



St Paul's School

International Student Monitoring Handbook (Attendance & Academic Progress)

Reviewed January 2018
Version 3/2018

**To be read in accordance with the ESOS Act 2000 and
National Code of Practice for Registration Authorities and
Providers of Education and Training to Overseas Students
2018**

MONITORING OF ATTENDANCE AND ACADEMIC PROGRESS OF Full-Fee Paying Overseas Students (FFPOS)

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PREAMBLE

The National Code of Practice for Providers of Education and Training to Overseas Students 2018 underpins the Guidelines and Procedures outlined in this booklet. Students will be supported academically and socially, in keeping with the ethos of the School, and in keeping with the requirements of the National Code Standard 8.

FFPOS Student Support at St Paul's School includes:

- Availability of Intensive English language classes at St Paul's International School
- Enrolment in QSA Authority subject "English for ESL Learners"
- ESL support by specialist teachers (subject classes, out-of-school time, guidance)
- Monitoring meetings to evaluate progress
- Liaison between Homestay Coordinator and Heads of House
- Access to Counselling services through school Referral Policy
- Special Consideration provided (e.g. time for tests) through School and QSA Policy

The progress of FFPOS students is closely monitored within the School by the following staff members:

Director of International School, the relevant Directors and Head of Studies of the Sub-school and the School Registrar.

The Policies and Processes put into place to monitor FFPOS Students are as follows:

1. School Policy regarding Attendance and Satisfactory Course Progress for FFPOS
2. Monitoring and Decision-Making regarding Student Progress
3. Language Difficulties in Subject Area: Degree of Assistance and Special Consideration to be provided
4. Support for FFPOS students with special learning needs is to be negotiated between Differentiation Support and ESL staff.

1. SCHOOL POLICY REGARDING ATTENDANCE AND SATISFACTORY COURSE PROGRESS REQUIREMENTS FOR FFPOS

Student visas for overseas students are granted subject to a number of conditions. One of the major conditions is Condition 8202, which is "Satisfaction of Attendance/Academic Requirements".

Attendance Policy

Students are required to attend classes each day of the School week for the entire School day. Students are expected to attend House Period, House Chapel, Pastoral Care, Assembly and all classes for every school day during the week/term. Attendance is recorded by the House Tutor or class teacher (as appropriate). This will be monitored by the House Tutor and Head of House in conjunction with Registry which will prepare and deliver warning letters to the student, and report breaches to Director of International School and/or the relevant Director of the student's Sub School. Attendance is checked in accordance with Standard 7 of the National Code 2018 and a Study Period at St Paul's School is one Semester.

When attendance levels drop below 85% per term, an Attendance Warning letter (refer to template in Appendix 1) may be given to the student concerned and sent to Homestay parent by the Registrar (International). A copy of the letter will also be sent to the student's agent and parents, and other relevant staff. One or two warning letters may be issued. If the student continues to breach attendance requirements they will be given a letter notifying them that a report will be sent to the Department of Immigration.

The formula used to determine your attendance rate is:

$$\frac{(\text{Number of School days in a Semester} - \text{Days absent})}{\text{Numbers of School Days in a Semester}} \times 100 = \text{Attendance Rate\%}$$

Satisfactory Course Progress Requirements

At St Paul's School, Satisfactory Course Progress is defined as:

- ❑ Sound Level of Achievements in at least three of the five QSA Authority subjects attempted in any one study period (semester)

The following indicators may also be considered:

- ❑ Demonstrated improvement in the use of the English Language
- ❑ Demonstrated academic improvement
- ❑ Active involvement in class
- ❑ Meeting of all assessment deadlines
- ❑ Utilisation of support services provided by the School

Any student who appears to be at risk of not meeting Satisfactory Course Progress Requirements will be counselled and given extra support and guidance. The Head of Studies Senior School and/or Director of Senior School will meet with the student to discuss progress and how to achieve "Satisfactory Course Progress". If the student does not access extra Support and Guidance, the student will be notified in writing of the School's intention to report the student for not achieving Satisfactory Course Progress. The student may access the School's Complaints and Appeals process as per Standard 10 (Complaints and Appeals) and has 20 working days in which to do so.

The above information will be supplied to the students during the enrolment process.

2. MONITORING AND DECISION-MAKING REGARDING STUDENT PROGRESS

The School is concerned to ensure that there is appropriate monitoring of a student's progress, in both academic and pastoral contexts, throughout the year. Decisions regarding intervention in the form of assistance, disciplinary action, and/or communication with parents will be made by those operating at middle management and senior management levels. Critical decisions will be made by the Headmaster. (Note that the progress of FFPOS students will include monitoring by staff within both St Paul's International School and St Paul's. Progress of students with difficulties would merit a more flexible approach.) The usual Study Period for monitoring of academic progress is a Semester; sometimes more frequently.

It is assumed that some or all of the following issues would prompt regular and/or documented communication with Parents and Homestay parents and Agents that monitoring and decision-making are seen as warranted by the seriousness of the situation.

- Lack of self-discipline
- Refusal to utilise help provided
- Inability to work, even under supervision
- Lack of attention in class
- Non-completion of set tasks
- Poor level of cooperation and courtesy
- Attendance is of concern

PROCEDURE:

- Class teachers, House Tutor and HL to report on each FFPOS student in regular reporting cycle at the end of terms 2 and 4
- FFPOS in Years 10, 11 and 12 have SET-Plan reviews according to the regular schedule of review (see SET-Plan policy; generally early Semester 2 and early Semester 3) to review progress in the previous semester
- Head of Studies of Sub School to carry out a formal review of mid-semester and/or semester reports, along with documented HOH concerns
- Consider those students whose progress merits intervention and/or who have previously been monitored
- Initiate intervention strategies as explained in this document

3. LANGUAGE DIFFICULTIES IN SUBJECT AREAS...DEGREE OF ASSISTANCE AND SPECIAL CONSIDERATION TO BE PROVIDED

Points for teachers to note when assessing degree of support appropriate for FFPOS students, even in subjects where the language is not being assessed. Learning a language is hard work - but that should be primarily for the students, not the teachers.

