



Pittwater House

Overseas Student Handbook

Last Updated: November 2023

The Pittwater House Schools Ltd
CRICOS Provider Code: 00897J

achieve a balance

co-educational campus | single-sex education

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Welcome to Pittwater House

Each year Pittwater House welcomes overseas students from all over the world. Studying abroad can be a wonderful and life enriching experience and we hope you will consider taking that journey with us.

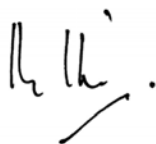
Our small student population and low student-teacher ratio means our teachers are able to create great opportunities for each child. As a smaller school, we can also nurture and follow our students' emotional well-being closely, ensuring they settle into school and are able to face the challenges that school brings.

This handbook is intended to provide you with information that relates specifically to you as an overseas student. Along with your parents or guardians, please take the time to read through this handbook prior to enrolling to ensure you understand the requirements of studying at Pittwater House.

A hierarchy of care is provided commencing with the Form Teachers and working through to the Heads of School. There are dedicated staff on hand, including the Overseas Students Welfare Co-ordinator, who is available to assist students and parents at any time whether you have specific questions, or just need a chat.

Your teachers and other staff on campus will also be willing to help you with any problems so please ask for assistance whenever you are unsure.

Best of luck with your studies and welcome to Pittwater House.

A handwritten signature in black ink, appearing to read 'N. Hillier'.

Dr Nancy Hillier
Principal

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This Overseas Student Handbook contains information which is specifically relevant to overseas students and must be read in addition to the Junior or Senior Student Handbook which is available in the Parent Lounge on TASS.

SECTION 1

About Pittwater House

Pittwater House is an independent, non-selective, non-denominational school that caters for both male and female pre-schoolers from 3 – 5 years old in our Early Childhood Centre, right through to Junior School (Kindergarten to Year 6) and Senior School (Years 7 to 12). We are located in Collaroy, on the idyllic Northern Beaches of Sydney.

At Pittwater House we understand that boys and girls learn differently, so we offer single gender classes within a co-educational campus. Students are taught in single-sex classes for all years from Kindergarten to Year 8 but are also given the opportunity to socialise in a real-world environment with co-educational playgrounds.

Commencing in Senior School there is a gradual introduction to co-educational classes in elective subjects while English, Maths, Science, History, Geography and PDHPE continue to be taught in single-sex classes. In Years 11 and 12, all classes are fully co-educational.

Pittwater House is purposely structured for academic success. All academic decisions, professional development, class sizes, cohort structures, uses of technology and resourcing are aimed at enhancing academic outcomes for all students. We offer small class sizes so teachers can give each child individual attention but at the same time offer a broad range of subjects and activities.

Students are placed in ‘form classes’ which form the basis of the School's pastoral care system. These form classes are based on year and gender groupings. Each form class has a form teacher who is responsible for the day-to-day welfare of the students. Any questions relating to students’ progress may be directed to Form Teachers, specific academic teachers, senior academic or pastoral staff.

More information about the structure and benefits of our School can be found on our website.

Our Core Values

Pittwater House stays true to our six core values, which form the foundation of the School. Each interlinked value provides guidance to students and staff on how to respond to challenges and opportunities that present in our daily lives. Using these values, we facilitate a quality contemporary education which seeks to transform individuals and to encourage critical minds, striving at all times to develop responsible global citizens.

H

HONESTY AND INTEGRITY

We challenge our community to develop and practise the qualities of kindness, honesty, moral courage and good character.

E

EXCELLENCE

We aspire to excellence in effort, determination and dedication in academics and all our endeavours.

R

RESPECT AND CARE

We nurture and model respect and care in self, others and our environment. We respect and care for individuals for who they are.

O

ORIGINS

We celebrate the journey of our traditions.

I

INNOVATION

We encourage originality, enquiry, risk-taking and critical thinking where students have the courage to imagine.

C

COMMUNITY

We connect our students, families, staff and alumni.

Course Information

COURSES OFFERED

Provider Name: The Pittwater House Schools

CRICOS Provider Code: 00897J

Course Name: Primary (Years K to 6)

Course Code: 070891B

Course Name: Junior Secondary (Years 7 to 10)

Course Code: 008511A

Course Name: Senior Secondary (Years 11 and 12)

Course Code: 008512M

Each year of study is broken up into four terms and comprises of 38-39 weeks of study.

CURRICULUM

Pittwater House follows the curriculum set out by the NSW Education Standards Authority (NESA). The Key Learning Areas (KLAs) include English, Mathematics, Science, Human Society and its environment (HSIE), Languages, Technologies, Creative Arts and Personal Development, Health and Physical Education (PDHPE). The NESA curriculum is divided up into six stages:

- Early Stage 1 – Kindergarten
- Stage 1 – Years 1 and 2
- Stage 2 – Years 3 and 4
- Stage 3 – Years 5 and 6
- Stage 4 – Years 7 and 8
- Stage 5 – Years 9 and 10
- Stage 6 – Years 11 and 12

Detailed syllabus information can be found either in the Senior or Junior School Handbooks or on the NESA website at: <https://educationstandards.nsw.edu.au/wps/portal/nesa/home>

ACADEMIC MONITORING AND ASSISTANCE

The Overseas Students Welfare Co-ordinator, Ms Audrey Marion, is responsible for the monitoring and intervention of students' academic progress.

The Overseas Students Welfare Co-ordinator works closely with the Heads of School, Faculty Co-ordinators and your teachers to monitor student's success or the areas in which students may require assistance.

