

INFORMATION FOR OVERSEAS STUDENTS



PLC
PRESBYTERIAN
LADIES' COLLEGE
SYDNEY
— 1888 —



FROM THE PRINCIPAL

PLC Sydney warmly welcomes overseas students to our College. We really enjoy their company, we enjoy teaching them, and we love learning from them about their homes.

We have a specialist support staff member to assist our overseas students to adapt to the College. We constantly hear that they feel at home at PLC Sydney.

This handbook has been created to help our overseas students find their way in a new school and a new country.

Dr Paul Burgis
Principal

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THE COLLEGE



ABOUT PLC SYDNEY

PLC Sydney is a non-selective day and boarding school for girls from Pre-Kindergarten to Year 12, offering a broad curriculum and many additional activities. The College welcomes students from around the world, with a diverse range of backgrounds and belief structures.

PLC Sydney is a registered provider for a limited number of full fee paying overseas students (FFPOS) on a visa 500. PLC Sydney's CRICOS number is 02280D. As well as International students, we enrol the daughters of overseas visitors who hold appropriate business or temporary visas issued by the Department of Immigration and Border protection (DIBP).

Founded in 1888, the College is set within 4.4 hectares of landscaped grounds and retains its nineteenth century heritage buildings and gardens along with outstanding modern facilities.

OUR PHILOSOPHY

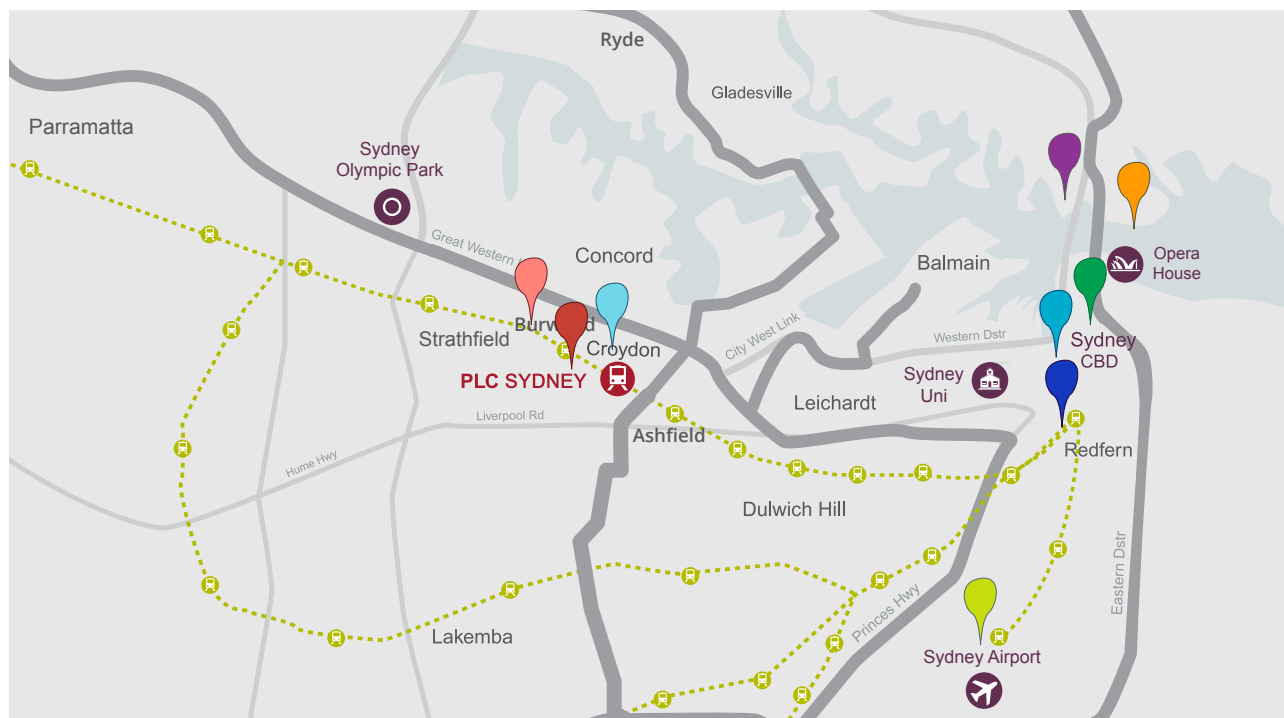
The College has a strong academic tradition and its past students are to be found in leading positions in all the professions. Presbyterian Ladies' College, Sydney, aims to educate young women from the basis of a Christian worldview to make a difference in a rapidly changing global society. As young women of integrity and purpose, our students are equipped to handle the many challenges they will meet now and in the future.

The strong academic programme of the College results in excellent opportunities for PLC Sydney students after the completion of the Higher School Certificate, with over 94% of students gaining entry to university.

The College caters for the needs of the students, as well as those needing extension learning. The Discipline Policy is based on positive encouragement and supportive structures and when required, discipline is firm.

WHERE IS PLC SYDNEY ?

PLC Sydney is located at Croydon which is 8 km from the centre of Sydney, the capital of New South Wales.



- PLC Sydney
- Burwood Shopping Centre
- Croydon Train Station
- Central Train Station
- Sydney Town Hall Station

- Sydney CBD
- Sydney Airport
- Sydney Opera House
- Sydney Harbour Bridge

SITE MAP



Directory

■ Hamilton Junior School (Years 3 to 6)	■ Freda Whitlam Science Amphitheatre	■ JD Oates Aquatic Institute
■ PLC Sydney Reception	■ Marden	■ PLC Sydney Futures Centre
■ Gateway Administration Building	■ College Hall	■ Transition House
■ The Croydon, Centre for Art, Design & Technology	■ Boarding House	■ McKeith Performing Arts Centre
■ Adelaide Perry Gallery	■ Shubra Hall	■ Harmsworth
■ Macindoe Research Centre	■ The Stables, Student Well-Being Centre	■ Audrey Keown Theatre
■ McQueen	■ Evandale (Pre-K to Year 2)	■ Alpha and Omega Centre
■ Senior School Office	■ Glencorse, Uniform Shop	■ Tennis Courts
■ Thompson Hall Gymnasium	■ Lyons House, Centre for the Spoken Word	■ Drummond Field

ACCOMMODATION

Our Boarding House, located in the centre of the Senior School grounds, accommodates 58 students from Years 7 to 12. This means that we know our students intimately and are able to cater for them individually.

The girls reside in shared bedrooms, with increasing levels of privacy for Years 11 and 12. The house is structured vertically so the girls socialise and mentor each other across all year groups and the majority of our boarders are full time boarders, providing a stable and supportive environment. Boarding at PLC Sydney provides students with the opportunity to form life-long friendships with girls from both Australia and overseas.

All meals and bedding are provided in term time, and there is a laundry service for all boarders. On-site dedicated nursing staff respond to emergencies and care for your daughter if she is unwell.

Academic support at evening study sessions is provided by qualified teaching staff. This learning support has proven to lead to improved confidence and outstanding results for boarding students at PLC Sydney.

Fun and enjoyable activities are organised on Friday evenings and weekends. Being located in the vibrant inner-west region of Sydney allows the girls to easily enjoy the many activities and events on offer in Sydney. The girls are also able to access the leisure facilities on offer at the College during open hours and are actively encouraged to develop a well-rounded lifestyle.

Students enrolled as boarders are expected to remain as boarders and the School's allocation of places depends on this. Boarding is a long term commitment unless the school has previously agreed in writing to the contrary. A change in status, either before or after commencement, is entirely at the discretion of the School.

The School also requests that the parents of all overseas students name a responsible local adult as a guardian. While the School would normally try to contact the parents for decisions regarding the students, PLC Sydney would contact the guardian if we could not contact the parents. The guardian should be someone who resides in Sydney so they can come to the School, if necessary.

Students who are not enrolled as Boarders are expected to find an appropriate Homestay family to live with. This will be approved by the College.

OVERSEAS STUDENTS

PLC Sydney is a registered provider for a limited number of full fee paying overseas students (FFPOS) on a visa 500. PLC Sydney's CRICOS number is 02280D. As well as International students, we enrol the daughters of overseas visitors who hold appropriate business or temporary visas issued by the Department of Immigration and Border protection (DIBP).

The School deals directly with parents and also with a small number of approved agencies. A complete list of our approved agents may be found on our website at <https://www.plc.nsw.edu.au/enrolments/overseas-students/overseas-agents>

Overseas students at the Senior School can enrol at PLC Sydney as full time boarding students. Boarding requires attendance at school five days per week for each week of term. Overseas students can also be day students living with a Homestay family or a relative. Homestays and guardians are appointed by the student's parents.

All overseas students are required to attend school each academic term, from the first day of term until the last. Failure to attend for the entire term may contravene student visa requirements and jeopardise the student's place at the School.

PLC Sydney offers the NSW Education Standards Authority courses in Secondary Education and Senior Secondary Education (leading to the award of the Higher School Certificate). All courses are taught and assessed in accordance with NSW Education Standards Authority requirements.

EDUCATION



ENTRANCE TO PLC SYDNEY

PLC Sydney will make a determination of the year group and courses appropriate for an overseas student based on an interview and information related to the student's academic profile.

PLC Sydney may require the overseas students to go through an entrance assessment and language testing to assess the student's ability to benefit from the School's programs. If a student has a language other than English as her first language, the School requires the student to sit the AEAS English proficiency assessment. To find AEAS test centres, visit www.aeas.com.au (click on 'how to apply' and 'test centres').

The School will also consider a student's age and level of academic ability in enrolment decisions. A certificate showing date of birth and translated copies of the student's last two school reports must accompany the application.

PROGRAMS OF STUDY AND ASSESSMENT:

JUNIOR SCHOOL (PRIMARY)

There are seven years of Junior School. Students attending Presbyterian Ladies' College, Sydney on a student visa must be at least 6 years of age. Please note that alternative arrangements exist for students on a dependent visa. It is necessary for overseas students enrolled at PLC Sydney to be living with at least one parent or grandparent for the duration of their Junior School enrolment. Exceptions are made only where there is an official legal guardian appointed by a court order.

SENIOR SCHOOL (SECONDARY)

There are six years of secondary schooling. Overseas students must be less than 19 years old when they commence Year 11. Successful completion of the final two years of schooling leads to the qualification of the New South Wales Higher School Certificate (HSC).

HIGHER SCHOOL CERTIFICATE (HSC)

In the final two years of school (Years 11 and 12) students study for their NSW Higher School Certificate. This is an internationally recognised school graduation certificate and is essential for students who want to progress to university. Students usually choose a pattern of subjects

that will lead to and complement their selected university course or career path.

Our Director of PLC Sydney Futures Centre is available to assist with subject selection.

Students study five or six subjects in each year. Most subjects count as 2 units per year. Students must complete at least 12 units in their Preliminary year (Year 11) and a minimum of 10 units in their HSC year (Year 12), including at least 2 units of English, to receive their certificate. The College offers the English EAL/D course for the HSC.

PLC Sydney offers subjects which are by nature academic and students are expected to aim for university entrance.

STUDENT ASSESSMENT AND REPORTING

Student progression from one year to the next is based on teacher evaluation of individual student achievement.

Each year, PLC Sydney provides parents with two reports on the student's academic performance. Formal parent/teacher interviews are scheduled twice annually to provide an opportunity for discussions between parents and teachers about the student's progress. If parents are visiting Australia during the academic term and would like to speak to staff this will be arranged at a time which is mutually convenient. Parents may also contact the College for an interim report which will be emailed to them.

Local carers or guardians are expected to arrange to interpret reports if needed.

The carers/guardians of overseas students are expected to attend parent/teacher functions in the place of the parent(s).

CURRICULUM

JUNIOR SCHOOL: PRE-KINDERGARTEN TO YEAR 6

The Junior School students work with teachers to develop core skills in English and Mathematics. Lessons staffed by talented subject specialists in History, Geography, Science and Technology, Creative Arts, Music, Personal Development, Health and Physical Education (PDHPE), Languages and Christian Studies, expose the girls to a broad curriculum. Extension and Enrichment programs and courses are offered to students from Kindergarten through to Year 6.



SENIOR SCHOOL: YEARS 7 TO 12

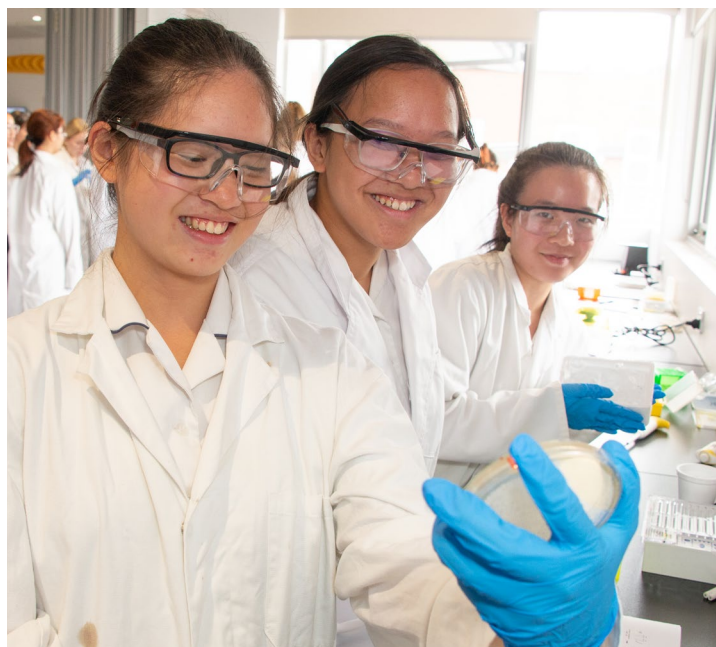
Girls in Years 7 and 8 study core courses such as English, Mathematics, Science, Geography and get a taste of other subjects. PLC Sydney offers the NSW Education Standards Authority courses (with the option of Cambridge International courses in Years 9 and 10). Students work towards the Higher School Certificate and Cambridge Cambridge IGCSE and some 'A' level examinations. Cambridge courses are used to supplement learning.

From Years 9 to 12, girls are able to select from a broad range of subjects, enabling them to pursue their passions and plot their course for future studies. More than 30 subjects are on offer for Years 11 and 12 students. English is compulsory, with English EAL/D, Standard, Advanced and Extension courses offered. Other courses offered by Year 12 include Ancient History, Biology, Business Studies, Chemistry, Community and Family Studies, Design and Technology, Drama, Earth and Environmental Science, Economics, Food Technology, Geography, Languages – French, Italian, Japanese, Latin, Chinese, Legal Studies, Mathematics – all levels, Modern History, Music (Course 1 and 2), Personal Development, Health and Physical Education (PDHPE), Physics, Studies of Religion, Textiles and Design and Visual Arts. In Year 12 we also offer Extension subjects in English, Mathematics, History, Music, Science and all Languages.

UNIVERSITY OF CAMBRIDGE INTERNATIONAL EXAMINATIONS

In addition to the NSW Education Standards Authority subjects offered, the College also offers students the opportunity to study Cambridge IGCSE elective courses in Years 9 and 10. The Cambridge IGCSE subjects provide enrichment and engagement in areas not available within the standard curriculum. It also enables students to sit examinations in globally recognised courses.

From 2024, Year 11 students will be able to select a small number of Cambridge A-Level subjects to study. The particular subjects on offer would assist students wanting a career in Business or Entrepreneurship.



HOW TO APPLY AS AN OVERSEAS STUDENT



LANGUAGE REQUIREMENTS FOR SECONDARY SCHOOL STUDENTS

- Students are advised to have had a basic familiarity with English for at least the last two years.
- Students aged 10 and above will be required to enrol in a high school preparation English language course prior to their commencement at PLC Sydney unless the student has been:
 - instructed in English as a main language
 - instructed in English at an international school for 2 years or more
- Students are expected to have achieved an AEAS test score at the level indicated by the College (currently a minimum of 70 for English and a Stanine 7 for Mathematical Ability and Non-Verbal Reasoning for Year 7-10 and AEAS score minimum of 78 for English and a Stanine 7 for Mathematical Ability and Non-Verbal Reasoning for Year 11-12) at time of application. Most students will need to undertake an ELICOS course. The levels required at the completion of the ELICOS course are contained in the individual student's conditional letter of offer. These are expressed using the Australian ESL Levels to avoid the need for a second AEAS test.

In-class support is offered where appropriate. After commencing at the College, additional English language tuition is offered through the PLC Sydney Extension Centre (at additional charge). English EAL/D are offered as subjects for Higher School Certificate studies. No additional costs apply to these courses.

