

# LA SALLE COLLEGE

## INTERNATIONAL STUDENTS

### POLICY DOCUMENT

(CRICOS PROVIDER CODE: 03299G)



#### 4.1 CONTACT WITH ASIAN PEOPLE AND CULTURE

La Salle College is a multicultural school with significant numbers of our students' families originating in Europe and Asia. Our curriculum reflects this ethnic diversity through studies of Society and Environment, History, Economics, Religion and Life and Geography. Many of our families have their origins in either southern Europe or Southeast Asia.

At La Salle College we are preparing our students to be citizens of a global economy where trade, communication and cultural interactions are imbedded across all facets of life. We firmly believe that our students will be better prepared to become participates in the world of the 21st century through strong and close interactions with students from other cultures.

Consequently, we welcome International Students to La Salle College. The presence of overseas students, particularly from Europe and Asia, would provide a reciprocal benefit to both our Australian students and our International Students. Interaction and sharing of language, culture and history would happen on many levels. Overseas students studying at La Salle College would take back to their homelands a rich appreciation of the Australian way of life, including its values and traditions. Local students would equally become enriched with the great diversity which overseas students would bring to our school.

Our International Student Programme would strengthen ties between our nation and other countries of the globe, facilitating greater understating and tolerance and fostering a spirit of harmony and co-operation. Information regarding living in Western Australia, including the indicative costs of living and accommodation options can be found in the following websites:

<http://www.ciswa.com>

<http://pertheducationcity.com.au/English/>

<http://www.immi.gov.au/students/student-visa-living-costs.htm>

<http://studypertth.com.au/live-perth/living-expenses>

<http://www.australiaforum.com/information/general/living-in-perth.html>

#### 4.2 CONDITIONS OF ADMISSION

4.2.1 Applicants for Years 11-12 are considered if:

- They will be no more than turning 19 years of age in Year 12.
- They have achieved above average standards in previous courses of study.

- They can produce evidence of a history of good behaviour.
- Their purpose is to gain entry to an Australian university or technical college, or to gain a cultural experience and assist in language development.
- Before the College provides a conditional offer to an International Student, the student must provide documentary evidence that they have achieved a result of six (6) in the International English Language Testing System (IELTS).

**4.2.2** It is College policy that all International Students must have a **Guardian** in Perth who must be readily available in an emergency; and at times when College staff need to consult with the Guardian on matters pertaining to school work or behaviour.

**4.2.3 Home stay arrangements** for International Students attending La Salle Catholic College are either arranged privately or with the help of the Deputy Principal/Enrolment Officer. Home stay parents will be required to attend the enrolment interview with the student and his/her parents or guardian.

The College will nominate the date for which it accepts responsibility for approving the student's accommodation and general welfare arrangements using the Department of Immigration and Border Protection (DIBP) pro forma letter through PRISM on completion of enrolment procedures. The date will usually be the date of commencement at the College.

The College will advise DIBP in writing of the approval of Homestay accommodation using the DIAC letter available through PRISMs.

The College will visit and inspect International Student Homestay situations once a semester. The inspection will include that the Homestay provider:

- (i) Has a valid Working with Children Clearance.
- (ii) All residents in the 'Homestay' accommodation will be required to have Federal Police clearances.
- (iii) The living arrangements are clean.
- (iv) The student has suitable privacy and facilities for sleeping, personal hygiene and study, including access to a computer.
- (v) There is provision for adequate and healthy dietary needs.
- (vi) Access to reasonable telephone access.

The College has a pro forma for procedures for checking the suitability of International Student's accommodation and general welfare arrangements. This form is available on request.

The College will advise DIBP as soon as possible in the event that the under 18 year old student has changed his or her living arrangements or the College no

longer approves of the arrangements for the student using the DIBP pro forma letter available through PRISMS.

Overseas students and parents must understand that it is a condition of maintaining their student visa that they inform the College immediately of any change of address or living circumstances.

- 4.2.4** The student is required to agree to comply with the provision of a special **International Students Undertaking** before enrolment can be finalised (see section 4.5).

#### **4.2.5 English Competency**

Before the College provides a conditional offer to an International Student, the student must provide documentary evidence that they have achieved English Language Competency, for example, they have achieved a level six (6) in the International English Language Testing System (IELTS).