If students have any concerns, they should contact the Overseas Students Welfare Co-ordinator, who will discuss the issue with them and where required, devise a plan to assist in their academic goals, which may or may not involve referring the student to another teacher with an appropriate skill set.

As part of the monitoring by the Overseas Students Welfare Co-ordinator, there are dedicated welfare periods provided for Overseas Students. This a minimum of two periods per term. The Overseas Students

Welfare Co-ordinator will use this time to discuss student progress, academics and welfare and to make general announcements to the group as required.

In order to assist overseas students to reach their academic goals, the School has set up a voluntary Maths study centre two days a week. EAL/D lessons may be arranged if deemed necessary.

Year 11 and 12 students may undertake an EAL/D course conducted by an English Teacher. The homework/study sessions mentioned above are optional for Year 11 and 12 students.

COURSE CREDIT

The school does not grant course credits for the prior learning of Overseas students.

OTHER PROVIDERS

In some circumstances, the school will offer Year 11 and 12 students the opportunity to study a course offered by one of three additional providers:

- TAFE
- School of Languages
- Saturday Language School

Acceptance into the programs is by application and where the school does not believe it is in the best interest of the student for reasons including but not limited to capability or timetable clashes, the co-ordinator may reject the student's application to undertake study with another provider. Courses taken with these external providers may not make up greater than 25% of a student's total workload. The requirements for attendance and course progress and completion set out for the student's study remain in place for study with other providers.

CO-CURRICULAR SPORTS AND ACTIVITIES

The School has a strong culture of co-curricular activity participation. Activities include a myriad of Sports, Creative and Performing Arts groups, academic pursuits and cultural activities. Details can be found in the Parent Lounge on TASS and on the Pittwater House App.

Enrolling at Pittwater House

Overseas students can join Pittwater House at any year level from Kindergarten up to Year 11 if a vacancy exists and the student satisfies the conditions of enrolment. The conditions of enrolment are provided in Section 3 of this Handbook and on the Application for Enrolment Form for overseas students available on our website.

An overseas student is any student who is not an Australian citizen or permanent resident.

The process to enrol an overseas student is outlined below:

- The overseas student's parents or guardian must complete the Application for Enrolment Form for overseas students and submit this in pdf format to enrolments@tphs.nsw.edu.au with a copy of the student's passport and any other required documentation pertaining to English levels as outlined in the Overseas Student Application Checklist available on our website.
- Once a position is available and the application has been assessed a Provisional Letter of Offer will be issued by Pittwater House to enable the student to obtain a Student Visa. This Provisional Letter of Offer includes an outline of the fees that are required to be paid, Conditions of Enrolment, an Acceptance Agreement and an Accommodation and Welfare Form if the student is requiring homestay.
- On receipt of the fees outlined on the Acceptance Agreement Pittwater House will then lodge a Confirmation of Enrolment (CoE) electronically.
- After receipt of a CoE, Overseas students must complete the requirements to apply for a Student Visa to study in Australia.
- Overseas students must advise the School's Admissions Office of their arrival details in Sydney at enrolments@tphs.nsw.edu.au.

Overseas students can contact the School's Admissions Office for further details by phoning +61 2 9972 5789, via email enrolments@tphs.nsw.edu.au or submit your enquiry online via our website.

ORIENTATION

The student will participate in an Orientation program to familiarise them with both the school and the local area, the services at their disposal and information on who can assist them if they have any issues.

The orientation is undertaken by the Overseas Students Welfare Co-ordinator in a group containing all overseas students commencing that term. Students may be required to attend a follow up session in their second week of study. In the Junior School the class teacher will conduct the student orientation.

Form Class List

The Form Class List can be located in the TASS Parent Lounge under the School Links menu in School Information.

Bell Times

The Bell Times can be located in the TASS Parent Lounge under the School Links menu in School Information.

Term Dates

The Term Dates can be located in TASS Parent Lounge under the School Links menu in School Information.

Booklists

Junior School: for information for Junior School Booklists please go to the TASS Parent Lounge and Student Café under the School Links menu in School Information.

Senior School: for information on Senior School Booklists please go to the TASS Parent Lounge and Student Café under the School Links menu in School Information.

NOTE: For information regarding the BYOD program please go to the TASS Parent Lounge under the School Links menu in Technology, Software & Apps.

EMERGENCY CONTACTS

Police, Fire, Ambulance – Phone: 000

Life threatening situations, such as a car crash or a fire.

Police Assistance Line (general enquiries and non-emergencies) – Phone: 131 444

If you are a victim of a crime, other than life threatening or time critical emergency situations, you should contact the Police Assistance Line to make a report.

Local Police Station (Dee Why) – Phone: 9971 3399 or go to

https://www.police.nsw.gov.au/about_us/regions_commands_districts/north_west_metro_region/northern_beaches/dee_why_police_station

If you are seeking assistance or want to report any incident or allegation involving actual or alleged sexual, physical or other abuse you should contact the local police station. Youth Liaison Officers are available for younger victims.*

Lifeline – Phone: 13 11 14 or go to www.lifeline.org.au

Lifeline provides crisis support, suicide prevention and mental health support services for people of all ages. These can include stresses from work, family or society and physical and mental wellbeing. Lifeline offers support services by phone or through their online chat available on their website.

Kids Helpline – Phone: 1800 551 800 or go to www.kidshelpline.com.au

Counselling support for people aged 5 to 25 if you're feeling depressed, worried, sad, angry or confused about things like your studies or personal relationships.

1800 RESPECT – Phone: 1800 737 732 or go to www.1800respect.org.au

Support if you, or someone you know, is experiencing sexual assault or domestic and family violence (all ages). Online chat also available 24 hours and information in various languages.