APPLYING TO STUDY

ENROLMENT PROCESS

The Australian school year begins in January and all students must be ready to commence at this time. We request an AEAS report for review prior to registering an application. Upon receipt of the Application for Enrolment for Overseas Students Form, including a record of birth, translated school reports, an AEAS report and application fee of \$440, the application will be assessed and the family notified of the next step in the enrolment process. If successful, a conditional letter of offer will be issued, this will request the Enrolment Fee of 3,175 AUD, payment of tuition in advance (one semester for FFPOS), boarding fee in advance, if offered, and the completed Enrolment Agreement. This will finalise the enrolment process for the student. A Confirmation of Enrolment (CoE) and Confirmation of Appropriate Accommodation/ Welfare Arrangement (CAAW) will be issued for FFPOS to enable the family to apply for a visa.

The tuition and boarding fees in advance will be credited against your first account. The Application and Enrolment fees are non-refundable.



The student will need to arrange Overseas Student Health Cover (OSHC) at a cost of approximately 650AUD per annum. The school requires FFPOS to have this basic cover as they are not covered under the national Medicare system. You can take out additional insurance if you wish.

Some parents prefer to use an agent who speaks their own language and is familiar with the procedures. Agents can make the process fast and efficient as they are experienced in dealing with the issues concerned. Agents will charge a fee for their services and may offer additional services. Presbyterian Ladies' College, Sydney accepts applications from all agents but does not pay them a commission — unless they are official agents of the College.

All marketing, application forms and fee structures are available on our website (www.plc.nsw.edu.au). The Overseas Application Form must be sent with all necessary documentation including the AEAS report to the address given below:

The Director of Enrolments
Presbyterian Ladies' College, Sydney
1 Meta Street
Croydon NSW 2132
Australia
Telephone: (+612) 9704 5666
Email: enrol@plc.nsw.edu.au

ORIENTATION

Commencing in a new School, and in a new country can be an exciting and daunting experience.

PLC Sydney's Orientation program for overseas students is run by our Coordinator of Overseas Students. The aim of the orientation is to provide information and personal assistance so that students can settle into their new environment as quickly and as smoothly as possible, both academically and socially. Information provided includes:

- Facilities and resources, including tours of the campus
- The role of key staff in various positions in the School
- The range of co-curricular programs, activities and opportunities available for students
- Support services available to students – academic and well being
- Expectations relating to academic performance and achievement, course progress, attendance and behaviour
- Communication of information to parents/carers
- Accommodation
- Transport to and from school
- School uniform
- Text books, laptops and other student resources and equipment needs
- Student leave and absentee procedures

STUDENT WELLBEING

At PLC Sydney, all our staff work towards ensuring that the student's mental and physical wellbeing is being looked after. There are pathways to asking for help and students are encouraged to seek these out whenever necessary. For example, if a student is having a bad day or is in need of some counselling after an upsetting event, the student should first reach out to the Coordinator of Overseas students. The Coordinator of Overseas students will be able to assess the situation and determine whether the Deputy Principal or the School Counsellors should be involved. This care for the student is offered professionally and immediately as necessary. The student may also reach out to their Head of Year or a classroom teacher. Boarders are encouraged to speak to the Director of Boarding. In the case where further care is needed, external mental health professionals may be engaged.

GENERAL INFORMATION

SUPPORT SERVICES

PLC Sydney's commitment to the well-being of our students is part of the ethos of the College and involves the entire school community.

Our Coordinator of Overseas Students is the staff member available to assist students studying on a student visa and their parents and guardians as well as those students whose family live overseas with any day-to-day problems. The Coordinator of Overseas Students, Heads of Year, Home Room teachers, Director of Boarding, Chaplains and School Counsellors assist students with settling into their new environment.

KEY STAFF

Deputy Principal Mrs Linda Chiba

BOARDING STAFF

Head of Boarding Ms Pauline Turner

Coordinator of Overseas
Students Mrs Ellen Ehrhardt-Smith

CONTACT DETAILS

General Telephone: (+612) 9704 5666

Out-of-hours / emergency: +61 (0) 407 432 972

WHERE DO I GO TO GET HELP?

NAME	POSITION	HOW THEY CAN ASSIST
Mrs Ellen Ehrhardt-Smith	Coordinator of Overseas Students	<ul style="list-style-type: none">Any help you require as an overseas student - this is your first point of contact
Mrs Catherine Marvell	Director of Enrolments	<ul style="list-style-type: none">Enrolments
Ms Nese Sozen	Senior School Counsellor	<ul style="list-style-type: none">CounsellingBullying or personal matters
Mrs Linda Chiba	Deputy Principal	Mrs Chiba would only be involved in serious matters. Mrs Ehrhardt-Smith would be the main person to speak to <ul style="list-style-type: none">Pastoral matters for Years 7-12
Mrs Melissa Watters	Head of Junior School	Mrs Watters would be involved in Junior School matters after referral by Classroom Teachers or a Year Coordinator. The School Counsellors would be asked to provide support if necessary.
Ms Trish Pollett	Head of Curriculum PK-12	<ul style="list-style-type: none">Matters relating to your course program or subject selection.
Dr Sarah Golsby-Smith	Head of Learning and Teaching	<ul style="list-style-type: none">Matters relating to your academic progress
Ms Pauline Turner	Director of Boarding	<ul style="list-style-type: none">Boarding related matters

CONTACT DETAILS

WHY	WHO	HOW
For assistance with policies and procedures that affect you, visa changes and any general concerns regarding your time at PLC Sydney or in Australia.	Before you start: The Enrolments Office. After you start: The Coordinator of Overseas Students	www.plc.nsw.edu.au (+612) 9704 5695 (+612) 9704 5762 or in emergencies 0407 432 972
For your ESOS rights and responsibilities	Department of Education and Training	https://www.education.gov.au/ or https://internationaleducation.gov.au ESOS Helpline (+61 2) 6240 5069
For visa matters	Department of Immigration and Border Protection (DIBP)	https://www.border.gov.au/ Phone: 131 881 in Australia Contact the Department of Immigration office in your country

PATHWAYS TO VOCATIONAL EDUCATION AND UNIVERSITY

PLC Sydney has a Career Development Program that starts in Year 10 and includes a Vocational Profiling Day, individual meeting with the Director of PLC Sydney Futures Centre, a Careers Forum, a Tertiary Planning Booklet for Year 12. The Australian College Information Centre (ACIC) also comes to speak to PLC Sydney's Year 12 International students.

It is common for international students studying in NSW to continue their studies at a NSW or Australian university or a Technical and Further Education (TAFE) institute, which specialises in vocational education. NSW universities and vocational education institutes are among the world's best.

Qualifications are recognised globally and the fees are internationally competitive. Australia has many universities.

Applying to go to a university if you attend a NSW school is simple. International students who graduate with their HSC from a NSW school can apply to a university through the Universities Admissions Centre (UAC), as local students do. Students studying outside Australia must apply directly to the institution.

FULL FEE PAYING OVERSEAS STUDENTS FEES

Please refer to the College website for the latest information on school fees.
<https://www.plc.nsw.edu.au/enrolments/overseas-students/fees>

USEFUL INFORMATION

International dialling

To make an international call from Australia, dial 0011, then the country code, city/region code and phone number. Australia's country code 61.

PLC Sydney contact details Director of Enrolments

enrol@plc.nsw.edu.au

Phone 02 9704 5666

International SOS

Phone 1800 234 601

Other useful contact numbers

Chinese/Australian Society

A counselling service for Chinese and Korean students

Phone 02 9787 8333

Department of Immigration & Citizenship

For immigration and visa information Phone 131 881

Emergency services

Police, fire ambulance Phone 000

USEFUL WEBSITES

Department of Immigration & Citizenship

For immigration and visa information www.immi.gov.au

Australian Education International

For Education Services for Overseas Students (ESOS)

www.aei.gov.au

Overseas Students Ombudsman

For protection for overseas students and student rights and responsibilities within the ESOS framework

www.oso.gov.au

Study in Australia

www.studyinaustralia.gov.au

Education in Australia

www.education.gov.au

Department of Foreign Affairs and Trade

For contact details of your country's embassy

www.dfat.gov.au

Australian Customs Service

For information on what you can bring into Australia

www.customs.gov.au

Australian Quarantine and Inspection Service

www.aqis.gov.au

Tourism Australia

www.australia.com

ESOS FRAMEWORK

THE ESOS FRAMEWORK—PROVIDING QUALITY EDUCATION AND PROTECTING YOUR RIGHTS

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

PROTECTION FOR OVERSEAS STUDENTS

As an overseas 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.deewr.gov.au>. CRICOS registration guarantees that the course and the education provider at which you study meet the high standards necessary for overseas 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.
- your right to know:
 - how to use your provider's student support services;
 - who the contact officer or officers are for overseas 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;
 - if attendance will be monitored for those courses;
 - what will happen if you want to change providers; and
 - how to use your provider's complaints and appeals process

YOUR RESPONSIBILITIES

As an overseas 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 provider;
- inform your provider if you change your address;
- maintain satisfactory course progress;
- if attendance is recorded for your course, follow your provider's attendance policy; and
- if you are under 18, maintain your approved accommodation, support and general welfare arrangements

GUARDIANSHIP REQUIREMENTS

Countries vary in the legal requirements of schools to provide for the welfare of their students. In response to Australian expectations, the College requires that parents who do not live in Sydney, appoint a suitable guardian (technically to act in the place of parents). This guardian must be someone who can be contacted by the College to give written, or in an emergency, telephoned permission for outings or medical assistance. It is a requirement of the College that both the parents and the guardian sign the Guardianship Form. The guardian must be over 25 years of age.

Ideally the guardian should be known to the student and willing to assist her in dealing with issues such as homesickness and settling into her new environment. Students are making new friends and often dealing with language and cultural differences, as well as the academic challenges of a new school. They will need support and advice.

Students over 18 years old are still required to have a guardian who is at least over 25 years of age and is approved by the College. The student may not live alone or with a group of students. Accommodation must still be approved by the College.

OVERSEAS STUDENT HEALTH CARE COVER

The Department of Immigration and Border Protection has advised that, in order to be granted a student visa, all applications must provide evidence that the student has overseas student health cover (OSHC) for the proposed duration of her visa. PLC Sydney is not responsible for organising OSHC. This is the responsibility of the student's parents.

ACCOMMODATION AND GUARDIANSHIP APPROVAL PROCESS

PLC Sydney has an obligation to ensure a duty of care for all students enrolled at the College. This is particularly so for those students living away from their parents who fall under the auspices of the Education Services for Overseas Students (ESOS) Act 2000 (as amended in 2010).

PLC Sydney requires that, as a parent, while your daughter is enrolled at the College, you are aware that:

1. All students under 18 years old must live with a parent, grandparent or relative approved by the Department of

Immigration and Border Protection (DIBP) (see www.DIBP.gov.au) unless they are boarding at the College. If your daughter is living with a parent or relative, then the College has no accountability under the ESOS Act in terms of her living arrangements.

2. Boarding students are resident at the College throughout the school term with the exception of the Boarders' Free Weekends and School holidays. Students must stay with their approved guardian when not in residence in the Boarding House or not travelling home or holidays. If not a relative approved by DIBP, the nominated guardian will be required to obtain a Working with Children Check (WWCC), and may be required to undergo an accommodation check which the College will arrange.

The Boarders' Handbook gives further detailed information about the expectations.

It is an expectation that if a place in the Boarding House is accepted the student remains in the Boarding House to the conclusion of her Year 12 studies.

3. If your daughter's living arrangements have been organised through a homestay agency approved by the College, such as 'Auzzie Families' (www.auzziefamilies.com.au), then the College deems your daughter to be living in a safe environment for the purposes of the ESOS Act. The Homestay carer is expected to act as guardian and in this case, will similarly provide the College with a WWCC Check.

4. If you require your daughter to live with a different homestay situation to those mentioned above, then the following procedures will apply:

- a)** You must forward all details of the proposed homestay provider to the College
- b)** The College will engage the services of our preferred external reviewing agency to assess the provider and recommend approval if appropriate. The provider will be assessed as to their compliance with the requirements of the ESOS Act.

5. Homestay usually includes:

- At least two meals a day, seven days a week
- Facilities – a bed, wardrobe, towels and linen
- All gas, electricity, heating, cooling and water costs
- Cleaning of common living areas
- Use of all shared areas in home-stay
- Study facilities – desk, lamp and bookcase
- A single or shared room (please indicate preference on the company's application form).

Homestay fees vary between \$300 and \$350 per week.

There is usually a setup/placement fee of approximately \$250.

Airport transfer fees may apply. Travelling independently to and from the airport is not permitted for boarders.

Your daughter must **stay in her homestay for at least one term** before she can change, unless there are exceptional circumstances. Two weeks minimum notice must be given to the homestay provider before leaving. Your daughter may move only after discussion with the Coordinator of Overseas Students. Once permission has been granted, the above processes must be followed in the selection of the new homestay provider and

this is the only provider to whom your daughter may move.

EXPECTATIONS OF STUDENTS STUDYING ON A STUDENT VISA

- Know the conditions of your visa and seek help when you do not understand
- Maintain a valid visa
- Do not change your address or contact details without notifying the College
- Do not change your home-stay without the permission of the College
- Do not change your carer/guardian without the permission of the College
- Attend each day unless sick and ask your guardian to notify the College if you are away from school. Ring 9704 5678
- Do not leave Australia without notifying the College
- The College has strict standards of behaviour. These standards must be maintained at all times
- Maintain satisfactory attendance and academic achievement
- Seek the assistance of the Coordinator of Overseas Students whenever you need help.

EXPECTATIONS OF A GUARDIAN

Expectations of a Guardian for a student at the Presbyterian Ladies' College, Sydney covered by the Education Services for Overseas Students Act 2000 (ESOS Act)

The Presbyterian Ladies' College, Sydney is a registered provider of educational programmes under the ESOS Act. Under the provisions of the Act, the College is required by the Department of Immigration and Citizenship (DIAC) to:

- 'give the department a signed statement confirming that appropriate arrangements have been made for the student's accommodation, support and general welfare during their stay in Australia until they turn 18, and
- notify the department in writing of any changes to the care arrangements. Additionally, students are required to obtain their education provider's approval to change these arrangements if they wish to do so after their arrival in Australia.'

Where students do not live with their parents in Sydney, it is mandatory that students have an appropriate guardian who can act on their behalf. Guardianship agreements must be made known to the College and approved by it. The guardian must show an active interest in the student, contacting them at least weekly if the student does not live with them. It is a requirement of the College that both the parents and the guardian sign the Guardianship Form.

The College requires the guardian to be:

- over 25 years of age
- must be resident in Australia for the entire duration of the

student's stay in Australia. If the guardian is going overseas, the guardian must inform the College so that alternate care arrangements can be made

- able to communicate effectively with the College in English
- appointed by the parents (or an agent agreed to by both the parents and the College in the case of overseas students)
- resident in Sydney and easily contactable by the College
- willing and able to look after the student at home in a period of ill health and
- the first point of contact when problems arise and, if necessary, able to contact the parents on behalf of the College, in particular, if parents are unable to communicate in English.

The guardian may be appointed directly by the parents or through an agent or home-stay company. However, this arrangement must be approved by the College.

The College expects the guardian to act on behalf of the parents in the best interest of the student. Among other things, they are expected to:

- ensure the College has been provided with all necessary information required by the College in relation to the student's care and needs, e.g. medical forms, College Consent Form. Additionally, update such information when and where necessary.
- ensure the student is given age appropriate supervision outside school hours so that the student has an appropriate social life which does not affect her ability to undertake her studies successfully
- have the ability to deal with events that arise such as reorganising travel to ensure flights booked allow the student to fulfil her obligations regarding attendance at compulsory College events such as Speech Day
- act for the parents by attending the College to support the student at events such as concerts, plays, sports events, House Choir Night and Speech Day, as well as attending Parent/Teacher evenings
- advise the College of any problems a student may be experiencing, e.g. sickness in the family, homesickness (this will assist the staff in their pastoral care).

If a student is a boarding student, the additional expectations of every boarder's guardian should also be noted.