FFPOS students have chosen to attend an Australian school where the language of instruction and learning is English. Most of them are intending to continue on to University or TAFE courses where the language used is English. Even though special consideration procedures must be put in place, the goal is for FFPOS students to operate independently in English.

- There are procedures in place such as use of paper dictionaries, extra time and also, in some exams, the teacher supervising may be authorised to explain **non-subject** specific vocabulary. It is recommended that class teachers (after collaboration with ESL teachers) provide glossaries of subject specific terms. ESL staff may assist with these and inform students that they will have to learn/memorise these words and their meanings so that reliance on translators will be subsequently lessened.
- Students should also be encouraged to explain concepts in English - and explanations should be in English.
- Electronic translators are not allowed in "examination conditions" tasks; subject to individual department policy or unusual circumstances.

4. PROCEDURE FOR ACCESS TO ASSESSMENT TASKS

Access to Assignments

1. Task Sheet

Unless knowledge of the English language is actually being assessed, the task must be made accessible by adopting the following approach:

Student analyses the task sheet with teacher assistance and prepares for the task using these steps:

- Highlighting key words
- Checking meaning of key words
- Listing processes in order
- Stating/Rewriting in own words what is required
- Checking with teacher if perception of requirements is correct
- Planning task using appropriate strategy (e.g. Retrieval Chart, Word Map) and checking plan with class teacher. Note that subject teacher scaffolding could be an alternative approach.

If student still cannot understand task requirements as given in lesson, he/she should discuss problems with the ESL teacher. The task may be re-worded in simpler language. NB: ESL teacher may need to liaise with class/subject teacher.)

2. Writing of Task

Student is to be permitted to submit one draft as per the School Assessment Policy and one extra draft to the ESL teacher if necessary.

3. Oral Task

- Students may be permitted to use a script to support delivery of learned/memorized lines, but must demonstrate both knowledge of the script and appropriate characterisation, body language, etc.
- Students are permitted to reach minimum time length for task rather than more than this. E.g. 7 minutes of 7-10 minute task.
- Modelling of task is permitted. ESL teacher could make this available through Head of Department so that DVD/VHS could be borrowed for consideration over longer period of time.

4. Procedure to follow for in-class assessment items:

- Explanation is provided by subject teacher at beginning of test (or before if task sheet given out prior to test).
- Extra time is provided to complete the test. The Special Consideration for these students means that the student should complete the test to his/her satisfaction. There is no set number of minutes as per the QSA Policy Special Consideration but Heads of Department should monitor what is reasonable. A guide of 5 extra minutes per 30 has previously worked well in most instances.
- Bilingual dictionary is permitted but not an electronic translator. A paper English dictionary may be used also.

In Exams, for all Subjects (except English)

- May have a paper dictionary.
- May have a paper bilingual dictionary.
- May NOT have an electronic translator.
- May have extra time (approximately 10minutes per hour/5 minutes per half hour).

For English as it is a language specific exam

- May NOT have a paper dictionary.
- May NOT have a paper bilingual dictionary.
- May NOT have an electronic translator.
- May have extra time (10minutes per hour/5 minutes per half hour).

For English for ESL Learners as a subject *

- Dictionaries, including bilingual dictionaries, may be used.
- Electronic and programmable dictionaries MUST NOT be used.

***FFPOS students will be generally required to enrol in English for ESL Learners rather than English (assuming English is not their first language).**

Final outcome if progress is not satisfactory

NB Students who are not meeting course requirements at an appropriate level according to student visa requirements will not require further consideration, as this situation implies that the student will be reported to the Department of Immigration and Citizenship.

5. MONITORING AND INTERVENTION

1. Term Monitoring

HOSS/HL interview students of concern

- Process**
- a) Request for Interview letter form to be provided to student.
 - b) Interview - based on report results and/or HL reports.
 - c) Possible Result of Interview – At risk letter; subject change advisory; advice on how to achieve satisfactory progress.

2. Further Intervention if needed

- Process**
- a) Term 3 report will be requested. After term 3 report, a Letter of Concern and Request for Interview may be sent to agent, parents and homestay.
 - b) Formal Interview with student, homestay and with/without parents.
 - c) Result of Interview Letter – Headmaster informed.

3. Critical Decision if concerns are not addressed within one semester

If above fails then critical decision needs to be made about student enrolment. This will usually occur as soon as results are known after the term 4 examinations in Year 11.

- Process**
- a) Request for Interview letter.
 - b) Formal Interview (using Interview Template).
 - c) Result of Interview advising of critical decision made by Headmaster (supported by recommendation, reports, HOH reports).

NB This sample time-line refers to a student who (typically) enters St Paul's School either at the beginning of Year 11.

6. OTHER ENROLMENT MATTERS

Transfer Policy

1. Students are restricted from transferring from their first course of study for a period of six months. Students can apply for a Letter of Release to enable them to transfer to another education provider, however if the student is under 18 years of age the following conditions apply:

Students under 18 years of age MUST:

- Provide written evidence from the students' parents/c\guardians to support the transfer;
- Provide confirmation from the new provider

Overseas students are restricted from transferring from their course of study for a period of six months. Exceptions to this restriction are:

- a) If the student's course or school becomes unregistered
- b) The school has a government sanction imposed on its registration
- c) A government sponsor (if applicable) considers a transfer to be in the student's best interests
- d) If the student is granted a Letter of Release.

2. Students can ask for a Letter of Release at no charge to enable them to transfer to another education provider. However, if a student has not completed the first six months of their first course of study or is under 18 years of age, conditions apply.

3. *The School* will only provide a Letter of Release to students before completing the first six months of their course in the following circumstances:

- a) The student has changed welfare and accommodation arrangements and is no longer within a reasonable travelling time of the school
- b) It has been agreed by the school the student would be better placed in a course that is not available at *St Paul's School*.
- c) Any other reason stated in the policies of *the School*

4. Students under 18 years of age MUST also have:

- a) Written evidence that the student's parent(s)/legal guardian supports the transfer
- b) Written confirmation that the new provider will accept responsibility for approving the student's accommodation, support, and general welfare arrangements where the student is not living with a parent / legal guardian or a suitable nominated relative
- c) Evidence that the student is in Department Of Immigration approved welfare and accommodation arrangements.