Beyond Blue – Phone: 1300 22 4636 or go to www.beyondblue.org.au

Headspace – Phone: (02) 9937 6500 or go to www.headspace.org.au

ReachOut – Phone: 8029 7777 or go to <https://au.reachout.com>

helps under 25s with everyday questions through to tough times.

*Note that Pittwater House has a Child Protection Policy and procedure in line with the guidelines and regulations of the NSW Government's Office of the Children's Guardian. If you would prefer, you can speak with a Pittwater House staff member (including the School's Counselling Team) who will be able to assist you.

SECTION 2

Student Responsibilities Overview

VISA REQUIREMENTS

- All students must personally ensure that their visa to stay in Australia is valid.
- You should also be aware of the Student Visa Conditions that apply to all student visa holders. Visit the [Department of Home Affairs](#) site or [VEVO for visa holders](#)
- Students must satisfy both the course progress and attendance requirements of their student visa. This means students must complete and achieve a satisfactory mark for all tasks, assessments and examinations in their chosen course as set out by the NSW Education Standards Authority (NESA) and attendance at School must not fall below 80% in any given term.
- Failure to meet the requirements of their student visa or the requirements of NESA may result in action that will cause the student's visa to be cancelled.

ATTENDANCE, COURSE PROGRESS, AND COURSE COMPLETION

Below is an outline of the minimum standards for students regarding their attendance and course requirements while at school. These standards have been imposed by the Department of Immigration regulations which mandate the requirements for overseas students in Australia.

Students should ensure they read and fully understand the requirements for Attendance, Course Progress, and Course Completion as set out in full in Section 3 of this Handbook. If at any time a student has a question or concern in regard to attendance or their course progress and completion, they should seek the advice of the Overseas Students Welfare Co-ordinator immediately.

ATTENDANCE REQUIREMENTS

- It is a visa requirement of the student visa that students must attend at least 80% of the course program. This is measured each term. For example, if a term runs for 9 weeks (45 days) the student must attend a minimum of 36 days. Please note Pittwater House requires attendance to be a minimum of 90%.

Absence

- Any non-attendance day for any reason is counted as a student absence.
- Late arrivals and early departures will also be recorded and counted.
- The Pittwater House App or Parent Lounge (TASS) can be used to submit all attendance notifications to the school. As an alternative, email attendance@tphs.nsw.edu.au or call School Reception on 9981 4400.
- If absence is due to illness, a doctor's certificate from a recognised medical centre must also be provided.

Monitoring of Attendance

- Attendance is monitored daily by both the Overseas Students Welfare Co-ordinator and Head of School. The Overseas Students Welfare Co-ordinator will interview students at risk of breaching attendance requirements.

Consequences of Non-Attendance

- Where a student's attendance falls below 90% in any term, an email will be sent to the student, parents and homestay guardian, notifying them of the student's current absences. A second email will be sent from the School should the student's attendance then fall below 80% advising the School's intention to report the student to the Department of Immigration.

Reporting to Government

- Where the student does not appeal the process within 20 working days, or withdraws from the appeals process, or the appeals process results in a decision for the School, the student will be reported via PRISMS.

COURSE PROGRESS REQUIREMENTS

All classes from Years 10 to 12 are distributed with hard copies of the annual assessment booklet in the first week of school each year. The HSC Assessment Booklet is distributed in Term 4. Electronic copies can be found on the on the Parent Lounge or Student Café (TASS).

- The School will monitor and assess the course progress of each student for the course in which the student is currently enrolled.
- The course progress of all students will be assessed at the end of each term.
- To demonstrate satisfactory course progress a student will need to:
 - Complete all assessment tasks
 - Achieve 'Satisfactory' or above for work habits in all courses
 - Complete a minimum of 12 units of study in Year 11 and 10 units of study in Year 12.
 - Must achieve a pass grade (C) or mark (greater than 50%)

Academic Probation

- Overseas students who fail to meet any one of the above criteria will be placed on probation and given a letter of warning.
- The student will be required to meet with the Overseas Students Welfare Co-ordinator and the Deputy Principal to devise a study timetable which may involve additional supervised study periods, tutorial assistance, additional study skills periods
- Continued failure to meet course progress criteria may result in termination of enrolment and visa cancellation.

Assessment Tasks

- Must complete all assessment tasks.
- Must also show that a **serious attempt has been made** to complete the task.

Please see the explanation below regarding Late Submission of an Assessment Task, Failure to show a serious attempt, Failure to complete an Assessment task and Medical Certificates.

Failure to Show Serious Attempt in an Assessment Task

- You must attempt every question (allowances will be made during exams if you have clearly run out of time)
- You must write more than a paragraph in extended response questions (allowances will be made during exams if you have clearly run out of time)
- Assessments which fail to show a serious attempt will be treated as a failure to submit an
- Assessment task.

Consequences for Failing to Submit an Assessment Task

Overseas students must satisfy the requirements of The Department of Immigration and NESAs. Both of these departments apply serious penalties to students who do not meet course requirements.

If a student misses three assessment tasks, the DIBP will be informed that the student is not making Satisfactory Academic Progress and the student visa will be cancelled.

NESA related Consequences for failing to Complete Assessment Tasks (Years 9-12)

- If sufficient work is not completed an 'N' warning will be issued by NESAs.
- A second 'N' warning may result in an 'N' award and a failure to have the completion of that subject listed on the student's Record of Achievement. In this case these units would not be used in the calculation of the ATAR and could seriously jeopardise the student's ability to gain entry to an Australian university.