Additional Expectations of a Guardian of an Overseas Boarding Student at Presbyterian Ladies' College, Sydney

- The College expects the guardian to act on behalf of the parents in the best interest of the student. Among other things, they are expected to:
- visit the student at the Boarding House, where guardians are most welcome
- take the student out for a meal or outing from time to time on weekends
- maintain regular contact with the student, at least on a weekly basis
- sign all leave forms and take responsibility for leave requested
- ensure that, for all overseas students who are Australian citizens or permanent residents, an appropriate Medicare/

Medibank number has been organised and information provided to the College

- meet students at the airport and transport them to the College at the appropriate time and accompany them to the airport for return flights
- keep the College informed of the student's proposed whereabouts during Boarders' Free Weekends, and at weekends if a weekly boarder, and notify in advance of all necessary details
- ensure the student is given age appropriate supervision outside school hours e.g. not allowing a student to travel unaccompanied on public transport, being aware of the student's whereabouts at all times and ensuring the student has an appropriate social life which does not affect her ability to undertake her studies successfully
- collect the student in person from the Boarding House Office at the predetermined time if the student is a weekly boarder in Years 7 to 10, and return them to the College at the predetermined time. Boarders are only allowed to travel home by public transport if they are doing so at the end of the normal school day.
- have the ability to deal with events that arise such as reorganising travel to ensure flights booked allow the student to fulfil her obligations regarding attendance at compulsory College events such as Speech Day
- act for the parents by attending the College to support the student at events such as concerts, plays, sports events, House Choir Night, Speech Day and Parent/Teacher evenings
- advise the College of any problems a student may be experiencing, e.g. sickness in the family, homesickness (this will assist the staff in their pastoral care). Additionally, offer the student support and advice on personal matters
- ensure all extra tuition undertaken by the student outside of school hours is valid and beneficial
- notify the Boarding House staff on return to the College of any incident which required medical assistance or medication during the period of leave.

GUARDIANSHIP CHANGES

Parents appoint the initial guardian at the time of enrolment and this guardian is checked and approved by PLC Sydney. If a student requires a change of guardian the same process must be followed. Students must contact the Coordinator of Overseas Students prior to any change of guardian taking place, so that the appropriate checking and approval processes can be implemented.

ACCOMMODATION CHANGES

The student is obliged to notify the College of a change of address while enrolled at the College.

Once enrolled, the student requires the approval of the College

for any changes to welfare and accommodation arrangements. The College is required to notify DIBP if it no longer approves the welfare arrangements made for a student who is under 18 and not living with a parent, legal guardian or suitable relative approved by DIBP.

COLLEGE EXPECTATIONS

The College expects every student to abide by the high standards outlined in the document called Respect for Others.

RESPECT FOR OTHERS

The Bible encourages all of us to treat others in the same way that we would like them to treat us. When this is our attitude, we help to create a community where everyone can enjoy safety, security, cooperative learning and freedom from all forms of harassment. This is the kind of community we foster at PLC Sydney and each person has an important part to play in maintaining it.

All members of the College community are expected to relate to one another in ways that will ensure that every person is able to:

- be respected and valued as an individual
- feel safe and secure
- be free to work and learn in a positive environment
- be treated fairly
- be free from bullying
- have his/her privacy and property respected
- feel free to seek and accept appropriate help and support when it is needed.

The College considers that behaviour which does not demonstrate respect for these basic needs and freedoms of others is unacceptable.

VALUES FRAMEWORK

'...And when we go out into the world may we carry with us our ideals of reverence, wisdom and service...'

The Values Framework at PLC Sydney is based on a Christian worldview as expressed through the three core ideals mentioned in the College Prayer. Using these ideals as guidelines we strive to provide an environment where all endeavours and relationships in the College are underpinned by:

- an attitude of reverence (deep respect tinged with awe) for the word of God and the beauty and wonder of the natural world and humanity. With this attitude we view the world with inspiration and hope, undertake our endeavours with passion and base our relationships on respect for ourselves and others
- the pursuit of wisdom, which begins with a spirit of inquiry for knowledge and truth, and through discipline and challenge leads to well considered judgement
- participation in service to make a difference in the world. Contributing to communities in this way builds personal character through understanding and compassion and fulfils the obligations and responsibilities of citizenship.

TEACHING AND LEARNING CHARTER

'...To give to all who work here the true love of knowledge which makes all study a discovery and a joy...'

The PLC Sydney Teaching and Learning Charter articulates the policy framework, which is designed to give effect to the College Aims for each student. This framework incorporates the interrelated organisational domains of curriculum (Learning), pedagogy (Teaching) and Assessment and is underpinned by the PLC Sydney Values Framework. From these frameworks grow the programmes, practices and procedures which form the teaching and learning operations of the College.

We strive to provide teaching and learning programmes which:

1. encourage spiritual, social, emotional, and academic growth
2. provide a challenging, engaging, affirming, caring learning environment
3. provide guaranteed and viable curricula, imparted through best practice instructional design, focused on growth in student learning
4. foster a spirit of inquiry to challenge and support students to think creatively, constructively, critically and independently
5. develop ethical, analytical and reflective practice amongst our students about their own learning
6. challenge and support all students to achieve their personal best by setting high expectations across a range of endeavour
7. support and promote character development through service learning, leadership experience and community and global citizenship
8. harness the rich experience of the staff members, who are selected to serve at the College and support and encourage ongoing professional development in best practice of the art and science of teaching
9. include assessment designed to allow students to demonstrate their learning
10. deliver feedback which supports and develops future student learning
11. inform students and parents in a timely manner about levels of achievement
12. review the ongoing efficacy of our curriculum and pedagogy in the light of student achievement.

ATTITUDE TO STUDY

The purpose of attending the College is to achieve academically and since the learning process requires respect, cooperation and self-discipline, it is expected that students will take a positive attitude to their work.

As a part of this process, teachers will not accept careless, untidy work, late assignments or insolence.

Only students who have satisfied staff that they are working steadily and to capacity may represent the College in sporting and other activities.

THE BENEFITS OF APPROPRIATE ACADEMIC CONDUCT

When students observe the steps of appropriate academic conduct:

- teachers are better able to facilitate, direct, evaluate and advise students about their learning
- students are better able to meet marking criteria to develop higher levels of achievement
- students will display the appropriate academic integrity needed for higher education.

THE RESPONSIBILITIES OF APPROPRIATE ACADEMIC CONDUCT

There are responsibilities and consequences involved in appropriate academic conduct:

- Students must acknowledge the ideas of others by using the conventions of writing e.g. referenced quotes and ideas, and bibliographies.
- Plagiarism is the misappropriation or imitation of another person's ideas and passing them off as one's own. In the world beyond school it is treated very seriously and can be a legal offence. At PLC Sydney it is treated equally seriously, particularly with regard to work submitted for assessment purposes. Penalties may be imposed for plagiarism.

ESOS POLICY AND PROCEDURES

PEO CERTIFICATION OF COMPLIANCE WITH THE ESOS ACT

1. Introduction

A school provider must be compliant with the requirements of the ESOS Act. This includes, but is not limited to, the obligations of registered providers as detailed in:

- 21A of the ESOS Act relating to education agents
- Part 3 of the ESOS Act relating to reporting to the Secretary
- Part 5 Division 2 of the ESOS Act relating to provider and student default.

The Principal Executive Officer of an approved provider school must certify that the provider has in place policies and procedures to ensure that the provider is compliant with requirements of the ESOS Act. PLC Sydney is an approved CRICOS school provider of courses to overseas students. PLC Sydney is approved to provide the following courses:

- Primary School studies
- Junior Secondary studies
- Senior Secondary Certificate of Education

Approved school providers of courses to overseas students must meet the legislative requirements under:

- Education Services for Overseas students (ESOS) Act 2000 (amended 2015) (ESOS ACT) Section 9
- ESOS Regulations 2001
- the National Code of Practice for Providers of Education and Training to Overseas Students 2018 Part B (the National Code)
- the NSW Education Act 1990 (Education Act)
- the Guidelines for Approved Providers Delivering Courses to

Overseas Students 2017, if applicable, provided by NESA

2. Certification

The Principal of Presbyterian Ladies' College, Sydney, as the Principal Executive Officer (PEO) for the purposes of the ESOS Act, currently Dr Paul Burgis, affirms that the school has in place all policies and procedures to ensure that the school is compliant with requirements of the ESOS Act.

FIT AND PROPER PERSON TEST, AUSTRALIAN RESIDENCY

1. Introduction

The Principal Executive Officer of an approved provider school must certify that the provider has in place policies and procedures to ensure that the provider is compliant with requirements of the ESOS Act.

PLC Sydney is an approved CRICOS school provider of courses to overseas students. PLC Sydney is approved to provide the following courses:

- Primary School studies
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Approved school providers of courses to overseas students must meet the legislative requirements under:

- Education Services for Overseas students (ESOS) Act 2000 (amended 2015) (ESOS ACT) Section 9
- ESOS Regulations 2001
- the National Code of Practice for Providers of Education and Training to Overseas Students 2018 Part B (the National Code)
- the NSW Education Act 1990 (Education Act)
- the Guidelines for Approved Providers Delivering Courses to Overseas Students 2017, if applicable, provided by NESA

2. The Policy

A school provider, its associates and high managerial agents must be fit and proper to be registered to deliver programs to overseas students.

The Principal, as the PEO of the school, will have in place a statutory declaration for the current registration period declaring whether PLC Sydney, the Principal, or an associate or a higher managerial agent of PLC Sydney who will be involved in the business of delivering course to overseas students:

- has been convicted of a criminal offence
- has ever had its CRICOS registration cancelled or suspended under the ESOS Act
- has ever been issued with an Immigration Minister's suspension certificate
- has ever had conditions imposed on its registration under the ESOS Act
- has been bankrupt
- has ever been disqualified from managing a corporation under the Corporations Act 2001 (Corporations Act)
- has been involved in the business of provision of courses by another provider covered by any of the points above.

PLC Sydney will notify NESA if a positive response is given to

any of the circumstances listed above at any time in the current registration period.

The Principal, or his delegate, will ensure that information regarding the 'fit and proper test' is entered onto the RANGS Online website as soon as the information or a change is known.

Under section 5 of the ESOS Act 'resident' means a company or unincorporated body that carries on business in Australia and that has as its central management and control in Australia.

A provider must be a resident of Australia, that is, a body which conducts business in Australia. PLC Sydney has an Australian residency.

PLC Sydney has one premises at which it delivers courses to overseas students. The Principal will ensure that the following information is known and made available to NESA for inspection or through the RANGS Online website as required:

Trading Name: PLC Sydney

ABN: 62 778 320 798

CRICOS Number: 02280D

NESA Registration and Accreditation: From 1 January 2015 to 31 December 2019

Contact Details: The Principal
Presbyterian Ladies' College, Sydney
Meta Street
CROYDON NSW 2132
Ph: 9704 5666
email: enquiries@plc.nsw.edu.au

MARKETING INFORMATION AND PRACTICES

1. Introduction

Standard 1 of the National Code of Practice for Providers of Education and Training to Overseas Students 2018 requires that providers must uphold the integrity and reputation of Australia's education industry by ensuring the marketing of their courses and services is not false or misleading.

2. The Policy

PLC Sydney will ensure that:

- the marketing and promotion of its courses and education services is not false and misleading; and
- it includes the school's Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) registered name and number in all written and online materials; and
- it does not provide false or misleading information in relation to course requirements when seeking to enter into a written agreement; and
- it does not commit to securing migration or education assessment outcomes for overseas students; and
- it does not recruit students if it conflicts with its obligations under Standard 7 (Overseas Student Transfers).

3. Procedures

- The staff of the Marketing and Communications Office and the Enrolments Office will be informed of the requirements of Standard 1 of the National Code via this policy and an information session.
- All information drafted for use in the marketing of PLC

Sydney courses, to overseas students in particular, will be compliant with Standard 1 of the National Code.

- All information in connection with the marketing and the recruitment of overseas students or intending overseas students, including through education agents (in accordance with National Code Standard 4) will not be false and misleading, and will be consistent with Australian Consumer Law.
- In seeking to enter into written agreements with overseas students or intending overseas students, the school will not provide any false or misleading information on:
 - its association with any other persons or organisations the school has arrangements with for the delivery of the course in which the student intends to enrol
 - any work-based training a student is required to undertake as part of the course
 - prerequisites - including English language proficiency - for entry to the course
 - any other information relevant to the school, its course or outcomes associated with the courses.
- The school will not:
 - claim to commit to secure for, or on the student or intending student's behalf, a migration outcome from undertaking any course offered by the school
 - guarantee a successful education assessment outcome for the student or intending student.
- The school will include its CRICOS registered name and number in any written or online material that it disseminates or makes publicly available for the purposes of:
 - providing or offering to provide a course to an overseas student
 - inviting a student to undertake or apply for a course, or
 - indicating it is able or willing to provide a course to overseas students.
- The school will not actively recruit a student where this clearly conflicts with its obligations under the National Code Standard 7 (Overseas student transfers).
- In order to demonstrate its adherence with this Policy, the school will keep copies of its marketing material to students including, but not limited to, that published on the website, the school's prospectus, application forms and overseas student handbooks or information packages.

RECRUITMENT OF OVERSEAS STUDENTS

1. Introduction

Standard 2 of the National Code of Practice for Providers of Education and Training to Overseas Students 2018 requires that providers must recruit responsibly by ensuring students are appropriately qualified for the course for which they seek enrolment, including having necessary English language proficiency, educational qualifications and work experience. Students must have sufficient information to enable them to make informed decisions about studying with their chosen provider in Australia.

2. The Policy

PLC Sydney will meet its legislative obligations with regard to the information and practices it provides to potential overseas students prior to enrolment in accord with Standard 2 of the National Code.

3. Procedures

A. INFORMATION TO BE PROVIDED PRIOR TO ENROLMENT

Prior to accepting an overseas student, or an intending student, for enrolment at the school the Director of Enrolments will provide to the student (or their parents if the student is under 18 years of age) in print, or through referral to an electronic version, a copy of the Information for Overseas Students Handbook (PR0504A), containing current and accurate information regarding the following:

- the requirements for an overseas student's acceptance into a course, including the minimum level of English language proficiency, educational qualifications or work experience required, and course credit if applicable
- the CRICOS course code, course content, modes of study for the course, including compulsory online and/or work-based training, placements, other community-based learning and collaborative research training arrangement, and assessment methods
- course duration and holiday breaks
- the course qualification, award or other outcomes
- campus locations and facilities, equipment and learning resources available to students
- the details of any arrangements with another provider, person or business who will provide the course or part of the course
- indicative tuition and non-tuition fees, including advice on the potential for changes to fees over the duration of a course, the school's cancellation and refund policies
- the grounds on which the overseas student's enrolment may be deferred, suspended or cancelled
- the ESOS framework, including official Australian Government material or links to this material online
- where relevant, the policy and process the school has in place for approving accommodation, support and general welfare arrangements for younger overseas students (in accordance with National Code Standard 5)
- accommodation options and indicative costs of living in Australia.

The school will keep records of all documentation, including online, that it provides to intending overseas students.

B. ASSESSING ENGLISH LANGUAGE PROFICIENCY

The school has a policy and process in place for assessing whether the overseas student's English language proficiency, educational qualifications or work experience is sufficient to enable them to enter the course.

The Director of Enrolments will ensure that the intending student for PLC Sydney has the qualifications, experience and English language proficiency appropriate for the course for which enrolment is sought by following the procedures of the Enrolment Guidelines for Assessing ESOS Students (PR0504B).

For each overseas student enrolled the school will keep the records of the assessment of the student's English language proficiency in relation to the course applied for.

C. RECOGNITION OF PRIOR LEARNING

As a school, and not a higher education service, PLC Sydney has no requirement to assess prior learning with a view to granting course credit.

ENROLMENT GUIDELINES FOR ASSESSING STANDARDS OF ESOS STUDENTS

1. Introduction

Standard 2 of the National Code of Practice for Providers of Education and Training to Overseas Students 2018 requires that providers must recruit responsibly by ensuring students are appropriately qualified for the course for which they seek enrolment, including having necessary English language proficiency, educational qualifications and work experience. Students must have sufficient information to enable them to make informed decisions about studying with their chosen provider in Australia.

2. The Policy

PLC Sydney will meet its legislative obligations with regard to the information and practices it provides to potential overseas students prior to enrolment in accord with Standard 2 of the National Code. The school does not require work experience information to assess suitability for enrolment.

ESOS students are enrolled for commencement in Term 1 only, in order to facilitate greater inclusion, induction and well-being support.

Boarding is an option for Senior School students should a place be available.

A. EDUCATIONAL QUALIFICATIONS

Upon receipt of all relevant documentation for enrolment for the student, the Director of Enrolments will determine the appropriate year group for entry of the student. This will be based on an assessment of previous educational experience and chronological age. The Director of Enrolments may seek advice from appropriate Junior and/or Senior School staff to make this determination.

