



STUARTHOLME
SCHOOL

INTERNATIONAL STUDENT HANDBOOK

2024

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USEFUL SCHOOL CONTACTS

Useful contacts can be located via <https://www.stuartholme.com/contact-us/>

A range of services catering for student needs is offered to support our students. These services may be accessed by telephoning the School and asking to speak to the Student Receptionist on telephone: +61 7 3369 5466.

Principal	Mr Daniel Crump
Dean of Boarding	Ms Jane Morris
Dean of Student Wellbeing	Ms Elizabeth Foxover
Deputy Principal	Mrs Deb Lonsdale-Walker
Dean of Mission	Mr Andrew Beiers
Dean of Teaching & Learning Innovation	Ms Annie Van Homrigh
Commercial Director	Mr Darren Watt
School Psychologists	Ms Eloise Conrad Ms Natalie Morgan
Careers Counsellor	Mr Tom Lillyman
Director - Diverse Learners	Ms Karyn Richardson
EAL/D Teacher	Mrs Jane Verity
Year 7 Leader of Student Wellbeing	Ms Alison Correia
Year 8 Leader of Student Wellbeing	Mrs Jeanette MacGregor
Year 9 Leader of Student Wellbeing	Ms Sue Harris
Year 10 Leader of Student Wellbeing	Mrs Diana Carrigan
Year 11 Leader of Student Wellbeing	Ms Marilyn Byron
Year 12 Leader of Student Wellbeing	Ms Louise Meehan
Overseas Student Coordinator	Mrs Jane Verity
Principal Registrar	Mrs Natasha Pay
Library and Information Services Director	Mrs Deborah Gaggin
Chief Information Officer	Mr Rory Edwards

INTRODUCTION TO STUARTHOLME SCHOOL



Stuartholme is a Year 5 to 12 Catholic, independent, girls' day and boarding school situated five kilometres from Brisbane's CBD. Stuartholme was established in 1920 by the Religious of the Sacred Heart.

Stuartholme is a renowned private girls' school in Brisbane, with a sublime setting and a formidable reputation for excellence in education and empowering young women. For the students and graduates of Stuartholme, it is about maximising the opportunities provided by our unique blend of tradition and technology, spirit and spirituality, excellence and selflessness, and community and individuality.

Stuartholme is one of four schools in the Australian and New Zealand Network of Sacred Heart Schools, all of which share a common educational philosophy expressed in the Goals of Sacred Heart Education.

The motto of Stuartholme, which it shares with the other schools in the Network, is ***Cor Unum ('one heart')***. This motto emphasises the close bonds which unite the students, Alumnae, parents, teachers and all who are involved in the education which Stuartholme offers.

There are approximately 700 students in the school with 125 of them being boarders.

The school aims to:

- develop and promote the Stuartholme family in the Sacred Heart tradition as a contemporary Catholic learning community;
- develop and deliver a curriculum that responds effectively to the individual needs of students, while challenging them to strive to achieve their personal best;
- educate young women for critical discernment in heart and mind.

A Stuartholme graduate is one who exhibits courage, compassion and confidence to be an agent of transformation in their lives and the lives of others. The values taught through a Sacred Heart education provide our graduates with the foundation to be collaborative, critical, and creative thinkers and leaders who demonstrate resilience in the face of challenges. A Stuartholme graduate recognises that learning is a lifelong endeavour which can be sustained through a deep spiritual connection with the Sacred Heart charism.

OUR MISSION STATEMENT

Stuartholme School has a strong commitment to the five Sacred Heart Educational Goals. Every year, the school community reflects and focuses on one goal. We hope each year this encourages the students, staff, parents, alumnae and friends associated with the school to develop a deeper understanding of the Sacred Heart Goals and work towards living them in their everyday lives.

Stuartholme School aims to develop the whole person based on the Goals of Sacred Heart Education.

The Five Sacred Heart Education Goals

1. A personal and active faith in God;
2. A deep respect for intellectual values;
3. The building of community as a Christian value;
4. A social awareness that impels to action;
5. Personal growth in an atmosphere of wise freedom.

For these goals to be achieved, there needs to be open communication and truthful co-operation between staff, parents and students, and the desire to build an environment in which there is a strong sense of purpose, openness, support, and mutual respect. In such an environment of trust, strengths and limitations can be acknowledged and taken account of, needs recognised and addressed.



“Our education is not meant to turn the children out small and finished, but seriously begun on a wide basis”

Mother Janet Erskine Stuart

LOCATION AND FACILITIES



Nestled on the foothills of Mount Coot-tha, Stuartholme is only six kilometres from the Brisbane CBD. With spectacular views across Brisbane city and Moreton Bay's beautiful islands, the Schools' 21 hectares of unspoilt beauty is an 'educational sanctuary' from the hustle and bustle of inner city life.

Teaching & Learning

Stuartholme has an extensive range of 21st century teaching and learning spaces. The recently refurbished digital technologies precinct includes laser cutting printer, modern kitchens, and expansive rooms to tailor to the size of the classes. The school has designated science laboratories. Each level has dedicated space for classroom lockers.

Sport

Stuartholme has a comprehensive range of sporting facilities on-site. The grassed oval and Aquatic Precinct together with five tennis courts (some being marked for netball and basketball) are available for students to use whilst participating in some of the 47 co-curricular activities on offer. The nearby Brisbane River also offers a superb training site for rowing.

Fine and Performing Arts

The School's Joigny Building houses impressive facilities for music, art, theatre and information systems. The music facilities include three large classrooms, six rehearsal rooms and a recording studio. Art classrooms are complemented by a sculpture courtyard and kiln and support the School's long tradition of creating, acquiring and displaying works of fine art. Performing arts events are very well catered for with the 485-seat, air-conditioned theatre, tree-top level Green Room and spacious foyer. The main theatre can also be divided, by means of operable walls, into two smaller theatres; each seating 150, and a performance area comprising the stage and floor area.

Library

Located within the Joigny Building, the Library features three spacious teaching areas and two adjoining multimedia classrooms, each with wireless data projectors. A key feature of the Library is the 'chill-out' couch with views into the Mt Coot-tha native Australian bush. This area is much loved by the girls in need of a quiet space. Housing an expansive collection of fiction, non-fiction, audio and video resources, the Library has full wireless access, making a multitude of online resources accessible 24/7.

Boarding

The Boarding House is centrally positioned over three floors in our Renard Building, originally built in 1920. The House has a capacity for 130 Boarding students and provides an individual space with bed, wardrobe and study desk for each girl. Boarders are encouraged to make it their own, by decorating their living space with items that mean something to them. The common room, known affectionately as 'The Nest', includes a kitchenette, couches, games and a large screen television where boarders can relax with their friends. The Senior girls have their own Common Room which includes a kitchen, large dining table and comfortable lounges where they can watch television or chat with their friends. The girls also have access to the School facilities including the library, art department, school kitchen, tennis courts, music practice rooms and the pool.

Chapel

The Chapel, built in 1962, is available for students and staff at any time for quiet reflection and prayer. The magnificent stained-glass window depicts key biblical themes while the lateral glass walls take the worshipper out to the busy activity of the city on the left and the peaceful beauty of Mt Coot-tha on the right.

The Chapel is a popular location for weddings and baptisms of our Alumnae and members of the Stuartholme community.

ACCREDITATION

Stuartholme School is an approved school under the *Education (Accreditation of Non-State Schools) Act 2017 and the Education (Overseas Students) Act 1996*. Stuartholme School is registered on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS)

CRICOS Registration Details

Organisation Name: Stuartholme School
 Trading Name: Stuartholme School
 Organisation Type: Education Provider
 Registered State: Queensland
 ACN: 091 211 451
 CRICOS Provider number: 00524E;

The Principal Executive Officer (PEO) is the School Principal; Mr Daniel Crump.

The following staff member have access to PRISMS; Natasha Pay, School Registrar.

COURSES

The CRICOS Courses available at Stuartholme School are:

Course Name Junior Secondary Yrs 7-10 Girls Only
Course CRICOS Code 085803F

Course Name Senior Secondary Yrs 11-12 Girls Only
Course CRICOS Code 085804E

CODE OF PRACTICE

As a registered provider of courses for Overseas Students, Stuartholme School is bound by:

NC B St...	<i>The National Code of Practice for Providers of Education and Training to Overseas Students 2018 (National Code 2018)</i>	https://www.legislation.gov.au/Details/F2017L01182
ESOS Act 2000 s...	<i>Education Services for Overseas Students (ESOS) Act 2000 (subsection...)</i>	https://www.legislation.gov.au/Details/C2017C00292
ESOS Reg 2001	<i>Education Services for Overseas Students Regulation 2001</i>	https://www.legislation.gov.au/Details/F2016C00681
ESOS (Reg Charges) Act 1997	<i>Education Services for Overseas Students (Registration Charges) Act 1997 (the Charges Act)</i>	https://www.legislation.gov.au/Details/C2016C00773
ESOS (TPS Levies) Act 2012	<i>Education Services for Overseas Students (TPS Levies) Act 2012</i>	https://www.legislation.gov.au/Details/C2017C00301

