Ballarat Clarendon College

international student admission handbook

CRICOS Provider Code: 00557G

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important contact details

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International Students Coordinator
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BALLARAT VICTORIA 3350
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enquiries about enrolment

Parents should contact the Head of Admissions (Boarding) at Ballarat Clarendon College for information about enrolment as an international student.
Please also refer to Fees & Policies and Enrolment Forms which are posted on our website.
www.clarendon.vic.edu.au/admissions/international

Before You Enrol
Ballarat Clarendon College welcomes applications from International Students.
Things you need to know and do before enrolling:

- This handbook and its appendices includes important Ballarat Clarendon College International Policies, Requirements and Procedures.
- Parents are requested to read this document and the associated documents indicated with * and available at www.clarendon.vic.edu.au before signing the International Student Written Agreement.

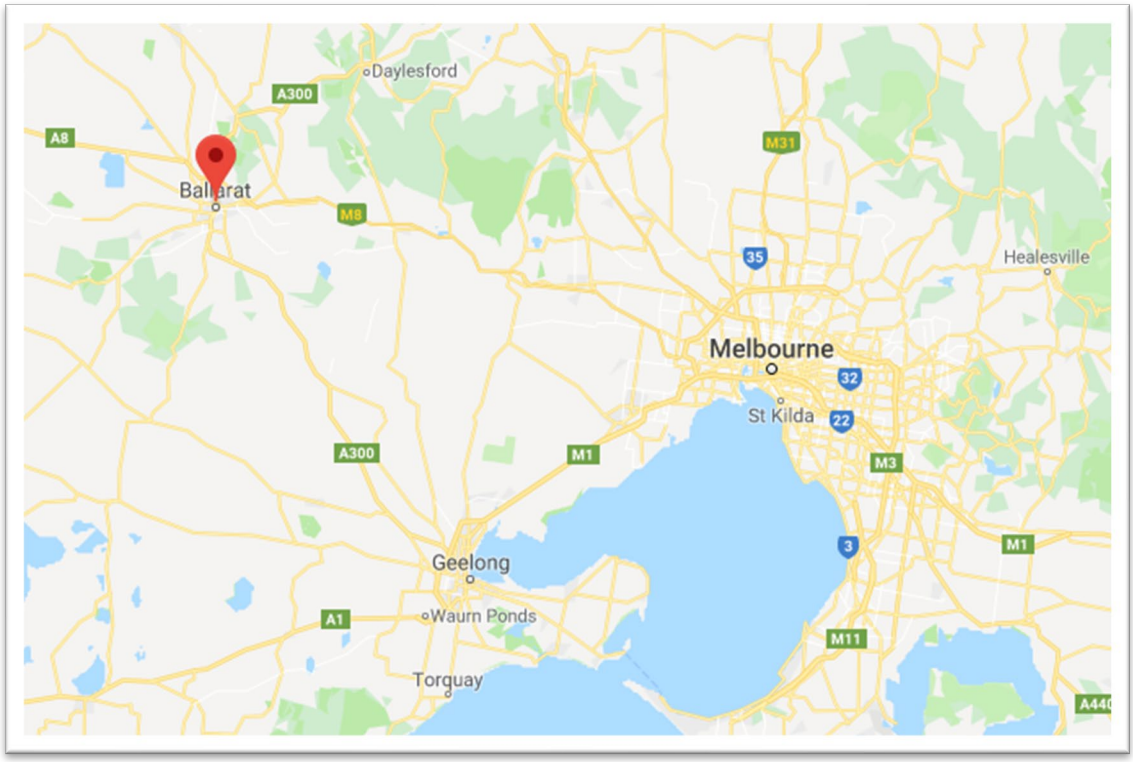
Location
Ballarat is a picturesque regional city of over 115,000 people located 110 kilometres west of Melbourne and is a living museum of the gold rush period in Australia. Beautiful buildings, gardens, fountains, monuments and sculptures enhance the wide tree-lined streets. Features of 'small town' living in Australia are friendly and personable locals and a peaceful atmosphere.

Ballarat has a temperate climate with warm summers, cool temperatures in winter and mild autumns and springs. The air is clear with no pollution.

Although Ballarat is a historic town, its contemporary heart is alive with retail options, restaurants and cafes, accessible community services, beautiful heritage and a great lifestyle for all. It is home to one of Victoria's famous tourist attractions, Sovereign Hill, and features superb botanical gardens, art galleries and theatres. As a large regional city, it has two hospitals providing world class medical care. There are also two tertiary institutions, Federation University and the Australian Catholic University.

Ballarat is just a one-hour drive from Melbourne and is also connected by train and coach services. Regular daily train services are available to Melbourne and most country centres. There are bus services Monday to Saturday throughout the Ballarat area including a bus that runs along Sturt Street at the front of Clarendon. Ballarat Airport Shuttlebus provide transport to the Melbourne International Airport.

For more information on events, attractions, dining, shopping and much more in Ballarat, go to the following website for everything to see and do in the city. Visit Ballarat - Where there is so much to be discovered



Enrolment Procedure
All applicants should follow the International Student Enrolment Procedure. You can apply directly to the school via the website. Please be aware that, although we are happy to work with Agents, we do not pay commission.

**** Please refer to International Student Enrolment Procedure***

Curriculum
In order for students to make optimum progress, the most important resource is the quality of teaching. Ballarat Clarendon College subscribes to this belief and is committed to continuous improvement in teaching practice. This approach enables Clarendon to achieve some of the best results nationally. Further information about the school's outstanding academic results is available at Student Outcomes | Ballarat Clarendon College.