B. ENGLISH LANGUAGE PROFICIENCY ASSESSMENT

PLC Sydney will use the results of Australian Education Assessment Services (AEAS) testing to assist with determining entry into different courses. The AEAS testing includes English language proficiency (Speaking, Listening, Reading, Writing, Spelling and Vocabulary), general ability and mathematical reasoning. It also provides recommendations on the length of intensive English language study PLC Sydney may require for entry into the different courses.

Entry into courses is firstly determined by meeting standards prescribed in the table below.

COURSE	AEAS SCORE	NON-VERBAL AND MATHEMATICAL ABILITY STANINE	ESL LEVEL
Primary School Studies	by interview		
Junior Secondary Studies			
Years 7/8	≥ 70	7-9	5-6
Years 9/10	≥ 70	7-9	5-6
Senior Secondary Certificate of Education	≥ 78	7-9	7

B.1 JUNIOR SCHOOL

For entry into Primary School Studies, PLC Sydney will determine

English proficiency by interview with regard to:

- the level of functioning comprehension and therefore the level of support required
- confidence and independence in an English speaking environment
- familiarity with learning domains facilitated through non-verbal cues

Students will be interviewed by the Head of Junior School and a member of the Learning Enrichment staff with experience in such assessment.

Students who do not meet the prescribed standards for entry will not be offered a place at the College or may be recommended to gain further English language experience and expertise and offered the chance to apply again on completion of training. We can at times request an AEAS test for Years 4-6.

B.2 SENIOR SCHOOL

ESOS applicants for entry to Junior Secondary Studies or Senior Secondary Certificate of Education courses must be able to establish their eligibility for enrolment by demonstrating prior to commencement their capacity to learn effectively in English. This is determined by independent testing, and assessment.

Students who do not meet the English language requirements for admission to PLC Sydney at the time of testing will be directed to the PLC Pathways program at PLC Armidale to improve their English language proficiency.

3. Procedures

STEP 1 - UPON APPLICATION

The Director of Enrolments will seek certified English language versions of all relevant documentation for assessment, including an AEAS Report.

STEP 2A - SENIOR SCHOOL APPLICANTS

The Director of Enrolments provides all gathered relevant information to the Head of Learning and Teaching (HLT). The HLT assesses the information against the standards of entry into an appropriate course. The assessment may include verification testing of English language level ability.

The HLT makes a recommendation about entry into PLC Sydney. The recommendation could be:

- not approved for enrolment as English language level is not sufficient for a reasonable chance of success in the course the applicant will be undertaking so therefore recommends PLC Pathways program
- recommended for attendance at ELICOS Centre at PLC Armidale for a recommended period of time in order to meet entry requirements for PLC Sydney (Note: the Principal of PLC Sydney may, at his discretion, grant attendance at a different ELICOS Centre as suitable for providing appropriate training). A conditional letter of offer is issued.
- recommended for enrolment into PLC Sydney. A conditional letter of offer issued

Note that PLC Sydney reserves the right to not enrol an applicant if she does not meet language entry requirements after undertaking an ELICOS course.

STEP 2B - JUNIOR SCHOOL APPLICANTS

The Director of Enrolments provides all gathered relevant information to the Head of Junior School. The Head of Junior School assesses the information against the standards of entry into an appropriate course. The assessment may include verification testing of English language level ability.

The Head of Junior School makes a recommendation about entry into PLC Sydney. The recommendation could be:

- not approved for enrolment as English language level is not sufficient for a reasonable chance of success in the course the applicant will be undertaking
- recommended for enrolment into PLC Sydney

STEP 3 - INTENSIVE ENGLISH LANGUAGE CENTRE ATTENDANCE

Where applicable, the Director of Enrolments will notify the family to enrol the student in the ELICOS Centre at PLC Armidale for the recommended course to meet the College requirements for entry.

The parents must notify the Coordinator of Overseas Students and the Director of Enrolments, when the student is enrolled at the ELICOS Centre at PLC Armidale (or a different ELICOS Centre approved by the Principal of PLC Sydney) and ensure the Confirmation of Enrolment (CoE) and the Confirmation of Appropriate Accommodation and Welfare (CAAW) forms provided by the ELICOS Centre are forwarded to the Coordinator of Overseas Students.

STEP 4 - ENTRY INTO PLC SYDNEY

The student will be required to sit a PLC Sydney English Proficiency Test in the school term before commencement in the following year, administered by the Head of Learning and Teaching. The results of the test will determine if a place is to be confirmed for the student.

If the student requires a place in the Boarding House the placement will not be confirmed until after an assessment interview by the Director of Boarding. The student must be accompanied by a suitable adult for this interview.

The Director of Enrolments will inform the family of the offer or otherwise after these procedures have taken place.

FORMALISATION OF ENROLMENT

1. Introduction

Standard 3 of the National Code of Practice for Providers of Education and Training to Overseas Students 2018 requires that providers must formalise their enrolment of overseas students through written agreements with overseas students. The written agreements protect the rights and set out the responsibilities of each party, as well as the courses and related education services to be provided, tuition and non-tuition fees payable, and refund policies.

2. The Policy

PLC Sydney will meet its legislative obligations with regard to the written information it provides to potential overseas students prior to enrolment in accord with Standard 3 of the National Code. PLC Sydney will ensure that students and parents or legal guardians, if the student is under 18 years of age, are fully informed regarding services provided, fees and refunds information.

3. Procedures

A. THE ENROLMENT AGREEMENT FOR OVERSEAS STUDENTS

PLC Sydney will enter into a written agreement, known as the Enrolment Agreement for Overseas Students (PR0505A), signed or otherwise accepted by the student (or the student's parent or legal guardian if the student is under 18 years of age) concurrently with or prior to accepting course-related fees from the student.

The Enrolment Agreement for Overseas Students will be provided by the Director of Enrolments. When signed, a copy will be provided to the student, or parents or legal guardians if the student is under 18 years of age, and a copy will be held by PLC Sydney on the student's file.

The Enrolment Agreement for Overseas Students, written in plain English, will:

- clearly outline the course or courses in which the student is to be enrolled, the expected course start date, the location(s) at which the course will be delivered, the offered modes of study for the course, including compulsory online and/or work-based training, placements, and/or other community-based learning and/or collaborative research training arrangements
- outline any prerequisites necessary to enter the course or courses, including English requirements
- list any conditions imposed on the student's enrolment
- list all tuition fees payable by the student for the course, the periods to which those tuition fees relate and payment options (including, if permitted under the ESOS Act, that the student may choose to pay more than 50% of their tuition fees before their course commences)
- provide details of any non-tuition fees the student may incur, including as a result of having their study outcomes reassessed, deferral of study, fees for late payment of tuition fees, or other circumstances in which additional fees may apply
- set out circumstances in which personal information about the student may be disclosed by the school, the Commonwealth including the TPS, or state and territory agencies, in accordance with the Privacy Act 1988
- outline the school's internal and external complaints and appeal processes, in accordance with the National Code Standard 10 (Complaints and appeals)
- state that the student is responsible for keeping a copy of the written agreement as supplied by the school, and receipts of any payments or tuition or non-tuition fees

B. REFUNDS AND THE AGREEMENT

The Enrolment Agreement for Overseas Students will also include in the written agreement the following information, consistent with the requirements of the ESOS Act, in relation to refunds of tuition and non-tuition fees in the case of student and PLC Sydney default, and as outlined in the Refund Policy (PR0505B):

- amounts that may or may not be repaid to the overseas student (including any tuition and non-tuition fees collected by education agents on behalf of the school)
- processes for claiming a refund
- the specified person(s) other than the overseas student, who can receive a refund in respect of the overseas student identified in the written agreement, consistent with the ESOS Act

- a plain English explanation of what happens in the event of a course not being delivered, including the role of the Tuition Protection Service (TPS)
- a statement that “This agreement, and the right to make complaints and seek of decisions and action taken under various processes, does not affect the rights of the overseas student to take action under the Australian Consumer law, if the Australian Consumer law applies.”

C. STUDENT CONTACT DETAILS AND THE AGREEMENT

The Enrolment Agreement for Overseas Students will also include in the written agreement a requirement that the overseas student or intending student, while in Australia studying at the school, must notify the school of her contact details including:

- the student's current residential address, mobile number (if any) and email address (if any)
- contact details of the student's parent(s), legal guardian or any adult responsible for the student's welfare and who to contact in emergency situations
- any changes to these details, within 7 days of the change

D. STUDENT CONTACT DETAILS AND THE COORDINATOR OF OVERSEAS STUDENTS

The Coordinator of Overseas Students will maintain a log of the contact details of enrolled ESOS students. The contact details will include: the student's residential address, mobile phone number and email address. The log will also include contact details for the parents or legal guardians of the student.

The Coordinator of Overseas students is required to check the contact details of ESOS students every six months from the commencement of the student's time at PLC Sydney and record the check in the log.

The Coordinator of Overseas students will amend the log of a student's details if they change before the six months checking period expires.

The Coordinator of Overseas Students will check that written agreements and/or letters of offer comply with ESOS legislation in relation to pre-paid fees and record that check in the log.

E. RECORDS

The school will maintain records of all written agreements as well as receipts of payments made by students under the Agreement for at least 2 years after the person ceases to be an accepted student. These records are held in hard copy in the principal's Office and also online in the student's data base.

REFUND POLICY

1. Introduction

Standard 3 of the National Code of Practice for Providers of Education and Training to Overseas Students 2018 requires that providers must formalise their enrolment of overseas students through written agreements with overseas students. The written agreements protect the rights and set out the responsibilities of each party, as well as the courses and related education services to be provided, tuition and non-tuition fees payable, and refund policies.

2. The Policy

PLC Sydney will meet its legislative obligations with regard to the

information it provides to potential overseas students prior to enrolment in accord with Standard 3. PLC Sydney will ensure that students and parents or legal guardians if the student is under 18 years of age, are fully informed regarding refund information. This information will also be included in the Enrolment Agreement for Overseas Students (PR0505A).

3. Procedures

A. TERMS UNDER WHICH REFUNDS WILL BE GRANTED

- The cancellation of an enrolment is not effective until it is received in writing from a signatory to the original Enrolment Agreement for Overseas Students.
- The course is defined as the total period of study for which the student has enrolled and has received a Confirmation of Enrolment.
- The Registration Fee is not refundable.
- All fees, except the Registration Fee, will be refunded if the student is not granted a visa.
- If the student cancels their course at least 28 days before their course commencement date all fees, except the Registration Fee and the Enrolment Fee, will be refunded.
- If the student cancels their course less than 28 days before their course commencement date a cancellation fee of 15% of the appropriate annual Overseas Students Tuition fee will apply. All other fees, except the Registration Fee and Enrolment Fee, will be refunded.
- If a student is unable to reach the level of English required by the College for entry to the requested year group by the entry date requested, the date of entry may be postponed in the first instance. If the student is unable to meet the standard required by the College after a further period of intensive English study, the application will be cancelled and all fees, except the Registration Fee will be refunded.
- After the commencement of the student in a course, the standard terms of enrolment, contained in the Enrolment Agreement for Overseas Students, will apply; that is, at least one term's notice in writing of withdrawal must be given to the Principal. In default of such notice, a term's fees will normally be charged. A similar provision is made should a student request to move from the Boarding House to the day school.
- If an overseas student obtains permanent residence status prior to the commencement date, upon provision of official evidence of the change, the student will be classified as a permanent resident and required to pay the domestic student fee. Where the student has already paid the Overseas Student Tuition fee, a signatory to the original Enrolment Agreement for Overseas Students may apply in writing for a refund of the difference between the domestic student tuition fee and the overseas student tuition fee, or have the difference credited against future fees.
- If an overseas student commences a course of study and obtains permanent residence status during the course, upon provision of official evidence of the change, the student will be classified as an overseas student for the remainder of the term. From the commencement of the following term the student will be liable for domestic fees. A signatory to the original Enrolment Agreement for Overseas Students may apply in writing for a refund of the difference between the domestic student tuition fee and those already paid, or have the difference credited against future fees.
- Should the College default in its payment of refunds the processes of the Tuition Protection Service policy will be followed. This policy is outlined here under Section C.

- Any refunds payable under this policy will be made within 4 weeks of receiving the written application. Payment of refunds will be made in Australian dollars.
- Refunds will only be paid to the specified person(s), other than the overseas student, who can receive a refund in respect of the overseas student identified in the Agreement, consistent with the ESOS Act.

B. APPLYING FOR A REFUND

Applications for refunds must be in writing from a signatory to the original Enrolment Agreement for Overseas Students, addressed to the Director of Enrolments, PLC Sydney, Meta Street Croydon, NSW, 2132, Australia.

A signed agreement to be bound by the Enrolment Agreement for Overseas Students does not remove the right of a student or a signatory to the original Enrolment Agreement for Overseas Students to take action under the College's Dispute Resolution Policy or Australian consumer protection laws, or to pursue other legal remedies.

C. THE TUITION PROTECTION SERVICE (TPS)

Part 5a, Subdivision B of the ESOS Legislation Amendment (Tuition Protection Service and Other Measures) Act 2012 protects the tuition fees paid by international students by placing placement and refund obligations on providers in different default situations through the Tuition Protection Service (TPS). The ESOS legislation also helps to ensure students meet their student visa conditions for attending classes and making satisfactory progress in their studies while in Australia.

Under the TPS framework, all providers have a statutory obligation to report to the TPS Director and the Secretary about provider and student defaults.

i. THE TPS LEVY

All CRICOS providers are subject to the TPS Levy, as stated in the Education Services for Overseas Students (TPS Levies) Act 2012. The TPS Levy consists of

- an Administrative fee
- a Base fee
- a Risk-based fee
- a Special Levy

The value of these payments is determined by the TPS and the monies are paid into the Overseas Student Tuition Fund which will be used to facilitate the refund of fees and placement of students in the event of a provider default.

The Coordinator of Overseas Students will ensure that all required data for the TPS to calculate the TPS Levy each year is accurately entered into PRISMS.

The Bursar will ensure that the TPS Levy is paid within 28 days of receipt of the invoice usually sent at the beginning of April each year.

ii. PROVIDER DEFAULT

Please refer to Section 46 A-F of the ESOS Act in relation to provider default.

Should PLC Sydney default on the provision of courses to an overseas student by such means as:

- failing to start providing the course to the student at the

location on the agreed starting day; or

- after the course starts but before it is completed, ceasing to provide the course to the student at the location

then the Principal will:

- notify the Secretary and the TPS Director in writing of the default within three business days of the default occurring; and
- notify the student in relation to whom the school has defaulted in writing

Within fourteen days of the day of the default (the provider obligation period) the Principal will attempt to satisfy its tuition protection obligations to the student. The Principal will notify the Secretary and the TPS Director within seven days after the obligation period of the outcome of the discharge of its obligation.

REFUND OBLIGATIONS

The amount of refund required to be paid on provider default is determined by the TPS.

To assist the TPS in calculating the refund of tuition fees for the part of the course for which the student has paid but which has not been delivered or assessed in the event of a provider closure, students should keep the following documents:

- Student agreement with the provider;
- Original receipts for tuition fees pre-paid to the provider;
- Bank statements; and
- Other relevant correspondence which identifies the amount of prepaid fees paid (e.g. an email or SMS between the provider and student).

iii. STUDENT DEFAULT

Please refer to Section 47 A-H of the ESOS Act in relation to student default.

PLC Sydney will enter into a written agreement with each overseas student or intending overseas student, or the student's parent or legal guardian if the student is under 18 years of age, that:

- sets out the refund requirements that apply if the student defaults; and
- meets any requirements set out in the National Code

Should an overseas student, or intending overseas student default in relation to a course at a location by such means as:

- the course starts at the location on the agreed starting day but the student does not start the course on that day (and has not previously withdrawn); or
- the student withdraws from the course at the location (either before or after the agreed starting day); or
- PLC Sydney refuses to provide, or continue providing, the course to the student because of one or more of the following:
 - the student failed to pay an amount payable to PLC Sydney for the provision of the course
 - the student breached a condition of her student visa
 - misbehaviour by the student

then the Principal will notify the Secretary and the TPS Director in writing of the default within five business days of the default occurring.

If a student, or intending student, defaults then the College will pay the refund required under either Section 47D or 47E of the ESOS Act depending on which section applies to the circumstances of the default situation. Payment will be made within four weeks (the provider obligation period) of the day specified in Section 47D or 47E depending on which section applies to the circumstances of the default situation.

The Principal will notify the Secretary and the TPS Director within seven days after the end of the provider obligation period of the outcome of the discharge of its obligations.

REFUND OBLIGATIONS

The amount of refund required to be paid on student default is determined by the TPS.

