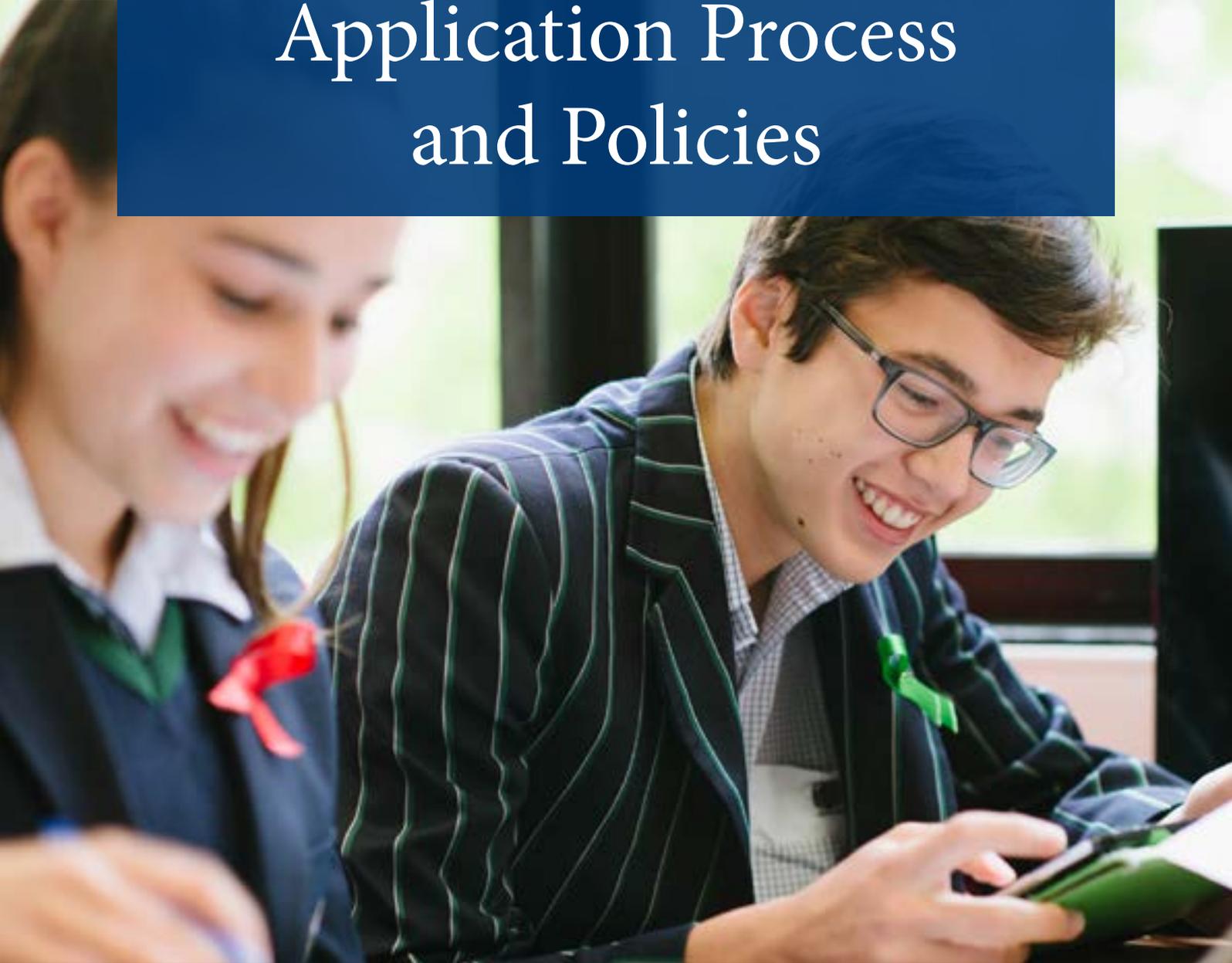




St Leonard's College

# International Student Application Process and Policies





# International Student Application Process and Policies

## Application process

International students wishing to apply for a place at St Leonard's College, must submit:

1. A completed International Student Application Form
2. A photocopy of the student's birth certificate, passport, visa and/or certificate of citizenship
3. Certified and translated copies of the student's two most recent school reports
4. Copies of any additional education-related testing that has been undertaken
5. For students from non-English speaking backgrounds, a copy of the student's AEAS Test Results.