If the student's level of English competency before admission has not reached the required standard, they would not be enrolled at the College.

If, after the student's first year at the College, his/her English competency is not improving at an acceptable rate, **no guarantee** is given of promotion to the next year of study, Year 12 graduation or entry to an Australian university or TAFE course.

On acceptance, the student is placed in the Year which is considered to be most compatible with his or her level of general ability and English competency. This judgement is made on the best evidence available with no guarantee that this objective is achieved. If a student currently enrolled fails to meet the entry requirements for the next year of study, he or she **may be required to repeat** that year of study.

- 4.2.6** The College negotiates the course of study directly with the student and with the Guardian when appropriate.

- 4.2.7** Should any of these requirements cease to be met by the student/parents at any time, the College reserves the **right to discontinue the student's enrolment**.

Where the College suspends or cancels the enrolment of the student, the College will continue to check the suitability of arrangements for that student until:

- The student is accepted by another registered provider and that registered provider takes over responsibility for approving the student's accommodation, support and general welfare arrangements. The responsibility for the student's accommodation, support and general

welfare arrangements will stay with the College until the new Provider takes over enrolment.

- The student leaves Australia.
- Other suitable arrangements are made that satisfy the Migration Regulations.
- Or, the College reports under the National Code Explanatory Guide Standard 5.1d (<https://aei.gov.au/Regulatory-Information/Education-Services-for-Overseas-Students-ESOS-Legislative-Framework/National-Code/nationalcodepartd/Pages/ExplanatoryguideD5.aspx>) that it can no longer approve of the arrangements for the student.
- This may affect his or her student visa. The College will notify the Secretary of Australian Government Department of Education (DoE) via PRISMS as required under section 19 of the ESOS Act.

### 4.3 MASTERY OF ENGLISH

Prior to admission to La Salle, each non-English speaking student undertakes an intensive English course at a recognised Language Academy. Before the College considers a student's application, the student must have passed the English reading, writing, speaking and listening exit requirements of that College. Before such students are given entry to the College, they must perform satisfactorily in the College's English competency test.

Teachers should note that the international student's first year at the College is essentially a language learning experience with no guarantee that the student will be promoted to the next Year. Teachers can expect that the first year normally will be difficult for the student in terms of mastering English. Teachers should note also that their responsibility is **limited to providing normal instruction and normal individual tuition. If, at the end of the first year of schooling at the College, the student has not mastered the language sufficiently for transition to the next year, the student has two options: either to repeat the year or to apply to another school.**

### 4.4 USE OF ELECTRONIC DICTIONARIES

#### 4.4.1 Rationale

All students are encouraged to use reliable sources to assist their learning. Dictionaries and Thesauruses have always been important for students to derive understanding from written texts. Likewise, International students require language translation dictionaries to interpret the meaning of the English language. Electronic dictionaries, with memories, are becoming more commonplace.

#### 4.4.2 Policy

Students are permitted to use electronic dictionaries for use in class, for completing tasks to facilitate learning and for research assessment tasks where it is acceptable for all students to use dictionaries and other like resources.

Electronic dictionaries may not be used in any examination or test assessments. If dictionaries are permissible for any in-class assessment, printed dictionaries must be used to prevent an unfair advantage with the use of electronic memory. For this reason, International students must become proficient with the use of printed translation dictionaries.

#### **4.5 INTERNATIONAL STUDENTS' UNDERTAKING**

I will support the Catholic ethos and values of the College.

I shall try to do my part in building a caring school family.

I shall:

- (i) always try to have a positive attitude;
- (ii) act with respect towards College staff and students;
- (iii) try to achieve my personal best in everything I do;
- (iv) behave in public in such a way as to uphold the good name of the College;
- (v) strive to develop appropriate work attitudes and habits;
- (vi) observe the College classroom and travel codes of behaviour;
- (vii) attend all masses, retreats, reflection days, activities and camps applicable to my year group/House;
- (viii) attend all Inter-House Swimming and Athletics Carnivals and make myself available to represent the College in sporting and cultural activities and to attend training sessions/rehearsals;
- (ix) attend Presentation Evening;
- (x) observe the uniform, hair and jewellery standards of the College; and
- (xi) comply with all College regulations.