EDUCATION AGENTS

1. Introduction

Standard 4 of the National Code of Practice for Providers of Education and Training to Overseas Students 2018 requires that providers must ensure that their education agents act ethically, honestly and in the best interests of overseas students as well as uphold the reputation of Australia's international education sector.

2. The Policy

PLC Sydney will meet its legislative obligations with regard to the recruitment and oversight of education agents to ensure that they act ethically, honestly and in the best interests of overseas students as well as uphold the reputation of Australia's international education sector.

3. Procedures

A. AGENT AGREEMENTS

The Director of Enrolments will require all potential education agents to complete the Education Agent Application Form (PR0506A) as a prerequisite to recruitment. Once satisfied that a potential agent meets the high standards required by PLC Sydney and the National Code then the Director of Enrolments will provide the potential agent with the PLC Sydney Education Agent Agreement (PR0506B) for signing. Once signed, the school will enter and maintain the education agent's details in PRISMS.

The Education Agent Agreement specifies the responsibilities of the education agent and of PLC Sydney and states that both parties will comply with the requirements of the ESOS Act and the National Code 2018. The Agreement also includes:

- the school's requirements of the education agent in representing the school, including the necessity of the education agent to:
 - declare in writing and take reasonable steps to avoid conflicts of interests with its duties as an education agent of PLC Sydney
 - observe appropriate levels of confidentiality and transparency in their dealings with overseas students or intending overseas students
 - act honestly and in good faith, and in the best interests of the student
 - have an appropriate knowledge and understanding of the international education system in Australia, including the Australian International Education and Training Agent Code of Ethics. PLC Sydney will

require the education agent to acknowledge their understanding of, and compliance with, this Code of Ethics.

- processes for PLC Sydney to monitor the activities of the education agent in representing the school, and ensuring the education agent is giving students accurate up-to-date information on the school's services, including:
 - where corrective action may be required, the corrective action that may be taken by the school if the education agent does not comply with its obligations under the written agreement, including:
 - where the school becomes aware, or has reason to believe, that the education agent or an employee or subcontractor of the education agent has not complied with the education agent's responsibilities, the school will take immediate corrective action
 - the school's grounds for termination of the written agreement with the education agent, including in the circumstances:
 - where the school becomes aware, or has reason to believe, that the education agent or an employee or subcontractor of the education agent is engaging in false or misleading recruitment practices, the school will immediately terminate its relationship with the education agent, or require the education agent to terminate its relationship with the employee or subcontractor who engaged in those practices

B. NON-ACCEPTANCE OF STUDENTS FROM AN AGENT

The school will not accept students from an education agent if it knows or reasonably suspects the education agent to be:

- providing migration advice, unless that education agent is authorised to do so under the Migration Act
- engaged in, or to have previously been engaged in, dishonest recruitment practices, including the deliberate attempt to recruit a student where this clearly conflicts with the obligations of PLC Sydney under National Code Standard 7 (Overseas student transfers)
- facilitating the enrolment of a student who the education agent believes will not comply with the conditions of her student visa
- using PRISMS to create Confirmation of Enrolment for other than bona fide students

C. MONITORING AND ACTIONS REGARDING AGENTS

The school will keep records of all monitoring activities undertaken to check that education agents are complying with their written agreement responsibilities.

The school will keep evidence of any corrective or preventive actions taken in response to a reasonable suspicion of inappropriate actions by an education agent, or employee or subcontractor of an education agent.

YOUNGER OVERSEAS STUDENTS

1. Introduction

Standard 5 of The National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018 (The Code) requires registered providers of services overseas students aged under 18 years to meet

legislative or other regulatory requirements relating to child welfare and protection. Section 3.8 of the NESA Guidelines for Approved NSW School Providers Delivering Courses to Overseas Students also outlines requirements to be met under Section 5 of The Code.

Registered providers of overseas students aged under 18 must provide students with emergency contact information and information about how to report actual or alleged abuse.

Where the registered provider has taken on responsibility for the approval of welfare arrangements for a student who is under 18 years of age (for the purposes of the Migration Regulations) the registered provider must ensure the arrangements for the younger students are suitable, ongoing and appropriately managed until the student turns 18 years of age.

2. The Policy

PLC Sydney will meet its legislative obligations with regard to ESOS students under the age of 18 years for whom it takes on responsibility, with regard to the student's personal safety and social well-being as required under Standard 5. The student's welfare will be maintained for the duration of their stay in Australia as a student visa condition.

3. Procedures

3.1 COMPLIANCE REGARDING STUDENTS UNDER 18 YEARS OF AGE REGARDLESS OF WELFARE AND ACCOMMODATION ARRANGEMENTS

3.1.1 EMERGENCY SITUATIONS

In the Information for Overseas Students Handbook (PR0504A), students are provided with age-appropriate and culturally-appropriate information on:

- who to contact in emergency situations, including the contact number for the Coordinator of Overseas Students and other relevant staff and service providers for PLC Sydney;
- seeking assistance and reporting any incident or allegation involving actual or alleged sexual, physical or other abuse.

3.1.2 CONTACT DETAILS

As stated in the Formalisation of Enrolment Policy (PR0505) the Coordinator of Overseas Students will keep a record of:

- the student's current residential address, mobile number (if any) and email address (if any)
- contact details of the student's parent(s), legal guardian or any adult responsible for the student's welfare, and who to contact in emergency situations
- any changes to these details, within 7 days of the change.

If the Coordinator of Overseas Students is unable to contact a student and has concerns for the student's welfare, she will make all reasonable efforts to locate the student, including notifying the police and any other relevant Commonwealth or state agencies as soon as practicable.

The Coordinator of Overseas Students will keep a record of all actions taken to contact the student.

3.1.3 DISRUPTION TO WELFARE ARRANGEMENTS

Should a critical incident occur that disrupts the welfare

arrangements for a student under 18 years of age then the school will make arrangements to accommodate the student in the Boarding House in the first instance should a position be able until the situation is over. If no accommodation is available in the Boarding House, then steps will be made to accommodate the student in alternative homestay arrangements using known contacts.

Should a critical incident occur that involves the ESOS student then the guidelines provided in the school's Management of Critical Incidents Policy will be followed.

3.2 COMPLIANCE WHERE WELFARE AND ACCOMMODATION IS APPROVED BY THE SCHOOL PROVIDER

3.2.1 INFORMATION TO PRISMS

For each ESOS student the Coordinator of Overseas Students will provide the following information to the Department of Immigration and Border Protection (DIBP) through the Provider Registration and Student Management System (PRISMS):

- nominated dates for which PLC Sydney accepts responsibility for approving the ESOS student's accommodation, support and general welfare arrangements, using the DIBP proforma available through PRISMS
- approval of the acceptance of the ESOS student's living arrangements through the proforma letter available through PRISMS
- as soon as practicable if the student will be cared for by a parent or nominated relative approved by immigration and a Confirmation of Appropriate Accommodation and Welfare (CAAW) is not longer required
- of a change to the living arrangements of an ESOS student, or within 24 hours if PLC Sydney no longer approves of the arrangements for the student, using the proforma letter available through PRISMS
- the inability to contact a student despite making all required efforts to do so as per Section 3.3 of The Guidelines

3.2.2 ACCOMMODATION ARRANGEMENTS

For ESOS students under the age of 18 years and not living with a parent or a suitable nominated relative (as defined by the DIBP on its website) the Coordinator of Overseas Students will:

- provide information to the student and her parents about the College's approved accommodation and welfare arrangements, including a statement indicating that the College accepts unaccompanied students under the age of 18 years
- keep on file a description of the College's approved accommodation arrangements for the student's age and needs, their support and general welfare as recorded on the Accommodation and Welfare Assessment Approval Form (PR0507A), including signed approval of the arrangements by the parent prior to the accommodation commencing
- record for each student the nominated dates for which the College takes responsibility for approving the student's accommodation, support and general welfare
- record on the student's Edumate profile the dates of advising the DIBP of the College's approval
- record on the student's Edumate profile all contact with parents or legal guardians for matters related to the personal safety and social well-being of students, including

all outcomes

- ensure all matters to do with accommodation and welfare arrangements for overseas students, as outlined in the Accommodation Matters (PR0507A) policy, are compliant and recorded
- record the date and circumstances of notification to the DIBP of a change to the living arrangements of an ESOS student or if the College no longer approves of the arrangements for the student, using the proforma letter available through PRISMS
- make all reasonable efforts to ensure that the student's parents or legal guardians are notified immediately if the school is no longer able to approve the welfare arrangements of the student
- notify in the circumstances where the College cancels the enrolment of an overseas student, continue to check the suitability of accommodation and welfare arrangements for the student until one or all of the following apply:
 - the student is accepted by another registered provider and that registered provider takes over responsibility for approving the student's accommodation, support and general welfare arrangements, or
 - the student leaves Australia, or
 - other suitable arrangements are made that satisfy Migration Regulations, or
 - the College reports under 5.3.6 of the NESA Guidelines that it can no longer approve of the arrangements for the student.

3.2.3 ARRANGEMENTS APPROVED BY ANOTHER PROVIDER

Where the school enrolls an overseas student who, at the time of enrolment, had welfare arrangements approved by another registered provider, the school will:

- negotiate the transfer date for welfare arrangements with the releasing provider to ensure there is no gap, and
- Inform the student of their visa obligation to maintain their current welfare arrangements until the transfer date, or have alternative welfare arrangements approved, or return to their home country until the new approved welfare arrangements take effect.

3.2.4 CHILD PROTECTION

Please refer to Section 3.4 Child Protection of the Accommodation Matters policy, and to the school's Child Protection Policy.

The Coordinator of Overseas Students will ensure any adults involved in or providing accommodation and welfare arrangements to the overseas student have a current Working With Children Check (WWCC) clearance in line with the Child Protection (Working With Children) Act 2012. The WWCC clearance information will be recorded by the Coordinator of Overseas Students.

3.3 COMPLIANCE WHERE WELFARE AND ACCOMMODATION IS APPROVED BY DIBP (no CAAW letter issued by the school)

The Coordinator of Overseas Students will record the monitoring of the living arrangements of overseas students living with a parent or DIBP approved relative.

The Coordinator of Overseas Students will record her response(s) to concerns raised about the accommodation or

welfare of an overseas student under 18 years of age raised through the school's monitoring systems or any other credible source of information.

ACCOMMODATION MATTERS

1. Introduction

Standard 5 of The National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018 (The Code) requires 'Where the registered provider has taken on responsibility for the approval of welfare arrangements for a student under 18 years of age (for the purposes of the Migration Regulations) the registered provider must ensure the arrangements for the younger students are suitable, ongoing and appropriately managed until the student turns 18 years of age.'

Before a student visa can be granted to a student under 18 years of age, the Australian Government must be satisfied that there are appropriate accommodation arrangements in place for the period, including school holidays, that the student will be under while in Australia.

Where the registered provider agrees to take on responsibility for approving these arrangements, the registered provider must nominate the period for which it takes on the responsibility under 3.8.3 of the NSW Education Standards Authority, NESA Guidelines. The period nominated is to include sufficient time after the enrolment period or the student turning 18 years for the student to leave Australia, or make other appropriate arrangements.

2. The Policy

PLC Sydney will meet its legislative obligations with regard to the information and practices it provides to potential overseas students prior to enrolment in accord with Standard 5 of the National Code.

3. Procedures

3.1 ASSESSMENT AND APPROVAL

The Coordinator of Overseas Students will determine the particular accommodation requirements needed for each overseas student and assess the suitability of the proposed accommodation by completing the Accommodation and Welfare Assessment Approval Form (PR0507B).

If the arrangements are approved by the Coordinator of Overseas Students then the arrangements are recommended to the parents of the student who may accept or reject the offer.

If the offer is accepted this is recorded on the Approval Form. The person providing the accommodation arrangements will be required to sign the Overseas Students Accommodation Agreement Form (PR0513C).

If the offer is not accepted then the Coordinator of Overseas Students will seek another arrangement.

3.2 REVIEW OF ARRANGEMENTS

The Coordinator of Overseas Students will record the monitoring of the accommodation arrangements of each student once a Semester and upon receipt of any adverse comment about the arrangements from any source.

The Coordinator of Overseas Students will make a determination on the continuing suitability of each student's accommodation arrangements. The result of this review will be recorded on the Monitoring Form and may be determined as:

- continuing accommodation arrangements approved with no change
- continuing accommodation arrangements approved subject to minor changes
- recommendation that accommodation arrangements be terminated

The Coordinator of Overseas Students will ensure any required changes to be made to accommodation arrangements are undertaken and then approved with the changes recorded on the student's Edumate file.

3.3 TERMINATION OF APPROVAL

The accommodation arrangements for an overseas student may be terminated for any of the following reasons which in the opinion of the Coordinator of Overseas Students pose an unacceptable risk:

- child protection concerns
- personal safety concerns
- personal well-being concerns

Alternative arrangements will immediately be sought by the Coordinator of Overseas Students for the accommodation of the student. The Coordinator of Overseas Students will assist the student to safely vacate the accommodation. The parents of the student will be immediately informed of the necessity for the changed arrangements and the alternative arrangements being made. The provider of the accommodation services will be immediately informed of the decision both verbally and in writing.

3.4 CHILD PROTECTION

The Coordinator of Overseas Students will advise the provider of the accommodation arrangements of their child protection responsibilities under the:

- Children and Young Persons (Care and Protection) Act 1998
- Child Protection (Working With Children) Act 2012
- Ombudsman Act 1974

Advice regarding child protection obligations will be provided to the accommodation provider. This information is also referenced on the Overseas Students Accommodation Agreement Form.

Monitoring of compliance with child protection legislation will occur when each student's arrangements are checked once a Semester and upon receipt of any adverse comment about the arrangements from any source.

Should the Coordinator of Overseas Students have any suspicion of risk of serious harm as defined under the legislation then the Coordinator of Overseas Students will follow the College Child Protection Policy guidelines for reporting such suspicions.

SUPPORT SERVICES FOR OVERSEAS STUDENTS

1. Introduction

Standard 6 of The National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018 (The Code) requires registered providers of services to overseas students to assist the students to adjust

to study and life in Australia and have appropriate orientation programs that help the students to access the information and services they require.. Section 3.9 of the NESA Guidelines for Approved NSW School Providers Delivering Courses to Overseas Students also outlines requirements to be met under Standard 6 of The Code.

2. The Policy

PLC Sydney will meet its legislative obligations with regard to ESOS students to support these students in adjusting to study and life in Australia by giving them information on or access to an age and culturally appropriate orientation program that provides relevant information.

3. Procedures

3.1 OFFICIAL POINT OF CONTACT FOR OVERSEAS STUDENTS

While the Coordinator of Overseas Students is the official point of contact for overseas students and issues relating to overseas students there are also many other staff who are able to assist overseas students with their needs.

All staff who interact directly with overseas students will be directed to this policy and to: [https://internationaleducation.gov.au/Regulatory-Information/Documents/ESOSFrameworkfactsheetfinaldraft9May2014\(2\).pdf](https://internationaleducation.gov.au/Regulatory-Information/Documents/ESOSFrameworkfactsheetfinaldraft9May2014(2).pdf) for a copy of the ESOS Framework Fact Sheet outlining the College's obligations under the ESOS framework.

3.2 ORIENTATION

The Coordinator of Overseas Students will provide an Orientation Program to overseas students that is age and culturally appropriate to assist students to adjust to study and life in Australia.

The Orientation Program, which will include the Orientation Handbook for Overseas Students (PR0508A), will provide information about:

- student support services available to assist students to help them adjust to life and study in Australia
- English language and study assistance programs
- any relevant legal services
- emergency and health services
- the school's facilities and resources
- complaints and appeal processes
- requirements for course attendance and progress, as appropriate
- support services available to assist students with general or personal circumstances that are adversely affecting their education in Australia
- 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

Should an overseas student request assistance in relation to these services this will occur at no extra cost to the student.

3.3 ACADEMIC AND ATTENDANCE SUPPORT SERVICES

The College will provide students the opportunity to participate in services or provide access to services designed to assist students in meeting course requirements and maintaining their attendance at no cost to the student..

Academic support is provided to students, including overseas students, through a range of options, including:

- in-class teaching via differentiated programs
- in-class support via the additional services of an ESL or ESS support teacher on a case by case basis
- allocation to an ESL class for English in Stage 6
- participation in specialist literacy classes on a referral basis after enrolment
- Physics, Chemistry and Biology literacy classes for Stage 6 students
- English support classes for Stage 6 students after hours or in vacation times on a voluntary basis

The Coordinator of Overseas Students will follow the policy and procedures outlined in Visa Requirements (PR0510) to ensure students are meeting course requirements.