LI –ESOS Act 2000 s46D(7) & s47E(4)	Legislative Instrument: <i>Education Services for Overseas Students (Calculation of Refund) Specification 2014</i>	http://www.comlaw.gov.au/Details/F2014L00907
LI-ESOS Act 2000 s46B	Legislative Instrument: <i>Education Services for Overseas Students (Notifying provider default – requirements for a notice) Determination 2012 (No. 1)</i>	http://www.comlaw.gov.au/Details/F2012L01387
LI-ESOS Act 2000 s46F	Legislative Instrument: <i>Education Services for Overseas Students (Provider default – discharge of obligations – requirements for a notice) Determination 2012 (No. 1)</i>	http://www.comlaw.gov.au/Details/F2012L01388
LI-ESOS Act 2000 s47H	Legislative Instrument: <i>Education Services for Overseas Students (Student default – discharge of obligations – requirements for a notice) Determination 2012 (No. 1)</i>	http://www.comlaw.gov.au/Details/F2012L01384
LI-ESOS Act 2000 s50D	Legislative Instrument: <i>Education Services for Overseas Students (TPS Director to notify Immigration Secretary of payment of refunds) Determination 2012 (No. 1)</i>	http://www.comlaw.gov.au/Details/F2012L01386

PRIVACY OF PERSONAL INFORMATION

Stuartholme School will meet all requirements of the School’s Privacy Policy and the Privacy Policy Information Collection Notice: Students in relation to the way it handles personal and sensitive information about students as available on our International Enrolments page on the School’s website - <https://stuartholme.com/enrol/international-student-enrolment/>

MARKETING INFORMATION AND PRACTICES

Stuartholme School markets its education and training services ethically and in a professional manner to maintain the integrity and reputation of the international education industry. Stuartholme School's marketing materials do not make false claims or provide misleading information about itself, its courses or course outcomes. The School's Legal Entity Name and CRICOS Number appear on all School written marketing and other required materials, including in electronic form, as required by the National Code of Practice for Providers of Education and Training to Overseas Students 2018.

RECRUITMENT PROCESSES AND PRACTICES

Recruitment of students will be conducted at all times in an ethical and responsible manner and consistent with the requirements of the curriculum. Stuartholme School will assess any enrolment enquiry from a student already enrolled with another registered provider according to the requirements of Standard 7 of the National Code of Practice. Appropriately qualified staff will assess the extent to which the applicant is likely to achieve the outcomes of the course based on the applicant's level of English and academic results.

EDUCATION AGENTS

Stuartholme School directly engages Education Agents for the recruitment of international students. Stuartholme School has published a list of Education Agents who have a written agreement with the School on the School's website <https://stuartholme.com/enrol/international-student-enrolment/>.

If the School policy with regard to use of education agents' changes in the future, the School is aware of its obligations under Standard 4 of the *National Code of Practice for Providers of Education and Training to Overseas Students 2018*, and will at that time implement appropriate policies, procedures and agreements as required under the *National Code 2018*. Please refer to the School website for the Agent Policy <https://www.stuartholme.com/aboutstuartholme/school-policies/>

ENROLMENT OF AN ONSHORE INTERNATIONAL STUDENT

Stuartholme School will only enrol a student who has already completed another course in Australia with a registered provider if we are satisfied that:

- the student has demonstrated a commitment to studies in that course;
- the student has a good attendance record for that course;
- the student has paid all fees for that course.

If an International student wishes to change education provider before completing the first six months of their principal course of study, she must contact, in writing, Stuartholme School, as the current education provider, for permission. The student will require a letter of offer from the new provider in order to apply for release from Stuartholme School, the original education provider. In most circumstances the new education provider will be restricted from enrolling students who have not completed six months of the principal course of study, for which their visa was issued, unless they have a letter confirming release. For further information, refer to the School's Overseas Student Transfer Policy available on the School's website at this link - <https://stuartholme.com/our-school/school-policies/>.

Students will be provided with an education that offers a range of subject choices as described in the School Prospectus. They will participate fully in regular school and class programs.

Regular assessment in subject areas will provide information to students on suitable pathways for senior secondary and further education.

The Queensland Curriculum and Assessment Authority issues senior education profiles to Queensland students upon completion of Year 12.

- All international students are eligible for a Statement of Results which is a transcript of the learning account for all students completing Year 12 at a Queensland School. The Senior Statement shows all studies and the results achieved that may contribute to the award of a QCE or Tertiary Entrance Statement.
- Eligible students will receive a Queensland Certificate of Education. The Queensland Certificate of Education (QCE) is Queensland's senior school qualification, which is awarded to eligible students, usually at the end of Year 12.

The Junior and Senior Curriculum Handbooks provide a selection of suitable subjects/courses. The Handbooks will be available to international students pre-commencement to assist them to make appropriate selections. This information is also provided in our International Student Prospectus available pre-enrolment.

Additional assistance in English, if required, will be provided by our English as an Additional Language or Dialect (EAL/D) teacher either as part of class activities or in tutorial sessions.

MODE OF STUDY

Students are required to attend Stuartholme School's course(s) face-to-face on the School premises. Depending on course components, a student's course may also include:

- *online learning in class time or after school hours*
- *approved excursions or field trips*
- *approved work experience program*
- *outdoor education activities*
- *approved studies that contribute to a student's enrolled course but are delivered by another approved provider.*

STUDENT SUITABILITY

To assist international students with the selection of suitable subjects and courses, the Acting Dean of Teaching & Learning Innovation, International Student Coordinator and the Careers Counsellor are available for consultation to help students by assessing their individual needs and matching those needs with the educational outcomes of the available subjects and courses.

EXPECTED OUTCOMES

In the selection process and at the point of entry, every effort is made to ensure that international students will have a reasonable chance of success in the courses they are undertaking.

ENTRY CRITERIA AND ACADEMIC REQUIREMENTS

Stuartholme School will consider enrolment applications from students wishing to apply for a student visa, subject to compliance with minimum requirements and conditions set by the School and with legislative requirements of the State of Queensland and the Commonwealth of Australia, including any requirements to undertake extra tuition to learn English to meet the English language proficiency standard needed to enter mainstream classes.

Applications for enrolment must be made on an International Application Form. The Application Form must be accompanied by the following documents:

- Copies of student report cards from the previous 2 years of study, including a copy of the latest student report;
- A reference from the student's current or most recent Principal;
- A completed subject choices form (if appropriate);
- Appropriate proof of identity and age;
- Written evidence of proficiency in English as a second language;
- Photocopy or scanned copy of passport page with name, photo identification, passport number and expiry date;
- If applicable, a letter of release if transferring from another school; and
- Evidence of payment of the Enrolment Application fee.
- Application to the Queensland Assessment and Curriculum Authority (QCAA) for relaxation of completed Core requirements if applicable.

Where the above documents are not in English, certified translations in English are required, with necessary costs to be met by the applicant.

The School is unable to process the applications until all the required information is provided.

Applications from international students are processed according to established procedures and are dealt with on their merits. Failure to disclose details required as part of the application process may later result in cancellation of enrolment.

Assessment procedures include an evaluation of reports from previous schools and of English language proficiency. In cases where report cards are not available or are inconclusive for any reason, the school may require relevant testing of the applicant to assess the application.

Onshore applications for Years 11-12, where the student is transferring from another CRICOS registered provider, will only be considered where the transfer, if accepted, allows the student to achieve a successful study outcome at the end of the enrolment.

Offshore applications for enrolment in Years 11-12 will not be considered after the Year 11 course has commenced/ unless the student can complete course assessment before the end of the first semester of Year 11.

Students may be required to undertake a language proficiency test set by the School. If the assessment indicates a student's proficiency in the use of the English language is insufficient, the School will assist in referring the student to additional English study options at a recognised ELICOS institution such as, [Union Institute of Language](#) or [Browns English Language School](#).

A Letter of Offer and Confirmation of Enrolment (eCoE) required for the student's Visa application will only be issued to successful applicants on completion of **all** enrolment processes and payment. **The Principal of Stuartholme School is the signatory of the Letter of Offer and Under 18 Student CAAW Letter.**

Please advise Stuartholme School if you do not give permission for the school to conduct a Visa Entitlement Verification Online (VEVO) search to confirm the student's visa status prior to commencement. If you do not provide permission the School may require you to provide evidence of your visa status prior to commencement.

ACADEMIC REQUIREMENTS

Students must provide evidence of satisfactory academic performance appropriate to entry to the Year level requested on the Application for Enrolment or offered as an alternative point of entry by the school in a Letter of Offer.

- **For Year 5 - 6 Primary students:**
Evidence of application to schoolwork and age-appropriate achievement in literacy and numeracy areas of the curriculum
- **For Year 7 – 12 Secondary students:**
A pass level or "C" Year Level or better for the majority of core subjects

ENGLISH LANGUAGE PROFICIENCY REQUIREMENTS

Stuartholme School requires evidence of appropriate proficiency in English to successfully meet the curriculum demands of the enrolled course. This is a requirement under the National Code of Practice for Providers of Education and Training to Overseas Students 2018, Standard 2.

The School can assess evidence of English language proficiency presented by a student at the time of application. Alternatively, Stuartholme School accepts results from the following test instruments:

Year level	General IELTS (Overall)	AEAS (%)	NLLIA Bandscales (4 scores at)
5	4	45-50	4
6	4	45-50	4
7	4	60-65	4
8	4	60-65	4
9	5	65-70	4+
10	6	70	5
11	6	75+	6
12	6	75+	6

*This is a guide only.

Students should note that if their language proficiency is below that outlined above, they may be required to undertake an intensive English language (ELICOS) course before beginning mainstream studies.