5. *St Paul's School* will NOT provide a Letter of Release to students before completing the first six months of their first course in the following circumstances:

- a) The student's progress is likely to be academically disadvantaged
- b) *The School* is concerned that the student's application to transfer is a consequence of the adverse influence of another party

- c) The student has not had sufficient time to settle into a new environment in order to make an informed decision about transfer
 - d) The student has not accessed school support services which may assist with making adjustments to a new environment, including academic and personal counselling services
 - e) School fees have not been paid for the current study period.
6. In order to apply for a Letter of Release, all students must first have a Letter of Offer from the receiving provider.
 7. Applications to transfer to another registered provider may have visa implications. The student is advised to contact the Department of Immigration office as soon as possible to discuss any implications.
 8. If a Letter of Release is provided by this School it will give information about whether the student has demonstrated a commitment to studies during the course, had a good attendance record for the course, and paid all fees for the course.
 9. All applications for transfer will be considered within 5-10 working days and the applicant notified of the decision.
 10. Students whose request for transfer has been refused will be notified in writing of the reasons for refusal and may appeal the decision in accordance with *the School's* Complaints and Appeals Policy. The Complaints and Appeals Policy is available in the Orientation Guide for International Students.

Deferment, Suspension and Cancellation of Enrolment Policy

Deferment or Suspension of Enrolment:

The School will only grant a deferment or suspension of studies for compassionate and compelling circumstances, these include but are not limited to:

- a. Illness, where a medical certificates states that the student is unable to attend classes
- b. Bereavement of close family member (ie parents, grandparents, siblings)
- c. Major political upheaval or natural disaster in their home country requiring emergency travel that will impact on studies
- d. A traumatic experience which has impacted on the student (where possible these cases should be supported by police or psychologist reports). The final decision will lie with the Headmaster and the deferment or suspension will be recorded in PRISMS
 - a) The final decision for assessing and granting a deferment of commencement of studies lies with the Headmaster.
 - b) Deferment will be recorded on PRISMS within 14 days of being granted.

1. Suspension of study requested by student

- a) Once the student has commenced the course, St Paul's School will only grant a suspension of study for compassionate and compelling circumstances. These include but are not limited to:

- i. illness, where a medical certificate states that the student was unable to attend classes
 - ii. bereavement of close family members such as parents or grandparents (where possible a death certificate should be provided)
 - iii. major political upheaval or natural disaster in the home country requiring emergency travel that has impacted on studies
 - iv. a traumatic experience which has impacted on the student (these cases should be where possible supported by police or psychologists' reports).
 - b) Suspensions will be recorded on PRISMS within 14 days of being granted.
 - c) The period of suspension will not be included in attendance calculations.
 - d) The final decision for assessing and granting a suspension of studies lies with Headmaster.
2. Student initiated cancellation of enrolment
 - a) All notification of withdrawal from a course, or applications for refunds, must be made in writing and submitted to the Headmaster. Please see the School's Refund Policy for information regarding refunds.
3. Assessing requests for deferment or suspension of studies
 - a) Applications will be assessed on merit by the Headmaster.
 - b) All applications for deferment or suspension will be considered within 10 working days.
4. School initiated exclusion from class (1 – 28 days)
 - a) The School may exclude a student from class studies on the grounds of misbehaviour by the student. Exclusion will occur as the result of any behaviour identified as resulting in exclusion in the School's Behaviour Policy/Code of Conduct.
 - b) Excluded students must abide by the conditions of their exclusion from studies which will depend on the welfare and accommodation arrangements in place for each student and which will be determined by the Headmaster.
 - c) Where the student is provided with homework or other studies for the period of the exclusion, the student must continue to meet the academic requirements of the course.
 - d) Exclusions from class will not be recorded on PRISMS.
 - e) Periods of 'exclusion from class' will be included in attendance calculations as per the School's Course Progress and Attendance Policy.
5. School initiated suspension of studies (28 days +)

- a) The School may initiate a suspension of studies for a student on the grounds of misbehaviour by the student. Suspension will occur as the result of any behaviour identified as resulting in suspension in the School's Behaviour Policy/Code of Conduct.
- b) Suspended students must abide by the conditions of their suspension from studies which will depend on the welfare and accommodation arrangements in place for each student and which will be determined by the Headmaster
- c) Students who have been suspended for more than 28 days may need to contact Department Of Immigration. (Please see contact details at: <http://www.immi.gov.au/contacts/australia/index.htm>.)
- d) If special circumstances exist, the student must abide by the conditions of his or her suspension which will depend on the welfare and accommodation arrangements in place for each student and which will be determined by the Headmaster.
- e) Suspensions will be recorded on PRISMS.
- f) The period of suspension will not be included in attendance calculations.

6. School initiated cancellation of enrolment

- a) The School will cancel the enrolment of a student under the following conditions:
 - i. Failure to pay course fees.
 - ii. Failure to maintain approved welfare and accommodation arrangements (visa condition 8532).
 - iii. Any behaviour identified as resulting in cancellation in the School's Behaviour Policy/Code of Conduct.
- b) The School is required to report failure to maintain satisfactory course progress and failure to maintain satisfactory attendance to Department Of Immigration, which may impact on a student's visa.

Cancellation of Enrolment: The School may cancel a student's enrolment if:

- a. Parents fail to pay all the Fees or charges in accordance with the Schools Fee Policy;
- b. The student fails to meet the requirements of the Course Progress and/or Attendance Policy;
- c. Failure to maintain approved welfare and accommodation arrangements (visa condition 8532)
- d. Any behaviour in breach of the Schools Behaviour Policy/Code of Conduct.

School initiated cancellation of enrolment is subject to the School's Complaints and Appeals Policy. (Please see 8), below.

7. Complaints and Appeals

- a) Student requests for deferment, and suspension and cancellation of enrolment are not subject to the School's Complaints and Appeals Policy.
- b) Exclusion from class is subject to the School's Complaints and Appeals Policy.
- c) School initiated suspension, where the suspension is to be recorded in PRISMS, and cancellation are subject to the School's Complaints and Appeals Policy.
- d) For the duration of the internal appeals process, the School will maintain the student's enrolment and the student will attend classes as normal. The Headmaster will determine if participation in studies will be in class or under a supervised arrangement outside of classes.

