



# International Student Handbook 2023

CRICOS 03931K



Loreto  
Normanhurst





# ACKNOWLEDGEMENT OF COUNTRY

We pay our respect to this ancient Land that breathed life 300 million years ago. A Land that extends from the ridgeline of the Blue Mountains across the soft sandstone plateau to the coast into the ocean. These ridgelines are the water catchment areas. It's where the rain hits first and flows down into our rivers and creeks, rejuvenating the earth and filling waterholes and hanging swamps. A Land kissed by rainbows and home to the tall Blue Gums. We acknowledge this Land as mother to possums, lyrebirds, the laughing kookaburra, the tawny frogmouth and brush turkey. We recognise the deep cultural and spiritual connection of this Land to the peoples of this Country. We honour Elders, those past, present and emerging. We pay respect to all Aboriginal and Torres Strait Islander people within our community.



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# Welcome



I am delighted to share with you this insight into our exciting International Student Program and into who we are at Loreto Normanhurst as you discern the path forward for your daughter's education.

Our mission is inspired by the 400-year-old legacy of our foundress, Mary Ward, who envisaged a world of opportunity for young women. Her vision remains relevant to us today as we continue to educate 'compassionate warriors' – young women who are confident and capable of taking their place in the world as leaders, change-makers and active global citizens.

At the core of our educational philosophy is the growth of the individual within a strong and caring school community. Our vibrant, innovative community connects students from all over Australia and the world, offering a diversity of experience and understanding. We are proud of our pioneering, holistic learning programs, integrated Pastoral Care model, partnerships with industry and academia, and dedicated, expert staff, which contribute to the development of our students into creative, courageous and empathetic learners.

I invite you to explore this publication for an insight into how we may partner with your family in these important years of your daughter's growth.

Marina Ugonotti  
PRINCIPAL

# Welcome to Loreto Normanhurst

We are delighted that you are interested in our School. This handbook provides you with the information that you need to apply for a place at Loreto Normanhurst as an International Student.

Other useful information available to International Students includes:

- Loreto Normanhurst website.
- Loreto Normanhurst Prospectus.
- Loreto Normanhurst Boarding Handbook.
- Loreto Normanhurst Secondary Handbook.
- Loreto Normanhurst Student Handbook.
- Loreto Normanhurst Schedule of Fees for Full Fee Paying International Students.
- Loreto Normanhurst Sentral Parent Portal (once enrolled).
- Loreto Normanhurst Parent Website (once enrolled).

Loreto Normanhurst is an independent, Catholic Day and Boarding School under the care of the Institute of the Blessed Virgin Mary (IBVM), also known as the Loreto Sisters. It is part of a worldwide tradition of over 400 years of educating young women.

Our foundress, Mary Ward (1585-1645), faced the uncertainty of her society with courage and the fervent conviction that “women in time to come will do much.” Mary Ward founded the Institute of the Blessed Virgin Mary in 1609, which was in turn responsible for the foundation of Schools and ministries in England, Europe and, after the time of Mary Ward, all over the world.

A sculpture of Mary Ward stands in all Australian Loreto Schools and depicts, in stance and stare, our forward-facing and outward-looking approach to engaging with the world and seeking purpose and meaning.



# Our International Student Program





We are a community of rich diversity. We welcome students from the Sydney basin, regional, and rural New South Wales, Australia-wide and internationally.

It is our aim to allow our International Students to grow academically and personally and to form lifelong friendships during their time at Loreto Normanhurst. Global citizenship is a key element of our strategic vision – to ensure that all our students grow in empathy for others, build dialogue through sharing perspective and story, and are prepared to contribute to a future Australia and inter-connected world.

Our International Student Program is open for girls from Years 5–6 in our Primary School and Years 7-12 in the Senior School.

All International Students are required to have a local guardian appointed for the duration of their enrolment who can support the student while they are away from home.

Students may enrol at Loreto Normanhurst in our International Student Program in any school year.



# Academic and Enrolment Information



# Courses Offered

Loreto Normanhurst School Limited (“Loreto Normanhurst” or “the School”) enrolls a small number of Full Fee-paying International Students studying on a 500-subclass visa subject to places being available. The School’s Commonwealth Register of Institutions and Courses for International Students (CRICOS) Provider Number is 03931K.

Loreto Normanhurst is a registered provider for the following courses for International students:

Course Name	Academic Years	Award Received	CRICOS Course Code
Primary Level	Year 5 to Year 6	N/A	106906K
Junior Secondary Level	Year 7 to Year 10	Record of Student Achievement (ROSA)	106907J
Senior Secondary Level	Year 11 and Year 12	Higher School Certificate (HSC)	106908H

The School reserves the right to amend its academic and other programs at any time without notice to parents. This may include the discontinuance of teaching subjects and other programs.

## Applying as an International Student

To apply to study as an International Student at Loreto Normanhurst, you must complete an Application for Enrolment form and pay the application fee of AUD\$330. A pre-requisite for each student is to demonstrate completion of a satisfactory and appropriate level of academic study in your home country School.

The application must provide certified copies of:

- Passport and Australian Visa.
- Birth certificate, (translated into English).
- At least two (2) School reports, (translated into English with validation).
- Australian Education Assessment Services (AEAS) test results, including a copy of the written component.
- English as an Additional Language (EAL) reports from an English Language College (where applicable).
- Appropriate reference, as requested.
- An overview of the student’s interests in sport and/or performing arts or other extra-curricular activities she may be involved in.
- Details of the student’s guardian in Australia.
- Reports relating to the student’s wellbeing and support needs.

# Invitation to Interview

Your International Student Enrolment Form will be reviewed by our Enrolments Team and you will be advised if the student will proceed to an interview. The interview will be conducted either in person or online. An enrolment confirmation fee of \$3500 will be taken prior to this.

In line with CRICOS requirements, a home visit with the student's guardian will be included as part of the enrolment process. This will be arranged at the time of the interview.

# Offer of Place

Following the interview, if both parties are happy to proceed a Letter of Offer will be sent to you. Both parents and/or legal guardian are required to sign and return the Acceptance of Enrolment within 14 days. This is a binding contract between the School and the family. The signed Agreement confirms to Loreto Normanhurst that the student's parents agree to Loreto Normanhurst's provision of accommodation and welfare for their daughter, and that they agree to the Loreto Normanhurst Terms and Conditions of Enrolment.

An International Student Bond of \$7000 is furthermore required to be paid. The International Student Bond is refundable, subject to the Terms and Conditions of Enrolment, at the conclusion of studies, which is to be paid at the final billing of the school fees account.





# Confirmation of Enrolment and Confirmation of Appropriate Accommodation

Upon receipt of the signed Letter of Offer and payment of the relevant fees, Loreto Normanhurst will generate a Confirmation of Enrolment (CoE) and a Confirmation of Appropriate Accommodation (CAAW). These documents are required for the application of the student visa.

An electronic and hard copy of the CoE will be sent to the student's parents. It is advised that a copy of the Letter of Offer and accompanying CoE be retained, along with payment receipts.

The CAAW confirms that the School is responsible for the welfare of your daughter.

## Payment of Fees

Following the initial upfront payment of fees listed in the Letter of Offer, on-going fees are payable in advance. All fees must be paid in Australian dollars.

Term 1 payments are due 30 January, 2022.

Term 2 payments are due 26 April, 2022.

Term 3 payments are due 18 July, 2022.

Term 4 payments are due 10 October, 2022 and includes any expenses incurred after the final billing of the school fees account.

# Additional Charges

International Students offered a place at Loreto Normanhurst incur additional fees per term in the absence of government grants.

The NSW Education Standards Authority (NESA) levies an administrative fee on International Students who are candidates for the Higher School Certificate (HSC). This fee is approximately \$1200.

International Students are required to pay medical, government and other costs that arise due to their student status and in compliance with their visa requirements.

A current Annual Fee Schedule for Full Fee Paying International Students is published on our website and can be requested from the Enrolments Office.

# International Student Health Cover

Students are required to have International Student Health Cover (OSHC) which is mandatory for the duration of the student's studies. Loreto Normanhurst can assist parents with the application process however, this can also be arranged by the parents. A copy of the OSHC Certificate is required to be provided to the School prior to the commencement of the school year. More information on OSHC Cover can be found at: <https://immi.homeaffairs.gov.au>



# Education Agents

Loreto Normanhurst may receive an International Student Enrolment Form from an Education Agent on behalf of the parent.

A list of Education Agents with whom the School has a formal agreement is listed on the Loreto Normanhurst website.

# English Language Proficiency Testing

As our classes are in English, International Students must have a suitable English speaking and comprehension level prior to enrolment. This will allow the student to better participate in their learning and ensure the school can appropriately support the student to achieve their learning potential.

Loreto Normanhurst uses the AEAS Test to assess students' English language proficiency. The test must have been completed within the past 12 months prior to the proposed commencement date. The student is required to have been tested for the year level as indicated on the enrolment application.

Minimum English language requirements are as follows:

Course Name	Academic Years	ESL Level Required
Primary Level	Year 5 to Year 6	ESL Level 4
Secondary Level	Year 7 to Year 11	ESL Level 5





Students are required to provide the full report, including the scores and stanines of each assessment component, the AEAS summary and recommendations, as well as a certified copy of the student's writing test component.

Assessment of the student's English proficiency is made in consultation with the relevant staff of the School's Learning Department, upon review of all reports and interview. Learning Department staff may ask for additional assessment tasks to be completed if needed, to supplement current reports.