Those students who have undertaken an intensive English language course before beginning mainstream studies, will have their English language proficiency reassessed at the conclusion of the language course to ensure the student's level of proficiency is sufficient to allow them to commence their mainstream course.

Note that where a student cannot, or will not, meet the English language or academic requirements for entry into their first mainstream course, or a subsequent course undertaken as part of an enrolment package, Stuartholme School may choose to apply the *Conditions of Enrolment* outlined in the student's written agreement and the provisions of this *Entry Requirements Policy* – the outcome of which may result in the withdrawal of offer for enrolment on the grounds that entry requirements have not been met.

Alternatively, *Stuartholme School* may (at its discretion, and if appropriate) choose to offer:

- New mainstream enrolments - entry into a mainstream course at a lower year level.
- Continuing mainstream enrolments - opportunity to repeat a year level as part of an academic intervention plan implemented by the school. Refer to the *Student progress, attendance and course duration policy*.

COURSE CREDIT

Stuartholme School assesses and records course credit, according to requirements of the [Queensland Curriculum and Assessment Authority](#) (QCAA).

Students may receive course credit for units completed based on evidence provided of studies undertaken under the relevant state or territory curriculum assessment authority or nationally accredited framework. If applying for course credit from work completed overseas, students can apply for a relaxation of core components of QCE through QCAA. Information regarding this process and link to the Application is available on the QCAA website - <https://www.qcaa.qld.edu.au/senior/certificates-and-qualifications/qce-qcia-handbook>.

ORIENTATION

An Orientation Program to the Boarding House and life as an international student will be coordinated by the Dean of Boarding. The Orientation Program for the school will be coordinated by the International Student Coordinator. A copy of this program is in Appendix B.

STUDENT LEADERSHIP AND PARTICIPATION

Stuartholme endeavours to encourage every girl to exercise her leadership and to accept responsibility through service on one of the many committees or programs and through the House system.

The House system is an integral part of school life at Stuartholme. It is where the girls learn from their peers the value and spirit of 'Cor Unum' – one heart. House Captains take a prominent leadership role in the school. It is the responsibility of the House Captains, together with House officials, to see the smooth running of the various activities. These include both sporting and cultural events that are calendared throughout the year. Each House has been named after a Religious of the Sacred Heart of Jesus (RSCJ), to remind us of some of the great educators of Stuartholme's past.

MONITORING ACADEMIC PERFORMANCE

Stuartholme School will monitor, record and assess the course progress of each student for the course in which the student is currently enrolled.

The course progress of all students will be assessed at the end of each study period/ semester of enrolment. Students who have begun part way through a semester will be assessed after one full study period.

To demonstrate course progress, students will need to satisfy the requirements in any study period:

For Primary Years 5-6

Students must demonstrate academic outcomes each semester that allow them to remain on track for progression to the next year level.

For Junior Secondary Years 7-10

International students must pass all core subjects and fail no more than 2 elective subjects studied in any semester. To demonstrate satisfactory course progress, students will need to satisfy the following requirements in any study period:

- Sound level of achievements in 50% of subjects;
- Demonstrated improvement in the use of the English Language after settling in for one study period;
- Demonstrated academic improvement;
- Active involvement in class;
- Meeting of all assessment deadlines;
- Utilisation of support services provided by the School;
- Evidence of self-discipline.

For Senior Secondary Years 11 & 12 – full duration

To demonstrate satisfactory course progress for the Senior Secondary Course, students must progressively accrue sufficient credit in Units in Years 11 and 12 to remain eligible for a Queensland Certificate of Education (QCE). Students enrolled for all four Units of a Senior Secondary Course will be identified and notified as being at risk of not achieving satisfactory course progress when their results indicate that the Learning Options available to them to remain eligible for a QCE are becoming limited.

If at the end of a study period a student does not achieve satisfactory course progress as described above, the *Acting Dean of Teaching & Learning Innovation* will formally contact the parent(s) to advise that the student is at risk of breaching the course progress requirement and that there will be a meeting with the student to develop an intervention strategy for academic improvement. This may include:

- After hours tutorial support
- Subject tutorial support in class time
- Mentoring
- Additional ESL support
- Change of subject selection, or reducing course load (without affecting course duration)
- Offer to repeat a year level (Extension beyond the registered course duration is an intervention option for mainstream studies.)
- Counselling – time management
- Counselling -academic skills
- Counselling - personal
- other intervention strategies as deemed necessary

Stuartholme School will implement an intervention strategy if a student is deemed not competent in 50% or more of the units in any one study period.

- A copy of the student's individual strategy for academic improvement and any relevant progress reports will be forwarded to parents. Parents will be advised if the proposed strategy has any implications for fees payable, the student's progression through a package of courses, or the student's visa. Where a proposed intervention plan has significant implications for the student's course of study (as originally agreed), a new written agreement will need to be established. A new CoE may also be required.
- The student's individual strategy for academic improvement will be monitored over the following study period by the Classroom Teacher and International Student Coordinator and records of student response to the strategy will be kept. Parents will be kept informed of the student's academic progress while the student is receiving formal intervention.
- If the student does not achieve satisfactory course progress by the end of the next study period, Stuartholme School will advise the student in writing of its intention to report the student for breach of visa condition 8202, and that he/she has 20 working days in which to access the school's internal complaints and appeals process. The notification of intention to report will be issued to the student prior to the commencement of the next semester. Following the outcome of the internal process, if the student wishes to complain or lodge an external appeal about a decision made or action taken by Stuartholme School, he/she may contact the Overseas Student Ombudsman at no cost. Please see Stuartholme School's Complaints and Appeals Policy for further details.
- The school will notify the ESOS agency via PRISMS of the student not achieving satisfactory course progress as soon as practicable where:
 - the student does not access the complaints and appeals process within 20 days, or
 - the student withdraws from the complaints and appeals process by notifying the Principal of Stuartholme School in writing, or
 - the complaints and appeals process, including any external appeal made by the student, results in a decision in favour of the school.

Completion within expected duration of study

Stuartholme School will monitor, record and assess the course progress of each student for the course in which the student is currently enrolled.

Part of the assessment of course progress at the end of each semester will include an assessment of whether the student's progress is such that they are expected to complete their course within the expected duration of the course.

The School will only extend the duration of the student's study where it is clear the student will not be able to complete their course by the expected date because of:

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

Where Stuartholme School extends the duration of the student's study, the School will report this change via PRISMS within 14 days and/or issue a new COE if required. In this case, the student will need to contact the Department of Home Affairs (Immigration and Citizenship) to seek advice on any potential impacts on their visa, including the need to obtain a new visa.

ATTENDANCE INFORMATION

Regular attendance and punctuality at school are required. Satisfactory course attendance is attendance of 80% of scheduled course contact hours. Student attendance is:

- i. checked and recorded daily
- ii. assessed regularly
- iii. recorded and calculated over each study period.

All absences from school will be included in absentee calculations and should be accompanied by a medical certificate, an explanatory communication from the student's carer or evidence that leave has been approved by the Principal.

Any absences longer than [2] consecutive days without approval will be investigated.

Student attendance will be monitored by the Dean of Student Wellbeing over a study period to assess student attendance using the following method:

- i. Calculating the number of hours the student would have to be absent to fall below the attendance threshold for a study period e.g. number of study days x contact hours x 20%. [For example, a 20 week study period with 5 contact hours a day would equal 500 contact hours. 20% of this is 100 hours.
- ii. Attendance for any period of exclusion from class will be assessed under *Stuartholme School's* Deferment, Suspension and Cancellation Policy.

Parents of students at risk of breaching Stuartholme School's attendance requirements will be contacted by *email and/ or phone* and students will be counselled and offered any necessary support when they have absences totalling 20% in any study period.

If the calculation at above indicates that the student has fallen below the attendance threshold for the study period, *Stuartholme School* will assess the student against the provisions below. Where the student has failed to meet the minimum attendance requirement, and the provisions below do not apply, the school will promptly advise the student of its intention to report the student for breach of visa condition 8202, and that she has 20 working days in which to access the school's internal complaints and appeals process.

The school will notify the ESOS agency via PRISMS of the student not achieving satisfactory course attendance as soon as practicable where:

- i. the student does not access the complaints and appeals process within 20 days
- ii. the student withdraws from the complaints and appeals process by notifying the Principal of Stuartholme School in writing,
- iii. the complaints and appeals process results in a decision in favour of the school.

Students will not be reported for failing to meet the 80% attendance threshold for a study period where:

- The student has produced documentary evidence in a timely manner clearly demonstrating the presence of compassionate or compelling circumstances (e.g. medical illness) supported by a medical certificate, and
- The student's attendance has not fallen below 70% for the study period.

If a student is assessed as having nearly reached the threshold of 80% attendance for a study period, Stuartholme School will assess whether a suspension of studies is in the interests of the student as per Stuartholme School's Deferment, Suspension and Cancellation Policy.

If the student does not obtain a suspension of studies under the Stuartholme School's Deferment, Suspension and Cancellation Policy, and falls below the 70% threshold for attendance for the study period, the process for reporting the student for unsatisfactory attendance (breach of visa condition 8202) will occur.

The purpose of this process is to offer appropriate support for students.

CO-CURRICULAR PROGRAM

The co-curricular program plays an integral role in Stuartholme's holistic approach to girls' education. Striking a balance between academic studies, cultural and sporting commitments for our girls is a priority of the school, with students encouraged to be involved across the spectrum.