If students access the School's complaints and appeals process regarding a school initiated suspension or cancellation of enrolment under Standard 9, the change in enrolment status will not be reported in PRISMS until the internal complaints and appeals process is finalised, unless extenuating circumstances relating to the welfare of the student apply. NB: Students may still access the external complaints and appeals process, but the school need not await the outcome of this process before changing the student's enrolment status in PRISMS. However, if the school has issued a CAAW for a student, welfare provisions under NC St 5.3 are applicable.

- a) Extenuating circumstances include:
 - i. the student refuses to maintain approved welfare and accommodation arrangements (for students under 18 years of age)
 - ii. the student is missing
 - iii. the student has medical concerns or severe depression or psychological issues which lead the school to fear for the student's wellbeing
 - iv. the student has engaged or threatened to engage in behaviour that is reasonably believed to endanger the student or others
 - v. is at risk of committing a criminal offence, or
 - vi. the student is the subject of investigation relating to criminal matters.
- b) The use of extenuating circumstances by the School to suspend or cancel a student's enrolment prior to the completion of any complaints and appeals process will be supported by appropriate evidence.
- c) The final decision for evaluating extenuating circumstances lies with the Headmaster.

8. Student to seek information from Department Of Immigration

- a) Deferment, suspension and cancellation of enrolment can have an effect on a student's visa as a result of changes to enrolment status. Students can visit

the Department Of Immigration Website for further information about their visa conditions and obligations.

9. Definitions

- c) Day – any day including weekends and public holidays in or out of term time

Complaints and Appeals

1. Purpose
 - a) The purpose of the School's Complaints and Appeals Policy is to provide a student or parent(s)/legal guardian with the opportunity to access procedures to facilitate the resolution of a dispute or complaint.
 - b) The internal complaints and appeals processes are conciliatory and non-legal.
2. Complaints against other students
 - a) Grievances brought by a student against another student will be dealt with under the school's Behaviour Policy/Code of Conduct.
3. Informal Complaints Resolution
 - a) In the first instance, the School requests there is an attempt to informally resolve the issue through mediation/informal resolution of the complaint.
 - b) Students should contact the Director International School in the first instance to attempt mediation/informal resolution of the complaint.
 - c) If the matter cannot be resolved through mediation, the matter will be referred to the Headmaster and the School's internal formal complaints and appeals handling procedure will be followed.
4. Formal Complaints Handling Procedure
 - a) The process of this grievance procedure is confidential and any complaints or appeals are a matter between the parties concerned and those directly involved in the complaints handling process.
 - b) The student must notify the school in writing of the nature and details of the complaint or appeal.
 - c) Written complaints or appeals are to be lodged with the Headmaster.
 - d) Where the internal Complaints and Appeals process is being accessed because the student has received notice by the School that the School intends to report him/her for unsatisfactory course attendance, unsatisfactory course progress or suspension or cancellation of enrolment, the student has 20 working days from the date of receipt of notification in which to lodge a written appeal.
 - e) Complaints and appeals processes are available to students at no cost.
 - f) Each complainant has the opportunity to present his/her case to the Headmaster.
 - g) Students and / or the School may be accompanied and assisted by a support person at all relevant meetings.

- h) The formal grievance process will commence within 10 working days of the lodgement of the complaint or appeal with the Headmaster.
- i) Once the Headmaster has come to a decision regarding the complaint or appeal, the student will be informed in writing of the outcome and the reasons for the outcome, and a copy will be retained on the student's file.
- j) If the grievance procedure finds in favour of the student, the School will immediately implement the decision and any corrective and preventative action required, and advise the student of the outcome.
- k) The School undertakes to finalise all grievance procedures within 10 working days
- l) For the duration of the appeals process, the student's enrolment and attendance must be maintained.

5. External Appeals Processes

- a) If the student is dissatisfied with the conduct or result of the complaints procedure, he/she may seek redress through an external body at minimal or no cost.
- b) If the student wishes to complain or to lodge an external appeal about a decision made or action taken, he/she may contact the Overseas Students Ombudsman at no cost. The Overseas Students Ombudsman offers a free and independent service for overseas students. Please see: www.oso.gov.au or phone 1300 362 072 for more information.

6. Other legal redress

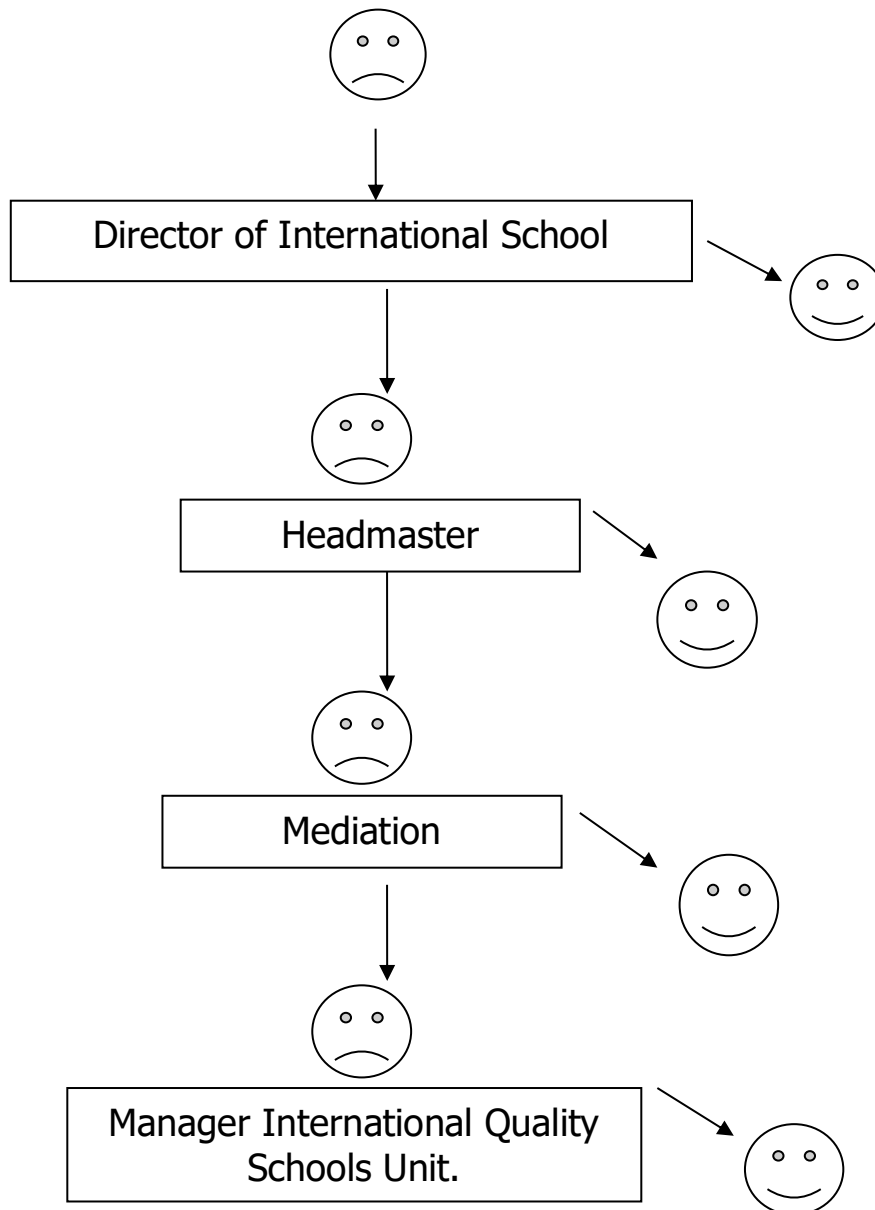
- a) Nothing in the School's Complaints and Appeals Policy negates the right of an overseas student to pursue other legal remedies.