Medical Certificates

- Medical certificates must be obtained if you miss an assessment task due to illness. They must be submitted with the Appeals Form. Medical certificates only provide cover for the days they are issued (i.e. if you have a certificate for 2 days you may apply for a 2 day extension)

Right of Appeal

Students who believe an Assessment Task has been unfairly marked may apply to the Faculty Co-ordinator or the Deputy Principal to have an Assessment Task remarked by a second marker.

CERTIFICATE OF ATTENDANCE

Students who require a Certificate of Attendance need to meet with the Deputy Principal/Overseas Students Welfare Co-ordinator, to make the request. Please allow 24 hours for the request to be completed. The signed certificate will then be left at Reception for collection.

HOLIDAY TRAVEL

- Students must provide the school with a copy of their itineraries before travelling during school holidays. This includes flight details if returning to their country of origin.
- Students must remain at school until the last day of term or risk affecting their Visa.
- Students must return to school on the first day of term or risk affecting their Visa.

Severe penalties will be applied to all students who fail to comply with these rules and may lead to Notice of Expulsion.

MEDICAL SERVICES

There are two School approved local Medical Centres that offer medical services:

- **Dee Why Family Medical Centre** – located inside Dee Why Grand Shopping Centre, Ground Floor, 29-30, 15/19 Pacific Parade Dee Why. Phone 8978 3800 www.deewhymedical.com.au
- **Dee Why General Practice** - Level 3, Dee Why Grand Shopping Centre, enter via 834 Pittwater Rd, Dee Why NSW 2099. Phone 8978 3900. www.ipn.com.au/gp/nsw-dee-why-dee-why-general-practice

CHANGE OF RESIDENCE/HOMESTAY

Please read the Application to Change Address policy included in Section 3 of this Handbook. In summary, students must not change living arrangements without following this process:

1. Discuss your desire to move with the Overseas Students Welfare Co-ordinator
2. If, after your meeting you still wish to move, complete the “Application to Change Address” form included in Section 3 of this Handbook.
3. Fill out the form and complete all permissions and attach all required documents
4. Your application will be considered by the Deputy Principal/Overseas Students Welfare Co-ordinator and relevant third parties within a maximum of 10 working days
5. You will be advised in writing of the outcome of your application

IMPORTANT: Any student who moves residence without approval (including moving after an application is submitted but before approval is granted) is breaching School policy. As a result, it will be up to the School’s discretion to and will be reported to the Department of Education who may choose to revoke their Confirmation of Enrolment resulting in the cancellation of the student’s Study Visa.

CHANGE OF ADDRESS

If you are moving homes (with your legal guardian/homestay family) the School must be informed in writing prior to the move. The School will engage Oz Homestay to inspect on our behalf and ensure the new home continues to meet requirements. Any costs incurred as a result of the change of address will be payable by the student.

SECTION 3

Policies, Procedures and Forms

Overseas student policies and all required forms are available to students and parents/guardian as part of this handbook which is available on the Pittwater House website.

8.10 OVERSEAS STUDENT VISA REQUIREMENTS

Guideline Reference 3.11 (NESA Guidelines for Approved NSW School Providers Delivering Courses to Overseas Students April 2018)

As per the Department of Education and Training's (DET) National Code 2018 - Standards 8, the following process documents the requirements for monitoring the attendance of students, course progress and course completion within the expected duration of study.

Where conditions are not met the School will notify Department of Home Affairs (DHA) via PRISMS when:

- a student is not achieving satisfactory course progress or
- the school agrees to extend the duration of the student's study or
- the student is not achieving satisfactory course attendance

8.10.1 Course Attendance

8.10.1.1 Attendance is taken:

- for Years K-6 Attendance is taken once daily during period 1 by the classroom teacher.
- for Years 7-12 attendance is taken every period of the day.
- late arrival at school is recorded and will be included in attendance calculations (after Period 1, twice is counted as a half day).
- early departure from school is recorded and will be included in attendance calculations.

8.10.1.2 Where a student is absent from school the parent or guardian should contact the School to advise a reason by 9am on the day of absence. To notify the school please submit absent reason via the Pittwater House App or Parent Lounge (TASS), alternatively you can email attendance@tphs.nsw.edu.au or call School Reception on 9981 4400.

8.10.1.3 Where the School is not advised of a reason for absence, the parent or guardian will be contacted the morning of the absence by Email and SMS. If no response is received after five days, the absence is followed up by email with the student's parent/s and/or guardian/s. If no response is received after 7 days the absence is confirmed as unjustified as required by the Minister's codes.

8.10.1.4 Absences from school should be accompanied by a medical certificate, an explanatory communication from a parent/guardian or evidence that leave has been approved by the Principal following the schools approved process for Applications for Exemption from school.

8.10.1.5 Any absences longer than 5 consecutive days without approval will be investigated.

- i. Student attendance is overseen by the Overseas Students Welfare Co-ordinator and Overseas Student Administrator to assess compliance in regards to mandatory student attendance.
- ii. The Schools electronic roll will automatically email the Overseas Students Welfare Co-ordinator, Overseas Student Administrator and Deputy Principal to investigate and email the parents/guardians of an overseas student with a warning if an overseas student absence reaches 10% and 15% in any given term.