Every student has their attendance at timetabled classes recorded electronically every lesson. Any absence is noted and followed up by the Attendance Officer the same day. Any issue with an overseas student's attendance is referred to the Coordinator of Overseas Students who will address the issue following the policy and procedures outlined in Visa Requirements (PR0510).

3.4 WELFARE SUPPORT SERVICES

The College will provide overseas students with the opportunity to access welfare-related support services to assist with issues that may arise during their study, including course progress and attendance requirements and accommodation issues. These services are provided at no additional cost to the student. If the College does refer the student to an external support service the College will not charge for the referral.

The Coordinator of Overseas Students is the official point of contact for students and will monitor the welfare of overseas students. Should further welfare-related service be required this can also be provided by:

- the Head of Year for the student
- The Head of Positive Student Care and Engagement
- the Deputy Principal
- selected classroom teacher(s)
- A School Counsellor
- the Head Teacher Learning and Teaching
- the Head Teacher Curriculum
- the School Chaplain
- Boarding staff, if the student is a boarder
- external agencies, such as psychologists, counsellors, interpreters, medical specialists

The Coordinator of Overseas Students will ensure that the student has contact with welfare-related services by making the initial contact herself or by overseeing the student making the first contact. If the student wishes the first contact to be confidential the Coordinator of Overseas Students will make arrangements for contact and follow up with the student to confirm that it has been made.

3.5 MANAGEMENT OF OVERSEAS STUDENTS CRITICAL INCIDENTS

The Coordinator of Overseas Students will ensure that the Critical Incident Management Policy including Overseas Students (PR0508D) is followed for any critical incident that may occur

concerning an overseas student. The policy requires that a Summary of Overseas Student Critical Incident form, (PR0508E) is also kept which includes reference to the nature of the incident, response to the incident, records of the incident and action taken.

3.6 SAFETY OF OVERSEAS STUDENTS

Overseas students will be advised that Australia is generally a very safe and welcoming place to live and study, consistently ranking among the safest countries in the world. But it is still important for them to look after themselves and be aware of the risks that exist - and ways to minimise them. This is particularly important for when they first arrive and are adjusting to a new way of life.

Following common sense and best practices will ensure they remain safe and healthy, whether they are handling emergencies, personal and home safety, or natural elements such as sun, water, and fire.

Good advice can be found at links such:

- <https://www.studyinaustralia.gov.au/english/live-in-australia/health-and-safety>
- <https://www.studiesinaustralia.com/Blog/about-australia/safety-tips-for-studying-in-australia>

In order to provide a safe environment for all students and staff the College adheres to procedures outlined in the school's Work Health and Safety (WHS) Policy and related protocols.

Rules and regulations are provided to all students (and staff) in the Student Handbook each year which provide further guidelines on ensuring student safety.

For those students who are boarders, there are additional guidelines in the Boarders Handbook that must be adhered to.

Overseas students should seek advice from any staff listed in Section 3.4 of this policy if they have any concerns for their wellbeing, or personal safety and security.

OVERSEAS STUDENT TRANSFERS

1. Introduction

Standard 7 of The National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018 (The Code) requires that "Registered providers must not knowingly enrol an overseas student wishing transfer from another registered providers course until after completing the first six months of her first registered school sector course except in certain circumstances."

Section 3.10 of the NESA Guidelines for Approved NSW School Providers Delivering Courses to Overseas Students also outlines requirements to be met under Standard 7 of The Code.

2. The Policy

PLC Sydney will meet its legislative obligations with regard to student transfer from another registered provider until after completing the first six months of her first registered school sector course as required under Standard 7 of The Code. There are no restrictions on an overseas student wishing to transfer providers after the completion of six months of their primary course.

3. Procedures

3.1 TRANSFER EXCEPTIONS FOR TRANSFER INTO THE COLLEGE

The College will not knowingly enrol a student into PLC Sydney wishing to transfer from another registered provider's course until after completing the first six months of her first registered school sector course except where any of the following apply:

- the original registered provider has ceased to be registered or the course in which the student has enrolled has ceased to be registered
- the releasing registered provider has had a sanction imposed on its registration by the ESOS agency that prevents the overseas student from continuing her course at that registered provider
- the releasing registered provider has agreed to the overseas student's release and recorded the date of effect and the reason for release in PRISMS
- any government sponsor of the overseas student considers the change to be in the student's best interests and has provided written support of that change

The Coordinator of Overseas Students will ensure that all required documentation from the original provider or from any government source involved, is provided to the College, and will not act without that documentation. The Coordinator of Overseas Students will ensure the documentation is transferred to the student's Edumate file.

3.2. STUDENT TRANSFER REQUEST (FROM PLC SYDNEY) ASSESSMENT

When the Coordinator of Overseas Students receives a request on the completed Request for Release Form (PR0509A) for transfer from PLC Sydney to another registered provider prior to the student completing the first 6 months of the College's first registered school sector course, the Coordinator will ensure the student has also include a valid enrolment offer from the requested registered provider.

- If the student is under 18 years of age the College must have written confirmation that the student's parent or legal guardian supports the transfer.
- The Coordinator of Overseas Students will endeavour to have the transfer request finalised within ten working days of receiving the original request.
- Where the student is not being cared for in Australia by a parent or suitable nominated relative, the College confirms it accepts responsibility for approving the student's accommodation, support and general welfare arrangements (Standard 5 of The Code).

The Coordinator of Overseas Students will maintain records of all requests for a release and the assessment of, and decision regarding, the request for 2 years after the student ceases to be an accepted student.

The Coordinator of Overseas Students will inform the requesting student, on submission of her request, that a request may be refused if any of the following is found:

- a. the College has NOT ceased to be registered or the course in which the student has enrolled has NOT ceased to be registered
- b. the College has NOT had a sanction imposed on its registration by the ESOS agency that prevents the overseas student from continuing her course at the College

- c. the College has NOT agreed to the overseas student's release and thus has not recorded the date of effect and the reason for release in PRISMS
- d. any government sponsor of the overseas student DOES NOT consider the change to be in the student's best interests and has not provided written support of that change

The Coordinator of Overseas Students, using the Student Transfer Request Assessment Form (PR0509B,) will grant the transfer request because the transfer is in the overseas student's best interest including but not limited to where the Coordinator of Overseas Students has assessed that:

- a. the student will be reported because they are unable to achieve satisfactory course progress at the level they are studying, even after engaging with the school's intervention strategy to assist the student, in accordance with Standard 8 of The Code
- b. there is evidence of compassionate or compelling circumstances
- c. the College fails to deliver the course as outlined in the written Agreement
- d. there is evidence that the student's reasonable expectations about her current course are not being met
- e. there is evidence that the student was misled by the College or its education or a migration agent regarding the College or its course and the course is therefore unsuitable to her needs and/or study objectives
- f. an appeal (internal or external) on another matter results in a decision or recommendation to release the student

A. IF THE RELEASE IS GRANTED

If the Coordinator of Overseas Students grants a release for the student:

- it will be no cost to the student
- the Coordinator of Overseas Students will advise the student to contact immigration to seek advice on whether a new student visa is required
- the Coordinator of Overseas Students will notify the student and her parent(s) or legal guardian of the decision in writing
- the Coordinator of Overseas Students will make the change to the student's enrolment in PRISMS

B. IF IT IS INTENDED THE RELEASE IS TO BE REFUSED

If the Coordinator of Overseas Students is intending to refuse the transfer request she must:

- inform the student in writing of the reasons for the refusal
- inform the student of her right to access the school's complaints process (Standard 10 of The Code) within 20 working days
- not finalise the student's refusal status in PRISMS until the appeal process finds in favour of the College, or the student has chosen not to access the complaints and appeals processes within the 20 working days period, or the student withdraws from the process

Once all avenues of appeal have been exhausted and the Coordinator of Overseas Students determines the request is refused she will provide in writing the circumstances considered as reasonable grounds to refuse the transfer to the student and her parent(s) or legal guardian.

VISA REQUIREMENTS

1. Introduction

Standard 8 of The National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018 (The Code) requires registered providers to safeguard the integrity of Australia's migration laws by supporting overseas students to complete their course within the required duration and fulfil their visa requirements for course attendance and course progress. Standard 8 sets flexible provisions to allow online learning while maintaining appropriate standards for overseas students to comply with student visa conditions. Section 3.11 of the NESA Guidelines for Approved NSW School Providers Delivering Courses to Overseas Students also outlines requirements to be met under Standard 8 of The Code.

2. The Policy

PLC Sydney will meet its legislative obligations with regard to student visa requirements as required under Standard 8 of The Code to ensure it safeguards the integrity of Australia's migration laws by supporting overseas students to complete their course within the required duration and fulfil their visa requirements for course attendance and course progress.

3. Procedures

A. COURSE PROGRESS AND ATTENDANCE REQUIREMENTS

i. PROGRESS

PLC Sydney has deemed that an overseas student is at risk of not meeting satisfactory course progress requirements where the student has failed or is deemed not yet competent in 50% or more of the units attempted in any study period. A study period is deemed to be one school semester.

Satisfactory course progress for a student will be indicated by the student:

- engaging with, making a serious attempt at, and completing all relevant assessments scheduled by the College and by NESA for components of the enrolled course
- not failing, or being deemed to be competent in 50% or more of the units attempted in any study period, deemed to be one school semester

ii. ATTENDANCE

In order for an overseas student to achieve satisfactory attendance for her course she must be present for a minimum of 80% of the scheduled contact hours (Standard 8.6.1 of The Code).

The school determines the days that all students are required to attend based on the need to provide sufficient time for all courses to be completed in compliance with all legislative requirements applying to any student. Once the school attendance days are determined the Coordinator of Overseas Students calculates 80% of that number of days.

The mandated hours for NSW Education Standards Authority, NESA, courses, Years 7 to 10, can be found online at: <https://ace.nesa.nsw.edu.au/ace-4007>.

The indicative hours for Preliminary and HSC courses can be found in each syllabus at: <http://educationstandards.nsw.edu.au/wps/portal/nesa/11-12/Understanding-the-curriculum/syllabuses-a-z>

For students in the primary school discussion on teaching hours can be found at: <https://educationstandards.nsw.edu.au/wps/portal/nesa/k-10/understanding-the-curriculum/curriculum-syllabuses-NSW/stage-statements-and-time-allocation>

B. MONITORING STUDENT PROGRESS, ATTENDANCE AND COURSE DURATION

i. PROGRESS

The Student Tracking area of the school's Edumate database keeps a running record of each student's academic progress under the fields of Observations, Learning Alerts, External Tests, Internal Results, Tracking and Academic Reports.

The Coordinator of Overseas Students will monitor each student's progress by checking this recorded data on a minimum of a once a term basis to assist with determining if satisfactory course progress is being made. The Coordinator of Overseas Students will also gather information from the student's Head of Year and other relevant staff to assist with a determination.

All relevant staff and students will be provided with information, via the Course Progress Requirements for Overseas (ESOS) Students form (PR0510A), that specifies the:

- requirements for achieving satisfactory course progress
- process for assessing satisfactory course progress
- procedure for intervention for students at risk of failing to achieve satisfactory course progress
- process for determining the point at which the student has failed to meet satisfactory course progress, and
- procedure for notifying students, via the Notice of Intention to Report Course Progress Failure (PR0510B) that they have failed to meet satisfactory course progress requirements

INTERVENTION STRATEGY

The Coordinator of Overseas Students will interview any student who is at risk of non-compliance with satisfactory course progress requirements if their progress is such that they are not:

- engaging with, making a serious attempt at, and completing all relevant assessments scheduled by the College and by NESA for components of the enrolled course
- failing, or being deemed to be not yet competent in 50% or more of the units attempted in any study period, deemed to be one semester.

Should the Coordinator of Overseas Students determine that a student is at risk of failing to meet satisfactory course progress requirements, the Coordinator of Overseas Students will discuss the matter with the student, providing them with the Notice of Intention to Report Course Progress Failure, and will provide advice and an intervention plan to become compliant. The intervention plan may include, but not be limited to:

- the provision of counselling and/or medical services
- English language support
- study skills workshops
- mentoring by appropriate older students
- requiring the student to meet regularly with the Coordinator of Overseas Students to review their progress before the end of the next study period
- changing the student's enrolment to another subject area if this agreed

The Coordinator of Overseas Students will also notify the parents, and any guardian of the student about the matter, the

intervention program and all possible consequences, including the school's obligation to notify the TPS Director and the Secretary through PRISMS.

The Coordinator of Overseas Students will record all information on the student's file.

ii. ATTENDANCE

The College records each student's attendance electronically, each lesson, each day. This information is stored in the Edumate database. The Coordinator of Overseas Students will monitor each student's attendance by checking this recorded data on a minimum of a once a fortnight basis to assist with determining if satisfactory attendance is being met. The Coordinator of Overseas Students will take into account any approved leave, including sick leave.

All teaching staff, and each ESOS student, are notified directly via the Attendance Requirements for Overseas (ESOS) Students form (PR0510C) of the attendance requirements for such overseas students. The notification specifies:

- that in order to achieve satisfactory attendance, the student must be present for a minimum of 80% of the required course contact hours
- that attendance and absences must be recorded electronically, each lesson, each day via the Edumate attendance system
- that the Coordinator of Overseas Students will monitor each student's attendance on a minimum of a term basis and assess if they are maintaining attendance requirements for their scheduled course contact hours
- that an absence of more than five consecutive days without approval will be addressed by the Coordinator of Overseas Students
- that the point at which a student has failed to meet attendance requirements is when her accumulated attendance for the course is at 80% of the required course contact hours
- the procedures for notifying students, via the Notice of Intention to Report Attendance Failure (PR0510D) that they have failed to meet attendance requirements

INTERVENTION STRATEGY

The Coordinator of Overseas Students will interview any student who is at risk of non-compliance with attendance requirements if their current attendance is at a minimum of 85% of the course or if they have been absent for five consecutive days without approval.

Should the Coordinator of Overseas Students determine that a student is at risk of failing to meet the attendance requirements for their scheduled course contact hours, the Coordinator of Overseas Students will discuss the matter with the student and provide advice, including counselling services and medical services if appropriate, as part of an intervention plan to become compliant.

The Coordinator of Overseas Students will also notify the parents, and any guardian of the student about the matter, the intervention program and all possible consequences, including the school's obligation to notify the TPS Director and the Secretary through PRISMS.

The Coordinator of Overseas Students will record all information on the student's file.

iii. DURATION

The overseas student and her parent(s) or legal guardian are informed of the expected duration of the student's course(s) within the Enrolment Agreement (PR0505A). The Coordinator of Overseas Students will monitor the progress of the student on a six month basis to ensure the duration requirements will be met. This is necessary to ensure the student is in a position to complete the course within the expected duration specified on her CoE (which will not exceed the CRICOS registered duration).

The Coordinator of Overseas Students will review each student's timetable at the beginning of each school year to ensure that the student is in a position to complete their course within the expected duration as specified on the student's CoE, and as outlined in the CRICOS registered course duration.

The College has a policy of allowing a student to undertake only one study unit through the Open High School (a distance education provider). The College does not offer any other distance education choices. The Coordinator of Overseas Students will ensure that this is the case for each overseas student.

The Coordinator of Overseas Students will monitor the progress of each overseas student through data available on Edumate, academic reports, discussion with the Head of Year for the student, and discussions with the Head Teacher, Learning and Teaching, who has oversight of any Open High School courses undertaken by students.

Should the Coordinator of Overseas Students determine that a student is at risk of failing to complete their course within the expected duration specified on their CoE, the Coordinator of Overseas Students will discuss the matter with the student and provide advice, including counselling services if appropriate, and a recommended pathway for completion. The Coordinator of Overseas Students will also notify the parents of the student about the matter, the intervention program and all possible consequences.

C. REPORTING UNSATISFACTORY COURSE PROGRESS OR ATTENDANCE

Should an overseas student be at risk of not meeting course or attendance requirements then as soon as practicable the Coordinator of Overseas Student will ensure that written notice is provided to the student which:

- notifies the student that the school intends to report the student for unsatisfactory course progress (using the Notice of Intention to Report Course Progress Failure form) or unsatisfactory course attendance (using the Notice of Intention to Report Attendance Failure form)
- informs the student of the reasons for the intention to report
- advises the student of their right to access the school's complaints and appeals process for overseas student within 20 working days.