I shall refrain from the following actions at the College, at College functions and while travelling to and from such venues:

- (i) the possession or use of illegal drugs;
- (ii) the possession or use of alcohol or tobacco;
- (iii) the possession or use of a weapon or implement that may inflict harm;
- (iv) bullying, fighting or verbal intimidation;
- (v) vandalism or theft;
- (vi) offensive language or possession of offensive literature;
- (vii) disruption of lessons through inappropriate behaviour; and
- (viii) unauthorised absence from class or school.

Furthermore, I shall not:

- (i) visit gambling establishments or drink alcohol in public, even if I am legally permitted to do so;
- (ii) absent myself with bogus illnesses nor present fraudulently obtained medical certificates; nor
- (iii) drive a car without a Western Australian Driver's License.

I understand that, if I fail to honour these promises, it is discretionary with the Principal to defer my promotion from Year level to the next, or suspend or terminate my enrolment.

*If a student defers or the College suspends or cancels a student's enrolment or the student defers or temporarily suspend their enrolment due to compassionate or compelling circumstances (e.g. illness where a medical certificate states that the student is unable to attend classes), this may affect his or her student visa. The College will notify the Secretary of Australian Government Department of Education via PRISMS as required under section 19 of the ESOS Act.*

#### **4.6 ATTENDANCE REQUIREMENTS AND PROCEDURES**

**4.6.1** Orientation for new students is held in the month prior to commencing their studies. Contact is made with their host parents to organise their attendance at the orientation session. The Deputy Principal responsible for the student orientation program in the College will familiarise the students and the host parents with the routines of life as a member of the College community. A handbook will be issued, detailing such things as the College history, administrative and curriculum policies and procedures, student pastoral care and the enrolment agreement. Students will also be informed of College attendance and academic progress policies and visa implications. Should a student be unable to attend the above orientation, an alternative time will be arranged by the College International Student Coordinator.

A "buddy" will be organised for the student who will provide, in the first instance, a tour focusing on the new student's classrooms, toilets, canteen, etc. It is anticipated the "buddy" will meet regularly with the student ensuring a smooth transition. The International Student Coordinator will be the first point of call for the student if they need any assistance with transition.

**4.6.2** International Students are required to attend the College on a full-time basis. Attendance is monitored according to College procedures as outlined in the Parent Handbook.

**4.6.3** The International Student Coordinator (ISC) also checks attendance records of each student on a weekly basis. When necessary, the ISC discusses absences with student/guardian.

The College will notify International Students and their guardians if they have failed to meet satisfactory attendance requirements. If attendance:

- Drops below 90% - a letter will be sent to guardians and students informing them of the situation.
- Drops below 85% - a letter of warning will be sent to guardians and students informing them that the College will inform the secretary of DoE through PRISMS if the students' attendance rate drops below 80%.

- Drops below 80% - a letter will be sent to guardians and students informing them that the College will inform the secretary of DoE through PRISMS that the students' attendance rate dropped below 80%. The letter will inform the student that he or she is able to access the College's complaints and appeals process.

**4.6.4** Student failure to meet visa conditions relating to attendance (minimum 80% attendance) is reported to DIBP as soon as the non-compliance has been discussed with the student/guardian.

**4.6.5** If there is a variation in the International Student's enrolment load, which may affect the student's expected duration of study, the College will record this variation and the reasons for it on the student file. The College will report the student via PRISMS and/or issue a new CoE when the student can only account for the variation/s by extending his or her expected duration of study.

**4.6.6** The College can suspend or defer a student's enrolment if there is a compassionate or compelling circumstance (e.g. illness where a medical certificate states that the student is unable to attend classes, or bereavement of close family members such as parents or grandparents and where possible a death certificate should be provided),

**or**

a student does not abide by the 'Student Undertaking' signed on enrolment and acceptance at the College. The College will advise the student that deferring, suspension or cancelling his or her enrolment may affect his or her student visa, and the College will notify the Secretary of DEST via PRISMS as required under section 19 of the ESOS Act where the student's enrolment is deferred, temporarily suspended or cancelled.

## **4.7 STAFF RESPONSIBILITIES**

Staff (teaching and non-teaching) that have contact with International Students will be requested to keep abreast of current obligations under the ESOS framework and the potential implications for students arising from the exercise of these obligations. This will take the form of regular meetings and information available on the Education Services for Overseas Students website <https://aei.gov.au/Pages/default.aspx>. This website link will also be available in the College Staff Handbook .