Ballarat Clarendon College offers the Victorian Certificate of Education (VCE) which is a two-year course, spanning Years 11 and 12. VCE Units 1 and 2 are studied in Year 11 and Units 3 & 4 are studied in Year 12. Over 40 subjects are offered in the areas of English, Mathematics, Science, Commerce and Humanities. This range enables all students' access to tertiary education with approximately 98% of students being offered University places.

In some instances, students may be eligible for credits for semester units completed in their home countries when entering Years 11 or 12.

Students in Years 7 to 10 complete a more general course with an emphasis on literacy and numeracy.

Ballarat Clarendon College do not offer International Baccalaureate (IB).

course information

Ballarat Clarendon College is a day and boarding school.

Mode of Study
Students are required to attend course(s) face-to-face in school facilities on campus.
Depending on course components, a student's course may also include study off campus, such as:

- Approved excursions or field trips appropriate to course;
- Outdoor education activities, including Year 9 residential program at Yuulong; and/or

- Approved studies that contribute to a student's enrolled course but are delivered by another approved provider. This can only be provided by Vocational Education and Learning (VET) and/or School of Languages (VSL) and must be approved by Clarendon prior to commencement.

The course progress of all students will be assessed on a regular basis throughout the term. Formal Assessments are completed at the end of each semester. Students are required to attend school from Monday to Friday during the school term.

**** Please refer to Ballarat Clarendon College Courses from External Providers Policy and the Ballarat Clarendon College VCE Handbook***

English as an Additional Language (EAL)
Students are advised to visit the following website and download the current VCE and VCAL Administrative Handbook, via the search window https://www.vcaa.vic.edu.au/curriculum/vce/vce-study-designs/english-and-eal.

Students from a non-English-speaking background
To apply for EAL status at Units 3 and 4, each student is required to submit an application for enrolment in English as an Additional Language Units 3 and 4 form to the school. This is designed to help schools evaluate a student's EAL status. Schools should maintain a record of all completed applications. The student is responsible for providing supporting documentation. Schools should not enrol a student in EAL unless they have received all documentation verifying that the student meets the EAL eligibility criteria.

Schools are required to commence the process to determine Units 3 and 4 EAL eligibility before the student commences their VCE program to allow time to collect and assess the supporting documentation. Students from a non-English-speaking background who are ineligible to enrol in Units 3 and 4 EAL are still entitled to undertake Units 1 and 2 of EAL or Bridging EAL or both as part of their VCE program if the school deemed this would benefit their learning.

Enrolment in EAL is available only to students who have approved EAL status. Students applying to seek EAL status must meet one of the 3 criteria.

1. A student:
   - will not have resided in Australia or another predominantly English-speaking country for a total period of more than 7 years before 1 January in the year the student will be undertaking Units 3 and 4 EAL*; and
   - has not been enrolled in schools where English has been the student's major language of instruction for a total period of 7 years or less over the period of their education^.
2. A student is an Aboriginal or Torres Strait Islander person whose first language is not English; and
3. A student is deaf or hard of hearing and meets the eligibility requirements.

* The period of 7 years is to be calculated cumulatively over the student's whole life. The calculation of time spent in Australia is made from the date of last arrival plus any previous periods of time spent in Australia or any predominantly English-speaking country. Time spent out of Australia during school holidays should be included in the accumulation towards the 7 years because there would have been no disruption to education during these periods.
^ Schools must sight the student's overseas school reports to confirm that the language of instruction was not English during this period.

English Language Proficiency and Academic Requirements
Ballarat Clarendon College requires evidence that the applicant's academic ability and English proficiency is sufficient to successfully meet the entry and curriculum demands of the intended course. This is a requirement under the 2018 National Code of Practice, Part B, Standard 2.

An English ability test is required for assessment for entry and the AEAS test is used for this purpose. There are various test centres which are listed on the AEAS website https://www.aeas.com.au/**.**

All students are required to submit current school reports (in English) and AEAS results with their application. The AEAS test provides an independent assessment of students' actual abilities in English language proficiency, Mathematical reasoning and General ability.

AEAS commencement scores (not requiring ELICOS) are:
- Entry into Year 7 or 8: AEAS 70 or above
- Entry into Year 9: AEAS 75 or above
- Entry into Years 10 or 11: AEAS 80 or above

If the commencement score is not achieved, ELICOS is required and a retest will be required before enrolment can be confirmed. A full review including school reports and an interview will be taken into consideration, along with the outcome of the AEAS.

Ballarat Clarendon College requires students to have the following English language proficiency prior to commencing the enrolment process:

- AEAS results recommending no further study in English required;
- Minimum Stanine scores of 6 and above for Non-verbal General Ability, and Mathematics Reasoning Ability; and
- A minimum overall score of 30 for the English Assessment.

Before offering a place Ballarat Clarendon College checks English language proficiency in accordance with its documented procedures.

Students should note that if their language proficiency is below that outlined above, they will be required to undertake an English Language Intensive Course for Overseas Students (ELICOS) before applying.

Ballarat Clarendon College requires any ELICOS to be undertaken at Avalon College in Lara just outside of Geelong. Further details about study at Avalon are available at www.avaloncollege.vic.edu.au.

If undertaking ELICOS before beginning mainstream studies, English language proficiency will be reassessed at the conclusion of the language course to ensure the student's level of proficiency is sufficient to allow them to commence their mainstream course.

Students who have not reached the required standard will not be able to commence at the school or may need to spend further time at Avalon College. Reports from the language school will be considered when assessing entry at this time.

