the lesser)
Withdrawal during the first four (4) weeks or less prior to the commencement of the semester	Refund of 40% of a semesters fees less an administration fee of 10% or \$1,000 (whichever is the lesser)
Withdrawal during the first four (4) weeks of the semester (where the course is of greater duration than ten (10)	Refund of 30% of a semesters fees less an administration fee of 10% or \$1,000 (whichever is the lesser)
Withdrawal after Week 4 of the commencement of the semester	No refund
If Iona Presentation College asks the student to leave the College due to a serious breach of the College's rules (before or after the semester or Education Service	No refund of the current semesters fees and not less than 40% of fees applicable to the following semester (this applies to a maximum of two semesters only)
If the student is asked to leave Iona Presentation College or Western Australia due to a serious breach of the international student visa conditions after the semester	No refund of the current semesters fees and not less than 40% of fees applicable to the following semester (this applies to a maximum of two semesters only)

- d) Iona Presentation College is required, under Section 19 of the ESOS Act 2000, to advise DIAC about changes to the student's enrolment and breaches of student visa conditions relating to academic performance and

attendance. Deferment, withdrawal or cancellation of a student's enrolment may affect her student visa.

- e) Information provided by the student to the school may be made available to other schools, Catholic Education Office, Catholic Education Commission, your local diocese and the parish, Commonwealth and State agencies and the Fund Manager – ESOS Assurance Fund, pursuant to obligations under the ESOS Act 2000, The National Code of Practice and the Iona Presentation College Privacy Collection Policy.

## **12) GOODS AND SERVICES TAX**

- a) Education in general is GST free. Some charges are, however, taxable.

## **13) DEFERMENT**

- a) Deferment must be arranged with the Principal in advance. Deferment is not permitted except in exceptional circumstances. Please note any deferment will have possible visa implications. Refer to International Student Deferment, Suspension and Cancellation Policy.

## **14) INSURANCE**

- a) It is strongly recommended that parents check their health and general insurance policies to ensure adequate medical, personal property and liability insurance cover. Students at the College are covered by the Catholic Church Insurance Students Accident Insurance Policy. This policy provides a limited cover only (excluding all Medicare services including the Medicare Gap). For further information call the School Care Accident Helpline on 1300 138 498 and quote policy number 06PAE111668.
- b) **Overseas Health Cover**
  - i) All international students studying on Student Visas must have Overseas Health Cover (OSHC). OSHC is an insurance that provides cover for the costs of medical and hospital care, which international students may need while in Australia. Students must obtain OSHC for the proposed duration of their Student Visa. For example the current fee for Medibank Private insurance for a study course of 5 years duration is \$1872.36 . Medibank Private fees are subject to change annually.
- c) **Illness or Injury**
  - i) In an emergency, your child will be taken to a Public Hospital. Coverage details are contained in the Medibank Private Membership Guide. You are advised to have private health insurance cover for ancillary services.

## **15) GENERAL**

- a) Term dates are published in advance. It is expected that only in the most exceptional circumstances would a student be absent from school at times other than in official vacations. Wherever possible, the College seeks to assist in any way, however, prior discussions are essential before decisions on absence other than that caused by illness, are made. Except with the expressed permission in writing from the Principal, students are not permitted to leave the College at the end of a term until the recognised closing date.
- b) When a student is absent on account of illness, immediate notice by telephone must be given to the College and the reason for absence confirmed in writing by the parent or guardian upon the student's return to the College.
- c) Once a student has arrived on campus at the commencement of a school day she may not leave without the permission of the Principal or until the conclusion of all commitments on that day.

## **16) INTERNATIONAL TRAVEL**

- a) Parents are expected to note the commencement and final dates of each term and make travel arrangements to adhere to these dates. Please note the College will not fund the cost of travel for students.



CRICOS Provider Number: 00944G  
ABN: 26 834 791 402

### Application for Deferment, Suspension or Cancellation of Studies

Iona Presentation College will only grant a deferment, suspension or cancellation of studies for compassionate and compelling circumstances. Please refer to the International Students Deferment, Suspension or Cancellation Policy before completing this Form to ensure you meet the requirements to be granted a Letter of Release.

Student Name: \_\_\_\_\_ Year Level: \_\_\_\_\_

Address in Home Country: \_\_\_\_\_

\_\_\_\_\_

Phone No: \_\_\_\_\_ Mobile Phone No: \_\_\_\_\_

Email Address: \_\_\_\_\_

Defer Enrolment from:        /    /    to:    /    /

Suspend Enrolment from:    /    /    to:    /    /

Cancel Enrolment from:       /    /

**Reason for Deferment, Suspension or Cancellation:** (Please outline the reasons for your request)

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**Please attach any supporting documentation:**

This application will be assessed once all documentation has been received. The College may request further documentation if required. Applications will be considered within 10 working days of receipt.