UNIFORM

Students are required to wear the school uniform to classes and designated school events. When returning to the Boarding House after school, the students usually dress informally. Students should have a few dresses, jeans or slacks with t-shirts or blouses, sneakers or 'running shoes', including one outfit that would be appropriate for Mass attendance and other formal occasions as required. Shorts are often worn during the summer months and sandals are the most common footwear. Please ensure that clothes are colourfast and have quality and fabric suitable to withstand machine washing and tumble drying. (*Please refer to the Boarding Community Handbook for more information*).

TERM DATES

See Stuartholme School website for term dates via <https://stuartholme.com/parents/term-dates/>

CHANGE OF ADDRESS / PHONE NUMBER

It is a condition of your Student Visa to keep the School informed of any change to your residential address and contact telephone numbers, including your email and mobile phone number.

STUDENT COMPLAINTS AND APPEALS

Stuartholme School has a fair and transparent process for dealing with student complaints and appeals. For those which cannot be resolved internally, Stuartholme School will advise students of the appropriate bodies with whom they can seek further assistance. The International Complaints and Appeals Policy is available on the School website here - <https://stuartholme.com/our-school/school-policies/>

STUDENT SUPPORT SERVICES

Stuartholme School will ensure that students will be provided with:

- a copy of the International Student Handbook, including policies relating to International student enrolments;
- assistance and information about their academic progress;
- information regarding entry to further study;
- ongoing counselling as required in relation to health and family matters;
- a designated International Student Coordinator who will assist the student to adjust to life and study at the School and to help resolve any problems that may arise for the student while enrolled at the School; and
- an Orientation Program upon arrival.

ACCOMMODATION / WELFARE ARRANGEMENTS

Stuartholme School is responsible for the welfare and accommodation of all international students who have been issued with a student visa. The School provides information about approved accommodation options to students in the form of a Welfare and Accommodation Policy available on the School website - <https://stuartholme.com/our-school/school-policies/>

TRAVEL ARRANGEMENTS

Travel arrangements for international students should be made in line with term dates published in the school calendar. Bookings should be made early in order that seats can be booked for after school on the day school ends or on the following day. Advance notice of term dates can be found on the school website.

Early departure at the end of term and late arrival back at the beginning of term are unacceptable. Teaching commences at the beginning of each term and continues up to the last school day of each term. It should be noted that your daughter's assessment exams may be conducted at the end of term.

Stuartholme will arrange transport to the airport at the end and beginning of each term. This will be organised accordingly once staff receive the students' travel forms confirming flight details. As we are responsible for the welfare of the students until they arrive home, the students will be escorted by a staff member to the airport. All transport costs including the staff member's return trip to accompany the students, will be charged to your next Fee Statement.

Students must not arrive before the agreed date on the visa.

BOARDER LEAVE PROCESS

All leave from the Boarding House is granted on the basis of trust. If a Boarder contravenes the agreed leave contract, this will be seen as a severe breach of trust and a breach of visa conditions.

Overnight leave

All Boarders need to have their overnight leave submitted via REACH by 6pm on Thursdays. Parents must approve the online leave request via REACH (also to be received by 6pm Thursday). If a Boarder is staying with a host family, that host must provide their details to the parents, and this is then added to REACH by the parent.

Parents should ensure that they know or have had contact with the people with whom their daughter is visiting and that they are comfortable with the level of supervision their daughter will experience when in their care. When giving permission for Boarders to go out or stay with friends or relatives, the Parents/Guardians take complete responsibility for the supervision and care of the student while she is away from the Boarding House.

Day leave

All day leave permission must be requested via REACH and approved by the Leader of Boarding or delegated staff member. Parents should also apply for leave via REACH if a host is taking their daughter off site. At no time will Boarders be permitted to travel in cars driven by day students or drivers under the age of 21 years and/or on a provisional licence, unless they are a family member and parents and Dean of Boarding grant permission. If Boarders are being transported by private car, the adult driver must present to Boarding Reception prior to leaving with the boarder and sign the Boarder out.

Holiday leave

Boarders are not permitted to leave School before the date and time published in the School Calendar unless prior Day School approval has been granted. Leave for more than 3 days requires Principal approval. Students are requested to complete the travel arrangements form available from the International Student Coordinator or Leader of Boarding **at least four weeks** prior to the end of term. The Dean of Boarding will complete an assessment on the suitability of the accommodation during holiday periods and/or weekends before the request is approved. Stuartholme School prefers students to return home during the school holidays.

If a student wishes to stay with a relative during the holidays, Stuartholme School will use the Department of Home Affairs definition of a suitable relative as a person who is a grandparent, brother, sister, aunt, uncle, niece, nephew, step-grandparent, step-brother, step-sister, step-aunt, step-uncle, step-niece or step-nephew who is aged at least 21 and is of good character, when completing the assessment.

They must be a resident of Queensland and be able to provide proof of their relationship to the student. They must own or rent a property that is suitable for the stay period of the overseas student – accommodation details will be scrutinised by the Dean of Boarding and, if the welfare of the student becomes a concern, the School may, in consultation with the student's parents, cancel the request for Holiday Leave with the nominated host.

The host must be able to communicate effectively with the School and with the student and have empathy with the student's culture and religion. They must also be able to give authority for emergency medical procedures, as well as consent for and payment for any medical treatment. This must be agreed between the student's parents and the host.

If it is determined it is not suitable for the student to stay with the requested host, the student may be required to return home.

THE SHARON BEIRNE HEALTH AND WELLNESS CENTRE

The Sharon Beirne Health and Wellness Centre is situated in the Boarding House and has Registered Nurses staffed Monday to Friday 7.30am – 9.00pm and 5.00pm – 9.00pm Saturday and Sunday. The medical forms included at the end of this Handbook are essential documents for the care of our students at Stuartholme School. Please complete each section of the form and return them completed as soon as possible. The School's procedures for treatment are included in this Handbook (Appendix C).

We request a formal copy of your daughter's immunisation history to be kept on file in the Health and Wellness Centre. It is strongly encouraged that students have adequate immunisation as per the Australian Government Immunise Australia Program. This service is run independently of the Health and Wellness Centre. All enquiries should be forwarded to the Student Wellbeing Office.

Please provide action plans completed by a GP **PRIOR** to your daughter commencing at the School, for **Asthma, Allergies, Diabetes or Epilepsy**.

HEALTH COVER LEVY

The Overseas Student Health Cover (OSHC) Levy is required by the Commonwealth Government and is payable prior to commencement at the School. Students must maintain current OSHC for the period covered by their visa. The School can organise the private medical health insurance cover for students. Students **must** take out cover for the whole of their visa length.

OSHC will help pay toward the costs of most medical and hospital treatment you may require while studying in Australia. **Extras Cover is not included in OSHC but can be purchased separately at an additional cost.** Extras

Cover provides benefits for some additional health services such as dental treatment, physiotherapy and optical appliances.

It is the responsibility of the student's family to seek refund from the medical insurance authority in the event the student leaves the School prior to the completion of her course or visa expiry.

How do I use my OSHC card?

If you need to visit a doctor or medical centre, show your card at the end of the visit. You will be charged the doctor's fee and the government fee component of that **may** be processed by the medical centre. If the medical centre is not able to process the government fee, pay the total amount, keep the receipt and you can claim the government fee back from your OSHC provider.

DEFERMENT, SUSPENSION AND CANCELLATION POLICY

Stuartholme School has fair, appropriate and objective measures in place for the cancellation and/or suspension of the enrolment of an international student. Refer to the School's Deferment, Suspension and Cancellation Policy available on the School website - <https://stuartholme.com/our-school/school-policies/>

WITHDRAWAL

In the event of a student being withdrawn from the school, a full term's notice in writing is required. If a student is withdrawn from the school without a full term's notice in writing, one full term's fees are payable to recover costs.

Fees will be not refunded where a student is asked to leave the school due to unacceptable behaviour or non-compliance with visa conditions or the School's Enrolment Contract.

SCHEDULE OF FEES AND PAYMENT

The School's fees are determined each year by the Stuartholme School Board detailing tuition, boarding and other costs. Fees are invoiced in equal instalments in advance over the four terms and are payable by the due date as indicated on each account. A discount for prompt settlement will apply per student if paid by the due date.

School fees are set in advance and are subject to an annual increase which is set by the School Board. These amounts are confirmed in November of each year and communicated to parents.

The School fees do not include uniforms, co-curricular activities, extra English tuition, private music tuition and other incidental expenses. The School fees are available on request from the Finance Department.

The tuition fees for international students are higher than the fees for Australian students because Australian students receive both Federal and State Government per capita grants.

REFUND POLICY

Stuartholme School has a fair and clearly explained Refund Policy available on the School website - <https://stuartholme.com/our-school/school-policies/>

AUSTRALIAN GOVERNMENT REGULATIONS

The Department of Home Affairs sets the regulations governing international students' entry to Australia. All students should also seek prior approval from the Department of Home Affairs before commencing a new course or changing courses if they are already studying with another Australian education provider. Comprehensive information for international students wishing to study in Australia may be found at: www.homeaffairs.gov.au

Students attending Stuartholme School on student visas should familiarise themselves with the Department of Home Affairs requirements as outlined in the visa application information on their website. Some of these requirements are as follows:

- Students need to be aware of the need to advise Department of Human Affairs in the event of any change of their visa conditions. It should not be assumed that all changes would be granted;
- Students must advise the school within seven (7) days of any anticipated change of residential address or other contact details. If a student is under 18 and under the welfare of Stuartholme School, they can't change without the Principal's permission;
- International students should be aware of age and minimum year of entry limitations (applied) to applications for student visas. These vary according to the student's country of origin.