**** Please refer to Ballarat Clarendon College International Student Entry Requirements***

Entry Levels

Clarendon is registered to enrol international students from Years 5 to 12 (Boarding Years 7 to 12). The major intakes are at Years 9 and 10 with Year 9 preferred as this enables a student to settle into Clarendon, consolidate their English language skills and catch up on any shortcomings in the subjects they might intend to pursue in VCE.

Ballarat Clarendon College does not accept new enrolments into Year 12.

School Fees

The Schedule of Fees International Students Notice is available on the school website. Students and Parents are reminded that fees are likely to increase annually during the student's time in the school and the school reserves the right to increase fees during the year. For full details of current fees Parents are referred to the Schedule of Fees International Students Notice.

**** Please refer to the current Ballarat Clarendon College International Fee Notice***

Non-Tuition Fees

The tuition and boarding fees cover most costs at school. Although families should also consider the following non-tuition fees prior to enrolment.

Other Non-Tuition Fees	**Approximations (AUD)**
Enrolment Fees	$2,000
Notebook Computer (Years 7-9 only)	$2,340 ($195 per term for 3 years)
Health Insurance (approx. per year)	$579
Pocket Money (per week)	$20
School Uniform (everything new)	$1,300
Booklist and Stationery (all new)	$400-$900

Other Optional Non-Tuition Fees	Approximations (AUD)
Yuulong Campus Term (Year 9 only, no boarding fee for term there)	$7,860
Homestay accommodation during Exeats and school holidays (per day)	$75-$100
Music Lessons (per 30-minute lesson)	$50
VSL course: Face-to-face or distance	$1,394

Refund Policy

This refund policy applies to all monies paid to Ballarat Clarendon College. Refunds are subject to the following conditions:

- The Application for Registration fee and Enrolment Deposit are not refundable;
- Overseas student health cover will be refunded in full if not already paid by Ballarat Clarendon College to the Health Fund on behalf of the student;
- Refunds will be reimbursed in Australian dollars and the payment sent to the applicant's home country unless otherwise requested in writing;
- Refunds will be paid to the student or the person specified in the written agreement;
- Ballarat Clarendon College will refund within four weeks after receiving a written claim, all tuition and boarding fees paid in the event that the student's visa application is rejected by the Australian immigration authorities and the student or their parent can produce evidence to this effect;
- Ballarat Clarendon College will refund within four weeks after receiving a written claim, all unexpended monies paid except the amounts stated in Clause 1 above in the event it is determined by Clarendon prior to commencement that the student is unable to commence at the school;
- If the family defaults by not starting on the agreed date and has not previously withdrawn or withdraws either before or after the agreed starting day, Ballarat Clarendon College agrees to refund the total of the tuition and boarding fees, less the following deductions, within four weeks;
- General administration expenses – the lesser of 5% of the total Tuition Fee received or $A250;
- Travel, accommodation and other domestic services expenses incurred by Ballarat Clarendon College that cannot be offset by providing the service to someone else;
- Course materials expenses already incurred;
- Course fees proportional to the amount of the course provided before the default day, which is deemed to be the day on which the school received notice of the default in writing from the student;
- This Written Agreement, and the right to make complaints and seek appeals of decisions and action under various processes, does not affect the rights of the student to take action under the Australia Consumer Law if Australian Consumer Law applies; and
- Any requests for refunds must be made in writing to the Principal.

No refund of Tuition Fees will be made where a student's enrolment is cancelled for any of the following reasons:

- Failure to maintain satisfactory progress (visa condition 8202) Failure to maintain satisfactory attendance (visa condition 8202);
- Failure to maintain approved welfare and accommodation arrangements (visa condition 8532) [if applicable];
- Failure to pay fees by the due date; or
- Any behaviour identified as resulting in enrolment cancellation in Ballarat Clarendon College's Respectful Behaviour Policy.

Please refer to the Ballarat Clarendon College International Student Refund Policy

Membership of the School Community

International students automatically become active members of the school community. There are rules and regulations necessary for order and discipline:

- Students, in their work and co-curricular activities, are expected to contribute to the welfare of the school, particularly they are required:
    - to participate in school activities and to play for school teams when selected;
    - attend camps, to go on excursions and to participate in any other activities which form part of the school's program.
- Students are not permitted to leave the school before the end of each term until the published closing date. Students returning to the school after holidays must join their classes on the dates fixed for resuming.
- School uniform must be worn.

- Clarendon is a Uniting Church school, but welcomes students of all faiths. Students are required to participate in the spiritual life of the school.
- A condition of entry to the school is that parents or legal guardians agree to abide by the regulations of the school.
- In the event of any accident or illness to a student at the school or while participating in any school activity and the parent/s or parent representative/s cannot be contacted, the parent/s hereby specifically authorize the school to arrange for all necessary immediate medical treatment and/or hospitalisation and to consent to any operative treatment including general or local anaesthetic.

communication

Clarendon Phone App
This can be downloaded free of charge from the App Store for iPhone or Google Play for Android phones (search for Ballarat Clarendon College). Our app is the quickest and easiest way to view notices, diary events, maps and contact information.

Hub
Hub is our intranet site and the primary form of communication of information within the community. It is password protected and community members are required to log-in each time it is accessed. All new Parents to the school, with a child commencing at the beginning of the school year, will receive an email with login details in October in the year prior to anticipated entry. For students commencing at all other times, parents will receive a login as soon as they finalise.
In addition to the information on the app, the intranet is also the place where parents can;

- view reports;
- complete online enrolments;
- select co-curricular activities;
- book times for Student/Parent/Teacher Interviews; and
- view and download school policies, procedures, forms and other documentation.

care and support

To assist international students with settling in, we have a well-developed program of support services.