7. Definitions

- a. Working Day – any day other than a Saturday, Sunday or public holiday during term time
- b. Student – a student enrolled or the parent(s)/legal guardian of a student where that student is under 18 years of age
- c. Support person – for example, a friend/teacher/relative not involved in the grievance.

Complaints and Appeals Flowchart

- the following is a visual summary only – for full details, refer to the full Complaints and Appeals Procedure.



If you want to complain or appeal this decision, you can contact the Overseas Students Ombudsman. The Overseas Students Ombudsman is free and independent. Find out more at www.oso.gov.au or phone 1300 362 072

APPENDIX 1: SAMPLE OF ATTENDANCE WARNING LETTER

[Date]

[Parents]

[Address 1]

[Address 2]

Dear [Parents]

Attendance Warning

[student name], as an International Student on a student visa, you are required to attend house period and all classes each day of the School week for the entire School day. **This is a major condition on your visa – Condition 8202.**

A recent check of your attendance shows that you have been absent from house period and some classes and as a result your academic performance is being affected.

Under the Migration Act 1958, student visa condition 8202 requires student visa holders to:

- maintain enrolment in a 'registered course'
- maintain satisfactory attendance in your course and course progress for each study period as required by your education provider

You are required to attend **at least 80%** of your course and have a satisfactory academic report.

Your attendance as at today is [Percentage]. Our records indicate that you have been absent for [number of] days so far this semester.

Your attendance **must** improve otherwise you may be reported to Department of Immigration.

To maintain your attendance you need to come to School every day and attend house period and all classes.

Should you have any questions regarding this letter, please speak with your Head of House.

Yours sincerely

Mrs Michelle Davies

Registrar

cc Main file
 Agent
 Parent
 Director of International School

APPENDIX 2: SAMPLE OF LETTER OF INTENTION TO REPORT FOR UNSATISFACTORY ATTENDANCE

[Date]

Student name:

Year:

Current Address:

Phone no:

This letter is to inform you that under Standard 10 of the National Code of Practice for Providers of Education and Training to Overseas Students 2007, (the National Code), the School intends to report you to the Department of Immigration for unsatisfactory attendance.

Under the Migration Act 1958, student visa condition 8202 requires student visa holders to:

- maintain enrolment in a 'registered course'
- maintain satisfactory attendance in your course and course progress for each study period as required by your education provider

According to our records, you have not achieved satisfactory course attendance as defined in the National Code and the ESOS Act and the school's Course Progress and Attendance Policy. This is despite having been counselled and advised previously with regard to your attendance.

You are reminded that you need to continue to abide by the conditions of your student visa, including maintaining enrolment in a registered course, for your visa to remain valid. You have 20 days in which to appeal the school's decision in accordance with the school's Complaints and Appeals Policy attached.

Depending on the outcome of the appeals process, you may be notified of termination of your enrolment at St Paul's School.

If your enrolment is terminated, or if you wish to seek re-enrolment with another education provider, you should do this within 28 days of termination of enrolment from our School to avoid possible visa cancellation.

Mrs Michelle Davies
Registrar (International)

encl: Schedule Of Attendance

cc Main file
Homestay
Agent
Parent
Director of International School

Appendix 3

Sample (a): Letter of Concern

[Date]

[Parents]

[Address1]

[Address2]

Dear [Salutation]

Re: [Student Name] [yr & house]

As part of the school's ongoing monitoring of [student name]'s performance, we wish to advise that the following [issue/s] [is/are] of concern.

- Lack of self-discipline
- Refusal to utilise help provided
- Inability to work, even under supervision
- Lack of attention in class
- Incompletion of set tasks
- Poor level of cooperation and courtesy
- Attendance of concern
- Unsatisfactory academic performance
- Not fulfilling terms of the Homestay contract as agreed

It is important that [student name] makes a genuine effort to improve in the stated area and your support in this matter would be appreciated.

Yours sincerely

Mr G Smith
Head of Studies Senior School

Mr PA Sullivan
Director of Senior School

cc Main file
 Homestay
 Agent
 Parent
 Director of International School

Sample (b): Progress Review Letter

[Date]

[Parents]
[Address1]
[Address2]

Dear [Salutation]

Re: [Student Name] [yr & house]

The planned review of progress indicated for [student name], noted in our last communication to you, is not necessary at this stage, given recent academic results. It is pleasing to see improvement.