It is a condition of the student visa that international students have private health insurance for the duration of their stay in Australia. Stuartholme School can arrange visa-length cover for students accepted by the school. In the event of early withdrawal from the nominated course of study, the responsibility in seeking a refund from the Health Insurer lies with the student.

It should be noted by intending applicants that as a registered provider, Stuartholme School is obliged to provide specific non-compliance exception reports to Department of Home Affairs within (14) days of their occurrence. Examples of non-compliance reporting include:

- advisement of students who do not begin their course as expected (i.e. students for whom an electronic Confirmation of Enrolment (eCOE) has been created and not cancelled, who do not commence their course);
- termination of the student’s studies before the course is completed (e.g. student ceases attending);
- changes to the identity or duration of the student’s course (this does not mean subjects or units in a course);
- if a student is no longer able to achieve 80% attendance for the remainder of a semester reporting period without an acceptable reason to explain their absence;
- if a student has failed to achieve satisfactory academic results for the semester or course;
- permission from Department of Home Affairs if a student wishes to change her course provider within 12 months of commencing a course (A Letter of Release will be provided by Stuartholme School on request to a student who has commenced but, who did not complete a course at the school and who wishes to change course provider. This letter will address the student’s commitment to studies, attendance record and payment of fees);

USEFUL WEBSITE RESOURCES

National Code of Practice for Providers of Education and Training to Overseas Students 2018 (<i>National Code 2018</i>)	https://internationaleducation.gov.au/Regulatory-Information/Pages/National-Code-2018-Factsheets-.aspx https://www.education.gov.au/esos-framework/national-code-practice-providers-education-and-training-overseas-students-2018
IDP – Guide for students	https://www.idp.com/australia/international-student-services/free-visa-help/
Overseas Student Health Cover (OSHC)	https://www.health.gov.au/resources/collections/overseas-student-health-cover-oshc-resources
QCAA link for visa students (QCE procedures)	https://www.qcaa.qld.edu.au/senior
Study Queensland Website	https://www.studyqueensland.qld.gov.au/
Tourism Australia	http://www.australia.com

THE ESOS FRAMEWORK

PROVIDING QUALITY EDUCATION AND PROTECTING YOUR RIGHTS

The Australian Government wants international students in Australia to have a safe, enjoyable and rewarding place to study. Australia's laws promote quality education and consumer protection for international students. These laws are known as the ESOS framework and they include the *Education Services for Overseas Students Act 2000 (ESOS Act 2000)* and the *2018 National Code*.

Protection for International Students

As an international student on a student visa, you must study with an education provider and in a course that can be found on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) at <http://cricos.education.gov.au/> CRICOS registration guarantees that the course and the education provider at which you study, meet the high standards necessary for international students. Please check carefully that the details of your course, including its location, match the information on CRICOS.

Your rights

The ESOS framework protects your rights, including:

- Your right to receive, before enrolling, current and accurate information about the courses, fees, modes of study and other information from your provider and your provider's agent. If you are under 18, to ensure your safety, you will be granted a visa only if there are arrangements in place for your accommodation, support and welfare;
- Your right to sign a written agreement with your provider before or as you pay fees, setting out the services to be provided, fees payable and information about refunds of course money. You should keep a copy of your written agreement;
- Your right to get the education you paid for. The ESOS framework includes consumer protection that will allow you to receive a refund or to be placed in another course if your provider is unable to teach your course.

The ESOS framework sets out the standards Australian education providers who offer education services to international students must obey. These standards cover a range of information you have a right to know and services that must be offered, including:

- Orientation and access to support services to help you study and adjust to life in Australia;
- Who the contact officer or officers is for international students;
- If you can apply for course credit;
- When your enrolment can be deferred, suspended or cancelled;
- What your provider's requirements are for satisfactory progress in the courses you study;
- What support is available if you are not progressing;
- If attendance will be monitored for your course, and
- A complaints and appeals process.

One of the standards does not allow another education provider to enrol a student who wants to transfer to another course, but has not completed six months of the final course of study you plan to undertake in Australia. If you want to transfer beforehand, you need your provider's permission.

If you are under 18 years, to ensure your safety, you will be granted a visa only if there are arrangements in place for your accommodation, support and welfare.

Your responsibilities

As an international student on a student visa, you have responsibilities to:

- satisfy your student visa conditions;
- maintain your Overseas Student Health Cover (OSHC) for the period of your stay;
- meet the terms of the written agreement with your education provider;
- inform your provider if you change your address;
- maintain satisfactory course progress;
- follow your provider's attendance policy if attendance is recorded for your course and
- maintain your approved accommodation, support and general welfare arrangements if you are under 18 years.

Important Contact Details

WHO?	WHY?	HOW?
Stuartholme School	For policies and procedures that affect you	<ul style="list-style-type: none"> • Speaking with your School • Go to your School's website – www.stuartholme.com
Department of Education	For your ESOS rights and responsibilities	<ul style="list-style-type: none"> • Website: https://www.education.gov.au/esos-framework • ESOS Enquiry Line: 1300 615 262 (in Australia) • Online Enquiry: https://internationaleducation.gov.au/Regulatory-Information/Education-Services-for-Overseas-Students-ESOS-Legislative-Framework/Pages/ESOSEnquiry.aspx
Department of Home Affairs	For visa matters	<ul style="list-style-type: none"> • Website: https://www.homeaffairs.gov.au/ • Phone: 131 881 in Australia • Phone: +61 2 6196 0196 outside Australia

GENERAL INFORMATION – LIVING IN BRISBANE

About The Environment

Brisbane, Queensland is the third largest and fastest growing city in Australia. With its sub-tropical climate, gardens and parks, and its ever-changing contemporary architecture, Brisbane provides a relaxed, friendly environment for international students.

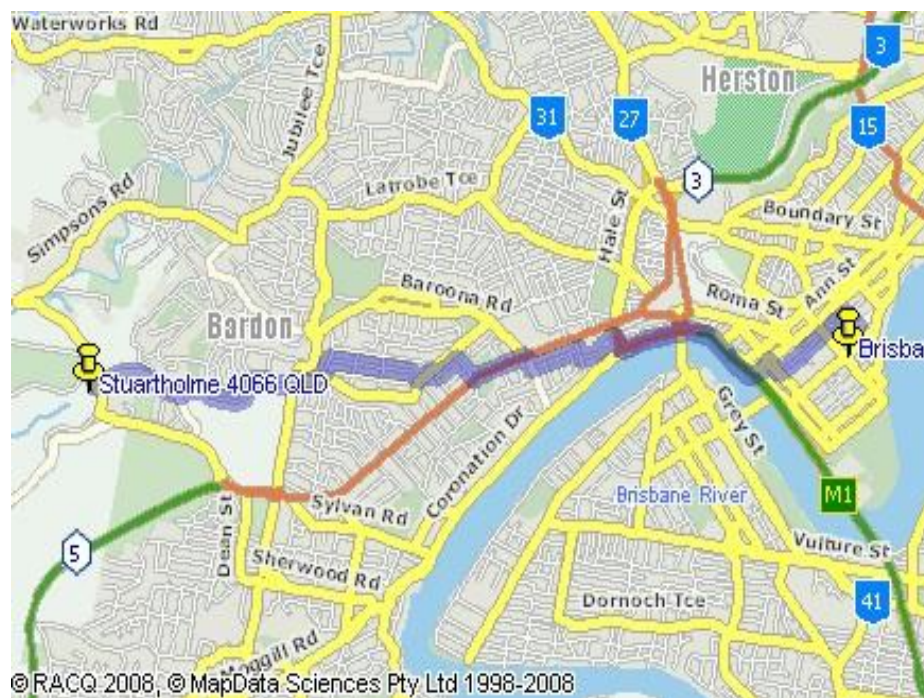
Climate

The region enjoys a subtropical climate and an average of 2800 hours of sunshine a year.

Spring	September – November	13 - 28°C
Summer	December – February	20 – 30°C
Autumn	March – May	13 - 28°C

FOR FURTHER INFORMATION ON BRISBANE AND THE LOCAL ENVIRONMENT, VISIT:

www.visitbrisbane.com.au



Useful Contact Information

Department of Home Affairs

299 Adelaide Street
BRISBANE QLD 4000
Ph: 131 881

Emergency Services

Police, Fire, Ambulance – 000 (landline) 112 (mobile)

Public Transport

Translink is your one stop for public transport information and coordinates and integrates public transport services in South East Queensland. www.translink.com.au

Services

Electricity



The standard voltage for electrical items in Australia is 240V. Electric plugs have three flat pins one of which is an earth pin. You may need to buy an adaptor or have the plugs changed when you arrive.

Note: In the picture, the red dot indicates that the switch is on and power is flowing through that socket.

Digital Devices

Before bringing any digital device you must check with Stuartholme School. The School cannot guarantee that any electronic device you bring (such as mobile phones or laptops) will function within Australia or at Stuartholme School.

Stuartholme School has developed a Bring Your Own Device (BYOD) program. All new students enrolling at Stuartholme will automatically be in the BYOD Program, regardless of their year level.