- The International Students Coordinator has specific responsibility for international student welfare.
- Academic progress and attendance is monitored by the International Students Coordinator in conjunction with appropriate Head of School, and House and subject teachers.
- School Counsellors and Clarendon's Career Guidance Agency, Regan Consulting, provide support in personal development, grievances, study requirements, course planning, supply of educational information and application for university study.
- The Head of Admissions assists with documentation for student visas, passport renewal, parent representatives and health cover.
- The school nurses assist with medical issues.

Regular meetings are held with the International Students Coordinator to discuss issues relating to international students.

Orientation is held prior to entry when students are introduced to key members of staff responsible for their welfare during their stay at the school and they also tour Clarendon and the local area. These sessions help with transition into the school.

Health Cover
The Australian Government requires all international students to have medical insurance cover. The school will arrange this cover with Medibank Private for the duration of the course and will request payment upon confirmation.

term dates

Term Dates are available on Hub and in the school diary.

Holiday Arrangements
The Boarding Houses are closed during school holidays and exeat weekends. All international students are expected to return home or stay with a parent representative or school approved homestay provider in Victoria for the duration of the holiday periods.

- December/January Summer holidays 7 weeks
- March/April Easter holidays 2 weeks
- June/July Winter holidays 2 weeks
- September/October Spring holidays 3 weeks
- 1 exeat weekend per term 3 days

Alternatively, if a family wishes a student to remain in Australia during these vacation periods, and the parent representative is unavailable, a parent can come to Ballarat to take responsibility for the supervision and welfare of their child.

parent representative, accommodation and welfare

If students under the age of 18 are not living with a parent or suitable nominated relative, then the school will ensure the welfare of the student. An Education Provider's Confirmation of Appropriate Accommodation/Welfare Letter (CAAW) will be issued through Department of Home Affairs and will state the period for which the school will take this responsibility.

The International Students Coordinator, Heads of Boarding and the appropriate Head of School will monitor the safety and well-being of the students while they are at Clarendon. However, all students, irrespective of age, are required to have a parent representative during their stay at Clarendon.

All international students not living with direct family member will live in one of the schools Boarding Houses. To be eligible to reside in a boarding house, a student must be 13 years of age by the 1 of March in the year of commencement.

Parent Representative
All international students not living with a parent during their enrolment at Clarendon must have a parent representative who is over the age of 21 years and living in Victoria within 1 hour or approximately 80-100km of Clarendon. If the parent representative is not an Australian citizen, they must hold a valid Australian Visa.

In the event we have concerns with your child staying their Parent Representatives, the school reserves the right to make alternative arrangements for your child during exeat weekends and school holidays.

There are three acceptable categories of parent representative:

- **Relative in Victoria**
  Students may have a relative in Victoria who is able to fulfil this role. If the parents are nominating a family member as Parent Representative, this person must be over 21 years of age and the parents must provide his/her full name, address, email and contact numbers. They must also provide evidence that the relative is a blood relation.

- **Family Friend**
  If parents wish to appoint a family friend as Parent Representative, this person must be over the age of 21 years and living in Victoria. Clarendon will request the parents to complete a form formally appointing the Parent Representative and providing the full name, address, email and contact numbers of that person. The appointed Parent Representative will be required to sign an appointment form which sets out the expected duties of the Parent Representative. A Working with Children Check will also be required for the Parent Representative and any residents over the age of 18 living in the same dwelling. An interview will be made to meet the Parent Representative prior to approval by Clarendon and a home inspection will be required.

- **Parent Representative**
  In exceptional circumstances Clarendon may be able to assist in finding a parent representative.

Expectations of a Parent Representative
Parent representatives are expected to provide transport and accommodation during school holidays and exeats weekends, and other occasions when accommodation may be required (for example, ill health). If there is any change to the parent representative or their details, parents must notify the school within 7 days of any change.

Accommodation and Welfare
Where students under the age of 18 are not being cared for in Australia by a parent or suitable nominated relative, the school will ensure that the arrangements made to protect the personal safety and social well-being of those students are appropriate.

Ballarat Clarendon College is compliant with the Victorian Child Safe Standards and will ensure that all the arrangements to provide appropriate accommodation, support and general welfare for the student, including any service provision by third parties, meet the Child Safe Standards.

Where Ballarat Clarendon College has issued a Confirmation of Appropriate Accommodation and Welfare (CAAW), Ballarat Clarendon College will not delegate, outsource or contract out the responsibility for approving the accommodation, support and general welfare arrangements for a student who is under the age of 18.

When Ballarat Clarendon College accepts responsibility for the welfare arrangements of an overseas student under the age of 18, a Confirmation of Appropriate Accommodation and Welfare (CAAW) letter is created at the same time as a Confirmation of Enrolment (CoE).

Ballarat Clarendon College signs a Confirmation of Appropriate Accommodation and Welfare (CAAW) to confirm they are placing an overseas student into boarding arrangements they consider suitable.

Ballarat Clarendon College is not taking over legal responsibility for the overseas student under the age of 18. The parent or person who has custody of the overseas student is at all times legally responsible for the student.

Ballarat Clarendon College nominates the beginning and end dates of the period for which they are willing to accept responsibility for approving accommodation, support and welfare arrangements for an overseas student under the age of 18. These nominated dates must cover the length of the Confirmation of Enrolment (CoE) plus seven days at the end.

The minimum age for enrolment of an overseas student in boarding accommodation is 13. Ballarat Clarendon College will not enter an agreement or arrangement for the provision of boarding accommodation to an overseas student or issue a Confirmation of Appropriate Accommodation and Welfare (CAAW) letter to the Department of Home Affairs in circumstances where accommodation will be provided to an overseas student unless Ballarat Clarendon College is satisfied that the student will be at least 13 years of age at the time of commencing the boarding accommodation.