Please be aware that ongoing monitoring of [student name]'s progress will be maintained. You will be informed should further action be necessary.

Yours sincerely

Mr G Smith
Head of Studies Senior School

Mr PA Sullivan
Director of Senior School

cc Main file
Homestay
Agent
Parent
Director of International School

Sample (c): Letter of Concern, Course Progress

[Date]

[Parents]
[Address1]
[Address2]

Dear [Salutation]

Re: [Student Name] [yr & house]

[Student] lacks focus on course work and requires constant supervision to complete tasks. [He/She] has not fully utilized the support provided by either ESL teachers or Counsellors.

Improvement is dependent on utilization of appropriate support. Therefore it is necessary for [student] to make an appointment with Ms Reese (Head of Studies SPIS) in the 1st week of term, [year].

Yours sincerely

Mr G Smith
Head of Studies Senior School

Mr PA Sullivan
Director of Senior School

cc Main file
Homestay
Agent
Parent
Director of International School

Sample (d): Letter to Parent (copy to Agent) – Not on track for QCE due to Numeracy

Date

[Parent Name]
[Address]
[Address]

Dear [Salutation]

RE: QCE Advice – [Given Names SURNAME] – [YrH]

In order to meet Queensland Certificate of Education (QCE) requirements, students must obtain:

- A pass in at least one semester in Literacy, and
- A pass in at least one semester in Numeracy, and
- A minimum of 20 credits from the QCE table included with this letter

Parents and students should be aware that even though QCE requirements may not be met by the end of Year 12, the student's Learning Account remains open, regardless of age (credits will expire after 9 years). The QCE is not used for university entrance; the QSA qualification for University entrance is the Overall Position (OP).

During a recent SET-P (Senior Education & Training Plan) review, it was identified that at this stage [Preferred Name] **may not be on track to obtain a QCE by the conclusion of Year 12 due to not yet having received a pass in Mathematics B.** If [Preferred Name] has received a pass in Mathematics for any of his/her semesters, he/she may receive the nominal tick for Numeracy but no points are awarded.

Please talk with [Preferred Name] about some of the options which could help him/her achieve better results. He/She could work harder and access teacher and peer tutoring session to improve his/her results. [Preferred Name] will have to consider career goals, courses on offer post-school, employment opportunities, QCE and OP requirements.

Additionally, OP eligibility requirements should be carefully considered if a tertiary pathway is your child's goal.

Should you need to discuss this matter further please do not hesitate to contact me on (07) 3261 1388.

Yours sincerely

Mr Glen Smith
Head of Studies Senior School

Mr Paul Sullivan
Director of Senior School

cc Main file
Agent
Director of International School

Sample (e): Letter to Homestay – Not on track for QCE due to Numeracy

Date

[Homestay Name]
[Address]
[Address]

Dear [Salutation]

RE: QCE Advice – [Given Names SURNAME] – [YrH]

In order to meet Queensland Certificate of Education (QCE) requirements, students must obtain:

- A pass in at least one semester in Literacy, and
- A pass in at least one semester in Numeracy, and
- A minimum of 20 credits from the QCE table included with this letter

Parents and students should be aware that even though QCE requirements may not be met by the end of Year 12, the student's Learning Account remains open, regardless of age (credits will expire after 9 years). The QCE is not used for university entrance; the QSA qualification for University entrance is the Overall Position (OP).

During a recent SET-P (Senior Education & Training Plan) review, it was identified that at this stage [Preferred Name] **may not be on track to obtain a QCE by the conclusion of Year 12 due to not yet having received a pass in Mathematics B.** If [Preferred Name] has received a pass in Mathematics for any of his/her semesters, he/she may receive the nominal tick for Numeracy but no points are awarded.

Please talk with [Preferred Name] about some of the options which could help him/her achieve better results. He/She could work harder and access teacher and peer tutoring session to improve his/her results. [Preferred Name] will have to consider career goals, courses on offer post-school, employment opportunities, QCE and OP requirements.

Additionally, OP eligibility requirements should be carefully considered if a tertiary pathway is [Preferred Name]'s goal.

Should you need to discuss this matter further please do not hesitate to contact me on (07) 3261 1388.

Yours sincerely

Mr Glen Smith
Head of Studies Senior School

Mr Paul Sullivan
Director of Senior School

cc Main file
Director of International School

Sample (f): Letter to Parent (copy to Agent) – Not on track for QCE due to Literacy

Date

[Parent Name]
[Address]
[Address]

Dear [Salutation]

RE: QCE Advice – [Given Names SURNAME] – [YrH]

In order to meet Queensland Certificate of Education (QCE) requirements, students must obtain:

- A pass in at least one semester in Literacy, and
- A pass in at least one semester in Numeracy, and
- A minimum of 20 credits from the QCE table included with this letter

Parents and students should be aware that even though QCE requirements may not be met by the end of Year 12, the student's Learning Account remains open, regardless of age (credits will expire after 9 years). The QCE is not used for university entrance; the QSA qualification for University entrance is the Overall Position (OP).

During a recent SET-P (Senior Education & Training Plan) review, it was identified that at this stage [Preferred Name] **may not be on track to obtain a QCE by the conclusion of Year 12 due to not yet having received a pass in English for ESL.** If [Preferred Name] has received a pass in English for ESL for any of his/her semesters, he/she may receive the nominal tick for Numeracy but no points are awarded.

Please talk with [Preferred Name] about some of the options which could help him/her achieve better results. He/She could work harder and access teacher and peer tutoring session to improve his/her results. [Preferred Name] will have to consider career goals, courses on offer post-school, employment opportunities, QCE and OP requirements.

Additionally, OP eligibility requirements should be carefully considered if a tertiary pathway is your child's goal.

Should you need to discuss this matter further please do not hesitate to contact me on (07) 3261 1388.