The School reserves the right to require an English Language Intensive Courses for International Students (ELICOS) course to be completed prior to commencement.

The AEAS test fee is the responsibility of the student. Should the student be required to attend an ELICOS Course, the cost of the course is the responsibility of the student.

International Students seeking direct entry to Year 12 will only be considered if the student is transferring from another Australian School and where the following conditions have been met:

- The student has passed all Year 11 subjects with at least a C grade or equivalent.
- Satisfied the course requirements at Year 11 level of the HSC.
- Minimum of 90% attendance level at previous School.
- Provided a referee contact from the current/previous School.
- Meets the SV500 visa requirements for a transferring student.
- Meets Loreto Normanhurst selection criteria and has completed the enrolment process including the interview.

International Students transferring between an Australian School and Loreto Normanhurst, who have less than one (1) year's study in Australia, will be required to submit their AEAS test results with their application.

# Recognition of Prior Learning or Course Credit

As a rule, Loreto Normanhurst does not offer course credit.

Course credit is only available to students transferring from another Australian curriculum School in Year 11 or at the beginning of Year 12. An application must be made prior to a student commencing at the School. The application must be prior to the entry into any course. Each application is assessed by the School and approval is granted by the Principal. The decision to award course credit is at the discretion of the Principal.

If Recognition of Prior Learning (RPL) is granted or course credit reduces the course duration, the School will inform the student and her parents of the reduced course duration, following the grant of RPL and the confirmation of enrolment will be issued for the reduced duration of the course.

Any change in course duration will be notified to NESAs if RPL is granted after the International Student's visa is granted.

## The Academic Year

The Australian academic year begins in late January and consists of two (2) semesters and four (4) terms of around 10 weeks each. School holidays are in April, July, October, and December. Term dates are available on our website.

Boarders are required to return home or stay with their guardian at the end of each term.





# Attendance, Course Progress and Duration





## Course Progress

To comply with the student visa conditions, International Students must achieve satisfactory course progress which is monitored and recorded each year of attendance. Failure to satisfactorily complete tasks puts your visa at risk.

The School ensures that assessments tasks are scheduled to manage the workload and ensures that there is sufficient notice for due dates.

Course progress is monitored and reported to the student's parents/guardians at the end of each semester.

If your progress is affected by illness or documented and approved absence, Loreto Normanhurst may assist you to catch up on missed work and so ensure the you meet course requirements and achieve the outcomes of the course.

If, after support and intervention have been provided, and the student progress remains unsatisfactory, students are sent a letter to advise that they will be reported for unsatisfactory course progress to the DHA.

## Course Duration

International Students are expected to complete their course within the specified duration of the student's CoE.

# Attendance

All students are expected to attend all requirements of the School's weekly timetable and calendar. This includes subject classes, Tutor and House meetings, assemblies, and other whole-School community events, retreats, camps and immersions. Attendance is checked and recorded daily. It is the responsibility of the parent, carer or guardian to notify the School with an explanation for the absence using the Sentral Parent Portal by 8:30am. Late arrival at School is recorded and is included in attendance records as absent. Partial absence must also be accompanied by an explanation. If an explanation is not provided to the School within 7 days, an unexplained absence will be recorded and checked by the Dean of Pastoral Care.

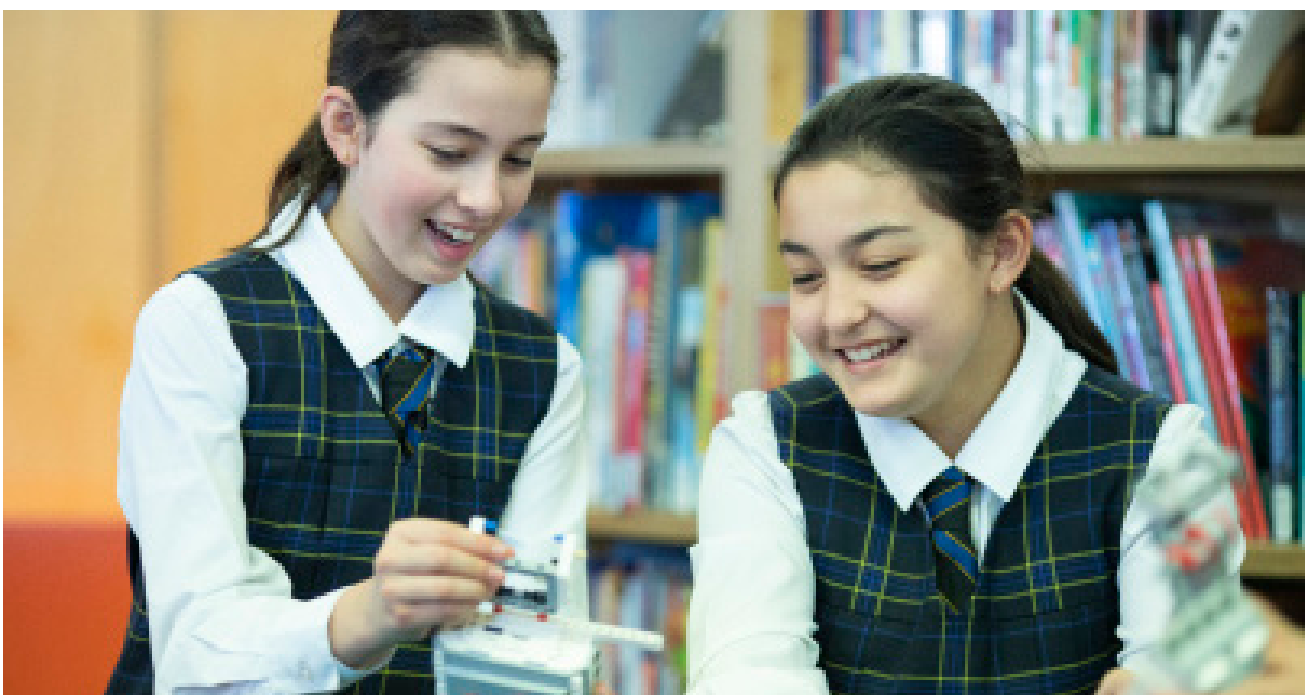
Extended absences from School related to illness should be accompanied by a medical certificate.

Requests for leave from School activities, including academic and extra-curricular programs and for early departure at the end of term and/or late returns from breaks are only permitted in the most exceptional circumstances and application must be made to the Deputy Principal. No arrangements or commitments should be made prior to the application being approved.

International Students must meet a minimum of 80 percent attendance. If attendance falls below 80 percent or absences are longer than three (3) consecutive days without approval, an investigation by the Director of Pastoral Care and the Pastoral Care team will be carried out. Intervention strategies will be implemented to support improved attendance and may include attendance plans and professional advice sought from external agencies.

A letter advising parents/guardians and the student of the minimum attendance not being met will be sent by the Deputy Principal reminding them of the International Student Visa obligations.

Failure to maintain satisfactory attendance may result in the Department of Home Affairs (DHA) being notified of the breach of visa with respect to attendance.





## Teaching and Learning

All courses are conducted face to face. Lessons are typically conducted in classroom styled settings including speciality subject areas such as science laboratories, music rooms, and the gymnasiums. From time to time, to enhance learning outcomes incursions and excursions are included.

Students are provided with a laptop, appropriate software, and technical Help Desk support. WIFI is available throughout the School and in the Boarding School. Loreto Normanhurst takes information security seriously and ensures that the School has appropriate measures in place to protect students' online safety.

## Assessment Methods

Assessments of student progress are completed throughout the School year. The methods for assessment vary and include classroom tests, assignments, and internal and external examinations. A formal report outlining the student's academic progress, approach to learning, and participation in the School community is provided to parents at the end of Semester 1 and Semester 2.

Loreto Normanhurst follows the rules and regulations set by New South Wales Education Standards Authority (NESAs) in relation to student progress.

# International Students' Wellbeing





# International Student Orientation

All new students who commence at the start of the academic year attend an Orientation Day. Orientation Day will provide the opportunity to meet with key staff. All students are assigned a student buddy to help them become familiar with the School facilities and provide them with support as they settle into their new environment.

The Orientation Day is for all new students who will be starting at the beginning of the following year and is held in November. The Orientation includes familiarisation with the Boarding School and an overnight stay. The overnight stay is designed to prepare your daughter for the following year. In addition to meeting other boarders, the Boarding School staff will facilitate a welcoming atmosphere to help make some friends and to help reduce some of anxieties that families and boarders can have in regard to boarding at a new School.

An information session for parents and guardians is run concurrently to the Orientation Day.

The Orientation program includes:

- A welcome to the School and introduction of key staff, Year Co-ordinators and Executive members of the School. The welcome includes Loreto Normanhurst's history and tradition of forming young women of compassion and justice and the interconnectedness of faith, academic, community and extra-curricular activities.
- An explanation of the value of our International Students to the School.
- An overview of our Pastoral Care Program and support structures for academic needs and wellbeing.
- A week in the life of a Loreto Normanhurst student and an outline of day one arrangements.
- Clarification of term dates and attendance requirements, particularly regarding early departures to the home country.
- An introduction to the expectations of being a Loreto Normanhurst student.
- An explanation of key aspects of the Australian Education system (e.g. Assessments / HSC School Certificate / ROSA etc).
- Orientation to the local area, including banks, post office, bus and train stations, supermarkets.
- Orientation and assistance in opening a bank account, travelling by public transport.
- Distribution of bus timetables, routes, and maps of the local area.
- Information on support services available to International Students, including how to access emergency, health, and legal services.
- An explanation of uniform requirements and scheduling of uniform fitting appointments.
- Important points of contact for any questions and / or problems arising before the start of School. Assistance will be provided to purchase School uniforms, textbooks, and other items.
- A tour of the School and facilities.