The school will advise students who are issued with a Confirmation of Appropriate Accommodation and Welfare (CAAW) that they may not travel to Australia before the nominated Welfare Start Date.

A student is obliged to give prior notification to the school of a change of living arrangements, address, or contact details within 7 days.

If a student fails to maintain the school's approved welfare and accommodation arrangements, the school may cancel the student's enrolment.

**** Please refer to Younger International Students Accommodation Arrangements Policy***

Student Transfers
Students wishing to transfer to or from another provider are required to read the Ballarat Clarendon College International Student Transfer Procedure.

**** Please refer to International Student Transfer Request Procedure***

complying with student visa requirements

The Department of Home Affairs regulations require students to attend 80% of classes and achieve satisfactory course progress.

Attendance Requirements

VCE students must attend a minimum of 90% of scheduled class time for each VCE unit. Students who do not attend at least 90% of scheduled classes will receive an N for the unit. A VCE student's absence from class will be deemed either an approved absence or an unapproved absence. Approved absences will not count as a missed class.

Prep to Year 10 students must attend a minimum of 85% of scheduled class time for each unit. Students who do not attend at least 85% of scheduled classes will receive an N for the unit. A student's absence from class will be deemed either an approved absence or an unapproved absence. Approved absences will not count as a missed class.

Approved Absences

- are those covered by a medical certificate or bereavement; and
- are those in relation to the student's participation in another aspect of the school's educational program (such as sport, music, excursion or camp).

Unapproved Absences Include:

- absences covered by a parent or guardian note, but without a medical certificate;
- holidays taken during school time; and
- an absence from a whole school activity.

Reporting Absences

Attendance data for students is available in real time via Synergetic. House Teachers/Home Room Teachers can log on to the system to check.

When a student has an unexplained absence for two consecutive days, the House Teacher/Home Room Teacher will contact parents to check the student's welfare.

Heads of School review attendance figures regularly through Hub. House teachers and Heads of School also receive a weekly update on attendance from Hub.

Should a student accumulate significant unapproved absences in any unit, a Head of School may convene a meeting with the student and the student's parents or guardians.

Failure to reduce unapproved absences will result in an 'at risk' letter being issued.

Where a student fails to meet the attendance requirements over a number of units, they will be required to meet with the Head of School or Principal and their enrolment at Ballarat Clarendon College will be reviewed.

A student who is not meeting the required standards academically and is at risk for attendance, may be excluded from extra-curricular activities, such as sport and music.

Study Periods

- Students are required to remain on school grounds between their first and last scheduled classes.
- Students are not to leave school premises at any time during the day.
- Study periods may be spent in the Senior School study area or the Fraser (study space only).
- Students are required to sign-in during study periods in either the Senior School or the Fraser.

If an international student is failing to meet the requirements of attendance, then Clarendon must give the international student a written notice as soon as practicable which:

- notifies the international student that the registered provider intends to report the international student for unsatisfactory course progress or unsatisfactory course attendance;
- informs the international student of the reasons for the intention to report; and
- advises the international student of their right to access the school's complaints and appeals process, in accordance with Standard 10 (Complaints and Appeals), within 20 working days.

**** Please refer to Ballarat Clarendon College Students Attendance Policy***

Student Progress and Promotion
Ballarat Clarendon College has established a support program for students who appear to be in making insufficient progress and, therefore, in danger of not satisfying the criteria for promotion. If non-promotion appears to be a possibility the relevant pastoral carer will contact parents or guardians to agree on a program of support and to assist the student in improving their performance.

Students in special programs are not subject to the same criteria for promotion as other students. The Principal and Head of School have the discretion to waive the promotion requirements in individual cases where it is considered appropriate.

The Minimum Requirements for Promotion

Year Levels	Normal Student Program	Minimum Indicators of Promotion to Next Year
Prep	7 subjects per Semester	Adequate reading skills required to access the curriculum – progress determined in conjunction with Head of School.
Years 1–4	7 subjects per Semester	More than one A-C grade per semester.
Years 5–6	6 subjects per Semester	More than one A-C grade per semester in English, Maths, History and/or Science.
Years 7–9	7 subjects per Semester	More than one A-C grade per semester in English, Maths, History and/or Science.
Years 11–12	6 Subjects per Semester	More than 4 A-C grades per semester; no more than 5 Ns each semester (N = Not at a standard to support learning)

Students who meet the promotion guidelines for semester are considered to have passed the semester, receiving an S (S = At a standard to support learning). It is expected that students at Years 10 and 11 wishing to continue an optional subject in the following year will obtain a grade of C or above and a Management of Learning indicator average of S (S = At a standard to support learning) as a prerequisite to enter that subject.

Students satisfying the criteria for promotion but not obtaining a grade of C or above in English/Literacy and/or Mathematics/Numeracy may also be recommended for a review of their promotional status following consideration of their overall performance.

Heads of School, in conjunction with the Head of Intervention, will determine, through applying the semester grade standards, whether adequate progress is being made. Where adequate progress is not being made, they will meet with the student, Head of Intervention and parent/guardians in order to determine the support required to successfully complete the course.

**** Please refer to Ballarat Clarendon College Progress and Promotion Policy***

Completion Within Expected Duration of Study (Course Progression)
Part of the assessment of the 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 duration of the course.