Stuartholme has selected JB Hi Fi, to help manage our BYOD Program. After much research, we have selected a range of devices from which parents can choose. The devices will connect to the School's extensive secure wireless network, Learning Management System, printers, interactive LCD screens, data projectors and AV facilities. The School will provide all the software licenses, including specialist subject software and web based applications, including academic databases. We will also provide full IT Service Desk support.

Although these devices are available through retail outlets, we need to highlight the benefits of purchasing through JB Hi Fi. The devices come loaded with software your daughter will need including Microsoft Office, an antivirus program, email, One Drive and One Note settings. 'Bloatware' (unwanted software) that comes with most devices will be removed.

All devices come with three-year, onsite warranty repair and accidental breakage insurance. This will ensure any issues or damages to your daughter's device are resolved as quickly as possible.

Telephones

Even with the growing use of mobile phones, Australia does still have some public telephones available throughout the country. These telephones are easily recognised by the orange booths. Long distance call charges vary depending on time of day and distance. Stuartholme School's Boarding House also has phones available for students to call their parents.

Making Phone Calls within Australia

- **To make international phone calls:**
☎ Dial – international access code (0011) + the country code + the area code (if required) + phone number (when adding a country code to a number, any leading 0 (zero) on the area code following it is NOT dialled)
- **To make domestic phone calls:**
☎ Dial – the area code + phone number

Area Code	States
(02)	ACT, NSW
(03)	VIC, TAS
(07)	QLD
(08)	SA, WA, NT

Visit www.whitepages.com.au and www.yellowpages.com.au for directories of residential, commercial and government phone numbers in Australia and for a list of country codes and area codes for international calls.

- **Calling Australia from Overseas**

To contact Australia, first dial the international access code from that country (this will vary in each country), then Australia’s country code prefix (**61**) followed by the area code without the first zero (for instance Brisbane would be 7 instead of 07), and then dial the required number.

Example: **International access number +61 7 9999 3662**

Australia Post

It is important to remember that certain items cannot be posted to Australia because of Customs Regulations.



Australia Post is one of our nation’s largest communications, logistics and distribution businesses; and is committed to providing high quality mail and parcel services to all people within Australia.

Small Letters

The cost of posting a small letter for distribution in Australia is an **AU\$1.10 postage stamp** which you affix to the envelope.

Envelope Face Format - Allocation of Zones



A small letter has the following characteristics:

- No larger than 130mm x 240mm
- No thicker than 5mm
- Maximum weight 250g.

Emergencies – Dial 000

The Triple Zero (**000**) service is the quickest way to get the right emergency service to help you. It should be used to contact Police, Fire or Ambulance services in **life threatening or emergency situations only**. Emergency **000** should not be used for general medical assistance. **112** may also be dialled from mobile phones.

Dialling **112** will override key locks on mobile phones and therefore save time. Emergency Services operators answer this number quickly and to save time will say, “Police, Fire, or Ambulance”. If you are unsure of what emergency service you need tell the operator what the emergency is. You will then be connected to the appropriate service to assist. It is wise to think ahead with the most important information which will help them to respond. Where you are; (note street names and the closest intersection), what has happened and to whom; what their condition is. The operator may then ask you to stay on the phone until the emergency services arrive. In life threatening situations the operator may also give you some instructions to assist until the emergency unit arrives. If you are concerned about your English, remain calm and work with the operators who are very experienced with all cultures.

Police

In Australia police protect people and properties, detect and prevent crime, and preserve peace for everyone. They are not connected to the military or politics. The police can help you feel safe. In a **nonemergency situation** you can contact a local police station.

Fire

The fire brigade extinguishes fires, rescues people from fires in cars and buildings, and helps in situations where gas or chemicals become a danger. As soon as a fire starts call **000** no matter how small or large the fire may be.

Ambulance

Ambulances provide immediate medical attention and **emergency transportation to hospital**. You can call an ambulance using the emergency triple zero number (000).

Lifeline

Lifeline's 13 11 14 service is staffed by trained volunteer telephone counsellors who are ready to take calls 24-hours a day, any day of the week from anywhere in Australia. Anyone can call Lifeline. The service offers a counselling service that respects everyone's right to be heard, understood and cared for. They also provide information about other support services that are available in communities around Australia. Lifeline telephone counsellors are ready to talk and listen no matter how big or how small the problem might seem. They are trained to offer emotional support in times of crisis or when callers may be feeling low or in need of advice.

Emergency Translation

For translation service in an emergency situation dial **1300 655 010**.

Health Care in Australia

The Australian healthcare system is mixed. Responsibilities for healthcare are divided between the Federal and State governments, and both the public and the private sectors play a role. Government programs underpin the key aspects of healthcare. Medicare, which is funded out of general tax revenue, pays for hospital and medical services. Medicare covers all Australian citizens, pays the entire cost of treatment in a public hospital, and reimburses for visits to doctors.

Public System

The major provider of healthcare services in Australia is the Public Health System (Medicare). The Public Health System provides a comprehensive free-of-charge healthcare service for all Australian citizens covering both hospital based and community-based medical services. Public hospitals are owned by the State. One of the problems with such a system is that **waiting times in public hospitals can be extensive** due to a shortage of healthcare professionals and facilities. See also: Attending an Australian Hospital.

Private System

Private hospitals provide about a quarter of all hospital beds in Australia. Private medical practitioners provide most non-bed medical services and perform a large proportion of hospital services alongside salaried doctors. Most dental services are provided by private practitioners. For Australians who take out private health insurance a range of services can be covered, such as access to your own Doctor in a private hospital, and extra services such as dental, optical and physiotherapy.

Attending an Australian Hospital

Few private hospitals have emergency departments, so, in an emergency, most Australians rely on the public hospital system. If you attend an Emergency Department in a hospital you will be attended to immediately by a triage nurse for information about you, your cover, and your current health condition. The triage nurse will determine the urgency of your condition in comparison to others in need in the emergency room and it is likely that you will remain at the emergency room for several hours. Whether you are seen immediately by a Doctor, or have to wait, it is customary to keep you in the emergency room for several hours to monitor your condition before releasing you to go home, or admitting you to hospital in more severe cases.

There are **extensive waiting times for elective surgeries at public hospitals**, e.g. for orthopaedic surgery. One of the attractions of health insurance is the ability to bypass public hospital waiting lists and go through the private system.

Private hospitals are very expensive for treatment and hospitalisation. Your OSHC will cover some of the cost of some private hospitals but you will have to pay the difference.

Your health insurance (OSHC) covers the total cost of accommodation in a shared ward of a public hospital. It also pays for the 'schedule fee' for the doctor but you will have to pay the difference if the doctor's fee is higher than the 'schedule fee'.

General Practitioners (GPs)

In Australia you do not have to go to a hospital to see a doctor. You can see a doctor (also known as a **GP – General Practitioner**) in their private practice or medical centre, with part or the entire doctor's fee being covered by Medicare or OSHC. You must make an appointment to see a GP. It is important to note that some GP surgeries will request full payment from you at the time of consultation and you will need to present the receipt to claim the rebate back from your health cover provider.



Pharmacies

GP surgeries do not have medications to dispense to you. You must take the prescription given to you by the doctor to a pharmacy or chemist to obtain the medication. You will need to provide the pharmacy with your OSHC card, your full name and address. You are able to walk in off the street to any pharmacy/chemist/drug store in Australia and will only have to wait a short while for your prescription medicine to be prepared.

Prescription Medication

Medication prescribed by your doctor is not free. You must pay the pharmacy. If the cost is more than *AU\$42.30 you can claim the difference back from your OSHC provider. Many pharmacists will offer you the option of having a "generic" brand of medicine. If the prescription medicine the doctor has prescribed is also made available by a company which produces generic brands at cheaper prices, this option will be offered to you. This is **ONLY** offered if the content of the medicine is exactly the same as that prescribed by your doctor. It will, however, assist you to pay less for your medicine.

Over-the-Counter Medication

Pharmacies/chemists also provide a variety of over-the-counter medications useful for treating colds, headaches, allergies and the like which do not require a prescription. Ask the pharmacist on duty for advice regarding the best medication for your symptoms. Ensure that you advise the pharmacist of any other medications you may be taking.

Dental and Optical

Dental and optical health services are **not covered by your OSHC** unless you take out extra cover. If you need to see a dentist or optometrist this will be organised through the Health and Wellness Centre. Payment of the **full** fee of this service is required.

Interpreter Services

We are lucky in Australia to have a variety of healthcare professionals from many different cultural backgrounds, so you may be able to see a doctor who speaks your first language. However, if you are having difficulties communicating with your doctor, the **Translation and Interpreter Service (TIS)** can be used. For more information, visit www.tisnational.gov.au or phone 131 450.

Working in Australia

Permission to Work

Currently people granted student visas will automatically receive permission to work with their visa grant. Most student visa holders will no longer need to apply separately in Australia for permission to work. Please note that you will **NOT** be able to

work in Australia until the first official day of classes when the education provider will confirm your study commencement. Your education provider may do this automatically on the first official day of classes, or you may need to request that they do.

Working while Studying

1. You are not permitted to start work until you have commenced your course of study.
2. You can work a maximum of 48 hours* per fortnight during the term and unlimited hours when your course is **not in session**.
 - a. The Department of Home Affairs considers your course to be 'in session': for the duration of the advertised semesters (including periods when exams are being held);
 - b. If you are undertaking another course, during a break from your main course and the points will be credited to your main course.
3. Only Year 11 and 12 Boarders will be allowed to undertake part time work. Boarders are required to have written permission from parents or legal guardians to seek and undertake employment. The Dean of Boarding must confirm all transport arrangements and must be provided with the details of the workplace including the name and number of a contact person. In consultation with parents, the privilege to work will only continue if it does not interfere with academic studies and other school commitments.