- iii. If issues affecting the student's ability to attend school are identified, then counselling by the Overseas Students Welfare Co-ordinator, Deputy Principal or School Counsellors may be enacted, as appropriate to the situation.
 - iv. Students at risk of not meeting the 80% attendance, or 70% attendance in compassionate or compelling circumstances, are notified by the Overseas Student Administrator in writing and counselled by the Overseas Students Welfare Co-ordinator and/or Head of School.
 - v. Where attendance then becomes unsatisfactory, the student and their parent/guardian will be advised in writing of the School's intention to report. The student is advised that they have 20 working days in which to access the School's internal grievance policy and procedure.
- 8.10.1.6 DHA will be notified via PRISMS of the student not achieving satisfactory course attendance as soon as practicable where:
- i. The student does not access the grievance policy and procedure within 20 days
 - ii. The student withdraws from the grievance policy and procedure
 - iii. The grievance policy and procedure validates the School's decision to report
- 8.10.1.7 Students will not be reported for failing to meet the 80% threshold where the student is able to produce documentary evidence clearly demonstrating compassionate or compelling circumstances such as, but not limited to:
- medical illness supported by a medical certificate
 - bereavement
 - major political upheaval or social disruption (pandemic)
 - traumatic experiences (supported by police or emergency services report, a psychologist's report, or a formal report by a School Counsellor)
 - inability to commence because of delay in receiving a visa.

8.10.2 Course Progress

- 8.10.2.1 Students are made aware of assessment. More specific details are outlined for each year group in the grade assessment booklets distributed at the start of each academic year. A copy of these booklets can also be found on Parent Lounge or Student Café (TASS). Alternatively, you can ask the Overseas Student Welfare Co-ordinator to provide you with a hard copy or digital copy.
- 8.10.2.2 Courses at the school are delivered by teachers at the school. A student in Year 11 and/or 12 may choose to include a course offered at TAFE, Open High School or Saturday Language school. No more than 25% of courses may be studied through external providers.
- 8.10.2.3 Student progress is continually monitored by the Overseas Students Welfare Co-ordinator.
- 8.10.2.4 To demonstrate satisfactory course progress a student will need to:
- i. Complete all assessment tasks
 - ii. Achieve 'Satisfactory' or above for work habits grades in all courses
 - iii. Complete a minimum of 12 units of study in Year 11 and 10 units of study in Year 12
 - iv. Must achieve a pass mark (greater than 50%) or grade (C)
- 8.10.2.5 Where a student is not satisfactorily progressing in a course, the Overseas Students Welfare Co-ordinator in conjunction with the Deputy Principal will develop an intervention plan which may include but is not limited to the implementation of supervised study, tutoring by schoolteachers or outside agencies. The Overseas Students Welfare Co-ordinator will monitor course progress through the following measures:
- Looking at course progress grades and comments each term on either interim or semester reports. All of these are available on TASS.
 - Faculty Co-ordinators and teachers are reminded at least annually in curriculum meetings of the need to inform the Overseas Students Welfare Co-ordinator when a student appears to be at risk, has failed to submit required work or has made an unsatisfactory attempt.

- 8.10.2.6 Full reports are issued at the conclusion of each semester of study (end of term 2 and term 4).
- 8.10.2.7 Where course progress is deemed unsatisfactory students and their guardian/s will be notified in writing with a warning email.
- 8.10.2.8 'N' Award warning letters may also be sent where a Year 9, 10, 11, or 12 student is at risk of not meeting the requirements to gain RoSA or HSC accreditation issued by the Faculty Coordinator relevant to the subject.
- 8.10.2.9 Where a student's progress does not improve to a satisfactory level by the end of the assessment period (semester) following the issue of a warning, the School will advise the student in writing of its intention to report the student, and that they have 20 working days in which to access lodge an appeal using the schools grievance policy and procedure if they wish to do so.
- 8.10.2.10 DHA will be notified via PRISMS of the student not achieving satisfactory course attendance as soon as practicable where:
- i. The student does not access the grievance policy and procedure within 20 days
 - ii. The student withdraws from the grievance policy and procedure
 - iii. The grievance policy and procedure validates the schools decision to report

8.10.3 Completion within expected duration of study (Course Progression)

- 8.10.3.1 Student progress is continually monitored by the Overseas Students Welfare Co-ordinator.
- 8.10.3.2 Monitoring of course progress includes tracking that students are reasonably expected to complete the course within the duration as set out in their CoE.
- 8.10.3.3 If for any reason, the student requests and is granted permission to lengthen the duration of study, the amendment will be reported through PRISMS and if required, a new CoE will be issued.
- 8.10.3.4 Extensions to the duration of course will only be granted due to:
- i. Compassionate or compelling circumstances
 - ii. A school sanctioned intervention strategy per 8.10.2.5 where the strategy will involve work that temporarily inhibits the student's ability to maintain other course work
 - iii. Deferment or suspension granted in line with School policy 8.11

8.7.10 APPLICATION TO CHANGE ADDRESS

If a student wishes to change accommodation they must:

- apply to the school for approval using the schools Application to Change Address form and include the required supporting documents
- attend a meeting with the Overseas Students Welfare Coordinator to discuss the request and see if the problem can be resolved without relocation
- If the request is approved the school will advise Oz Homestay it has approved the students request to relocate.
- The student must ensure that the Homestay family is informed a minimum two weeks in advance of the move. If two full weeks notice is not given, the family must still be paid for this two week period
- The student is responsible for any additional costs incurred to facilitate a change of accommodation.

8.9 OVERSEAS STUDENT TRANSFERS

Guideline Reference 3.10 (NESA Guidelines for Approved NSW School Providers Delivering Courses to Overseas Students April 2018)

As mandated by the ESOS Act, overseas students may not transfer from their first registered school sector course before completing the first six months of study, except in the following circumstances:

- a. The original registered provider has ceased to be registered or the course the student is undertaking has ceased to be registered
- b. The original registered provider has provided a written letter of release
- c. The original registered provider has had a sanction imposed on its registration by the Australian Government or similar that prevents the student from continuing his or her principal course
- d. The School considers the change to be in the student's best interests and provides written support of the change.