The school will only extend the duration of the student's study if the student will not complete their course in the expected duration due to:

- compassionate or compelling circumstances;
- student participation in an intervention strategy; and/or
- an approved deferment or suspension of study has been granted in accordance with Clarendon's Deferment, Suspension and Cancellation Policy.

Where the school decides to extend the duration of the student's study, the school will report via PRISMS and/or issue a new Confirmation of Enrolment Form, if required.

Where the school decides to extend the duration of the student's study, the school will advise the student to contact Immigration to seek advice on any potential impacts on their visa, including the need to obtain a new visa.

deferment, suspension or cancellation of an enrolment

When there is any deferral, suspension or cancellation action the school will:

- inform the student in writing of that intention and the reasons for do so.
- inform the student to contact Immigration to seek advice on any potential impacts on their visa, including the need to obtain a new visa.
- report the change to the overseas student's enrolment in PRISMS within 30 days.

Deferment of Commencement of Study Requested by Student

Ballarat Clarendon College will only grant a deferment of commencement of studies for compassionate and compelling circumstances. These include:

- illness, where a medical certificate states that the student was unable to attend classes;
- bereavement of close family members such as parents or grandparents (if possible a death certificate should be provided);
- major political upheaval or natural disaster in the home country requiring emergency travel that has impacted on the studies;
- a traumatic experience which has impacted on the student (this should be if possible supported by police or psychologist reports).

Suspension of Study Requested by Student

Once the student has commenced the course, Ballarat Clarendon College will only grant a suspension of study for compassionate and compelling circumstances. These include but are not limited to:

- illness, where a medical certificate states that the student was unable to attend classes;
- bereavement of close family members such as parents or grandparents (where possible a death certificate should be provided);
- major political upheaval or natural disaster in the home country requiring emergency travel that has impacted on studies; and
- a traumatic experience which has impacted on the student (these cases should be where possible supported by police or psychologists' reports).

The period of suspension will not be included in attendance calculations. The final decision for assessing and granting a suspension of studies lies with the Principal or his delegate.

Exclusion from Class

Ballarat Clarendon College may exclude a student from studies on the grounds of misbehaviour by a student in accordance with the Clarendon's Respectful Behaviour Policy.

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 and which will be determined by the Principal.

Where the student is provided with homework or other studies for the period of the exclusion, the student must continue to meet all academic requirements.

Exclusions from class will not be recorded on PRISMS nor included in attendance calculations.

Suspension of Study Requested by the School

Ballarat Clarendon College may suspend a student from studies on the grounds of misbehaviour in accordance with the Clarendon's Respectful Behaviour Policy.

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 Principal in writing.

Where the student is provided with homework or other studies for the period of the suspension, the student must continue to meet all academic requirements.

Suspensions from class will be recorded on PRISMS but will not be included in attendance calculations.

Cancellation of Enrolment

Ballarat Clarendon College will cancel the enrolment of a student under the following conditions:

- Failure to pay course fees.

- Failure to maintain approved welfare and accommodation arrangements (visa condition 8532).
- Any behaviour identified as resulting in cancellation in Clarendon's Respectful Behaviour Policy.

If the school has accepted welfare responsibility and if the school suspends or cancels the student's enrolment, the school will continue to approve welfare arrangements until such time as another registered provider has accepted welfare arrangements for the student, the student leaves Australia, other suitable arrangements are made that satisfy the Migration Regulations or the school reports to Department of Home Affairs that it can no longer approve of the arrangements for the student.

Before a suspension or cancellation is imposed Clarendon will:

- Inform the overseas student off the intension and reason for doing so, in writing
- Advise the overseas student of their right to appeal though our complaints and appeals process, in accordance with Standard 10 (Complaints and appeals), within 20 working days.

Complaints and Appeals over Deferment, Suspension and Cancellation

- Student requested deferment and suspension are subject to Clarendon's International Student Complaints Appeals Policy.
- Exclusion from class is subject to Clarendon's International Student Complaints Appeals Policy.
- School-initiated suspension, where the suspension is to be recorded in PRISMS, and cancellation, are subject to Clarendon's International Student Complaints Appeals Policy.
- For the duration of the internal appeals process, the student is required to maintain their enrolment and attendance at all classes as normal. The Principal will determine if participation in studies will be in class or under a supervised arrangement outside of classes.
- If students access Clarendon's International Student Complaints Appeals Policy process regarding a school-initiated suspension, where the suspension is recorded in PRISMS, or cancellation, the suspension or cancellation will not be reported in PRISMS until the internal complaints and appeals process is finalised, unless extenuating circumstances relating to the welfare of the student apply.
- Extenuating circumstances include:
    - the student refuses to maintain approved welfare and accommodation (for students under 18 years of age);
    - 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; or
    - the student has engaged or threatened to engage in behaviour that is reasonably believed to endanger the student or others, is at risk of committing a criminal offence, or the student is the subject of investigation relating to criminal matters
- The use of extenuating circumstances by Ballarat Clarendon 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 lies with the Principal or their delegate.

complaints and appeals

The purpose of Clarendon's International Student Complaints 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. These internal procedures are a conciliatory and non-legal process.

Grievances brought by a student against another student will be dealt with under Clarendon's Behaviour Policy.