*Please confirm visa requirements with Department of Home Affairs at the time as some industries may have different restrictions.

Earning an Income

Taxes are managed through the Australian Taxation Office (ATO). The tax you pay depends on how much you earn.

Getting a Tax File Number

You must obtain a Tax File Number to be able to work in Australia. A tax file number (TFN) is your unique reference number to our tax system. When you start work, your employer will ask you to complete a tax file number declaration form. If you do not provide a TFN your employment will be taxed at the highest personal income tax rate, which will mean less money in your wages each week.

You can apply for your TFN online at www.ato.gov.au, or phone **13 28 61**, 8am to 6pm Monday to Friday. For the ATO translating and interpreter service phone: **13 14 50**.

Taxation Returns

If you pay too much tax you are entitled to a refund. To get a refund you will need to lodge a tax return. You can lodge online using **e-tax** (free), by mailing a **paper tax return**, or by paying a **registered tax agent** to complete and lodge the return for you. If you lodge by e-tax your refund will normally be issued within 14 days.

- Lodge online using e-tax at www.ato.gov.au
- For a registered tax agent visit www.tpb.gov.au
- Tax returns are lodged at the end of the Australian tax year – (1 July to 30 June)

Superannuation

If you are under 18 years and work more than 30 hours per week, your employer must contribute an additional sum equal to 10.5% of your wage into a superannuation (pension) account for you. In most cases, you can access your contributions when you leave Australia permanently, although the contributions will be taxed.

To check your eligibility to claim your superannuation and to apply for your payment, visit: www.ato.gov.au/departaustralia
You will need to provide the details of your superannuation fund.

Legal Issues

People are considered adults when they are 18 years old in Australia. Until this age, it is illegal to purchase alcohol, cigarettes or to enter casinos. It is also important to note that legally you must wear a bicycle helmet if you intend to use a bicycle. The wearing of seat belts in cars is compulsory for all occupants. Any illegal activity is a breach of your Student Visa. There is an Asian Specialist Support Unit within the Queensland Police Department and this unit can assist students with further queries.

Driving in Australia

If you wish to arrange to learn to drive in Australia, please discuss with the Dean of Boarding as there are strict rules regarding this.

APPENDIX A HEALTH PROCEDURES AT STUARTHOLME SCHOOL PROCEDURES IN THE EVENT OF ACCIDENT OR ILLNESS

Ailments

- Students will report to the Sharon Beirne Health and Wellness Centre;
- The Registered Nurse on duty will assess, treat or refer the student to other health professionals if necessary or contact parents/guardians;
- All treatment will be documented.

Minor injuries

- First aid will be administered on site or students will report to the Sharon Beirne Health and Wellness Centre;
- Sharon Beirne Health and Wellness Centre visits will be documented in the School data system or file.

Serious ailments/injuries requiring doctor or hospital admission

- If possible parents/guardians will be contacted, according to the information on the medical forms;
- First Aid will be administered by the school nurse or other staff members immediately present;
- The school nurse will decide if the student should be taken to hospital immediately or a doctor called;
- In an emergency or on the advice of an attending doctor, a student will be transferred by ambulance to hospital. A School representative will stay with the patient until her relatives or the emergency contact provided on the health form arrives at the hospital.

MEDICATION PROCEDURE

- It is a requirement that Sharon Beirne Health and Wellness Centre Staff are alerted to all medications taken by students;
- Assistance will be given by the School Nurse in the administration of prescription medication when documentation is received from parents/guardians or as prescribed by the visiting doctor;
- Instructions of change to the original dose of long term or restricted medications must be in writing from the prescribing doctor;
- Short term prescription medication will only be administered if the container states, name, dose and is labelled in the original container;
- All medications, including natural/ complementary therapies must be kept in the Sharon Beirne Health and Wellness Centre. No medication of any description may be kept in the students' rooms;
- Complementary therapies ordered by parents/guardians for Boarders may be stored at the School Sharon Beirne Health and Wellness Centre. They will be dispensed on request according to the labelled instructions, students must not self-medicate;
- The School Nurse will arrange for filling of prescriptions for Boarders at a local pharmacy;
- All medications administered by the School Nurse or any other staff member will be recorded.

ANAPHYLAXIS/SEVERE ALLERGY PROCEDURE

A kit with a current action plan, plus adrenaline auto injector if necessary is kept in the Sharon Beirne Health and Wellness Centre during school terms. Parents/guardians are requested to communicate allergies of medical significance to Day School/Director of Boarding and Sharon Beirne Health and Wellness Centre. Parents/guardians need specifically to note this on camp and excursion forms also.

APPENDIX B OVERSEAS STUDENT ORIENTATION CHECKLIST

Student Name:

Grade:

Arrival Date:

Week 1 checklist

Orientation and School Tour Week 1, Day 1

Student has been introduced to:

- Daniel Crump – Principal
- Jane Morris – Dean of Boarding
- Deb Lonsdale-Walker – Deputy Principal
- Annie Van Homrigh – Acting Dean of Teaching & Learning Innovation
- Elizabeth Foxover – Dean of Student Wellbeing
- Justin Golding – Dean of Mission
- Natalie Morgan, Sally Blight & Eloise Conrad - School Psychologists

- Jane Verity - *EAL/D Teacher/ International Student Coordinator*
- Leader of Student Wellbeing
- Senior Boarding Staff
- Teacher Mentor

Staff member:

Date:

Student has / understands:

- Mobile phone or how to use pay phone
- Emergency contact number of staff member
- Accommodation contact number
- Emergency number for fire, police etc is 000 in Australia or 112 from a mobile 'phone
- How to travel to and from school
- All school uniform requirements

How to seek assistance on and off campus

Bank account (if appropriate)

Staff member:

Date:

Student has received information about:

Personal security and safety, both at school and while living in Australia

How to seek assistance and report significant incidents that affect well-being, including critical incidents

OSHC

Complaints and Appeals Processes

Available student support services

English language and study assistance programs

Services students can access for information on their employment rights and conditions, and how to resolve workplace issues, such as through the Fair Work Ombudsman or Department of Home Affairs (Immigration and Citizenship)

Legal services available to students

Student visa conditions relating to course progress and attendance

Grounds for suspension or cancellation of enrolment

Student Transfer Assessment Policy

School Calendar

School Rules and Code of Conduct

Subject selection, textbooks, etc

Assessment policies and requirements

Extra-curricular activities, clubs, etc

Staff member:

Date:

Other Information/Activities:

- Information about Cultural Awareness/Culture Shock/Adjusting to life in a new environment
- Orientation to local area – shops, recreational areas, etc

Staff member:

Date:

Student interviews to check adjustment:

- End of Week 2

Staff member:

Date:

- End of Week 4

Staff member:

Date:

- End of Week 6

Staff member:

Date:

- End of Week 8

Staff member:

Date:

- End of Week 12

Staff member:

Date:

APPENDIX C CHECKLIST AND PAPERWORK TO RETURN TO STUARTHOLME

Please return the following paperwork to the Registrar of Stuartholme School prior to commencement:

- Signed Written Agreement
- Signed Enrolment Contract
- Copy of their OSHC information
- Completed Learning Profile & Additional Consents
- Completed Health/Medical Information forms, including copy of immunisation history
- Acknowledgement of receipt of International Student Handbook, including all policies relating to International student enrolment.

APPENDIX D CONSENTS & HEALTH/ MEDICAL INFORMATION FORMS

CONSENTS

The School's primary form of communication is email.

Each fortnight, you will receive a newsletter to keep you updated with the latest news, events and vital information from the School. All publications including the newsletter are located on the School's website.

Photos of students are used to enhance our newsletter, Cor Unum Magazine and annual Yearbook. In signing the Stuartholme School Enrolment Contract, you have agreed to the use of your daughter's image/name in these ways (clause 19 and 20 of the Enrolment Contract).

If the School wishes to use a photograph of your daughter or your daughter's name for the school's publicity or marketing purposes, you will be asked to provide specific consent for this activity.

School social media

Stuartholme's primary social media platform is facebook. We also use Twitter and Instagram from time to time. We use these tools to communicate to our school community about student achievements and school activities. Please note that only first names of students are used.

The School seeks permission of parents and students to publish photos taken at school events on the Stuartholme social media pages.

Student's Name _____

I/We consent to our daughter's image and first name being used on Stuartholme School's social media pages.

Yes No

Note that if you tick 'no', we ask that you inform your daughter so that she can request to be excused from all photos.

Coaches and Tutors

Many co-curricular activities are run in conjunction with coaches and tutors contracted to the school. In accordance with the Privacy Act 1988, we are unable to provide them with contact information without your consent.

I/We agree that contact details for my/our daughter together with my/our details can be provided to relevant co-curricular coaches/tutors.

Yes No

I/We acknowledge that personal information will be maintained in accordance with Stuartholme School's privacy policy.

Mother/Guardian Signature _____ Date _____

Father/Guardian Signature _____ Date _____

Curriculum

All students in years 10, 11 and 12 are issued with a Learner Unique Identifier (LUI) which is used by the Queensland Curriculum and Assessment Authority (QCAA). It includes information about your daughter’s studies during her enrolment at Stuartholme School.