Loreto Normanhurst's Director of Boarding and International Student Co-ordinator play key roles in the Orientation of International Students to Loreto Normanhurst.

At all times, the Boarding Enrolments Manager is the key point of contact from enquiry to commencement stage.



# Living in Australia and the Sydney Surrounds

A guide to studying and living in Australia can be downloaded from the following websites:

<https://www.studyinaustralia.gov.au/>

<https://www.livingin-australia.com/>





## Accommodation and Boarding

International Students who are enrolling at Loreto Normanhurst in Years 7 to 12 are required to reside in the School's Boarding House during term time, returning to the care of their families or guardians during non-term time, on long weekends, or in the case of illness. Thus, Loreto Normanhurst accepts responsibility for the accommodation, support, and general welfare of your daughter. Loreto Normanhurst does not offer homestay accommodation

Housed in heritage buildings, our boarders enjoy a welcoming, family-style boarding experience. The girls come from diverse backgrounds and locations, with a balanced mix of local, rural, and International Students. A strong Pastoral Care team supports our International Students. The team includes House Tutors, qualified EAL teachers, Heads of House, Heads of Department, School Psychologists, and Careers Counsellors. Strong support is provided by the Director of Boarding and the Boarding School community.

# Guardians

Loreto Normanhurst requires all International Students to have a School approved Australian guardian for the duration of their enrolment who can act on behalf of the parents while the student remains enrolled at the School.

The guardian will be responsible for and meet the needs of the student's welfare, and provide care and accommodation during boarders' weekends, holidays, and times of illness while she is in Australia. The Australian guardian should be known to you and your daughter and be willing to assist your daughter with support and advice while at Loreto Normanhurst. The guardian will be required to meet with the Director of Boarding, the Principal and the International Student Co-ordinator.

The guardian is required to be at least 25 years old, English speaking, a permanent resident, or have permission to reside in Australia for the duration of the student's enrolment, must be contactable by the School and have a current Working with Children Check (WWCC) clearance.

Contact details for the guardian are required to be provided and will be recorded on the School's database. It is a legal requirement for the contact details for the guardian to be current and available to the School at all times. The Principal and Director of Boarding must be immediately notified in writing if there is any change to the guardian's contact details or change of guardian.

If your daughter is to remain in Australia during a holiday break and cannot reside with her Australian guardian, another suitable adult (who is at least 25 years old) can be nominated, as agreed by the School and guardian.



## School Expectations

The School expects that the guardian maintains regular contact with the student, her parents, and the School throughout the enrolment period. This includes representing the student's parents at School events including parent-teacher interviews, awards evenings, School functions and matters relating to the student's behaviour.

The guardian should be able to provide support for the student at all times. This includes compliance to School policies, health matters, medical emergencies, and assisting with travel and holiday arrangements. The School also expects that the guardian has knowledge of School holidays and School policies.

## Wellbeing and Pastoral Care

Loreto Normanhurst has a well-established, caring educational environment for the girls to flourish, develop positive relationships and where each girl is known and cared for as an individual. Our Pastoral Care programs are supported by Houses and Tutor Groups. Our staff work in close association with the tutors and advisors to ensure that each student's academic and pastoral wellbeing is monitored with great care. All students participate in a Pastoral Curriculum that aims to support them to fulfill their academic and personal potential. This includes Social and Emotional Learning and themes and topics relevant for young people.

Parents and/or guardians are obliged to disclose to the School all relevant information regarding any medical diagnosis or any form of assessment (including educational, psychological or physical assessment) relating to a student or her educational status prior to and during the student's enrolment. This allows the School to ensure the student's wellbeing needs are met.

If the School sees the need to suspend or cancel the student's enrolment, the School will retain responsibility for the student's wellbeing until:

- The student is accepted by another registered provider and that registered provider takes over responsibility for approving the student's wellbeing, accommodation, support, and general welfare arrangements.
- The student leaves Australia and/or other suitable arrangements are made that satisfy the Migration Regulations.

Further information regarding Loreto Normanhurst's student wellbeing and pastoral care can be found on the Loreto Normanhurst website.

# Emergency Situations

The student will be provided with information on who to contact in emergency situations, including the contact numbers of nominated staff members. The student will also be provided with information in an age and culturally appropriate manner on how to seek assistance and report any incident or allegation involving actual or alleged sexual, physical, and other abuse.

## Medical or Health Treatment

Parents are required to complete and return a student Medical Form at enrolment and as requested by the School, such as prior to overnight events and immersions. Parents must keep the School informed of any changes to the Student's health including medical reports.

If the student is ill or injured and requires urgent hospital and/or medical treatment and you are unavailable, a responsible School Staff member may give the necessary authority for treatment. All medical and ambulance costs incurred shall be paid by the parent.

Parents and Guardians are required to immediately notify the School if the student has a communicable infection or condition or a notifiable condition under Public Health Regulations.





## Weekend Activities and Holidays

A large part of living in a different culture is experiencing and exploring the city and surrounding areas. International Students may apply for weekend leave to spend time with their guardian or School friends.

International Students are required to stay with their guardians during holiday times or return to the care of their parents. All members of the guardian's family over the age of 18 are required to provide the School with their current Working with Children Check.

All leave arrangements are required to be approved by the Director of Boarding prior to the arrangements being made. Leave arrangements for end of term travel are required to be in place at least six (6) weeks before the end of each term.

Students are expected to travel during holiday periods. If travel during school time is necessary due to exceptional circumstances, families are to complete an Application of Leave form. Applications need to be sent to the Deputy Principal at least four (4) weeks before the intended date of travel. Where the reasons for the leave are not accepted, parents will also be notified. Parents are to apply for leave before booking and paying for tickets. Having paid for travel arrangements are not sufficient grounds for the leave to be approved.

## Change of Visa Status

If you move to Sydney on a permanent basis and request that the student changes her status from boarder to day student, you must submit a written request to the Principal with two (2) term's notice otherwise two term's boarding fees will be charged in lieu of notice. The change of visa status will then change at the discretion of the Principal.

# Personal Information

The School collects personal information, including sensitive information about students, parents, and guardians as members of the Loreto Normanhurst community. The School's Privacy Policy recognises the related issues surrounding the personal information it collects whilst respecting and maintaining the confidentiality of such personal information and the privacy of individuals.

The Privacy Policy sets out how the School manages personal information provided to or collected by it. The School may, from time to time, review and update the Privacy Policy to take account of new laws and technology, changes to the School's operations and practices and to make sure it remains appropriate to the changing School environment. The School's Privacy Policy is available on the School's website.

The School may use and disclose information in such a manner as the Principal or any person authorised to act in their place may deem appropriate for of the purposes of the student's education, healthcare, welfare, or development or for the operation of the School more generally.

The Privacy Policy sets out how parents and students may seek access to personal information collected about them.

Information is collected on the application form during the enrolment process in order to meet





the Education Services for International Students (ESOS) Act, the National Code 2018 and ensure compliance with the conditions of the student visa. The authority to collect this information is contained in the ESOS Act 2000, the ESOS Regulations 2001 and the National Code of Practice for Registration Authorities and Providers of Education and Training to International Students 2018. Information collected about you on the enrolment form and during your enrolment can be provided, in certain circumstances, to the Australian Government and designated authorities and, if relevant, the Tuition Assurance Scheme and the ESOS Assurance Fund Manager. In other instances, information collected on the application form or during your enrolment can be disclosed without your consent where authorised or required by law.

Health information about students is sensitive information within the terms of the Australian Privacy Principles under the Privacy Act.

On occasion, information such as academic and sporting achievements, student activities and similar news, is published in the School Program, records of achievement, newsletters, and magazines and on the School's website. Parents consent to the student being identified (including being named, photographed, recorded in audio, video or other digital media) in material used to promote the School unless the Principal has been advised, or is advised in writing that the parents do not give this permission.

If the parents provide the School with the personal information of others, such as doctors or emergency contacts, the School encourages the parents to inform them that the information is disclosed to the School and why. They should be advised that they can access their information if they wish and that the School does not usually disclose the information to third parties.

# Student Code of Behaviour

Loreto Normanhurst strongly believes that all students have the right to live and learn in a community environment that is free from intimidation, humiliation and hurt. The School has cultivated a culture of caring that establishes relationships that are grounded in love, compassion, reconciliation, and justice. Students also have a responsibility to contribute positively to the School environment, as reflected in the Student Code of Behaviour and Loreto values.

Students are encouraged to restore relationships that have been damaged using strategies that are underpinned by the School values and a restorative practice approach. Strong Pastoral Care is available to all students from fellow students, teachers, School Counsellors, Heads of House, through to the Principal as needed.

Students can seek assistance and report any incident or allegation involving actual or alleged sexual, physical or other abuse by talking to their Tutor, Head of House, Director of Pastoral Care, the International Student Co-ordinator, Director of Boarding, Deputy Principal or Principal. Loreto Normanhurst follows the principles of procedural fairness when managing issues relating to student wellbeing and behavior.

Parents and guardians who have concerns for the student are encouraged to contact the School to ensure support can be made available as needed.

## Complaints and Appeals

The School will conduct a prompt investigation into the matter which is completed by an independent committee to ensure the process is conducted fairly. All outcomes from the complaint investigation will be provided to the parents and student in writing.

If the finding of the complaint or internal appeal is found in the student's and parent's favour the School will ensure that the appropriate actions are implemented expediently.