### **4.7.1 Families & Human Resources Manager**

Manages fees and Medibank cover.

### **4.7.2 Deputy Principal / Counsellor**

Oversees the pastoral needs of students and processes subject choice/change of subjects for students liaise with student and ISC on guardianship/home stay arrangements.

#### **4.7.3 Principal or Delegate**

Conducts enrolment interview and manages administration and discipline matters relating to attendance (including lateness), sickness, school behaviour and outside school behaviour reports.

**Communicates directly** with the **guardian**, or, if not effective, directly with the **parent**, having first consulted the International Student Coordinator.

The standard **report** form is sent to the **parents**. A **second** report is sent to the guardian. A **third** report is given to the student.

The College will retain records on the International Student's file, of all requests from for a letter of release and the assessment of, and decision regarding, the request.

#### **4.7.4 International Students Coordinator (ISC)**

Ensures all visas, and documentation is correct, facilitate enrolment correspondence, immigration correspondence and visas. Keeps up to date records and note any changes in student's accommodation. Checks weekly attendance records and discusses absences with student/guardian and then advises Commonwealth and State regulatory authorities when attendance drops below 80% of the full time requirement. Liaises with all other staff to ensure the student adheres to all rules of the College and the Student Undertaking. The International Students Coordinator will notify the Secretary of DoE via PRISMS as required under section 19 of the ESOS Act if a student defers or the College suspends or cancels a student's enrolment. The International Students Coordinator will administer any student complaints and ensures they are processed correctly. Monitors the student's educational progress in conjunction with the Year Coordinator.

#### **4.7.5 Learning Area Coordinator – Support and Literacy**

Administers the La Salle College **English Competency Entrance Test**, monitors English competency, liaises with the Head of the Learning Area (English) and with any or all of the above, pre-entry Intensive English course liaison.

#### **4.7.6 Year Coordinator**

Monitors day-to-day discipline and pastoral needs of students in conjunction with the ISC.

#### **4.7.7 Classroom Teachers**

Provide normal instruction and normal individual tuition.

## **4.8 COMPLAINTS AND APPEALS PROCEDURES**

**4.8.1** As far as possible, student's grievances will be resolved as a result of discussion between the College Administration and the student. If the grievance is not satisfactorily resolved by this means, a grievance panel will consider each case on its merits and develop a solution acceptable to both parties. This process does not remove the student's right to pursue other legal action under Australia's Consumer Protection laws.

**4.8.2** Each party may be accompanied and assisted by a support person at any relevant meetings.

**4.8.3** Complainants/appellants will all receive a written statement of the outcome of any appeal including details of the reason(s) for the outcome.

**4.8.4** International Students enrolment will be maintained by the College whilst the complaints and appeals process is ongoing.

**4.8.5** The La Salle College Grievance Panel consists of three or more of the following, depending on the nature of the grievance:

- The Chairperson of the College Board
- The Principal
- The Deputy Principal
- The International Students Coordinator
- The Student Counsellor
- The Families & Human Resources Manager

If the grievance is not resolved by either of these means, the matter will be referred to an independent conciliator appointed by the Department of Education Services –

22 Hasler Road, OSBORNE PARK WA 6017. Phone: (08) 9441 1962

**4.8.6** If the student is not satisfied with the outcome or conduct of the internal complaint handling and appeals process, the College will supply information to the student on how to pursue the appeal through the external appeals process, with an independent Conciliator a person independent of and external to the College and Catholic Education Office. The independent Conciliators role is to conciliate not to arbitrate.

**4.8.7** Where the Conciliator becomes involved in seeking a resolution to a complaint or grievance between the student and the College, it is regarded as complementary to the "Internal" complaints handling process.

**4.8.8** If the internal or any external complaint handling or appeal process results in a decision that supports the International Student, the College will immediately implement any decision and/or corrective and preventative action required and advise the student of the outcome.

**4.8.9** Where the student has chosen not to access the complaints and appeals processes within the 20 working day period, withdraws from the process, or the process is completed and results in a decision supporting the registered provider, the registered provider must notify the Secretary of DEST through PRISMS of the student not achieving satisfactory course progress as soon as practicable.