8.9.1 Application for transfer to another registered provider

8.9.1.1 If there has been less than six months participation in the principal course there will be no transfer considered unless one of the above circumstances or other extenuating personal circumstances exist.

All students wishing to transfer to another education provider must apply for a letter of release using the School's Request for Release form in the Overseas Student Handbook.

8.9.1.2 All applications must be accompanied by:

8.9.1.2.1 Proof of the parent/s support for the transfer in the form of a letter, fax or email. For purposes of transfer, an application from the student's temporary Australian guardian will not be deemed suitable authorisation to process a request for transfer.

8.9.1.2.2 A valid enrolment offer from another registered provider and, if the School has taken responsibility for the student's welfare, acknowledgement that the new provider will accept responsibility for approving the student's accommodation, support, and general welfare arrangements as outlined in Standard 5 of the National Code 2018.

8.9.1.3 Applications for transfer to another provider must be submitted to the Overseas Student Welfare Co-ordinator and then assessed by the Deputy Principal as per the assessment procedure.

8.9.2 Assessment Procedure

8.9.2.1 All applications for transfer will be considered within 10 working days during school terms and the applicant notified of the decision by a Letter of Release generated by the Overseas Student Welfare Co-ordinator in conjunction with the Overseas Student Administrator who will update PRISMS and TASS.

8.9.2.2 The processing of transfers applied for during periods of school recess will be delayed until the required staff return to work.

8.9.3 Application for transfer from another registered provider

8.9.3.1 No student transfers will be considered until a formal enrolment application is made and the student meets the entry requirements. In addition, written evidence outlining the reason or permission for the transfer must be provided.

8.9.3.2 The transfer will not be accepted until all enrolment fees and deposit have been paid. If the transfer is accepted and then the student decides not to pursue an enrolment at the School, the School's refund policy will apply.

8.9.3.3 Unless there are special circumstances as those outlined in this policy no transfer will be accepted if the student has not completed six months of his/her principal course.

8.9.3.4 All applications must be accompanied by:

- 8.9.3.4.1** Proof of the parent/s support for the transfer in the form of a letter, fax or email of a scanned document bearing the parent/s signature. For purposes of transfer, the signature of the student's temporary Australian guardian will not be deemed suitable authorisation to process a request for transfer.
- 8.9.3.4.2** A letter of release from the registered provider from which the student is transferring.
- 8.9.3.4.3** If the student is under 18, a CAAW from the registered provider from which the student is transferring to advise the date up to which the previous education provider accepts responsibility for the students living arrangements and general welfare. The School's CAAW will ensure the student's welfare is maintained constantly during the transfer.

8.9.4 Grant of a letter of release

A letter of release will only be granted in the first six months where:

- An approved change to the student's welfare and accommodation arrangements results in a distance of travel which the school agrees is unreasonable.
- It has been agreed by the School that it is in the best interest of the student to transfer to a course not offered by Pittwater House.
- The student is unable to achieve satisfactory course progress at the level they are studying even after engaging with the Schools intervention policy to assist the student.
- There is evidence of compassionate or compelling reasons.
- The School fails to deliver the course as outlined in the written agreement.
- There is evidence that the student's reasonable expectations about their current course are not being met.
- The letter of release is generated by the Overseas Student Administrator in conjunction with the Overseas Student Welfare Co-ordinator.

8.9.5 Refusal of a letter of release

A letter of release will NOT be granted in the first six months where:

- The school is of the opinion that the student's academic progress is likely to be disadvantaged.
- After investigation, the school is of the opinion that the student has requested a transfer under the adverse influence of another party.
- If the student is under 18 there is no evidence that the transfer is supported by their parent or legal guardian.
- The refusal of a letter of release is generated by the Overseas Student Administrator in conjunction with the Overseas Student Welfare Co-ordinator.

8.9.6 Appeals

Students who have had an application refused may appeal the decision using the Pittwater House Grievance Policy and Procedures.

8.9.7 Reporting

All transfer outcomes will be reported in PRISMS and TASS and a copy will be placed in the student file maintained by the School.

8.11 DEFERING, SUSPENDING OR CANCELLING THE OVERSEAS STUDENT'S ENROLMENT

Guideline Reference 3.10 (NESA Guidelines for Approved NSW School Providers Delivering Courses to Overseas Students April 2018)

The School may only enable students to defer or temporarily suspend their studies, including granting a leave of absence, during the course through formal agreement in certain limited circumstances.

Students may, through formal agreement, be given permission to defer commencement, take a leave of absence or temporarily suspend their studies during the course. Such absences, however, may affect the student's visa status. The registered provider may also seek to cancel the student's enrolment.

Overseas students are informed that any deferment, suspension or cancellation of enrolment may affect their student visa and if subject to any of these events they should contact the Department of Home Affairs for advice.

8.9.8 Notification of Deferment, Suspension or Cancellation of Enrolment

8.9.8.1 Where the school undertakes to suspend or cancel an enrolment

- the reasons for the action will be documented and a written notification will be sent to the student and parent/guardian.
- the student and parent/guardian will be advised they have 20 working days to appeal using the Pittwater House grievance procedure.
- the school commits to maintain the enrolment whilst the appeal is considered.

8.9.8.2 Students, parents and guardians are invited to review and have access to the Student Handbook which outlines the expectations the School has of students. This document is available on the School Information tab on the School's website portal.