If the finding of the complaint or internal appeal is found in the favour of the School, the Principal will provide direction for the student and parents should they wish to lodge an external appeal.

If an issue cannot be resolved, parents and students may raise a formal complaint or internal appeal directly with the School. Complaints are required to be in writing and addressed to the Principal's office. Please refer to the SV500 Complaints and Internal Appeals Policy for further information.





During the process for the resolution of any complaint, internal appeal or external appeal the visa status of the student remains unchanged unless there are extenuating circumstances. The student is still required to complete course work and attend classes. It is at the Principal's discretion if participation in studies will be in class or under a supervised arrangement outside of classes.

Extenuating circumstances include:

- The student refuses to maintain approved welfare and accommodation arrangements.
- The student is missing.
- The student has medical concerns, severe depression or psychological issues which lead the School to fear for the student's wellbeing.
- The student has engaged or threatened to engage in behaviour that is reasonably believed to endanger the student or others.
- The student is at risk of committing a criminal offence.
- The student is the subject of an investigation relating to criminal matters.

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

International Students may refer to the International Students Ombudsman if they wish to have a complaint investigated externally.

# Deferment, Suspension and Cancellation of an International Student's Enrolment

Deferment, suspension, and cancellation of enrolment can affect student visas because it changes the student's enrolment status. Students can visit the DHA website for further information about their visa conditions and obligations.

## Compassionate or Compelling Circumstances

Loreto Normanhurst may decide to defer or suspend an International Student's enrolment if there are compassionate or compelling circumstances. These include but are not limited to:

- Medical illness or injury of the International Student or a close relative which requires hospitalisation or impedes activities of daily living. A medical certificate is necessary as evidence that the student is unable to attend classes.
- A mental health condition of the student or a close relative that results in hospitalisation or functional impairment. A medical certificate is necessary as evidence that the student is unable to attend classes.
- Bereavement of close family members such as parents or grandparents.
- A traumatic experience which has impacted upon the student. These cases, where possible should be supported by police or psychologists' reports.
- Major political upheaval or natural disaster in the home country requiring immediate emergency travel that has impacted on studies.
- Inability to begin study in a program on the agreed starting date due to a delay in receiving an International Student Visa.



All applications for deferment or suspension of studies will be assessed on merit by the Principal. The final decision for assessing and granting a deferment or suspension of commencement of studies lies with the Principal.

Deferment or suspension will be recorded on Provider Registration and International Student Management System (PRISMS) depending on the student's CoE status. The period of suspension will not be included in attendance calculations.

A copy of the Application for Deferment of Commencement or Suspension of Studies form is included in the appendix of this handbook

## Suspension or Cancellation by the School

Loreto Normanhurst may decide to suspend or cancel an International Student's enrolment for the following reasons:

- Misbehaviour by the student (refer to Loreto Normanhurst's Student Code of Behaviour in Loreto Normanhurst's Student Handbook).
- Failure to pay an amount they were required to pay the School to undertake or continue the course as stated in the written agreement.
- A breach of course progress or attendance requirements by the International Student.

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

Students who have been suspended for more than 28 days are advised to contact DHA to see if their visa is affected by the suspension.

Loreto Normanhurst will inform students in writing of the intention to suspend or cancel enrolment (see appendix of this Handbook).

The School reserves the right to review the enrolment of students at any time.

## Cancellation by Student

If a student wishes to cancel their enrolment from the School, at least one (1) full term's notice, in writing, must be given to the Principal. The notice should be given no later than the first day of the School term at the end of which the notice expires.

In the absence of the required notice, a term's tuition fees (and boarding fees) are payable.



## Transfer Request Between Registered Education Providers

Students under the age of 18 require written permission from a parent or a legal guardian to change registered providers. If you change your registered provider at any time, it is the parent's responsibility to contact DHA to seek advice on whether a new CoE and student visa is required.

Loreto Normanhurst will not enrol an International Student seeking to transfer from another registered provider within six (6) months of their enrolment commencing unless there are exceptional circumstances relating to the registration of the registered provider or the transfer is deemed to be in the best interest of the student as determined by a government sponsor.

A Transfer Request Form is required to be completed and provided to Loreto Normanhurst along with the International Student Enrolment Form. The transfer date for welfare arrangements will be negotiated with the previous provider to ensure there is no gap and no visa breaches until new welfare arrangements are in place.

Students who wish to transfer from Loreto Normanhurst to another registered provider are required to complete a Student Transfer Request for Release Form and outline the reasons for choosing to transfer.

If a release is not granted by Loreto Normanhurst the School will provide a written statement outlining the reasons why the request has been refused and direct the parents to the Schools Complaints and Internal Appeals Policy.

Records will be kept of all documentation pertaining to a student's request for release, as well as the School's written reasons for refusing a request. All transfer request outcomes will be recorded in PRISMS.

If you are unhappy with the outcome of your request, you have the right to appeal the School's decision. The School has a documented Complaints and Internal Appeals Policy for International Students and their Parents that can be accessed via the Loreto Normanhurst website.

The International Student Transfer Policy is available on the Loreto Normanhurst website.

## Refunds

If a student visa is refused by the DHA, you will receive a refund from the School, calculated in accordance with the ESOS Act. The Application for Enrolment Fee and the Enrolment Confirmation Fee are non-refundable and non-transferable and will be retained by the School to cover administration expenses.

The School will also retain tuition fees and boarding fees on a pro-rata basis to cover any part of the course already studied, and accommodation provided.

Any refundable deposit will be paid in full within four (4) weeks of receiving your written request.

In the unlikely event that the School stops teaching or can no longer offer the relevant course (any time after enrolment), the cost for the proportion of the course not delivered will be refunded in accordance with the ESOS Act requirements, or the student will be placed in an alternative course at no extra cost to you, with the School or another provider. If you choose to accept placement of the student in an alternative course, you must agree to do this in writing.

If you wish to suspend, defer, or cancel the student's enrolment, pro-rated tuition fees and the International Student Bond will be returned within four (4) weeks of the School receiving your written request on the Deferment of Commencement, Suspension or Cancellation of Studies form.

If the School Board or Principal believes that a mutually beneficial relationship of trust and co-operation between a parent or guardian and the School has broken down, then the School, the School Board or the Principal may require the parent to remove the student from the School. No refund or remission of fees will apply.

If an International Student changes status and becomes an Australian Resident after the August Census Date, there will be no refund on full fees paid or adjustments made for full fees payable during that year.

## Useful Links

Name	Details
Policies and procedures that affect you	Website: <a href="https://www.loretonormanhurst.edu.au/">https://www.loretonormanhurst.edu.au/</a>
Your ESOS rights and responsibilities	Department of Education Science and Training (DEST)
ESOS Framework Student Fact Sheet	Website: <a href="https://www.dese.gov.au/esos-framework/resources/international-students-factsheet">https://www.dese.gov.au/esos-framework/resources/international-students-factsheet</a>
International Student Health Cover (OSHC)	Website: <a href="http://www.health.gov.au/resources/collections/overseas-student-health-cover-osch-resources">www.health.gov.au/resources/collections/overseas-student-health-cover-osch-resources</a>
Department of Immigration and Citizenship	Website: <a href="https://homeaffairs.gov.au/">https://homeaffairs.gov.au/</a>



# International Student Compliance



# General Compliance

Loreto Normanhurst complies with all legal requirements related to International Students, including the:

- ESOS Act 2000
- ESOS Regulations 2001
- National Code of Practice for Registration Authorities and Providers of Education and Training to International Students (The National Code 2018)
- Australian Consumer Law

## The ESOS Framework

The Australian Government provides protection for International Students through the ESOS Act and the National Code 2018 which are designed to ensure quality education, tuition protection and integrity of the student visa program. Loreto Normanhurst has agreed to the requirements that are outlined in legislation as a Commonwealth Register of Institutions and Courses for International Students (CRICOS) registered provider.

As an International Student on a student visa you are required to study with a CRICOS registered provider which provides a guarantee that the course and the School meets the high standards of education and welfare necessary to provide assurance and comfort for the student and their parents/guardians.

As an International Student on a student visa, you benefit from Australian law in the following ways:

- You are offered a high standard of education, facilities, and support services while you are in Australia.
- You have rights to information about your course and the education institution that you wish to study with before and during your enrolment.
- Financial protection in the case that your chosen education institution does not deliver what has been promised.



## Your Rights

The ESOS Framework protects the rights of International Students including the rights:

- To receive current and accurate information about the courses, entry requirements, all fees, and modes of study from your education institution and your education institution's agent. Students under the age of 18 years of age will only be granted a visa if there are suitable arrangements in place for their accommodation and welfare.
- To sign a written agreement with your education institution before or at the time you pay fees. You do not have to pay the education institution any money or fees until you accept the agreement.
- To seek a refund in certain situations for course money you have paid. Information about refund arrangements must be included in your written agreement
- To get the education you paid for. The law includes tuition protections that will allow you to be placed in another course or receive a refund if your education institution is unable to teach your course (known as a provider default). Visit the TPS website for more information;
  - To access complaints and appeals processes; and
  - To request to transfer to another education institution and have that request assessed by your education institution.

## Your Responsibilities

As an International Student on a student visa, you have the responsibility to:

- Comply with your student visa conditions.
- Maintain your International Student Health Cover (OSHC) for as long as you stay in Australia on a student visa.
- Inform the School if you change your address, phone number, email address or emergency contacts as soon as possible.
- Meet the terms of your written agreement with your education institution;
- Maintain satisfactory course progress and attendance.
- If you are under 18 years of age, maintain your approved accommodation and welfare arrangements.