Lodging a Complaint

If a student is not satisfied with any Clarendon decision affecting them:

- We ask that, where appropriate, they first raise the matter directly with the relevant staff member.
- If that is not appropriate or the issue has not been addressed to their satisfaction, they should put their concern in writing to the Complaints Manager, complaints@clarendon.vic.edu.au.
- If they have been unable to resolve a matter informally, or simply wish to make a formal complaint they can do so by any of the following means:
    - Sending an email to complaints@clarendon.vic.edu.au.
    - Writing a letter to Clarendon addressed to 'The Complaints Manager'; or

    - Telephoning Clarendon and asking to speak to your child's Head of School.
- The Complaints Manager will begin assessing a complaint within 10 working days of the overseas student lodging it and finalise the outcome as soon as possible.
- Complaints will be treated in confidence and with respect.
- Students have the right to be supported by another person at these meetings if they wish.
- The student will be informed in writing of the outcome and the reasons for the outcome.
- Clarendon will immediately implement the decision and any corrective and preventative action required.
- The overseas student has 20 working days to lodge a complaint or appeal with the school through the provider's internal complaints and appeals process.
- For the duration of the internal appeals process, the student is required to maintain enrolment and attendance at all classes as normal, unless extenuating circumstances prevail.

Appeals Panel
If a formal complaint received by, or related to, an overseas student cannot be resolved by the Complaints Manager, it may, at the request of the complainant, be escalated to an Appeals Panel.

An Appeals Panel will be assembled as needed, and will be made up of a minimum of three members who have the requisite independence from the issue at hand to address the appeal on its merits, in an equitable, impartial, objective and unbiased manner. Staff who hold the following positions are eligible to sit on the Appeals Panel:
- the Principal;
- Deputy Principal;
- Heads of School;
- House Teachers;
- Heads of Boarding; and
- Chief Financial Officer.

The make-up of the Appeals Panel will be determined by the Principal on a case-by-case basis, depending on availability and the nature and complexity of the complaint to be considered.

Where the matter is escalated to an Appeals Panel, the Panel aims to resolve the complaint within 28 days from the date of referral and, in any event, no later than 42 days after the original complaint was received.

Where the overseas student is not successful in the Clarendon complaints and appeals processes, the school must advise the overseas student of their right to access an external complaints handling and appeals process at minimal or no cost. The advice must be given to the overseas student within 10 working days of the completion of the internal review.

External Dispute Resolution
National Code Standard 10 requires the school to have arrangements in place for an external dispute resolution provider to hear complaints or appeals from overseas students arising from our internal complaints and appeals process. It does not prescribe the process of the external appeal, but highlights that a school may use different processes for different types of complaints.

Examples of an external or independent body or person that could be used include:
- private conciliators or dispute resolution counsellors;
- a complaints and appeal body established by a peak industry body;
- representatives of Commonwealth and State or Territory government departments including the Office of the Training Advocate; and
- Commonwealth and State or Territory offices of the Ombudsman may be the appropriate body for a public provider.

It is our policy that when we need to implement an external resolution process for an overseas student, we do so having regard to the nature of the complaint.

Where an agreement or resolution cannot be reached, Ballarat Clarendon College nominates the Overseas Student Ombudsman (OSO).

The OSO investigates complaints about problems that overseas students or intending overseas students may have with private education and training in Australia.

The contact details for the OSO are as follows:

Call	1300 362 072 within Australia +61 2 5117 3600 outside Australia
Enquiries	10am-4pm Monday to Friday, Australian Eastern Standard Time (Australian Eastern Daylight Time when daylight savings is in effect)
Postal	Commonwealth Ombudsman, GPO Box 442 Canberra ACT 2601.
Website	https://www.ombudsman.gov.au/complaints/international-student-complaints

**** Please refer to the Ballarat Clarendon College International Students Complaints Handling Policy***

Student Advice

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 Home Affairs for advice.

Use of Personal Information

Personal information is collected during enrolment in order to meet our obligations under the ESOS Act and the National Code 2018; to ensure student compliance with the conditions of their visas and their obligations under Australian immigration laws generally.

This information is recorded in PRISMS and includes a child's name, date of birth, gender, address, email address, phone number, country of birth, nationality, passport number, and course details. The authority to collect this information is contained in the Education Services for Overseas Students Act 2000, the Education Services for Overseas Students Regulations 2001 and the National Code of Practice for Providers of Education and Training to Overseas Students 2018. Information collected about a child during your enrolment may be provided, in certain circumstances, to the Australian Government and designated authorities and, if relevant, the Tuition Protection Service or state and territory agencies, in accordance with the Privacy Act 1988. In other instances, information collected during enrolment can be disclosed without your consent where authorised or required by law. Further information about the Australian Government Department of Education and Training's privacy policy can be obtained at http://education.gov.au/privacy.

**** Please refer to Ballarat Clarendon College Privacy Policy***

staff and facilities

All staff are suitably qualified or experienced in relation to the functions they perform. It is a requirement that all teaching staff are registered in accordance with the requirements of the Victorian Institute of Teaching (VIT). Each staff member is required to provide evidence that their annual registration has been approved and that their National Criminal Record History Check (NCRHC) is up to date.

In accordance with VIT requirements, staff undertake regular professional development.

School Performance information outlining Clarendon's operational functions is available in the website at Student Outcomes | Ballarat Clarendon College

Facilities

Ballarat Clarendon College was founded in 1864 and has been on the Sturt Street site for in excess of 100 years. It has a blend of historical buildings and new modern facilities.

The main campus at Sturt Street features -

- A 21st Century Science Centre with 13 classrooms, seven laboratories, a 90-seat lecture theatre, a vertical laboratory and a Foucault Pendulum, all designed to engage our students with the wonders of science.
- Sporting facilities including ovals, gymnasium, fitness centre and swimming pool allowing the students to experience a wide range of sports.
- Specialist computer facilities placed strategically around the campus are available during and after school. In addition, each student has their own notebook computer with online access to the internet and the school's intranet service and library catalogues through a wireless network system. Computers are purchased through the school.
- The Art Department has art studios, a print room, a dark room and an art gallery.