Yours sincerely

Mr Glen Smith
Head of Studies Senior School

Mr Paul Sullivan
Director of Senior School

cc Main file
Agent
Director of International School

Sample (g): Letter to Parent (copy to Agent) – Not on track for QCE – Multiple Subjects

Date

[Parent Name]
[Address]
[Address]

Dear [Salutation]

RE: QCE Advice – [Given Names SURNAME] – [YrH]

In order to meet Queensland Certificate of Education (QCE) requirements, students must obtain:

- A pass in at least one semester in Literacy, and
- A pass in at least one semester in Numeracy, and
- A minimum of 20 credits from the QCE table included with this letter

Parents and students should be aware that even though QCE requirements may not be met by the end of Year 12, the student’s Learning Account remains open, regardless of age (credits will expire after 9 years). The QCE is not used for university entrance; the QSA qualification for University entrance is the Overall Position (OP).

During a recent SET-P (Senior Education & Training Plan) review, it was identified that at this stage [Preferred Name] is **not on track to obtain a QCE by the conclusion of Year 12 due to not yet having received a pass in the following subject/s:**

Subject	Grade
----------------	--------------

Subject	Grade
----------------	--------------

Please talk with [Preferred Name] about some of the options which could help him/her achieve better results. He/She will have to consider career goals, courses on offer post-school, employment opportunities, QCE and OP requirements. [Preferred Name] should:

- discuss his/her study habits with his/her [Subject] teacher
- work harder and access teacher and peer tutoring sessions
- consider a change of subject and talk to Mr Glen Smith, Head of Studies Senior School if he/she has not already done so.

Additionally, OP eligibility requirements should be carefully considered if a tertiary pathway is your child’s goal.

Should you need to discuss this matter further please do not hesitate to contact me on (07) 3261 1388.

Yours sincerely

Mr Glen Smith
Head of Studies Senior School

Mr Paul Sullivan
Director of Senior School

cc Main file
Agent
Director of International School

Sample (h): Letter to Homestay – Not on track for QCE – Multiple Subjects

Date

[Homestay Name]
[Address]
[Address]

Dear [Salutation]

RE: QCE Advice – [Given Names SURNAME] – [YrH]

In order to meet Queensland Certificate of Education (QCE) requirements, students must obtain:

- A pass in at least one semester in Literacy, and
- A pass in at least one semester in Numeracy, and
- A minimum of 20 credits from the QCE table included with this letter

Parents and students should be aware that even though QCE requirements may not be met by the end of Year 12, the student's Learning Account remains open, regardless of age (credits will expire after 9 years). The QCE is not used for university entrance; the QSA qualification for University entrance is the Overall Position (OP).

During a recent SET-P (Senior Education & Training Plan) review, it was identified that at this stage [Preferred Name] is **not on track to obtain a QCE by the conclusion of Year 12 due to not yet having received a pass in the following subject/s:**

Subject	Grade
Subject	Grade

Please talk with [Preferred Name] about some of the options which could help him/her achieve better results. He/She will have to consider career goals, courses on offer post-school, employment opportunities, QCE and OP requirements. [Preferred Name] should:

- discuss his/her study habits with his/her [Subject] teacher
- work harder and access teacher and peer tutoring sessions
- consider a change of subject and talk to Mr Glen Smith, Head of Studies Senior School if he/she has not already done so.

Additionally, OP eligibility requirements should be carefully considered if a tertiary pathway is [Preferred Name]'s goal.

Should you need to discuss this matter further please do not hesitate to contact me on (07) 3261 1388.

Yours sincerely

Mr Glen Smith
Head of Studies Senior School
cc Main file
Director of International School

Mr Paul Sullivan
Director of Senior School

Sample Letter (i): Interview Request Letter

[Date]

[Parents]
[Address1]
[Address2]

Dear [Salutation]

Re: [Student Name] [yr & house]

I am writing to advise you that [student name] will be attending an interview on the [date] at [time] with the Director of Senior School, Mr PA Sullivan and myself to discuss issues of concern regarding his/her progress.

Yours sincerely

Mr G Smith
Head of Studies Senior School

Mr PA Sullivan
Director of Senior School

cc Main file
 Homestay
 Agent
 Parent
 Director of International School

Appendix 4

Interview Template

INTERVIEW WITH STUDENT AS PART OF MONITORING AND DECISION-MAKING PROCESS

NAME: STUDENT NUMBER:

HOUSE: YEAR LEVEL.....

DATE:

PARTICIPANTS IN INTERVIEW:

.....

ISSUES:

- Lack of self-discipline
- Refusal to utilise help provided
- Inability to work, even under supervision
- Lack of attention in class
- Incompletion of set tasks
- Poor level of cooperation and courtesy
- Attendance of concern
- Unsatisfactory academic performance

- No change**
- Improvement noted**

Recommendation to Head of School

.....
.....
.....

Director of Sub-School.....

Head of Studies Senior School.....

Head of House.....

Appendix 5

Sample Letter: Result of Second Interview

[Date]

[Parents]
[Address1]
[Address2]

Dear [Salutation]

RE: [Student Name] [yr & house]

During an interview to discuss [student name]'s progress here at St Paul's School, we indicated we were concerned regarding the following:

- [Description of concern]

[Student name] lacks focus on course work and requires constant supervision to complete tasks. [He/She] has not fully utilized the support provided by ESL teachers. Improvement is dependent on utilization of appropriate support.

If this situation does not change by [date], the School intends to report the student to the Department of Immigration for breaching Academic Course Progress visa requirements.

Yours sincerely

Mr G Smith
Head of Studies Senior School

Mr PA Sullivan
Director of Senior School

cc Main file
Homestay
Agent
Parent
Director of International School

Appendix 6

Sample Letter: Letter of Intention to Report For Unsatisfactory Course Progress

[Date]

[Parents]
[Address1]
[Address2]

Dear [Salutation]

RE: [Student Name] [yr & house]

This letter is to inform you that under Standard 8 of the National Code of Practice for Providers of Education and Training to Overseas Students 2018, (the National Code), the School intends to report you to the Department of Immigration for unsatisfactory course progress.

Under the Migration Act 1958, student visa condition 8202 requires student visa holders to:

- maintain enrolment in a 'registered course'
- maintain satisfactory attendance in your course and course progress for each study period as required by your education provider

According to our records, you have not achieved satisfactory course progress as defined in the National Code of the ESOS Act and the school's Course Progress Policies and Procedures. This is despite having been provided with the following support: *[List intervention measures to date]*

-
-
-

You have 20 days in which to appeal the school's decision in accordance with the school's Complaints and Appeals Policy attached.