Information about visa conditions for student visa holders is available on the Department of Home Affairs website.



# The Department of Education and Training (Cth DET)

The Department of Education and Training is responsible for:

- Administering the ESOS Act and associated ESOS Framework instruments
- Managing CRICOS
- Managing and administering the Provider Registration and International Student Management System (PRISMS)
- Overarching policy development
- Monitoring compliance with the ESOS Act and the National Code
- Final registration or renewal, compliance monitoring and enforcement decisions as the national ESOS agency for Schools

## National Code

Loreto Normanhurst operates under the National Code of Practice for Providers of Education and Training for International Students 2018. The National Code is a set of consistent standards that govern the protection of International Students and delivery of courses to those students by providers registered on The Commonwealth Register of Institutions and Courses for International Students (CRICOS).

# Tuition Protection Service (TPS)

The TPS is a placement and refund service to assist International Students whose registered providers are unable to complete their course of study. The TPS ensures that International Students can either:

- Complete their studies in another course or with another registered provider; or
- Receive a refund for unspent tuition fees.

The School is required to pay a TPS levy each year for International Students to meet all obligations as a CRICOS registered provider. The School has notification requirements regarding the amount of the TPS levy under section 26 of the ESOS Act. Under section 108 of the ESOS Act, it is a criminal offence, with a penalty of imprisonment for 12 months, for a person to provide false or misleading information under the notification requirements of section 26. Protection of tuition fees paid in advance by student visa holders is undertaken in accordance with ESOS requirements and the Tuition Protection Service Framework.

In the unlikely event that the School is unable to deliver the student's course in full, the student will be offered a refund of full pre-paid tuition fee the student has paid to date less the non-refundable Application and Enrolment Confirmation fees. The refund will be paid to the student within 14 days of the day on which the course ceased being provided.

If the School is unable to provide a refund, the Tuition Protection Service will assist the student to find an alternative course or to get a refund of the student's unspent tuition fees, if a suitable alternative is not found.



# International Student Ombudsman

The International Student Ombudsman provides a free, independent, and impartial service that can investigate complaints about problems affecting prospective, current, or former International Students. More information is available at [www.ombudsman.gov.au](http://www.ombudsman.gov.au)

## Department of Home Affairs (DHA)

DHA manages the administration of the student visa program under the Migration Act and the Migration Regulations.



# Appendix



# INTERNATIONAL STUDENT ENTRY REQUIREMENTS POLICY



## **RATIONALE**

Loreto Normanhurst will assess an International Student's English language proficiency and educational qualifications during the recruitment process and prior to the enrolment at the School. This is to ensure that a student is suitably prepared to meet the academic and personal challenges of studying and living in another country, away from the support of their family, which for many will be an experience in another language and culture.

## **SCOPE**

This Policy covers the minimum requirements for students to be offered a place of enrolment at Loreto Normanhurst and the process for determining that prospective students meet these requirements.

## **RELATED LEGISLATION**

- ESOS Act 2000
- ESOS Regulations 2001
- National Code 2018
- Education Act NSW 1990

## **RELATED POLICIES, GUIDELINES & PROCEDURES**

- International Student Handbook
- Loreto Normanhurst Enrolment Guidelines
- International Student Entry Requirements Procedure

## **PRINCIPLES**

International students wishing to lodge an application at Loreto Normanhurst must first receive, read, and acknowledge having read the International Student Handbook. Acknowledgement to occur by completing the Application for Enrolment Form.

The International Student Entry Requirements Procedure will guide the implementation of this Policy. Loreto Normanhurst will consider the following before offering a place of enrolment to an international student:

- Congruence of values.
- Australian Education Assessment (AEAS) test results, including a copy of the written component.
- English as an Additional Language (EAL) reports from an English Language College (where applicable).

- Student's academic qualifications including two (2) school reports and attendance history. The reports are required to be translated into English with validation)
- Student's engagement with co-curricular and sporting activities.
- Year level placement.
- Student Interview.
- Age of student.
- Student's wellbeing and learning support needs.
- A referee contact in the case of a transfer from another school in Australia.
- In some cases, the School may require an applicant to complete School based assessments.
- Details of the student's Guardian in Australia.

Copies of the student's birth certificate (translated), passport and Australian Visa is required to be provided.

In the case of a student studying on a Student Visa 500 (SV500) the entry requirements are the basis on which it can be reasonably expected that a student may meet their minimum course requirements, which is a condition of their visa.

### **ENGLISH LANGUAGE PROFICIENCY ASSESSMENT**

The Australian Education Assessment Services (AEAS) Test is the English proficiency test required of international students wishing to apply for entry to Loreto Normanhurst.

Note: Testing can be arranged directly by the student (recommended), by an Education Agent acting on behalf of the student or by the Loreto Normanhurst enrolment office

Loreto Normanhurst will accept an AEAS test as valid if completed within the 12 months prior to the proposed commencement date for the student, and the student has been tested for the year level applied for.

The student is responsible for the payment of the AEAS Test Fee. The AEAS Test must be completed and report submitted to the School prior to an offer of place for enrolment.

International students wishing to enrol at Loreto Normanhurst will be required to sit an English proficiency test if any of the following apply:

- English is not the student's first language and/or the language spoken at home.
- English is not the language of instruction in all subjects (other than study of a foreign language) being studied at their current school, or previous school if the student changed schools within 12 months of application to Loreto Normanhurst.
- The student is studying at a bilingual school where English is one of the two languages of instruction, and/or some subjects are taught in English (other than the subject English) and others are taught in a language other than English (other than a language/literary study of the language of instruction).

- The student is requesting to transfer from another onshore Australian school, has been studying in Australia for less than 18 months and for whom one or more of the circumstances described above applied to the student prior to them moving to Australia.
- The Student is achieving below a 'C' grade (60%) or equivalent, in one or more subjects at their current Australian School.

### Test results

Table 1. identifies the minimum AEAS results required for consideration for entry to Loreto Normanhurst

Year level	Non-Verbal Minimum Stanine	Mathematical Reasoning	Minimum English Score/Stanine Level	Maximum Recommended weeks of ELICOS
Primary Prep/Rec - 6	6	5	4	20
Years 7-9	6	5	5	25
Year 10 Sem 1	6	5	5	20
Year 10 Sem 2	6	5	5	12
Year 11 Sem 1	6	5	5	4
Year 12	N/A	N/A	N/A	N/A

Table 1: Loreto Normanhurst Minimum AEAS Results

Based on results the following apply:

- Students applying for Years 9–11 and above must score at least Stanine 5 in at least four (4) of the five (5) areas tested in the English component of the test and not less than stanine 4 in the fifth area tested.
- Students applying for direct entry to Year 11 may be considered for entry if recommended for up to 4 weeks ELICOS and the student can successfully complete this course of study at an ELICOS provider, approved by the Director of Learning , prior to the commencement of the first day of Year 11.
- Additionally, the student must meet all other requirements of the International Student Entry Requirements Policy.

Direct entry to Year 12 will only be considered in exceptional circumstances and for students transferring from onshore Australian schools, and where the student meets the following conditions:

- Passed all Year 11 subjects with a C grade or equivalent (60% or higher).
- Satisfied the course requirements at Year 11 level of the New South Wales High School Certificate (HSC), as applicable, and meets Loreto Normanhurst subject selection requirements.
- Minimum of 90% attendance record at previous school.
- Provided a referee contact from current/previous school.
- Meets the requirements of the SV500 Student Transfer Policy.
- Completed a face to face interview with the Director of Boarding and at least one of the following members of staff; Principal, Deputy Principal, Director of Learning, Director of Pastoral Care or School Psychologist. The interview will assist to assess the student's preparedness to manage a change of school at such a critical time and achieve a successful Year 12 outcome.



Loreto Normanhurst reserves the right to request that a student undertake additional assessments, as required.

### **ENGLISH PREPARATION REQUIREMENTS**

Students making application for Year 7 or above and recommended by AEAS as needing intensive English support prior to entering mainstream classes are required to study at an ELICOS provider or English Preparation Course approved by Loreto Normanhurst.

Students in Years 7-10 will be required to re-sit the AEAS Test two (2) weeks prior to the student completing their ELICOS course, where the recommended ELICOS course is eight (8) weeks or more.

The purpose of this test is to assess and benchmark the student's progress in English. Based upon these results the student may be:

- Recommended to progress to mainstream classes as enrolled, with English as an Additional Language (EAL) support.
- Required to extend their time studying at the ELICOS provider to further improve their English, subject to the total length of their combined ELICOS studies not exceeding 30 weeks and not prohibiting the student from completing the course of study for which they are enrolled at Loreto Normanhurst, within the specified course duration.
- Recommended to have additional assessments in the case of the student not making suitable progress in the ELICOS course, to determine any underlying learning difficulties, that may require additional support.
- Recommended as not suitable to progress to their principal course of enrolment at Loreto Normanhurst and their enrolment may be cancelled. (Refer to SV500 Deferring, Suspending or Cancelling Enrolment Policy).

If a student is required to extend their ELICOS course, a third and final AEAS test may be required to determine if the student has made sufficient progress to enter their principal course of study at Loreto Normanhurst. Unsatisfactory achievement may lead to the School cancelling the student's enrolment at the School.

### **ASSESSMENT OF STUDENT ACADEMIC QUALIFICATIONS AND ATTENDANCE HISTORY**

The student applicant is required to provide the School with a certified copy of original transcripts of all academic results and attendance records for the 2 years prior to application.