The Coordinator of Overseas Students will only report unsatisfactory course progress or attendance in PRISMS if:

- the internal and external complaints processes have been completed and the decision or recommendation supports the school's claim, or
- the student has chosen not to access the internal complaints and appeals process within 20 working days, or
- the student has chosen not to access the external

complaints and appeals process, or

- the student withdraws from the internal or external appeals processes by notifying the school in writing

The school may decide not to report the student for breaching the attendance requirements if the student is still attending at least 70% of the scheduled course contact hours and the student provides genuine evidence demonstrating that compassionate or compelling circumstances apply.

D. ALLOWABLE EXTENSIONS OF COURSE DURATION

The school will not extend the duration of the student's enrolment if the student is unable to complete the course within the expected duration unless:

- there are compassionate or compelling circumstances, as assessed by the school on the basis of demonstrable evidence, or
- the school has implemented, or is in the process of implementing, an intervention strategy for the student because she is at risk of not meeting course progress requirements, or
- an approved deferral or suspension of the student's enrolment has occurred under Standard 9 of The Code

If the school extends the duration of the student's enrolment, Coordinator of Overseas Students will advise the student to contact immigration to seek advice on any potential impacts on their visa, including the need to obtain a new visa.

E. MODES OF DELIVERY

NOTE: definitions from The National Code

Online learning is study where the teacher and student primarily communicate through digital media, technology-based tools and IT networks and does not require the student to attend scheduled classes or maintain contact hours

Distance learning is any learning that takes place off campus and does not require an overseas student on a student visa to physically attend tuition for the course on campus at the provider's registered location

1. The school does not deliver a course exclusively by online or distance learning.
2. The school will ensure that in each compulsory study period for a course, the student is studying at least one unit that is not by distance or online learning, unless that student is completing the last unit of their course.
3. Any online or distance learning is in addition to minimum face to face teaching requirements approved by NESA or the ESOS agency as part of the registration of the course, if applicable.
4. The school will take all reasonable steps to support overseas students who may be disadvantaged by:
 - additional costs or other requirements, including for students with special needs, from undertaking online or distance learning
 - inability to access the resources and community offered by the school, or opportunities for engaging with other overseas students while undertaking online or distance learning.

DEFERRING, CANCELLING OR SUSPENDING ENROLMENT

1. Introduction

Standard 9 of The National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018 (The Code) requires registered providers to appropriately manage the enrolment of their overseas students and ensure a;; necessary information about enrolments has been provided to the relevant government department by maintaining updated information in PRISMS. Section 3.12 of the NESA Guidelines for Approved NSW School Providers Delivering Courses to Overseas Students also outlines requirements to be met under Standard 9 of The Code.

2. The Policy

PLC Sydney will meet its legislative obligations with regard to deferring, suspending or cancelling the enrolment of an overseas student as required under Standard 9 of The Code. This includes informing students that their visa status may be affected in such circumstances, and providing notification to PRISMS.

3. Procedures

A. REQUEST FOR DEFERRING COMMENCEMENT OR SUSPENDING STUDIES

A student requesting her enrolment be deferred or suspended must do so using the Request for Deferral or Suspension (PR0511A) form.

The student will be advised that this request can only be granted if the College believes there are compassionate or compelling circumstances.

The student will also be advised that deferring or suspending enrolment may affect her visa status.

The request will be assessed by the Coordinator of Overseas Students and the Deputy Principal, and a recommendation made to the Principal, who will make the decision. The assessment of the request will include a review of all provided documentation, discussion with the student and discussion with the parent(s) of the student. The student, and her parent(s), will be informed in writing of the outcome of the request.

If the request for deferment or suspension is approved the Coordinator of Overseas Students will notify the Secretary of the DoE via PRISMS.

The Coordinator of Overseas Students will record all information on the student's file.

B. SCHOOL INITIATIVE TO SUSPEND OR CANCEL A STUDENT'S ENROLMENT

The Coordinator of Overseas Students will interview any student who she considers to be at risk of school suspension or cancellation of their enrolment.

Such action may be, but not limited to, the result of:

- misbehaviour by the student
- the student's failure to pay an amount she was required to pay to the school to undertake or continue the course as stated in the written Agreement
- a breach of course progress or attendance requirements which must occur, in accordance with Standard 8 of The Code

Misbehaviour may include, but is not limited to:

- academic misconduct, such as cheating, plagiarism or otherwise acting dishonestly in undertaking an assessment

task, or assisting other students to do so

- general misconduct, such as dishonesty, harassment or intimidation of other students or staff, prevention or disruption of learning, disobedience or failure to comply with school rules, criminal behaviour, or property destruction.
1. Should the Coordinator of Overseas Students determine that a student is at risk of suspension or cancellation of their enrolment, the Coordinator of Overseas Students will discuss the matter with the Deputy Principal and then with the student to provide advice, including counselling services and medical services if appropriate, as part of an intervention plan to improve behaviours.
 2. The Coordinator of Overseas Students will also notify the parents, and any guardian of the student about the matter, the intervention program and all possible consequences, including the school's obligation to notify the Secretary of the DoE through PRISMS.
 3. If the risk factors continue, following discussion with the Deputy Principal and approval from the Principal, the Coordinator of Overseas Students will provide the student, and her parents, with written notice, via the Notification of Intention to Suspend or Cancel Enrolment (PR0511B), that the school intends to report the suspension or cancellation to the Secretary of the DoE via PRISMS.
- The written notice includes information to the student that she is able to access the school's complaints and appeals process (Complaints and Appeals PR0512) and that she has 20 working days to do so.
4. Where the student has chosen not to access the school's complaints and appeals processes within 20 working days, withdraws from the process, or the process is completed and results in a decision supporting the College, the Coordinator of Overseas Students will notify the Secretary of the Australian Government Department of Education through PRISMS within five business days that the student's enrolment has been suspended or cancelled.
 5. The suspension or cancellation of the student's enrolment will not take effect until the internal appeals process is completed, unless the student's health or wellbeing, or the wellbeing of others, is likely to be at risk.
 6. The Coordinator of Overseas Students will record all information on the student's file.

COMPLAINTS AND APPEALS

1. Introduction

Standard 10 of The National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018 (The Code) requires registered providers ensure their overseas students have the right to natural justice protected through access to professional, timely, inexpensive and documented complaints handling and appeals processes. Section 3.13 of the NESA Guidelines for Approved NSW School Providers Delivering Courses to Overseas Students also outlines requirements to be met under Standard 10 of The Code.

2. The Policy

PLC Sydney will meet its legislative obligations with regard to

student complaints and appeals as required under Standard 10 of The Code to ensure that grievances are heard appropriately and addressed in a timely manner.

3. Procedures

All assessments of complaints or appeals will be commenced within 10 working days of it being made and the outcome will be finalised as soon as practicable.

A. DEFINITIONS

i. COMPLAINTS

A complaint can arise when a student believes that the College may not have followed rules correctly or treated them fairly regarding the requirements for them to complete their course(s).

Complaints might be about, but not limited to:

- being refused admission to a course
- course fees and due dates
- course or provider transfers
- being reported for failure to meet course progress or attendance requirements
- cancellation of enrolment
- accommodation arranged by the College
- incorrect advice given by education agents of the College
- failure to provide services included in the student's written Agreement
- failure to provide the student's results within normal time frames

ii. APPEALS

Appeals arise when a student is not satisfied with the decision made as a result of the complaint. Appeals may be dealt with internally through the College's processes or externally through the office of the Overseas Students Ombudsman.

B. COMPLAINTS

i. INFORMAL PROCEDURES

The College seeks to foster open communication and cooperation, and to empower students to raise matters affecting them in an environment where they feel safe to do so. The preferred approach is the informal resolution of a grievance.

In the first instance the student is encouraged to raise their matter with the staff member concerned or if this is not appropriate to raise the matter with the Coordinator of Overseas Students.

The Coordinator of Overseas Students will listen to the concerns raised by the student, incorporating procedural fairness and seek to resolve the matter in a timely manner. If the student is satisfied with the outcome of the discussion it would mean that the matter is resolved. The Coordinator of Overseas Students will record the matter and its resolution on the student's Edumate file.

If the matter is not resolved to the satisfaction of the student it will be addressed using the formal processes.

ii. FORMAL PROCEDURES

If the subject matter of the complaint is serious or complex, or is a simple matter unresolved by the informal processes, the

Coordinator of Overseas Students will undertake the formal complaint procedures as outlined at no cost to the student:

1. The student lodges her complaint with the Coordinator of Overseas Students using the Student Complaint Form (PR0512A)
2. The Coordinator of Overseas Students assesses the complaint and determines either:
 - a. the complaint can be handled by informal processes, and the student is notified with the reason, or
 - b. the complaint requires no further action, and the student is notified with the reason, or
 - c. the complaint needs to be investigated and the student is notified
3. If the complaint is to be investigated, the Coordinator of Overseas Students investigates the complaint. This may involve meetings and the student will be offered the opportunity to bring a support person.

The Coordinator of Overseas Students:

- a. will provide the student and any relevant others with the opportunity to present their case
 - b. will examine relevant documents, policies and procedures
 - c. may seek clarification from relevant parties on information received
 - d. may seek internal advice or advice from external agencies
4. The Coordinator of Overseas Students will make a determination and confirm the outcome in writing, giving reasons, to the student and relevant others. The outcome of the investigation may be:
 - a. that the complaint has been upheld or partly upheld. Recommendations for action may also be made.
 - b. that the complaint has not been substantiated.
 5. The Coordinator of Overseas students will inform the student of their right to lodge an appeal and the procedure for doing so, should the student be dissatisfied with the outcome of the complaint.
 6. The Coordinator of Overseas Students will ensure all documentation relating to the complaint is placed on the student's file.

The Coordinator of Overseas Students will advise the overseas student within 10 working days of determining and providing the outcome of the complaint of their right to appeal and the processes for doing so.

C. APPEALS

A student may choose to lodge an appeal against an outcome of a complaint either through internal or external appeal processes.

i. INTERNAL PROCEDURES

Internal appeals will be addressed by the Head of Compliance and Human Resources. If the student chooses to lodge an appeal using the school's internal processes, the Head of Compliance and Human Resources will follow the procedure at no cost to the student:

1. The student lodges her appeal with the Head of Compliance and Human Resources using the Student Internal Appeal Form (PR0512B)

2. The Head of Compliance and Human Resources assesses the appeal and determines either:

- a. the appeal requires no further action, and the student is notified with the reason, or
- b. the appeal needs to be investigated and the student is notified

3. If the appeal is to be investigated, the Head of Compliance and Human Resources will proceed with the appeal. This may involve meetings and the student will be offered the opportunity to bring a support person. The Head of Compliance and Human Resources:

- a. will examine all relevant documents, policies and procedures
- b. may seek clarification from relevant parties on information received
- c. may seek internal advice or advice from external agencies

4. The Head of Compliance and Human Resources will make a determination and confirm the outcome in writing, giving reasons, to the student and relevant others. The outcome of the investigation may be:

- a. that the appeal has been upheld or partly upheld. Recommendations for action may also be made.
- b. that the appeal has not been upheld.

5. The Head of Compliance and Human Resources will inform the student of their right to lodge an external appeal and the procedure for doing so should the student be dissatisfied with the outcome of the appeal.

6. The Head of Compliance and Human Resources will ensure all documentation relating to the appeal is placed on the student's file.

The Head of Compliance and Human resources will advise the overseas student within 10 working days of determining and providing the outcome of the internal appeal of their right to an external appeal and the processes for doing so.

ii. EXTERNAL PROCEDURES

If a student wishes to make an external appeal the Head of Compliance and Human Resources or the Coordinator of Overseas Students will advise the student to contact the Overseas Students Ombudsman. There will be no cost to the student for this process. Information can be found on the webpage at: <http://www.ombudsman.gov.au/making-a-complaint/overseas-students> where the following information can be found:

HOW TO MAKE A COMPLAINT TO THE OVERSEAS STUDENTS OMBUDSMAN

Online: You can make your complaint online by using the online complaint form.

Telephone: You can contact the office by telephone, 9am to 5pm Monday to Friday, Australian Eastern Standard Time (AEST). In Australia, call: 1300 362 072 (calls from mobile phones at mobile phone rates). Outside Australia, call +61 2 6276 0111.

Using an interpreter: You can make a complaint in your language. Call the Translating and Interpreting Service (TIS) in Australia on 131 450, outside Australia call +61 3 9203 4027. The Ombudsman's office will pay for the interpreter.

If you are deaf, hearing or sight impaired: You can contact the office via the National Relay Service. Teletypewriter (TTY) users phone 133 677 and then ask for 1300 362 072. Speak and Listen users phone 1300 555 727 and then ask for 1300 362 072. Internet Relay users connect to the National Relay Service internet-relay.nrscall.gov.au and then ask for 1300 362 072

Fax" You can send a fax. In Australia: 02 6276 0123. Outside Australia: +61 2 6276 0123.

Mail: You can write a letter and post it to:
Overseas Students Ombudsman
GPO Box 442
Canberra ACT 2601
AUSTRALIA

The student will be advised that The Overseas Students Ombudsman does not handle complaints about the quality of the College, for example:

- the qualifications and experience of the student's teachers
- the quality of the teaching in the student's course
- the resources at the College, for example: equipment, library resources
- the building, class room and amount of space available for the student's course
- issues concerning the relocation of the College

D. CONTINUING ENROLMENT

If the student chooses to access the College's complaints and appeals processes, as per the requirement of Section 3.13 of the Guidelines, the College will maintain the student's enrolment while the complaints and appeals process is ongoing.

ADDITIONAL NESA REGISTRATION REQUIREMENTS

1. Introduction

Standard 11 of The National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018 (The Code) requires registered providers to continue to meet requirements for CRICOS Registration and ensure the ESOS Agency for the registered provider approves, and has up-to-date information on, specific aspects of the registered provider's operations and any registered courses. Section 3.14 of the NESA Guidelines for Approved NSW School Providers Delivering Courses to Overseas Students also outlines requirements to be met under Standard 11 of The Code.

2. The Policy

PLC Sydney will meet its legislative obligations with regard to all necessary NESA notifications as required under Standard 11 of The Code and Section 3.14 of The Guidelines. The Secretary of the Department of Education and Training (Commonwealth) is the ESOS agency for PLC Sydney and NESA is the designated state authority.

2. Procedures

A. REGISTERING A FULL TIME COURSE

If the school intends to apply to register a full time course it will seek approval from the Secretary of the Department of Education and Training (Commonwealth) including through NESA for the following:

- the course duration, including holiday breaks

- modes of study, including online, distance or work-based training
- number of ESOS students enrolled at school, within the limit or maximum number approved (currently 100 students, 6.2.2019) by the ESOS Agency for the location requested
- any arrangements with other education providers, including partners, in delivering a course or courses to overseas students

B. DEMONSTRATING ANY MATTERS REQUESTED BY THE ESOS AGENCY

In seeking approval in Section 3A of this policy, the school will demonstrate any matter requested by the Secretary of the Department of Education and Training (Commonwealth) including through NESA, which may include but are not limited to the following:

- the expected duration of the course does not exceed the time required to complete the course on the basis of full time study - for VET courses this is a minimum of 20 scheduled contact hours per week unless specified by an accrediting authority
- the expected duration of the course includes any holiday periods or any work-based training
- any work-based training to be undertaken as part of the course is necessary for the student to gain the qualification and there are appropriate arrangements for supervision and assessment of students
- the course is not to be delivered entirely by online or distance learning
- the school and any partner it engages to deliver a course or courses to overseas students has adequate staff and education resources, including facilities, equipment, learning and library resources and premises as are needed to deliver the course to the overseas students enrolled with the school
- the maximum number of students proposed by the school for the location reflects the appropriateness of the staff, resources and facilities for the delivery of the course.

C. INFORMATION ON PROPOSED CHANGES

The school will submit to its ESOS agency for approval, including through NESA, information on any proposed changes to the school's registration for a course as required in Section 3A of this policy at least 30 days prior to the time at which those changes are proposed to take effect.