For further information, please contact:

AEAS – P: + 61 3 9654 7000 | E: [admin@aeas.com.au](mailto:admin@aeas.com.au) | [www.aeas.com.au](http://www.aeas.com.au)

When the College has received the required documentation, the application will be reviewed by the Director of International Relations, Marketing and Communications and the relevant Head of School. Following this, the applicant, their family and/or the appointed agent will be advised of the outcome of the application.

If the application is successful, a Letter of Offer will be made subject to the following conditions being met:

1. Satisfactory completion of the College's Intensive English Language (IEL) program
2. A successful post-PLACE AEAS testing result which indicates the student is ready to transition into mainstream classes; and,
3. An interview with the Head of School during which subject choices will be finalised.

## English language assessment

All students applying to enter the College in year 5 and above and who do not have English as their first language are required to sit an English Language Assessment Test which is administered by the Australian Education Assessment Service (AEAS). This test must be completed prior to the submission of an application for enrolment and can be completed in Australia or in the student's country of origin. The test result will then be forwarded to the College.

## Letter of offer

An offer of enrolment will be made in writing. To accept this offer, all fees and charges specified therein must be paid by the due date to confirm the offer of a place. If payment is not received, the offer may be withdrawn at the College's discretion.

On receipt of the specified fees and charges, the College will issue a Confirmation of Enrolment (COE), a Confirmation of Appropriate Accommodation and Welfare (CAAW), and Overseas Student Healthcare Cover (OSHC) which, in addition to the Letter of Offer are required to apply for a student visa. Visa applications must be submitted at either an Australian Embassy or Australian High Commission.

If the student defers enrolment from the date specified in the Letter of Offer, the student's visa status may be adversely impacted.

## Fees and charges, and health cover

Please refer to the *International Student Fees and Charges* brochure.

## Notice of withdrawal

International students are restricted from transferring from St Leonard's College to another education provider for a period of six months from the date of commencement. After this initial period of enrolment, a minimum of one term of notice in writing to [enrolment@stleonards.vic.edu.au](mailto:enrolment@stleonards.vic.edu.au), and addressed to the Director of International Relations, Marketing and Communications is required, advising of the student's intention to withdraw. Should this process not be followed a charge equivalent to one term of fees will apply.

## Welfare and accommodation

St Leonard's College is responsible for the welfare and accommodation of international students who are studying at the College on a student visa.

The College requires that all students either live with a relative or with a Homestay Family which has been approved by the College. Students are required to notify the College of any change of address whilst enrolled at the College. Where the College has approved the student's welfare and accommodation arrangements, the student must seek the prior approval of both the College and their parents before any change is made to their welfare and accommodation arrangements. In such cases, St Leonard's College will arrange homestay accommodation on behalf of the student. Any costs associated with such changes will be borne by the student and charged to the school account.

Students accompanied by a relative staying in Australia on a Guardian Visa do not require approval of accommodation.

## Primary carer/guardian

Whilst the College assumes responsibility for all international students, in order to assist with the welfare and care of international students, each student, regardless of their age, must have a nominated person who is appointed as their primary carer.

The primary carer must be approved by the College but may be appointed by either the parents or the College. The primary carer's role is to act on behalf of the student during their time at the College and should be a mature adult, over the age of 21 years, and be willing and able to assist the student where necessary. Such matters may include but not be limited to; issues related to attendance, academic progress, pastoral care, health and well-being, and accommodation. The primary carer should be also available to attend school functions that would normally be attended by a parent such as information evenings, parent-teacher interviews and other College events including Speech Nights and productions and performances in which the student is involved.

In conjunction with the parents and the College, the primary carer should also oversee the student's travel between their home country and their accommodation in Australia. The primary carer should also assist the student should they change Homestay families and monitor the student's activities during weekends and holiday periods.