Lack of knowledge will not be accepted as defence where the suspension or cancellation of enrolment is due to a breach of required student conduct.

8.9.8.3 Where a deferment, suspension or cancellation is initiated by a student or their parent/guardian it must notify the school in writing 30 days before the enrolment is to commence, addressed to the Principal and be accompanied by documents and/or evidence supporting the request.

8.9.8.4 Compassionate or compelling circumstances which would substantiate deferment, or suspension of enrolment include but are not limited to:

- Medical illness supported by a medical certificate
- Bereavement of family or in some cases close friends
- Major events, such as a natural disaster and major political upheaval
- Traumatic experiences (supported by police or emergency services report, a psychologist's report, or a formal report by one of the School's Counsellors)

8.9.9 Assessment

- All requests for deferment, suspension or cancellation will be considered within 10 working days during school terms and the applicant notified of the decision.
- The processing of deferments, suspensions or cancellations applied for during periods of school recess will be delayed until the required staff return to work.
- The final decision for assessing and granting transfers, suspensions or cancellation of enrolment lies with the Principal.

8.9.10 Appeals

- Students who have had a request for deferment, suspension or cancellation denied may appeal the decision using the Pittwater House Grievance Policy and Procedures available via the website portal.

8.9.11 Records

- Transfers, suspensions and cancellations of enrolment will be recorded in PRISMS, following decisions made including any appeal made using the Pittwater House Grievance Policy and Procedures and if required, a new CoE will be issued.
- Copies of all documents pertaining to the request for, assessment of, grant or refusal of and final processing of transfers, suspensions and cancellations of enrolment will be maintained in the student file.

REFUNDS AND CANCELLATIONS OF ENROLMENT

Note: The information below is taken from the Pittwater House Overseas Students policy 8.4, Recruitment of an Overseas Student, and is also stipulated in the Conditions of Enrolment on the *Application for Enrolment – Overseas Student* form.

8.4.11 Refunds and Cancellation of Enrolment

The following procedures are in accordance with The National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018 (The National Code 2018).

- i. The \$500 Enrolment Fee is not refundable.
- ii. All other fees paid will be fully refunded if the student fails to meet the required English levels or fails to be issued with a student visa to study at the School and produces documentary evidence to that effect from the Australian immigration authorities. This refund is payable within 28 days of receipt of written application.
- iii. Where written notification of cancellation of the enrolment is received by the School prior to commencement of the program the following policy applies:
 - a. Cancellation 10 weeks or more prior to commencement: Enrolment Fee + 15% of first year's tuition fee to be retained by the School.
 - b. Cancellation within 10 weeks prior to commencement: Enrolment Fee + 35% of first year's tuition fee to be retained by the School.
 - c. Cancellation after commencement date - no refund.
- iv. Ongoing enrolments: Where written notification of cancellation of the enrolment for a subsequent year of schooling is received by the School prior to commencement of the program for that year the following policy applies:
 - a. Cancellation 14 weeks or more prior to commencement: no tuition fee to be paid to the School.
 - b. Cancellation within 14 weeks prior to commencement of the study period for that year: 35% of the year's tuition fee is payable to the School.
 - c. Cancellation after commencement date: full years tuition is payable to the School.
- v. Where a refund is given and a commission to an Agent has been paid the amount of commission will be deducted from the refund.
- vi. Full refunds (including the Enrolment Fee, Student Services Fee and Tuition Fees paid) will be made if the School fails to commence the course of study for which the student has applied.
- vii. If the School is for any reason unable to fully deliver the course The Tuition Protection Service (TPS), an initiative of the Australian Government, will assist the Overseas student to complete their studies in another course or with another education provider or receive a refund of their unspent tuition fees. For information on the TPS, please see: <https://tps.gov.au/StaticContent/Get/StudentInformation>
*Calculation of the refund due in this case is prescribed by a legislative instrument - s.7 of Education Services for Overseas Students (Calculation of Refund) Specification 2014.
<http://www.comlaw.gov.au/Details/F2014L00907>
- viii. There are no refunds for pre-paid extra services where the School has forwarded payment to other service providers. School uniform items may be returned if not worn and with proof of date of purchase.
- ix. Any applicable refunds will be made directly to the payer.
- x. Dispute resolution processes do not circumscribe the student's right to take further action under Australia's consumer protection laws.

ESOS Legislative Framework

PROTECTION FOR OVERSEAS STUDENTS

The ESOS Framework (Education Services for Overseas Students) provides the regulatory requirements for education and training institutions offering courses to overseas students who are in Australia on a student visa. ESOS also provide tuition protection for overseas students. The ESOS Framework protects the rights of overseas students studying in Australia.

WHAT YOU NEED TO KNOW ABOUT BEING AN OVERSEAS STUDENT IN AUSTRALIA

The ESOS cover a range of information you have a right to know about and the services that must be offered to you by Australian education providers. These include:

- orientation to help you understand the course and more about the place you are studying, as well as access to support services that can help you study and adjust to life in Australia
- the education provider's contact officer or officers for overseas students
- what your provider's requirements are for satisfactory attendance
- what your provider's requirements are for satisfactory progress in the courses you study and what support is available if you are not progressing well
- if you can apply for course credit and the circumstances in which your enrolment can be deferred, suspended or cancelled
- a complaints and appeals process.