- The Performing Arts Department has music, dance and drama studios along with many private practice rooms, rehearsal room, and other music studios.
- Café College provides a variety of hot and cold foods and drinks for morning snacks and lunch. This facility also provides three meals a day and two snacks, seven days a week for the 150 boarders.
- 75 female and 75 male students, mainly from across Western Victoria and Southern New South Wales plus a small number of international students, board in two separate areas. Most boarders in Years 11 and 12 have individual rooms with excellent study facilities while the younger students live in rooms offering shared accommodation for up to five students. These areas are supplemented with recently renovated bathrooms and common areas featuring recreational activities and kitchens. The Boarding Houses give young adults a unique place that allows them to feel free, yet safe and cared for, in a homely environment.
- More information is available on our website www.clarendon.vic.edu.au.

government legislative responsibilities

ESOS Framework

The Australian Government wants overseas students in Australia to have a safe, enjoyable and rewarding place to study. Australia's laws promote quality education and consumer protection for overseas students. These laws are known as the ESOS framework and include the *Education Services for Overseas* (ESOS) *Act* 2000 and the National Code.

Protection for Overseas Students

Overseas students on student visas 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 The Australian Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) (education.gov.au) CRICOS registration guarantees that course and education providers meet the high standards necessary for overseas students. Students should check carefully that the details of a course – including its location – match the information on CRICOS.

Tuition Protection Service (TPS)

The Tuition Protection Service (TPS) is an initiative of the Australian Government to assist international students whose education providers are unable to fully deliver their course of study. The TPS ensures that international students are able to either:

- complete their studies in another course or with another education provider or
- receive a refund of their unspent tuition fees.

Australia has a well-established international education sector with over 1200 education providers delivering a high-quality education to international students. For many years now, Australia has been a world leader in protecting the tuition fees of international students studying in Australia on a student visa. Recent changes to the Education Services for Overseas Students (ESOS) Act have further strengthened protections for international students through the introduction of the Tuition Protection Service (TPS). In the unlikely event your education provider is unable to deliver a course you have paid for and does not meet their obligations to either offer you an alternative course that you accept or pay you a refund of your unspent prepaid tuition fees (this is called a provider's 'default obligations'), the TPS will assist you in finding an alternative course or to get a refund if a suitable alternative is not found.

Students' Rights

The ESOS framework protects students' rights, including:

- Their right to receive, before enrolling, current and accurate information about the courses, fees, modes of study and other information from the provider and provider's agent. If students are under 18, to ensure their safety they will be granted a visa only if there are arrangements in place for their accommodation, support and welfare.
- Their right to sign a written agreement with the provider before or as fees are paid, setting out the services to be provided, fees payable and information about refunds of course money. Students should keep a copy of the Written Agreement.
- Their right to receive the education they paid for. The ESOS framework includes consumer protection that will allow them to receive a refund or to be placed in another course if the provider is unable to teach their course: and
- The students' right to know:
    - how to use the provider's student support services;
    - who the contact officer or officers are for overseas students;

- if students can apply for course credit when enrolment can be deferred, suspended or cancelled;
- what the provider's requirements are for satisfactory progress in the courses students study;
- if attendance will be monitored for those courses; and
- at will happen if the student wishes to change providers; and how to use the provider's complaints and appeals process.

Students' Responsibilities
As overseas students on student visas, students have responsibilities to:

- satisfy student visa conditions'
- maintain Overseas Student Health Cover (OSHC) for the period of their stay'
- meet the terms of the Written Agreement with the provider'
- inform the provider if the student changes address;
- maintain satisfactory course progress;
- follow the Ballarat Clarendon College attendance policy; and
- if the student is under 18, maintain approved accommodation, support and general welfare arrangements.

It is a requirement that all overseas students, while studying at the school, must notify the school of his or her contact details including:

- the student's current residential address, mobile phone number (if any) and email address (if any);
- who to contact in emergency situations; and
- any changes to those details within 7 days of the change.

important links

Ballarat Clarendon College	Ballarat Clarendon College | Empowering Future Leaders
Department of Home Affairs for Visa information	Department of Home Affairs
Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS)	The Australian Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) (education.gov.au)
Tuition Protection Service (TPS) - assists international students whose education providers are unable to fully deliver their course of study	Tuition Protection Service - Department of Education, Australian Government
Study in Australia - information about living and studying in Australia	Study Australia | Study Australia
Education Services for Overseas Students (ESOS) framework - factsheets about the Education Services for Overseas Students framework	IE Home (internationaleducation.gov.au)
Overseas Students Ombudsman	International student complaints | Commonwealth Ombudsman
The Overseas Students Ombudsman is a specialist role of the Commonwealth Ombudsman. The Commonwealth Ombudsman can investigate complaints about problems that intending, current or former international students may have with private schools, colleges or universities (education providers) in Australia. The Commonwealth Ombudsman provides a free service, is independent and impartial, and does not advocate for the student or the provider—that means the Ombudsman does not take sides, can investigate your dispute and may recommend that your provider change a decision or action.	
Victorian Registration and Qualifications Authority VRQA - Ballarat Clarendon College is regulated by the VRQA	www.vrqa.vic.gov.au

Related Documents
Courses from External Providers Policy
International Fee Notice
International Student Complaints Appeals Policy
International Student Enrolment Procedure
International Student Entry Requirements
International Student Refund Policy
International Student Transfer Request Procedure
International Students Complaints Handling Policy
Privacy Policy
Progress and Promotion Policy
Respectful Behaviour Policy
Student Attendance Policy
Younger International Students Accommodation Arrangements Policy