Students who study a Vocational Education course or module are issued with a Unique Student Identifier (USI) which can provide access to your daughter’s training records.

I/We agree to Stuartholme School storing the Learner Unique Identifier (LUI) and the Unique Student Identifier (USI) on behalf of my/our daughter. I/We also agree that the LUI and USI numbers can be provided to any study related organization associated with my daughter’s studies during her enrolment at Stuartholme School.

Mother/Guardian Signature _____ Date _____

Father/Guardian Signature _____ Date _____

Student Signature _____ Date _____

SHARON BEIRNE HEALTH AND WELLNESS CENTRE FORMS

Dear Parents / Guardians

The attached medical forms are essential documents for the care of our students at Stuartholme School. Please complete each section of the form and return them completed as soon as possible. **It is imperative that changes to this information be updated as they occur for your daughter's wellness.**

We request a formal copy of your daughter's immunisation history to be kept on file in the Health and Wellness Centre. This is necessary for both **boarding and day students** and will be used as a reference point in the event of an outbreak of a notifiable illness such as measles, where we may have to provide details to Public Health. **Please attach the original fully documented photocopy of your daughter's immunisation history to date.** For a true reflection of this you can access both the Australian Childhood Immunisation Register for 0-7 years and Brisbane City Council for other immunisations your daughter may have had including records your GP may hold. It is strongly encouraged that students have adequate immunisation as per the Australian Government Immunise Australia Program. Please note however that the Brisbane City Council vaccinates all Year 8 students for HPV, Chicken Pox and Boostrix (Tetanus, Diphtheria and Pertussis {whooping cough}). This service is run independently of the Health and Wellness Centre. All enquiries should be forwarded to the Brisbane City Council. Please provide action plans completed by a GP **PRIOR** to your daughter commencing at the School, for **Asthma, Allergies, Diabetes or Epilepsy** with yearly updates of same.

Any other queries regarding medical services can be directed to the Health and Wellness Centre staff during office hours.

Yours sincerely

Sharon Beirne Health and Wellness Centre Staff
Kylee Brain
Manager Sharon Beirne Health and Wellness Centre
Email: healthandwellnesscentre@stuartholme.com

Health Information

Private Medical Fund Name: _____

Private Medical Fund Number: _____

Hospital treatment desired: **PRIVATE / PUBLIC** (Please circle)

The Wesley Hospital requires payment upon admission to emergency. Do you consent to pay on admission? **YES / NO** (Please Circle)

In case of emergency (if parent/guardian in unavailable):

Contact (1):

Name: _____

Address: _____

Phone No: _____ Relationship: _____

Contact (2):

Name: _____

Address: _____

Phone No: _____ Relationship: _____

Every reasonable effort is always made to contact a Parent/Guardian in the case of major illness or injury. However, advance permission is required to facilitate treatment of both major and minor conditions, in the event of a parent/guardian being out of contact.

PERMISSION TO ARRANGE TREATMENT / MEDICAL CONSENT:

I, being the parent/guardian of

(Student's Full Name)

do hereby authorise and request the Principal of Stuartholme School, Queensland, or her nominee, to allow any duly qualified medical practitioner registered within Australia, to give medical/surgical treatment, including general anaesthesia where necessary. We provide the information contained in this form and consent to the procedure set out following an event, injury or illness. If in the event of an emergency arising in which it is not practical or possible to contact the parent or guardian of your daughter, the nursing or other staff of the school may act as they deem appropriate in the circumstances. Neither the school nor any of its staff may be held liable for any error which may occur or for any damage which might be caused as a result of their reliance upon this information.

I undertake to inform you of any changes to the information in this form as they occur, as necessary.

Names of Parents/Guardians (Please Print):

Signature of Mother/Guardian: _____

Date: _____

Signature of Father/Guardian: _____

Date: _____

Signature of Witness: _____

Date: _____

It is the responsibility of parents/guardians to provide the School with updated information as it occurs. We can only do our best with the information that we have been provided, in the case of an emergency – and they do happen. We need to have current information for your daughter's/guardian's sake. Please forward any changes as they occur to:

healthandwellnesscentre@stuartholme.com

Stuartholme Health and Wellness Centre stocks non-prescription and over-the-counter medicines and medical supplies to be used in the treatment of sick or injured staff or students on or off-school grounds. Do you give permission for your daughter to have or receive these medicines as per labelled instructions, under the direction and supervision of the school nurse?

Yes

No

Please list any non-prescription or over-the-counter medicine that you **do not** want your daughter to receive.

Name of medicine:

Reason:

Please note: Students are **not** permitted to have medication on their person (exception: asthma, diabetes and severe allergy medications). It is requested that students leave their medications at the Health and Wellness Centre with written instructions from their medical practitioner.

Surgical History

Please provide details on your daughter's surgical history:

Please provide details of additional medical history of your daughter if not already noted:

Has your daughter had or is suffering from any of the following disorders:

	Y	N	If Yes, what is the current treatment
Glandular Fever			
Epistaxis (Nosebleed)			
Period Pain			
Diabetes *			
Chronic Fatigue			
Eczema			
Travel Sickness			
Allergic Reactions*			
Enuresis (Bed Wetting)			
Hay Fever			
Hepatitis			
Mumps			
Chicken Pox			
Haemophilia			
Heart Condition			
Measles			
Rubella			
Nephritis (Urinary Infections)			
Skin Complaints			
Ear Infections			
Rheumatic Fever			
Whooping Cough			
Hearing Problems			
Sight Problems			
Speech Problems			
Emotional Problems			
Dietary Limitations			
Asthma Respiratory			
Allergies*			
Epilepsy*			
Migraines			
Fracture Musculo Skeletal			
Other			

*Action plans **MUST** be provided by a general practitioner.

Immunisation Status of your daughter

Please attach the original fully documented photocopy of your daughter's Immunisation history to date.

Vaccinated √ X	Against	Date of Vaccination	Last	Vaccinated √ X	Against	Date of Vaccination	Last
	Triple Antigen				Hepatitis A		
	ADT				Hepatitis B		
	Diphtheria				HIB		
	Tetanus				Influenza		
	Whooping Cough				Poliomyelitis		
	MMR				Meningococcal C		
	Measles				Chicken Pox		
	Mumps				Tuberculosis		
	Rubella				Cholera		
	Typhoid				Meningitis		
	Japanese Encephalitis				Pneumococcal		
	Yellow Fever				HPV		

BOARDING STUDENTS ONLY

The School has the services of a physiotherapist available to the boarding students. 'Brisbane 7 Day Physiotherapy' conducts a clinic on-site, generally on Tuesday and Thursday afternoons. Direct contact will be made with you from Brisbane 7 Day Physiotherapy for consent, to advise the treatment and to organize the account. The Nursing Staff will be responsible for making appointments for the students.

The medical provider for the School Health and Wellness Centre is Dr Amber Kimmins from Ashgrove Family Practice. Clinics are generally Wednesday mornings in the Health and Wellness Centre. Appointments are available at the Walton Bridge Medical Centre at other times. These services are currently bulk-billed.

Specialist medical services are not bulk-billed, however, are subject to significant Medicare rebate.

Dental services are subject to private health fund rebate for families having such insurance.

Annual flu vaccinations are available each year around April. Consents will be emailed.

Sometimes it may be necessary for your daughter to stay overnight in the Health and Wellness Centre. This will be discussed with you during our update phone calls or emails.

It is important any changes you have to your contact details are kept up to date, emails phone numbers, Medicare expiry dates etc.

Any parent/guardian initiated medication for boarding students Years 7-12 is kept in the Health and Wellness Centre rather than in their boarding residence. This enables us to be aware of what your daughter/guardian is taking, whilst limiting her exposure to large amounts of pharmaceuticals in her boarding residence. In certain circumstances some boarding students may keep medications in the dormitory with them. This would be on an individual basis after discussion with the students and parents. Written consent will be required.

All students must have this page completed by a registered medical practitioner prior to commencement at Stuartholme School.

PHYSICAL EXAMINATION

Height		Pulse		BP	
Weight		Urine			

N	Abn		Comment
		General Appearance	
		ENT	
		Neck	
		Respiratory	
		Heart	
		Liver/Spleen	
		Abdo	
		Muscular Skeletal	
		Skin	
		Joints	
		Gait	
		Hearing	
		Vision	
		Neuro	
		Hernia	
General Comments			
Recommendations regarding participation in contact sports:			

Doctor's Signature: _____ Date: ____/____/____
 Doctor's Name: _____

ACKNOWLEDGEMENT OF RECEIPT OF INTERNATIONAL STUDENT HANDBOOK

**Please complete this acknowledgement slip and return to the Registrar of
Stuartholme School prior to commencement.**

I/We, the parents/guardians of: _____
STUDENT'S NAME (PLEASE PRINT)

Acknowledge that I/we have received a copy of the Stuartholme School International Student Handbook and understand/have had explained, the contents of same to us. I/we give permission for Stuartholme School to conduct a Visa Entitlement Verification Online (VEVO) search to confirm the applicant's visa status prior to commencement and for the duration of the enrolment.

Signature of Parents/Guardians _____
(Parent/Guardian 1)

(Print Name)

Signature of Parents/Guardians _____
(Parent/Guardian 2)

(Print Name)

Signature of Student _____

(Print Name)

Date: _____



STEP UP
— TO —
STUARTHOLME



STUARTHOLME
SCHOOL

*International School
of the Sacred Heart*