**4.8.10** Independent Conciliator Details

The independent Conciliator for La Salle College is Mr Greg Clune.

His contact details are:

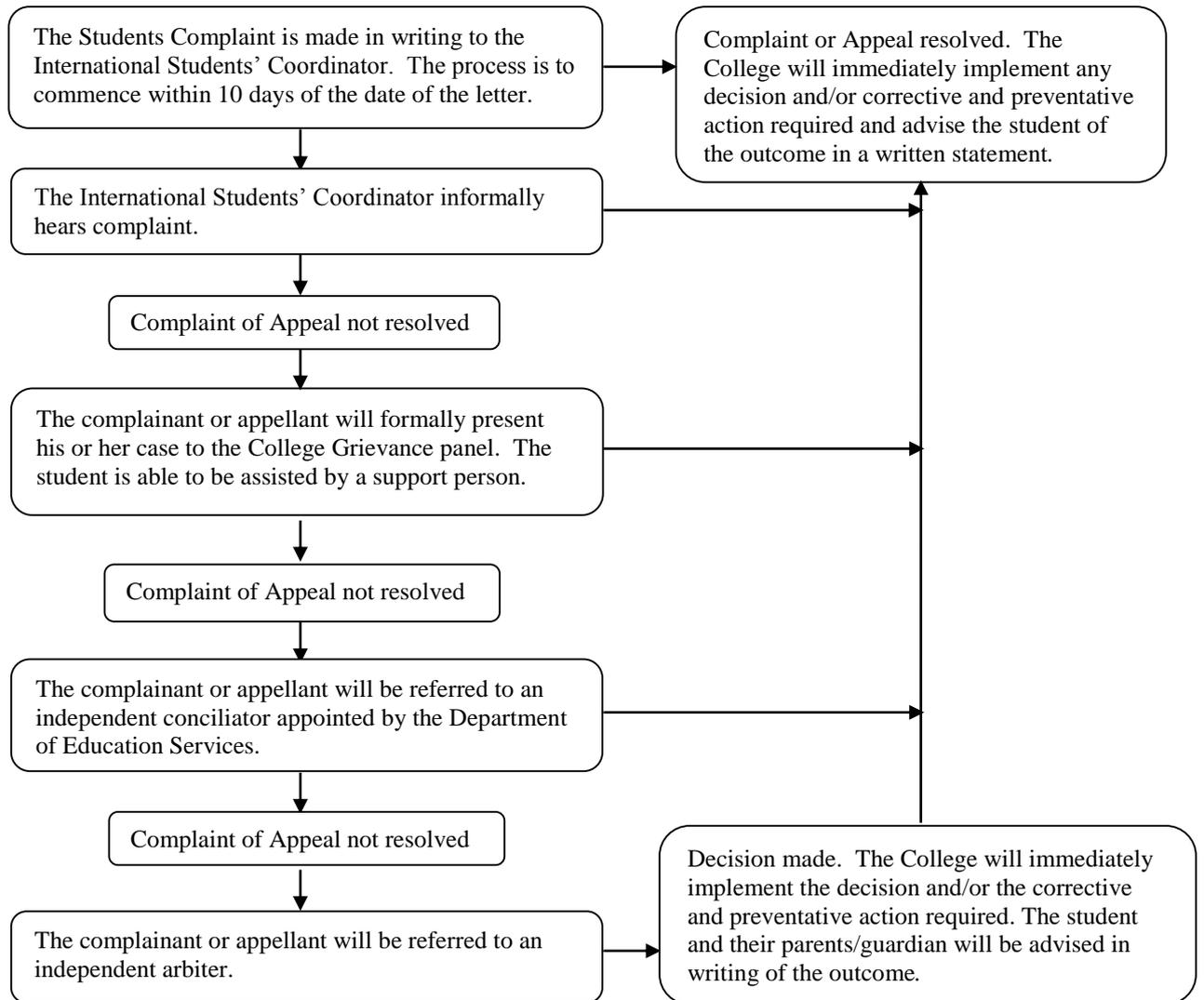
10A/133 Drabble Road

CITY BEACH WA 6015

Tel: 0417 915 671

#### 4.8.10 International Students' Complaint or Appeal Process

International Students/guardians has/have the right to access the external appeals process at minimal or no cost.