YOUR RESPONSIBILITIES AS AN OVERSEAS STUDENT IN AUSTRALIA

As an overseas student on a student visa, you are responsible for:

- complying with your student visa conditions
- ensuring you have and continue to maintain your Overseas Student Health Cover (OSHC) for as long as you stay in Australia as a student
- telling your provider if you change your address or other contact details
- meeting the terms of the written agreement with your education provider
- meeting the restriction on transfer between registered providers
- maintaining satisfactory course progress
- maintaining satisfactory attendance

For more comprehensive information please read the **ESOS Framework Student Fact Sheet** at the end of this booklet. Another useful source of information for overseas students is the Australian Government website www.studyinaustralia.gov.au

Information about visa conditions for student visa holders is available on the [Department of Immigration and Border Protection's website](#).

Fair Trading NSW Overseas Students Consumer Guide

NSW Fair Trading have put together a Consumer Guide to assist Overseas students.

In Australia, every person has the right to be protected from unfair business practices. NSW Fair Trading is the state government agency that resolves disputes between consumers and businesses and provides free assistance and information on issues such as shopping, refunds, renting, cars, buying and selling property, home building, product safety, scams and more. This information aims to help you understand your consumer rights and responsibilities in NSW.

Please visit www.fairtrading.nsw.gov.au/help-centre/youth-and-seniors/youth/international-students for information on:

- Shopping Rights, repairs, refunds and replacements
- Mobile phones and data plans
- Buying a car
- Gift cards/vouchers
- Credit card chargeback
- Renting
- Education and training
- Contact NSW Fair Trading

Glossary

CRICOS

Commonwealth Register of Institutions and Courses for Overseas Students (Federal Government body). This government body keeps a register of education providers and the courses they offer to overseas students.

DET

Department of Education and Training (Federal Government body)

DHA

Department of Home Affairs (Federal Government body). This department incorporates Australia's federal law enforcement, national and transport security, criminal justice, emergency management, multicultural affairs and immigration and border-related functions and agencies.

DIBP

Department of Immigration and Border Protection (Federal Government body) falls within the portfolio the Department of Home Affairs as from December 2017.

ESOS Act

Education Services for Overseas Students Act 2000. Federal legislation (law) governing regulations around overseas students and delivery of courses to those students by providers registered on the CRICOS

National Code 2018

National code of practice for provider of education and training to overseas students is a legislative instrument made under the ESOS Act which sets nationally consistent standards that govern the protection of overseas students and delivery of courses to those students by providers register on the CRICOS. Latest edition is 2018.

NESA

NSW Educations Standards Authority (State Government body). Previously known as the Board of Studies (BOS)

TPS

Tuition Protection Service. An initiative of the Australian Government to assist overseas students whose education providers are unable to fully deliver their course of study. The TPS ensures that overseas students can either complete their studies in another course/with another education provider or receive a refund of their unspent tuition fees.

Appendix



Application to Change Address (Overseas Students)

Student Name: _____

Student Year/Class: _____

Date of Birth: _____

Date of Commencement at Pittwater House: _____

Student has lived at this location for: _____

Years: _____

Months: _____

Days: _____

Reason for the request to change address: _____

Acknowledgement of Request by Student:

Name: _____

Signature: _____

Date: _____

Acknowledgement of Request by Homestay/Guardian:

Name: _____

Signature: _____

Date: _____

Requests will not be processed without the following:

(School use only)

Written permission to change address has been granted by Parent: _____

Received on: _____

Acknowledgement that the Overseas Students Welfare Coordinator has met with the student and approves the student proceeding to seek a new residence

Signature: _____

This application will only be assessed after all relevant documentation has been received:

Date: _____

Approval by the School *(School use only)*

Permission to proceed: Granted Rejected Initials: _____ Date: _____

Applicant advised outcome: Date: _____ Oz Homestay Advised to proceed: Date: _____

New Homestay Approved: Date: _____ New Homestay Details Received: Date: _____

Student Relocation Date: Date: _____ TASS updated: Date: _____

PRISMS updated: Date: _____ NESA updated (if applicable): Date: _____

Before completing this form please read Overseas Student Procedure 8.7.10 available in the Overseas Student Handbook and to all students and parents on www.pittwaterhouse.com.au



Request for Release (Overseas Student)

Student Name: _____

Student Year/Class: _____

Date of Birth: _____

Date of Commencement at Pittwater House: _____

Student has been enrolled in this course for:

a period longer than 6 months

Less than 6 months

Proposed transfer date: _____

Proposed New School: _____

Reason for Transfer: _____

Acknowledgement of Request by Student:

Name: _____

Signature: _____

Acknowledgement of Request by Homestay/Guardian:

Name: _____

Signature: _____

Requests will not be processed without the following:

(School use only)

Written permission to transfer has been granted by Parent:

Received on: _____

Pittwater House App K- 12 Notification of Termination of Enrolment has been completed

Received on: _____

Valid enrolment letter of offer from the receiving school

Received on: _____

Confirmation that the new school accepts responsibility for accommodation, support and welfare *(if applicable)*

Received on: _____

This application will only be assessed after all relevant documentation has been received:

Date: _____

Approval by the School

(School use only)

Executive Level Approval:

Request Granted Request Rejected

Initials: _____

Date: _____

Applicant advised outcome:

By: Overseas Student Welfare Coordinator

Initials: _____

Date: _____

PRISMS updated:

By: Admissions Office

Initials: _____

Date: _____

TASS updated:

By: Admissions Office

Initials: _____

Date: _____

NESA updated *(if applicable)*:

By: Curriculum Office

Initials: _____

Date: _____

Before completing this form please read Overseas Student Transfers 8.9 available in the Overseas Student Handbook and to all students and parents on www.pittwaterhouse.com.au