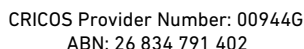
Mother's name: \_\_\_\_\_

Signature: \_\_\_\_\_ Date:    /    /

Father's name: \_\_\_\_\_

Signature: \_\_\_\_\_ Date:    /    /

I/we request a refund in accordance with the Iona Presentation College International Student Refund Policy.



Family Name: \_\_\_\_\_

Given Name(s): \_\_\_\_\_

Date of Birth:                  /        /    Year Level:\_\_\_\_\_

Mailing Address \_\_\_\_\_

\_\_\_\_\_  
Post Code: \_\_\_\_\_

Phone No:\_\_\_\_\_ Mobile Phone No: \_\_\_\_\_

Email Address: \_\_\_\_\_

Mrs Anne Pitso  
Principal  
Iona Presentation College  
date



CRICOS Provider Number: 00944G  
ABN: 26 834 791 402

## **International Students Provider Transfer – Request for Letter of Release**

### **Important Information**

Iona Presentation College will issue the release letter where it is satisfied that:

- A course is academically unsuitable for the student (e.g. the student is better suited to a different learning environment, or course does not meet her educational or developmental needs); or
- There are compassionate or compelling reasons for the transfer.

International students should not accept an offer at another institution unless Iona Presentation College has agreed to issue the release letter. For further information about government requirements see <http://aei.dest.gov.au/AEI/ESOS/NationalCodeExplanatoryGuide/PartD/Standard 7.htm>

### **Instructions – Please read before proceeding**

- This form is for international students holding a student visa and seeking to transfer to another CRICOS registered institution in Australia. Please complete all sections and return the completed form and all required documentation to the College Registrar.
- Ensure you are aware of the academic and financial implications of cancelling your course and enrolment.
- Please lodge this form with the College Registrar. When lodging, please provide your passport and visa; all other documentation provided must be either the original or a certified copy.

### **Conditions of Release**

You must meet these requirements for your request to be approved:

- Provide a copy of the Letter of Offer from the CRICOS registered institution to which you seek to transfer.
- Pay all outstanding money owed.
- Students aged under 18 must provide written parent/legal guardian confirmation of change of provider approval.
- Students under 18 must provide written confirmation from the transferring institution confirming that it will take responsibility for the student's accommodation, support and general welfare arrangements.

### **Procedure**

- Iona Presentation College will provide a letter of release to an international student visa holder, who is enrolled at Iona Presentation College, within 10 business days of receiving the written request.
- Contact the Department of Immigration and Citizenship (DIAC) to seek advice on whether you require a new student visa should you transfer.
- There is a right of appeal, including being given the opportunity to formally present a case and be accompanied or assisted by a support person.
- The appeal process will commence within 10 working days of lodging the written complaint/appeal.

## Section A – Personal Details

Family Name: \_\_\_\_\_

Given Name(s): \_\_\_\_\_

[illegible]

Mailing Address \_\_\_\_\_

Post Code: \_\_\_\_\_

Phone No: \_\_\_\_\_ Mobile Phone No: \_\_\_\_\_

Email Address: \_\_\_\_\_

## Section B – Reason for Applying for Release

Please select reason for applying: \_\_\_\_\_ Course academically unsuitable

\_\_\_\_\_ Compelling and/or compassionate grounds

## Section C – Transfer Details

Please provide details of the course and institution at which you have been offered a place.

Course: \_\_\_\_\_ Expected Commencement: \_\_\_\_ / \_\_\_\_ / \_\_\_\_

Institution: \_\_\_\_\_ Campus: \_\_\_\_\_

## Section D – Under 18 Students – New Provider Institution Welfare Approval

For students aged under 18, the transferring institution must confirm responsibility for the student's accommodation, support and general welfare arrangements by completing the details in this section.

Transferring Institution Name: \_\_\_\_\_

CRICOS Provider Number: \_\_\_\_\_

Name of Authorised Person: \_\_\_\_\_

Position: \_\_\_\_\_

Email Address: \_\_\_\_\_ Institution Stamp/Seal: \_\_\_\_\_

Phone: \_\_\_\_\_

Signature: \_\_\_\_\_



## Section E – Declaration

I have checked that I have provided the following required documentation (please tick):

- ☐ Letter of Offer
- ☐ Supporting Documentation
- ☐ Letter from Parent or Legal Guardian (if under 18)

Please note that your application will not be assessed until appropriate documentation is provided.

## Section F – Approval – Office Use Only

- |  |           |       |
|--|-----------|-------|
| <input type="checkbox"/> Approved – Letter of Release Issued | Comments: | _____ |
| <input type="checkbox"/> Not Approved                        |           | _____ |
| <input type="checkbox"/> College MAZE records updated        |           | _____ |
| <input type="checkbox"/> DEEWR PRISMS records updated        |           | _____ |

Registrar's Name: \_\_\_\_\_

Date: \_\_\_\_ / \_\_\_\_ / \_\_\_\_

Signature: \_\_\_\_\_