In the case that the student has changed schools within the previous 12 months, they are also required to provide the School with academic and attendance records from their current and immediately previous school. This includes a certified copy of original transcripts of all academic results and attendance records for the final 12 months at their previous school and both academic results and attendance records for full period of study at their current school.

The student applicant is expected to be/have been assessed by their current school as passing their current or recently completed course requirements.

Students are expected to achieve a minimum of 'C' Grades (60%) or equivalent in 90% of subjects studied, including English, if a subject of instruction at the student's current or previous school.

Students will be expected to have maintained high attendance levels up until applying to attend Loreto Normanhurst. Where absences have exceeded five (5) days in any 6-month study period, the School will require evidence of reasonable explanation for the absences (e.g. doctor's certificate, letter from school).

All students who are offered and accept a place for entry to Loreto Normanhurst are expected to maintain fulltime attendance and meet the course requirements of their current school (immediately preceding entry to Loreto Normanhurst), up to one week prior to commencing at Loreto Normanhurst. This applies even in the case where a student will need to commence a new year level at their current school in the weeks or months prior, which may not be completed prior to entry to Loreto Normanhurst, or may be partially repeated at Loreto Normanhurst.

### **RECOGNITION OF PRIOR LEARNING (YEAR LEVEL PLACEMENT)**

International students will be placed in year levels based on having completed the NSW equivalent pre-requisite year level e.g. a student applying for entry to Year 11 at Loreto Normanhurst must have successfully completed the equivalent of NSW Year 10 to be eligible for entry to Year 11.

In the case of students transferring from the Northern Hemisphere this will mean that they have commenced the Year 11 equivalent in their home country prior to transferring to Loreto Normanhurst and will recommence Year 11 on arrival at Loreto Normanhurst.

Students who are applying for direct entry to Year 11 or Year 12 (at the discretion of the Principal) and have previously completed a Year 11 or 12 equivalent subject (course) will need to apply directly to gain credit for the subject. The Director of Learning will assist the student with this process. Students will be required to maintain a full-time study load at Loreto Normanhurst, even in the case of the credit being granted. Exceptions to this requirement will be at the discretion of the Principal.

### **STUDENT INTERVIEW**

All international students wishing to attend Loreto Normanhurst will be required to participate in an interview prior to an offer being made.

The interview may be conducted:

- In home country if School personnel are visiting.
- At the School if the student is visiting Sydney; or,
- Online.

The interview must be completed with the Director of Boarding and at least one of the following members of staff; Principal, Deputy Principal, Director of Learning, Director of Pastoral Care or School Psychologist.

The interview will be a conversation allowing students the opportunity to understand more about the School, and School staff the opportunity to understand more about the student, their interests, goals, aspirations, learning experience and preparedness to study overseas, away from family, and at Loreto Normanhurst.

## **STUDENT ENGAGEMENT**

Loreto Normanhurst focuses on the development of the whole student, encouraging student engagement in co-curricular activities. Applicants will be required to present evidence of their involvement in co-curricular and/or sporting activities by way of certified copies of school reports, certificates of participation, achievement, or references.

### **AGE ON ENTRY**

As a general expectation, international students will follow similar age and year level patterns to domestic students. For example:

- Students commencing in year 5 will be 10-11 years of age.
- Students commencing Year 7 will be 12–13 years of age.
- Students commencing Year 11 will be 16-17 years of age.

The process of transferring across different school calendar years (i.e. Northern Hemisphere to Southern Hemisphere) and/or the study of ELICOS prior to mainstream entry, typically results in international students repeating a portion of a year level. This in turn, results in international students being slightly older than their Loreto Normanhurst peers. Therefore, the School will accept students who can be up to 18 months older than their cohort i.e. 19.5 years of age on the completion of Year 12.

### **STUDENT WELLBEING AND LEARNING SUPPORT NEEDS**

In alignment with the School's Enrolment Policy, all applicants are required to provide the School with all information known to them about any health, social, emotional, physical and/or academic matters which may impact the student's ability to meet their course requirements and/or require learning support from the School. This information is to be made available to the School prior to application.

Subject to the wellbeing and/or learning needs of the student, the School may request additional medical or allied health professional (e.g. educational psychologist, occupational therapist, speech therapist) assessments and reports regarding the student's ability to successfully meet course requirements.

Students must meet course requirements to maintain their visa and the School's responsibility to assess students are suitably prepared and able to meet their course requirements, the School reserves the right to decline an application in the case where a student is considered high risk of not meeting course requirements. This decision will consider the information obtained via the processes previously detailed.

## RESPONSIBILITIES

All staff

- Compliance with this Policy.

Director of Learning

- Assessment of international student's English language proficiency, academic qualifications, and attendance history against the set criteria.
- Advising the outcome of the assessment to the School, student, and parents.
- Maintaining records of the assessment and communication of the outcome.

Director of Boarding

- Conduct interviews with intending international students and parents and maintain records of the interview outcome.

Principal

- Offer place to international students or communicate that the application has been rejected in writing.
- Maintain evidence of communication.

## RECORDS

The School maintains evidence of compliance with this policy by maintaining records of interviews, assessments and communication made in relation to international students.

*This policy is located on the HR section of the Staff Intranet.*

# SV500 COMPLAINTS AND INTERNAL APPEALS POLICY



## **RATIONALE**

Loreto Normanhurst is required to ensure that international students have the right to natural justice whereby they have access to an effective complaints and appeals process that is comprehensive, free and, easily accessible.

The School shall respond to any complaint or appeal that is made regarding the School, or any other related party that the School has arrangements with to deliver the course that a SV500 student is enrolled in.

## **SCOPE**

This Policy covers the process of the School receiving a formal or informal complaint or internal appeal from a SV500 Student, the assessment of the complaint or internal appeal through to resolution.

This Policy applies to all staff who may be involved in the receipt, assessment and resolution of a complaint or internal appeal.

## **RELATED LEGISLATION**

- ESOS Act 2000
- ESOS Regulations 2001
- National Code 2018

## **RELATED POLICIES, GUIDELINES & PROCEDURES**

- Loreto Normanhurst Complaints Handling Policy and Procedure
- Loreto Normanhurst Staff Code of Conduct
- Loreto Normanhurst Student Code of Conduct
- Loreto Normanhurst Anti-Bullying Policy
- International Student Handbook
- International Student Policy
- SV500 External Appeals Policy

## **DEFINITIONS**

- Complaint - A complaint is an expression of dissatisfaction made to the School about educational and/or operational matters relating to services provided by the School or the behaviour, decisions or conduct of a staff member, contractor, or volunteer.
- Internal Appeal - A request by a student to reconsider a result or decision regarding assessment.

## PRINCIPLES

The School shall respond to any complaints an international student makes regarding their dealings with the School, or any third-party that the School has an arrangement with to deliver the international students' course or related services.

All students at the School, including SV500 students, shall have access to a range of support services and staff, who can assist them to resolve grievances in a less formal manner. It is the School's aim and preference that any complaint be resolved by less formal pastoral care services provided within the School, including mediation.

Loreto Normanhurst has a Complaints Policy that covers all students. Support is available to students prior to or during the complaints and Internal appeals process.

This provides international students and parents with the option to lodge a formal complaint and/or internal appeal:

- About or against a decision made by the School, which directly impacts the student, including but not limited to, their well-being, participation in School life, studies, accommodation, and welfare arrangements and/or continuing enrolment at the School.
- About or against a member of the School community.
- About or against any third party working on behalf of, or with the School, including but not limited to education agents, third party course providers, homestay hosts or homestay arrangements.

SV500 students are advised of the SV500 Complaints and Internal Appeals Policy and their right to access this process through a number of mechanisms including:

- With the SV500 Enrolment Contract.
- With the formal Letter of Offer.
- International Student Orientation.
- International Student Handbook.
- School Website.

Furthermore, the School shall advise SV500 students of their right to access this policy and the SV500 External Appeals Policy concurrent with any of the following:

- Advising a student that the School intends to report them for unsatisfactory attendance and/or unsatisfactory course progress.
- Advising a student that the School will be suspending the student from the School and/or boarding for disciplinary reasons and is required to report the suspension.
- Advising a student that the School intends to cancel the student's enrolment for any one of the following reasons (but not limited to):
  - o Disciplinary reasons.
  - o Unpaid fees
  - o Not meeting course and/or attendance requirements.

The School is not required to offer a SV500 student access to the Complaints and Internal Appeals

Process where the School intends to cancel the student's enrolment for any of the following reasons:

- The student is refusing to maintain approved care arrangements.
- The student is missing (Refer to the Critical Incident Management Policy).
- The School has concerns for a student's medical state, including severe depression or psychological issues which causes the School to fear for the student's wellbeing.
- The student has engaged or is threatening to engage in behaviour that is reasonably believed to endanger the student or others.
- The student has, or allegedly has, committed or is at risk of committing a criminal offence
- Unpaid fees.

#### LODGEMENT OF FORMAL COMPLAINT AND/OR INTERNAL APPEAL

The following outlines the complaints process:

- SV500 students have 20 working days to lodge a formal complaint or internal appeal, following advice from the School of their right to do so.
- Complaint and internal appeals shall be made in writing, preferably on the 'SV500 Complaints and Internal Appeals Lodgement Form'.
- Complaints are to be sent via email to: [eapincipal@loretonh.nsw.edu.au](mailto:eapincipal@loretonh.nsw.edu.au)
- The Head of Enrolments and International Student Co-ordinator are to be notified of the complaint or internal appeal.
- The School shall acknowledge the receipt of the complaint in writing as soon as practical

If the student lodges the complaint, the School shall include the parent/s in all future communications including the details of the complaint or appeal. The parent/s are required to sign the SV500 Complaints and Appeals Lodgement Form.