#### 4.9 REFUND POLICY FOR FEE PAYING INTERNATIONAL STUDENTS

The La Salle College refund policy is in accordance with the requirements of the Department of Education Services. Applications for refunds should be made in writing to the College. Refunds will be processed within four weeks of receipt of written request for the refund.

Reason for Refund	Notification Period	EDWA Refund Specifications for Minimum Refunds
Student's application for a visa unsuccessful	Prior to course commencement	Full refund less maximum of \$100 for administration expenses
Student with a visa withdraws	Less than two weeks before course commences	Full refund less \$500 for administration expenses
Student with a visa withdraws	After course commences and during first four weeks	Pro rata refund for current study period
Students with a visa withdraws	Within two weeks of commencement.	No refund given
If provider withdraws offer, fails to provide program offered or terminates course	Before course commences	Full refund less application fee of \$100
If provider withdraws offer, fails to provide program offered or terminates course	After course commences	Pro rata refund for current study period
Gaining Permanent Resident status	Before course commences	Full refund less \$500 for administrative expenses plus the published annual school fee
Gaining Permanent Resident status	After course commences and during Semester One	Pro rata refund for current study period
Gaining Permanent Resident status	After course commences and any time after the third week in August	No refund

**\* A course at La Salle College is the whole school year.**

NOTE: Refunds are calculated using a semester as the unit of time. A student withdrawing in **semester one**, 10 weeks or more before commencement of **semester two** would receive a full refund of semester two fees less \$100 for application fees. Please refer to the table.

In exceptional circumstances refunds will be made if the above conditions are not met. This will be at the discretion of the Principal.

This agreement does not remove the right to take further action under Australia's consumer protection laws.

#### **4.10 INTERNATIONAL STUDENT CRITICAL INCIDENT POLICY**

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

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

- (i) Serious injury, illness or death of a student or staff member;
- (ii) Students or staff lost or injured on an excursion or camp;
- (iii) A missing student;
- (iv) Severe verbal or psychological aggression;
- (v) Physical assault;
- (vi) Student or staff witnessing a serious accident or incident of violence;
- (vii) Natural disaster
- (viii) Social issues e.g; drug or alcohol abuse.

##### **4.10.1 Critical Incident Response Team**

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

**4.10.1.1** The response team includes as appropriate:

- the Principal;
- Deputy Principal;
- Families & Human Resources Manager;
- College Psychologists/Counsellors;
- International Students Coordinator
- other members of the College community, e.g; Year Coordinators, College Chaplain.

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

- (i) risk assessment of hazards and situations which may require emergency action;
- (ii) 24 hour access to contact details for all overseas students and their families;
- (iii) 24 hour access to contact details for relevant staff members;
- (iv) establishment of liaison with relevant emergency services eg. police, fire brigade, ambulance, hospital;
- (v) organisation of practice drills;
- (vi) dissemination of planned procedures.

##### **4.10.3 Critical Incident Plans**

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

**4.10.3.1 Immediate Action (within 24 hours):**

- (i) Identify nature of the critical incident;
- (ii) Notify the Principal;
- (iii) Relevant staff to implement appropriate management plan or strategy;
- (iv) Seek assistance from appropriate emergency services, if required;
- (v) Contact and disseminate information to parents and family members;
- (vi) Complete a critical incident report;
- (vii) Media response if required;
- (viii) Assessment and organisation of support and/or counselling for involved parties.

**4.10.3.2 Additional Action (48 – 72 hours):**

- (i) Ongoing support and counselling if required;
- (ii) Provide relevant staff and student with factual information as appropriate.

**4.10.3.3 Follow-up:**

- (iii) Identify, monitor and support staff or students who may be affected;
- (iv) Maintain contact with affected students and families;
- (v) Continued assessment and management of critical incident plan;
- (vi) Identify possible longer term repercussions e.g; inquests, legal proceedings.

**4.10.3.4 Media Management**

- (i) The Critical Incident Response Team will manage access to the media.
- (ii) The Principal should handle initial media enquiries.
- (iii) The Principal and response team will determine the official College response to media enquiries.
- (iv) Facts should be established prior to any media releases.
- (v) The Principal will determine if any media release required and is appropriate.
- (vi) The Principal may delegate media liaison to suitable staff members.

**4.10.3.5 Evaluation and Review of Management Plan**

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