The College does not recommend students and their families enter into arrangements with Guardianship or Homestay agencies.

## International student refund policy

The Application Fee and International Enrolment Confirmation Fee are not refundable if a student application is cancelled.

- The Application Fee, Confirmation Fee, Health Insurance and Tuition Fees are refundable in full if a visa application has been rejected
- A Cancellation Fee of AUD \$1000 will be charged if a student cancels their enrolment within 30 days of their proposed date of commencement
- After commencing their enrolment at the College, where a full term of notice of withdrawal in writing is not provided, a penalty equivalent to one term of fees will applied
- All refunds will be made in Australian dollars and will be payable to the party who made the original payment; and,
- The College will consider the reasons for cancellation or withdrawal in the application of this policy
- This agreement does not remove the College's right to take further action to collect any outstanding fees and charges owing to the College.
- To claim a refund, the student must notify the Director of International Programs in writing of their intention to cancel enrolment and claim a refund. Where timely notice has been received, the refund will be processed and finalised within six weeks of the date of receipt.

## International student grievances policy

Grievances brought by a student/parent/guardian against another student will be dealt with under the College's *Anti Bullying Behaviour, Harassment, Welfare and Discipline*, and *Behaviour Management* policies.

### Informal complaints resolution

1. In the first instance, the College requests there is an attempt to informally resolve the issue through mediation/informal resolution of the complaint.
2. Students/parents/guardians should contact the student's teacher/Head of House/Head of School in the first instance to attempt mediation/informal resolution of the complaint.
3. If the matter cannot be resolved through mediation, the matter will be referred to the Principal and the College's internal formal complaints and appeals handling procedure will be followed.

### Formal complaints or appeals handling procedure

1. The process of this grievance procedure is confidential and any complaints or appeals are a matter between the parties concerned and those directly involved in the complaints handling process.
2. The student/parent/guardian must notify the College in writing of the nature and details of the complaint or appeal.
3. Written complaints or appeals are to be lodged with the Principal.
4. Where the internal complaints and appeals process is being accessed because notification has been provided that the College intends to report the student for unsatisfactory course attendance, unsatisfactory course progress or suspension or cancellation of enrolment, the student/parent/guardian has 20 days from the date of notification in which to lodge a written appeal.
5. Internal complaints and appeals processes are available to students at no cost.
6. Each complainant has the opportunity to present his/her case to the Principal.
7. Students/parents/guardians may be accompanied and assisted by a support person - i.e. a friend/teacher/relative not involved in the grievance (lawyers and/or education agents are not acceptable support persons at this stage of the complaints handling process) - at all relevant meetings.
8. The formal grievance process will commence within ten working days (any day other than a Saturday, Sunday or public holiday during term time) of the lodgement of the complaint or appeal with the Principal.
9. Once the Principal has come to a decision regarding the complaint or appeal, the student/parent/guardian will be informed in writing of the outcome and the reasons for the outcome.
10. If the grievance procedure finds in favour of the student, St Leonard's College will immediately implement the decision and any corrective and preventative action required.

11. Records of all documents relating to the grievance or complaint or appeal and the process and its outcomes will be comprehensively recorded on the student's file and in an International Student grievances file. Records will be kept in both soft and hard copy.
12. St Leonard's College undertakes to finalise all grievance procedures within ten working days (unless this is deemed impractical, in which case the student/guardian/family will be notified of the expected date for finalisation).
13. The College will make the student aware, in writing, that the student's enrolment will be maintained while the appeal is ongoing. For the duration of the appeals process, the student is required to maintain enrolment and attendance at all classes as normal.

### **External appeals process**

If the College's Formal Complaints Procedure does not find in favour of the student, or the student is dissatisfied with the result of the complaints procedure, he/she will be informed of the external complaints and appeals process available to them at minimal or no cost.

The external body used for St Leonard's College's external complaints and appeals processes is:

#### **Dispute Settlement Centre of Victoria**

235 Queen Street

Melbourne 3000

P: 9603 8370

Once a mediator has recommended a course of action, both parties are expected to abide by the recommendation and cease further dispute.



## St Leonard's College