#### MANAGING COMPLAINTS AND INTERNAL APPEALS

- The Complaints and Internal Appeals Committee shall meet with the student/parent, and a support person/advocate of their choice to hear the case. This process must commence within 14 days of the complaint or internal appeal being lodged.
- The School shall acknowledge and support the right of students and/or parents to be given the opportunity to formally present their case, at minimal or no cost.
- The School is committed to conducting the assessment of any complaint or appeal in a professional, fair, and transparent manner.
- The Complaints and Internal Appeals Committee shall consider the complaint or internal appeal and make a decision. This is to be completed as soon as practicable, subject to the complexity of the decision
- The School shall advise the student and parents of the outcome of the appeal process in writing, including detailed reasons for the outcome.

- In the case of a decision that does not favour the student/parent, they will be advised of the SV500 External Appeals Policy, which is their right to lodge an external appeal, within 10 working days of being notified of the outcome, and the process to do so.
- In the case that the outcome of the Complaints and Internal Appeals Process favours the student, the School must immediately implement the decision or recommendation and/or take the preventative or corrective action required by the decision and advise the student in writing of that action.
- The School shall ensure that the student receives appropriate support from School or other professional services, to manage any concerns arising from the complaint, the complaint and appeals process and/or the corrective action irrespective of the outcome of the process.

### **MAINTAINING ENROLMENT**

During the complaints process, the School, shall maintain the enrolment of the international student.

### **PRISMS REPORTING**

The School is required to notify a SV500 student of the School's intent to defer, suspend or cancel the student's enrolment and/or report the student for unsatisfactory achievement or attendance in writing, and at the same time advise the student of their rights to access the School's SV500 Complaints and Internal Appeals Process.

In the case where the School has advised the student that a Report to PRISMS is pending, e.g. for not meeting course and/or attendance requirements, the School is suspending the student's enrolment or the School is cancelling the student's enrolment, the School must not report the student through the PRISMS system until:

- The outcome of the Complaints and Internal Appeals Process is complete.
- The outcome of both the Complaints and Internal Appeals Process is complete, and the External Appeals Process (see SV500 External Appeals Policy) is completed when the complaint/appeal is about course progress/attendance breaches. Note this is the only situation requiring both appeals processes to be complete before the School can action the suspension or cancellation and must report this through PRISMS.
- Or the student advises in writing, that they will not be accessing the Complaints and Internal Appeals Process.

### **CONFIDENTIALITY**

All parties involved in complaint handling are required to maintain confidentiality, including the handling and storage of records relating to the complainant and the nature of the complaint as per the Privacy Policy.



## **COMPLAINTS AND INTERNAL APPEALS COMMITTEE**

A Complaints and Internal Appeals Committee will be formed based on the circumstances of each case and comprise a minimum of three (3) independent, senior staff members determined by the Principal who have the requisite independence from the issue at hand.

## **STUDENT SUPPORT PERSON OR ADVOCATE**

The student and/or parent are able to invite a support person/advocate of their choice to accompany them to Complaints and Internal Appeals Meetings. This person may be a staff member, student or other member of the School community, or someone independent of the School community.

## **INTERPRETER AND TRANSLATION**

As required by the student, their parent and/or support person, the School will arrange for a professional interpreter and translation (for significant related documents) to be available to support the student/parent/support person and the School in this process.

## **WELFARE AND ACCOMMODATION OF SV500 STUDENT**

The School will, at all times be mindful of the wellbeing of the students during any complaints and appeals process.

In the case of an SV500 student in the care of a parent or 'nominated guardian' the School will advise the appropriate authorities, of any concerns for the safety and wellbeing of the student and/or the any risk that the student poses to the safety and wellbeing of others.

## **RESPONSIBILITIES**

Executive Assistant to the Principal

- Maintaining the School's Complaints Register.

International Student Co-ordinator

- Supporting the international student and their family through the complaints and internal appeals process if required.

Head of Enrolments

- Ensure that all records are filed and maintained within the student records

Risk and Compliance Manager

- Ensure that compliance requirements are met.

Relevant contact persons including Director of Learning, Director of Pastoral Care, Head of Primary, Deputy Principal and Principal.

- Ensuring that all complaints are acknowledged as soon as practical after receipt.
- Ensuring complaint investigations are conducted with procedural fairness

- Formally responding to complainants advising them of the outcome of the investigation
- Ensure, along with the Director of Pastoral Care, that appropriate supports are in place for any students that are involved in a complaint including complaints relating to the deferring, suspension, and cancellation of enrolment process.

#### Principal

- Determine the members of the Complaints and Internal Appeals committee.

### **RECORDS**

The School keeps records of each complaint or internal appeal, including the following:

- A copy of the SV500 Complaints and Internal Appeal Lodgements form, signed by students and their parents.
- Notes from the assessment process.
- Statement of the outcome and reasons for the outcome.

All complaints shall be maintained in the School's complaint register, including the details outcome and reason for the outcome of each complaint received by the School.

*This policy is located on the HR section of the Staff Intranet.*

# SV500 EXTERNAL APPEALS POLICY



## **RATIONALE**

Loreto Normanhurst's is obligated to inform SV500 students of their rights to access an external appeals process, if not satisfied with the outcome of the SV500 Complaints and Internal Appeals Process, and to facilitate the student's ability to access an external appeals process.

## **SCOPE**

This Policy covers the escalation of a complaint or internal appeal raised by a SV500 student or their parents to an independent external party.

This Policy applies to all staff involved in the escalation of complaints and internal appeals relating to SV500 students.

## **RELATED LEGISLATION**

- ESOS Act 2000
- ESOS Regulations 2001
- National Code 2018
- Australian Consumer Law

## **RELATED POLICIES, GUIDELINES & PROCEDURES**

- International Student Policy
- International Student Handbook
- SV500 Complaints and Internal Appeals Policy
- SV500 External Appeals Procedure

## **PRINCIPLES**

The intent of the external appeals process is for an independent party to consider whether Loreto Normanhurst has followed its policies and procedures, rather than make a decision in place of the School.

The SV500 External Appeals Policy shall be provided to the SV500 student and their parents at minimal or no cost.

Following the outcome of the Complaint and Internal Appeals process the School shall advise the student and their parents they have 20 days to lodge an appeal and to advise the Loreto Normanhurst in writing of their decision to lodge an external appeal, or not.

The External Appeals Process includes the following options:

- The School, at the discretion of Principal and School Board may facilitate a process enabling the student to meet with an independent external grievance consultant.

- A student may lodge an external appeal about a decision or action taken by Loreto Normanhurst through the Overseas Students' Ombudsman, which is a free and independent service for SV500 Students.

SV500 students are advised of the SV500 External Appeals Policy and their right to access this process through a number of mechanisms including:

- SV500 Enrolment Contract.
- International Student Handbook.
- International Student Orientation.
- School Website.
- Student Portal.

### **OTHER LEGAL REDRESS**

All SV500 students are protected by Australian Consumer Law. All students have the right to pursue other legal remedies, at their own cost.

### **CONFIDENTIALITY**

All complaints and appeals shall be treated with respect and confidentiality by all staff including those asked to provide information as part of an enquiry and administrative handling of the complaint.

### **RESPONSIBILITIES**

Staff

- Complying with this policy.

Risk and Compliance Manager

- Ensuring that compliance requirements are met.

Complaints and Appeals Committee

- Facilitate a meeting with the student and their parents with an External Grievance Consultant.

### **RECORDS**

The School keeps records of external appeals, including the following:

- A copy of the notification of appeal.
- Evidence of the support provided to the SV500 student and the parents to engage with an independent external grievance consultant.
- Statement of the outcome and reasons for the outcome.

All appeals shall be maintained in the School's Complaints register, including the details outcome and reason for the outcome of each complaint received by the School.

*This policy is located on the HR section of the Staff Intranet.*

# INTERNATIONAL STUDENT MARKETING POLICY



## **RATIONALE**

Loreto Normanhurst is committed to ensuring that the marketing and promotion of the School's education services in relation to international students, including the use of Education Agents, is not false or misleading, and is consistent with the Australian Consumer Law.

## **SCOPE**

This Policy applies to all staff involved in the marketing and communication activities relating to the promotion and recruitment of international students, as well as those staff providing educational services to international students.

## **RELATED LEGISLATION**

- ESOS Act 2000
- ESOS Regulations 2001
- National Code 2018
- Education Act 1990 NSW
- Australian Consumer Law
- Privacy Act 1998
- Australian International Education and Training, Agent Code of Ethics

## **RELATED POLICIES, GUIDELINES & PROCEDURES**

- International Student Handbook
- International Student Education Agent Policy

## **PRINCIPLES**

### Misleading information

When entering into written agreements with international students or intending international students, the School shall be honest and accurate in all communications and do not provide any false or misleading information on:

- Associations with any other providers, persons, or organisations the School has arrangements with for the delivery of the course in which the student intends to enrol or may apply to enrol.
- Any work-based training a student is required to undertake as part of the course.
- Any prerequisites – including English language proficiency – for entry to the course.
- Any information relevant to the School, its courses or outcomes associated with those courses.

Loreto Normanhurst shall not claim to commit to secure for, or on the student or intending student's behalf, a migration outcome from undertaking any course offered by the registered provider or guarantee a successful education assessment outcome for the student or intending student.