D. NOTIFICATIONS TO NESA VIA RANGS ONLINE

The school will notify RANGS Online:

- when the school, or an associate of the school, or a high managerial agent or provider who has been, is or will be involved in the business of delivering programs to overseas students:
 - has been convicted of an offence
 - has been convicted of an offence under the ESOS Act at any time during the past five years
 - has ever had its CRICOS registration cancelled or suspended under the ESOS Act
 - has ever been issued with an Immigration Minister's suspension certificate
 - has ever had conditions imposed on its registration under the ESOS Act

- has been bankrupt
- has ever been disqualified from managing a corporation under the Corporations Act
- has been involved in the business of provision of a course by another provider that was subject to any of the points above.
- of any changes in the name or address of the school at least one month before such a change took effect
- of any intention to relocate premises (including the head office or principal place of business) at least three months before the relocation
- of any change in the school name and/or name of a delivery site at least one month before such a change takes place
- of any prospective changes to the ownership of the school as soon as practicable before the change is to take effect
- of any change to the details of courses approved including changes to course duration and course cost at least one month before such a change is to take place
- to request a decrease in the overseas student capacity of the school's scope of approval at least one month before such a change is to take place
- to request the cancellation or suspension of the school's approval and registration to deliver courses to overseas students, at least three months before the cancellation or suspension
- to request to add to the school's existing scope of approval by adding a course, adding a delivery site or increasing the maximum approved overseas student capacity.

CRITICAL INCIDENT MANAGEMENT

1. Introduction

Schools often deal with crises. Some incidents, however, will be of a more critical and overwhelming character in which students, staff or parents may experience acute, or even prolonged, distress. Critical incidents by their very nature are unpredictable and may not always be easily controlled.

A critical incident is an event which constitutes a serious disruption on a scale outside the normal operating conditions of the College and which arises with little or no warning.

In recent times schools have faced such critical incidents as:

- the death of a student or staff member
- fatal road traffic accidents
- serious injuries on excursions and tours
- student suicide
- the consequences of terrorist or criminal activity
- major arson attacks
- embezzlement
- armed hold up
- explosion
- drowning
- major disruption to the data system of a school
- natural disaster
- major political upheaval - particularly for overseas students

It is very common and normal for people to experience a range of reactions to critical incidents. They need reassurance that these things are a normal part of dealing with shock, loss or grief. The signs and symptoms can be cognitive, physical, behavioural or emotional in nature.

It is important that the potential for such incidents to affect individuals and the school community is recognised, understood and managed. Critical incidents require immediate and planned responses. By planning management of such matters it is more likely that the College will handle an actual event more effectively and confidently.

2. Outcomes

The aim of the critical incident management guidelines is to provide a framework within which the College can best operate before, during and immediately after a critical incident. There are a number of vital phases in dealing with critical incidents:

- prevention
- preparedness
- crisis response
- debriefing evaluation

This policy statement should be read in conjunction with related policy documents including Risk Management, Evacuation, Lockdown and WHS. It provides the basis for the formulation of detailed strategies for responding to critical incidents in a manner that will:

- deal effectively with the immediate and longer term health, welfare and safety of persons involved in, or affected by, a critical incident
- provide for the effective management and running of the schools' daily business in the immediate, short and longer term
- promote effective and appropriate communication to all persons affected
- promote collaborative working relationships within the school and with community agencies as necessary
- complement the College's existing policies and procedures with respect to first aid, emergency evacuation and OHS.

Policies, procedures and guidelines will also be regularly reviewed and, where appropriate, updated and modified. What follow are the broad policies and guidelines that form the basis for Critical Incident Management in conjunction with relevant safety and emergency plans.

3. Critical Incident Management Team

The Principal, or the Principal's delegate, will be responsible for:

- managing and directing the response to a critical incident
- drawing together a Critical Incident Management Team (CIMT) to assist in the management of the incident. Depending on the nature of the incident, this could comprise some or all of:
 - the Deputy Principal
 - the Head of Junior School
 - the Head of Positive Student Care and Engagement
 - the Senior Counsellor
 - the Chaplain
 - the Coordinator of Overseas Students
 - the Head of Administration
 - the Head of Compliance and Human Resources
 - the School Nurse
 - the Director of Boarding
 - the Bursar
 - See Section 5.1 for contact details
- assigning duties to particular persons on the CIMT to

ensure all aspects of managing the incident are covered and under the responsibility of a designated role

4. Critical Incident Management Process

4.1 STAGES FOR MANAGING A CRITICAL INCIDENT

STAGE 1	STAGE 2	STAGE 3	STAGE 4
Preparation, mitigation and training	Critical incident and immediate response	Post incident management	Long term

4.2 STAGE 1 - PLANNING

Planning provides for a coordinated, appropriate response and helps to minimise negative impacts on individuals and the school community as a whole.

This Policy is part of the preparation process for ensuring a critical incident will be managed appropriately.

Policies such as Risk Management, First Aid and WHS can help mitigate the possibility of a critical incident occurring.

Staff should be familiar with the contents of this Policy and their role should a critical incident occur. That familiarisation and understanding is part of training process for managing a critical incident.

4.2 STAGE 2 - ENSURE IMMEDIATE SAFETY

In the event of an emergency or life threatening event, the staff members present should take whatever immediate action is required to ensure the immediate physical and emotional safety of the students and others involved or at risk, for example:

- administer first aid
- call an ambulance, 000
- move students and others to safety

However, this MUST NOT involve putting oneself at risk. Notify the Principal or the Principal's delegate if the Principal is unable to be contacted or another senior member of the CIMT if neither are available.

4.3 STAGE 2 - IMMEDIATE ACTION

The Principal will assemble a CIMT which will:

- set priorities
- determine what are the current needs, what must be done to address these needs and which people will do these jobs
- allocate responsibilities and tasks
- coordinate an immediate response including communications - to receptionist(s), other staff, students, families of those involved, helpers, and the media

Initial tasks may be to:

- establish an incident management room and a dedicated phone line – those making or answering phone calls should keep clear and accurate notes
- contact families whose children are involved – what is the most appropriate manner of contact? - see Section 5.2
- identify those students and staff members most closely involved and therefore most at risk
- inform the Chair of College Council - by Principal?
- inform insurers through the Presbyterian Church Property Trust – by Bursar?
- inform other parents - how? when? - see Section 5.3

- inform teaching and support staff - how? when? where? - see Section 5.4
- inform students - how? when? where? - see Section 5.5
- produce guidelines to staff about what information to give students
- write a bulletin to staff if the matter is complex
- brief staff and delegate a staff member(s) to deal with telephone/counter inquiries especially from parents and from the media - avoid speculation and don't make statements about what may have happened or what may happen
- manage media/publicity - who? how? when? - see Section 5.6
- identify those students and staff members most closely involved and therefore most at risk
- liaise with external organisations as appropriate
- for overseas students this may also include:
 - agents
 - appointed guardians
 - interpreters
 - consular staff, embassies
 - PRISMS
 - Department of Immigration and Border Protection
 - making arrangements for hospital/funeral/ memorial service; repatriation
 - obtaining a death certificate
 - personal affairs including insurance and visa issues

4.4 STAGE 3 - POST INCIDENT MANAGEMENT

With assistance from others as required the CIMT will provide ongoing support to persons affected and seek to restore College routines.

This process may include the following:

- providing accurate and up to date information to the College community
- providing ongoing support for students and staff members as required and continuing to monitor their needs
- attending the funeral or memorial service if a death has occurred, in accordance with the family's wishes
- attending to any administrative, legal or associated issues arising from the incident
- arrangements for visits to/from family
- liaison with police, doctors, hospital staff
- hiring independent interpreters
- death notices
- funeral/memorial service arrangements
- refund of student's fees to pay repatriation or associated expenses
- copy of Death Certificate
- consideration of personal items and affairs (household and academic)
- insurance matters, ambulance cover
- formal stress management interventions required for students and/or staff (release from classes, leave, rescheduled assessments or exams)
- liaison with academic staff or supervisors
- arrangements for further debriefing sessions for groups/ individuals as required
- liaison with immigration if studies will be interrupted

- fees issue to be resolved if student cannot continue with her studies
- arrangements for further debriefing sessions for groups/individuals as required
- follow up condolence letters to family
- financial assistance for families of victim if residing in Australia
- roster of students for hospital visits

The CIMT will organise a de-briefing to evaluate response procedures, make recommendations for handling future critical incidents and review of policies and procedures, and identify professional development and training needs which may need to be addressed as a result of the incident.

4.5 STAGE 4 - LONG TERM

Usually, by approximately three months, any disruption to normal school business has been addressed and those individuals who have needed support have been attended to. However, some impacts may not become evident until a longer period of time has passed.

Stage 4 is the time beyond three months and may continue for an indefinite period of time. There may be some individuals in the school community requiring long term intervention and support. There may be legal proceedings and media attention resulting from the incident. School leaders may be particularly vulnerable at this time.

The CIMT will work with well-being staff, including the Counsellors, to monitor the well-being of individuals who may be vulnerable to long term effects and provide assistance as required.

5. Information and Advices

5.1 CIMT CONTACT DETAILS

The Coordinator of Overseas Students is the contact person for any incidents relating to students on a visa.

5.2 CONTACTING PARENTS DIRECTLY INVOLVED

- This must be a priority; it should be done quickly and with sensitivity. Consistency of information is vital so it is best to avoid a chain of communication. If a parent cannot be contacted by phone it may be necessary to use the Emergency Contact number from Edumate. Any message should relay known information and assurances of appropriate action being taken and should indicate if further information will be made available.
- The member of staff making the contact needs careful briefing. It may be worth rehearsing the message. The Principal should consider carefully which member(s) of staff should speak to parents. Parents should be advised how further information will be conveyed and by whom.
- It may be appropriate for parents to come into school to be ready for further information. Consider if the College can help with transport. Some people are likely to need immediate emotional support, consider how this can be supplied and by whom. Where appropriate, and with permission, release contact numbers of other families involved in the crisis.
- Consideration should be given to having staff visit the homes of students seriously affected by an incident. This should be staff known by the students and only if the staff

member voluntarily agrees. The staff member should be briefed about any discussion and have useful contact information to pass on.

5.3 INFORMATION FOR ALL PARENTS

- If there is any possibility of legal liability, police action or a health issue, the College should seek legal advice before issuing general information to parents.
- Parents need to be contacted promptly but the speed will depend on the nature and scale of the crisis. It may be sufficient to inform parents by sending a letter with students or email parents. It may be useful to call a meeting at school, especially if the issue is one which may generate concern about some aspect of the College's organisation.
- A prepared statement should give the necessary facts, expression of sympathy/concern and possibly a message for the College community. It is important to remember that an email or letter is likely to be accessible to the media. It is sometimes better to delay this 2-3 days until full information is available. In other circumstances it will be important that the email/letter goes out immediately.
- When parents need to contact the school for advice, they should be advised who they should contact.

5.4 INFORMATION FOR TEACHING AND SUPPORT STAFF

- It is vital that all adults in contact with students are kept well informed and feel secure in handling questions and comments. The staff should be informed as soon as possible at a special meeting. A schedule for updating needs to be arranged eg during breaks, at the end of the day, first thing next morning. Such meetings ensure that knowledge is common and questions are answered. Staff should be cautioned about talking to, or responding to questions from, the media. Only the Principal, or his delegate, may address the media. It is important to avoid and discourage speculation.
- Those who desire information should contact the Principal's Personal Assistant for information or direction to information.

5.5 INFORMATION FOR STUDENTS

- For all incidents, it will need to be decided which students are to be briefed on the incident, when and by whom. In general, briefings should be carried out by the Principal and senior staff. If possible, the first briefing should be given on the day of the incident to quash any rumours/untruths. Where multiple briefings of students take place, staff should be provided with written briefing notes with a common statement.
- Decide whether large group briefings are best done in Year groups or House groups with particular care being taken to protect and support both children close to someone involved with the incident and staff who are unable to handle the emotions of distress confidently. Children should receive a consistent account of the incident allowing for differences in their ability to understand.
- Briefing notes may contain the following statements:
 - a factual account of the problem - students should be told simply and staff should never speculate on the causes of a crisis or its consequences
 - details of any arrangements necessary as a result of the above
 - details of help that is available
 - information on coping with the media - students

should be advised not to talk to the media unless arrangements have been made for them to do so by senior staff

- use of mobile phones should be addressed in any briefing - they can cause complications
- Subsequent briefings may be undertaken on a daily basis with a staff meeting at the beginning of each day to relate what is to be communicated to students in the way of further briefing.

5.6 DEALING WITH THE MEDIA

- The Principal will want to reflect carefully before agreeing to be interviewed or release a statement.
- Any staff member, student or parent may be approached directly by members of the media. In and out of school, the media might learn of the incident before the school and may have information at odds with that of the school. The police may provide some protection from media intrusion if the circumstances are very difficult. The College must protect students, parents and staff from the glare of publicity.
- Prepare an agreed text for release to the media. The text can begin "The facts we know are..." Ensure that a designated spokesperson, usually the Principal, briefed and prepared, makes the direct response for the College.
- "Do's" in facing the media:
 - do respond to what and when questions
 - do tell your story quickly, accurately and get your message across
 - do consider, when possible, the needs of your audience
 - do choose your own time when to report to the media
 - do prepare and rehearse so that everybody is confident and has the same story
- "Don'ts" in facing the media:
 - don't reply to why and how questions
 - don't speculate
 - don't bluff or lie
 - don't make 'off the record' comments
 - don't make promises you cannot keep
 - don't make excuses or blame others
 - don't respond to 'blind quotes' eg "one of your staff tells me... do you agree?"
 - don't say 'no comment' - explain why you cannot comment
 - don't allow words to be put in your mouth - eg 'would you agree that...'

6. Confidentiality

Confidentiality and privacy require that all staff must ensure that information regarding students, staff and parents is restricted to those who genuinely need to know. Furthermore, those people should only be told as much as they need to know and no more.

Staff must not provide confidential information to any person who does not have a genuine need to know. If in doubt, seek advice from the Principal, the Deputy Principal or the Head of Junior School.

I.

MOBILE TECHNOLOGY POLICY

GUIDELINES

The use of the term mobile device means any phone, tablet, or other handheld internet connected device.

Students in Years 7 - 12 are permitted to bring their mobile devices to school. They are permitted to use their mobile device before school, at recess and at lunchtime and after school.

Students should not have mobile devices turned on during any lesson, school event or function. Use of mobile device during a lesson is at the discretion of the classroom teacher.

Mobile devices cannot be carried into an examination or assessment task. Students are not to access their mobile devices between classes. This is to allow the students a short period to refresh their mind and to refocus on the lesson ahead rather than "checking their messages". Students in Years 7 to 9 who use their mobile device between lessons will have it confiscated and handed to the Deputy Principal.

Walking and talking/texting/scrolling is highly discouraged. This for the safety and consideration of all members of the PLC Community.

Students are encouraged to use their mobile devices to access school emails and the PLC PLACES portal for notices and timetables.

Each student is responsible for maintaining security of her own mobile device.

All students in Year 7, 8 and 9 are required to have the "Family Zone" app installed on all their mobile devices.

This includes all mobile devices and laptops. Parents and guardians will be required to register with Family Zone via the PLC Sydney Family Zone Website. Each device must be registered with Family Zone by entering the relevant "Key" into each mobile device and laptop.

Registering with PLC Family Zone will give the school the capacity to control what applications the students can access on their mobile devices and when they can access them during school hours.

Students in Year 7, 8 and 9 who do not have the Family Zone app installed on their mobile device will not be permitted to use their mobile device at school. Those students found using their mobile device who do not have the Family Zone app installed will have their device confiscated. Parents will be contacted and asked to come to the school to collect the mobile device.

Students in Years 10, 11 and 12 will not be required to have the Family Zone app installed on their mobile technology unless they not do adhere to the updated PLC internet policy.

WHEN USING THE INTERNET AND PLC SYDNEY FACILITIES:

Students need to be aware that:

- all activity on the Internet is monitored and logged
- all material viewed is scanned for viruses

- all the content viewed is scanned for offensive material
- your PLC Sydney email address is to be used for educational purposes only
- personal emails should be sent using a personal email address.

Any breach of the guidelines below may result in exclusion from use of College facilities. Activity deemed to be illegal will be reported to the appropriate authority.

Students should:

- use the Internet only for educational purposes within the College
- be familiar with the College protocols on Appropriate Academic Conduct and the NESA course All My Own Work in order to observe the legal protections of copyright
- take great care to ensure their safety and the safety of others by not releasing any personal information (such as names, addresses, telephone numbers, photographs) and not agreeing to meet anyone contacted on the Internet, except where such activities occur within a secure area set up by the College
- be respectful of others at all times by using appropriate language in communicating with teachers, fellow students and others.

Students should not:

- attempt to find or transmit any obscene, pornographic, racist, violent, illegal or other unacceptable or offensive material or comments. They should report the accidental access of any such material to a staff member
- send anonymous messages or attempt to take on the identity of anyone else when using the Internet
- disclose their security details (password) or use the details of any fellow students
- attempt to breach the security systems of the College
- submit any material copied from the Internet as their own work (plagiarism), without using appropriate referencing protocols.



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