#### Plain English

All documents used in the promotion and recruitment of international students shall use plain English to ensure that information is unambiguous and easy to read.

#### CRICOS requirements

All CRICOS related documents shall have the Loreto Normanhurst registered name and CRICOS registration number on all written and on-line documents that are distributed or made publicly available.

This includes all material used to:

- Provide, or offer to provide a course to an international student.
- Invite international students to undertake or apply for a course.
- Indicate the registered provider is able or willing to provide a course to international students.

#### Education agents

Education Agents shall:

- Be ethical and knowledgeable.
- Be up to date with current visa requirements, programs, and the education environment.
- Monitor visa refusals, student feedback and application activity.
- Adhere to the terms and conditions of their agreement with the School.

Educational Agents approved by Loreto Normanhurst will be listed on the School's website if used by the School.

#### Approval of materials

Prior to any marketing or pre-enrolments materials being released by the School, all marketing materials must be approved by the Principal. The Principal must ensure that any statements made in the School's marketing materials are not false or misleading.

**RESPONSIBILITIES**

Staff

- Compliance with this policy.

Chief Marketing Officer

- Operational implementation of this policy.

Principal

- Approval of all promotional material for recruitment of international students.

**RECORDS**

The School maintains evidence of compliance with this policy by maintaining records of marketing and other materials used in relation to international students. Records will be maintained in accordance with the International Student Records Management and Retention Policy.

*This policy is located on the HR section of the Staff Intranet.*

# SV500 REFUND POLICY



## **RATIONALE**

The SV500 Refund Policy addresses the obligations and responsibilities of the School in relation to refunds for tuition and non-tuition fees claimed by and due to a SV500 or intending SV500 student in the event that the School or student defaults payment.

## **SCOPE**

The Policy applies to all staff members required to approve, calculate, and provide refunds of tuition and non-tuition fees.

## **RELATED LEGISLATION**

- ESOS Act 2000
- ESOS Regulations 2001
- National Code 2018
- Australian Consumer Law
- Education Services for Overseas Students (Calculation of Refund) Specification 2014

## **RELATED POLICIES, GUIDELINES & PROCEDURES**

- International Student Policy
- International Student Handbook
- SV500 Deferring, Suspending or Cancelling an Enrolment Policy
- SV500 Student Transfer Policy
- SV500 Student Visa Requirements Policy
- SV500 Complaints and Internal Appeals policy
- SV500 External Appeals Policy
- SV500 Refund Procedure
- SV500 Refund Application Form

## **DEFINITIONS**

- Tuition Protection Service (TPS) - An Australian Government initiative to assist International students and eligible domestic students access fee-help when their education providers are unable to fully deliver their course of study.



## **PRINCIPLES**

This Policy covers the process of considering requests for refund, calculation and refund of tuition and non-tuition fees claimed by and due to SV500 or intending SV500 students that either default payment or have their visa application declined or where the School is in default.

### **STUDENT INITIATED REFUND REQUEST**

The School will provide a refund to a SV500 or intending SV500 student if:

- The default is by a student.
- The intending student has their Visa Application rejected.
- The student has a change of Visa status.

### **SCHOOL INITIATED REFUND**

The School will provide a refund to a SV500 or intending SV500 student if:

- The School is unable to offer the course that the student has enrolled in.
- The School has identified that the student has provided false or misleading information that impacts on their ability to live and learn in Australia.

### **REFUND DECISION**

- The refund decision is made by the Principal and takes into consideration any supporting evidence provided.
- The calculation of all refunds will consider any fees owed by the student to the School at the time of the request for a refund. The calculation is determined using the Education Services for Overseas Students (Calculation of Refund) Specification 2014.
- Approved refunds will be made payable to the person/s who are signatory to the SV500 Enrolment Contract unless the person/s signatory to the contract request in writing that the School pay the money to a third party.
- Approved refunds will be paid in Australian Dollars and within four (4) weeks of the School receiving the Refund Application Form.
- Refunds for cancellation of enrolment initiated by Loreto Normanhurst, which are subject to the SV500 Complaints and Internal Appeals Policy and SV500 External Appeals Policy, will not be approved until the outcome of the appeals process/es are finalised.

### **REFUND ELIGIBILITY**

#### Visa Refusal

Students who default on their enrolment prior to commencement, due the student's SV500 Application being refused by Australian immigration authorities, will be refunded all fees pre-

paid directly to the School, including the Application Fee and other Non-Refundable Fees. The student is required to provide certified documentary evidence that the student's Visa application was refused.

#### Enrolment default less than 4 weeks prior to commencement

Students who default on their enrolment less than four (4) weeks prior to commencement will be charged for the first term tuition and Boarding fees.

All other prepaid tuition and non-tuition fees paid to the School will be refunded in full.

#### Change of Visa Status

In the case of a SV500 student changing to another type of Australian Visa, while enrolled at the School, and the change results in a different fee schedule being applicable:

- The newly applicable fee schedule will take effect from the beginning of the next school term, following the student's change in visa status, and the School being provided with a certified copy of the new visa.
- Any prepaid fees, at the higher SV500 Fee Schedule rate, will be credited against the student's fees account.
- Should the timing of the change in rate and the amount of the student's previously prepaid fees result in a student's tuition fee account being in credit at the time the student completes their Course of Study, the excess funds will be refunded to the student.
- At the discretion of the Principal, significant fee excess in credit may be refunded prior to the student completing their studies.

#### School cancels enrolment prior to commencement

In the case that the School cancels a student's enrolment prior to the student commencing their studies all fees prepaid directly to the School, excluding the Application Fee.

Reasons for such cancellations may include but are not limited to:

- the student does not meet entry requirements that were a condition of their enrolment e.g. successfully completing ELICOS requirements,
- the School identifies that the student had provided false and/or misleading information in the application and/or enrolment process, or
- the School identifies that the student knowingly withheld significant information, which will impact the student's ability to attain satisfactory achievement in their course of study and/or the ability of the School to adequately care for and support the student.

### School defaults enrolment

In the case that the School defaults prior to the student's commencement or during the student's enrolment due to the School being unable to offer the student's course of study, or part thereof, the student will be refunded all remaining unspent Tuition and Non-Tuition Fees.

### **REFUND PAYMENT**

All fees due to be refunded will be paid within four (4) weeks of the School receiving the SV500 Refund Application Form. The School will assist the student to request a full refund from their OSHC Provider.

Students who default on their enrolment, and for whom their SV500 has been granted, will be charged one term's tuition and boarding fees.

In the case of all other cancellations of enrolment, once the student has commenced at the School, whether initiated by the School or the student, and subject to the SV500 Student Transfer Policy, the School will charge one term's Tuition and Boarding fees (in the case of a boarder), except in the case of a student who has given one term's notice in writing prior to withdrawing from the School.

All other unspent Tuition and Non-Tuition fees paid to the School will be refunded in full within 4 weeks of the School receiving the student's SV500 Refund Application Form or the School deciding to cancel the student's enrolment.

### **NON-REFUNDABLE FEES**

The following fees and costs will not be refunded by Loreto Normanhurst:

- Loreto Normanhurst's Application Fee.
- Any Fees (e.g. Visa application fees) paid to an Education Agent who supported the student with their enrolment at Loreto Normanhurst.
- Any fees paid to a third-party provider, including but not limited to an ELICOS course which may have been recommended by the School. (Note: The student may be eligible to claim a refund directly from the third-party provider).
- Overseas Student Health Cover Fees (OSHC). (Note: The student must make claims for refunds direct to their OSHC provider).
- Monies spent on uniforms, stationery, textbooks, IBDP Annual Fee, Year 12 Certificate Exam Fee, Camp Fees, when the student withdraws from the School prior to the completion of their studies.

### **OSCH REFUND**

The School does not refund any OSCH fees however, the school will assist the student to request a full refund from their OSHC Provider.

## **TUITION PROTECTION SERVICE (TPS)**

The School pays an insurance levy to the TPS service for the purpose of protecting SV500 students' tuition fees.

In the unlikely event that the School defaults and is unable to offer the student the Course of Study in which they are enrolled and is unable to assist the student to find an appropriate alternative course, or to refund to the student any fees owing, the School will direct the student to the TPS.

## **AUSTRALIAN CONSUMER LAW**

Notwithstanding the outcome of a request for a refund, and/or the outcome of any internal or external appeal, the student is covered by Australian Consumer Law and can choose to seek legal advice on any matters of concern.

## **RESPONSIBILITIES**

Staff

- Complying with this policy

Head of Enrolments

- Ensuring that the enrolment documentation and International Student Handbook contains references and information relating to Fee Refunds.
- Ensuring the SV500 Refund Policy is made available to prospective students and parents as part of the School's Prospectus Package (in print and/or online) and accompanied by the SV500 Fee Schedule.
- Ensuring the SV500 Refund Policy is provided to Education Agents in order that they can accurately advise prospective students of their rights (if applicable).
- Ensuring the SV500 Refund Policy is included with the formal Letter of Offer and Enrolment Acceptance Contract.
- Communicating with the person/s who are signatory to the SV500 Enrolment Contract on the progress of the application and fee refund

Chief Operating Officer

- Approving the calculation of any fee refund and transacting thereof, with the Principal's approval to the refund.

## **RECORDS**

The School maintains evidence of compliance with this policy by maintaining records of the refund request, decision, calculation of refund and the payment.

*This policy is located on the HR section of the Staff Intranet.*

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International Students  
Handbook 2023



Loreto  
Normanhurst