Depending on the outcome of the appeals process, you may be notified of termination of your enrolment at the School.

If your enrolment is terminated, or if you wish to seek re-enrolment with another education provider, you should do this within 28 days of termination of enrolment at the School to avoid possible visa cancellation.

Mr Paul Browning
Headmaster

Appendix 7

Sample Letter: Intention to suspend or cancel enrolment with extenuating circumstances.

LETTER OF INTENTION TO SUSPEND OR CANCEL ENROLMENT WITH EXTENUATING CIRCUMSTANCES

Student name:

Grade:

Current Address:

Phone no:

This letter is to inform you that the School intends to:

- Suspend your enrolment for days/weeks/months
- Cancel your enrolment

This is due to:

.....
.....
.....
.....

Students are required to maintain the condition of their visa, including maintaining enrolment in a registered course of study. Deferment, suspension and non-commencement of enrolment can have an effect on a student’s visa as a result of changes to enrolment status. The Immigration Website provides further detail regarding the conditions of the visa and obligations of students.

You have 20 working days in which to appeal the school’s decision in accordance with the school’s Complaints and Appeals Policy.

However, the School has determined that extenuating circumstances apply in this case. For this reason the school will suspend/cancel your enrolment immediately.

Mr Paul Browning
Headmaster

Appendix 8

Sample Letter: Intention to suspend or cancel enrolment.

LETTER OF INTENTION TO SUSPEND OR CANCEL ENROLMENT

Student name:

Grade:

Current Address:

Phone no:

This letter is to inform you that the School intends to:

- Suspend your enrolment for days/weeks/months
- Cancel your enrolment

This is due to:

.....
.....
.....
.....

Students are required to maintain the condition of their visa, including maintaining enrolment in a registered course of study. Deferment, suspension and non-commencement of enrolment can have an effect on a student's visa as a result of changes to enrolment status. The Immigration Website provides further detail regarding the conditions of the visa and obligations of students.

You have 20 working days in which to appeal the school's decision in accordance with the school's Complaints and Appeals Policy.

Mr Paul Browning
Headmaster

Appendix 9

Sample Letters: Student Deferment application/Transfer Application etc

STUDENT APPLICATION FOR DEFERMENT OR SUSPENSION OF STUDIES

Student name:

Year level:

Current Address in Australia:

Address in home country:

Phone no:

Mobile Ph:

Email address:

I am applying for

- A deferment of commencement of studies
- A suspension of studies

Please state why you wish to defer/suspend your studies:

.....
.....
.....
.....

Attachments:

Attach any relevant supporting documentation.

This form will be assessed once all documentation has been received. The school may ask for more documentation if required. Applications are usually processed in 10 working days.

Students are required to maintain the condition of their visa, including maintaining enrolment in a registered course of study. Deferment, suspension and non-commencement of enrolment can have an effect on a student’s visa as a result of changes to enrolment status. The Immigration Website provides further detail regarding the conditions of the visa and obligations of students.

Students who have not yet commenced their studies at the *School* will also need to contact Department of Immigration in case there is any effect on their student visa as a result of changes to enrolment or CoE status.

Student signature

Date

Appendix 10

APPLICATION FOR TRANSFER / LETTER OF RELEASE

Student name:

Year level:

Current Address in Australia:

Address in home country:

Phone no:

Mobile Ph:

Email address:

Reason for transfer:

Please state why you wish to transfer to another school.

.....
.....
.....
.....

Attachments:

Attach a letter of offer from the institution to which you wish to transfer. If you are under 18 years of age and not in the care of a parent or suitable nominated relative, the letter of offer must also show that the institution will accept responsibility for approving your accommodation, support and general welfare arrangements.

If there are any gaps between school approved accommodation, support and general welfare arrangements please detail any Immigration approved interim arrangements.

If you are under 18 years of age, please attach a letter from your parents to indicate that you have their permission to transfer.

Attach any relevant supporting documentation.

This application will be assessed once all documentation has been received. The school may ask for more documentation if it requires it. Applications are usually processed in 10 working days.

Student signature

Date

Appendix 11

LETTER OF RELEASE

24 August 2018:

Student name:

Date of Birth:

Year Level:

Current Address:

Phone no:

Email address:

We have received your application for a letter of release. As the reasons stated in your application fall within the school's Student Transfer Request Assessment Policy, the school is pleased to grant your request.

In accordance with the requirements of the *Education (Overseas Students) Act 2000* to provide a formal letter of release, St Paul's School issues the following information:

I have sighted a written request by «preferred_name»'s parents requesting a transfer to another provider.

In releasing «preferred_name» from this enrolment, St Paul's School is able to report that:

- (i) «preferred_name» does not owe fees to St Paul's School; and
- (ii) «preferred_name»'s academic achievement and progress has been satisfactory; and
- (iii) «preferred_name»'s attendance has been satisfactory.

You should be aware that your decision to transfer to a different education provider may have visa implications and you should contact the nearest Department of Immigration office as soon as possible to discuss this with them

St Paul's School will continue to provide welfare monitoring for «preferred_name» until the new Confirmation of Enrolment (CoE) and Confirmation of Appropriate Accommodation and Welfare (CAAW) is activated.

If you wish to seek a refund of fees, please refer to the school's Refund Policy and follow the appropriate procedure.

Yours sincerely

Michelle Davies
Registrar

Appendix 12

LETTER OF REFUSAL TO RELEASE

24 August 2018:

Student name:

Date of Birth:

Year Level:

Current Address:

Phone no:

Email address:

We have received your application for a letter of release. As the reasons stated in your application did not meet the school's Student Transfer Request Assessment Policy, regrettably the school has refused to grant your application for the following reason/s:

You have the right to appeal the school's decision in accordance with the school's Complaints and Appeals Policy.

If you choose to appeal, until the process is complete, you must continue to maintain your enrolment and attendance at all classes as normal.

Yours sincerely

Michelle Davies
Registrar

Appendix 13

LETTER ADVISING STUDENT TO ACCESS SCHOOLS INTERNAL COMPLAINTS & APPEALS PROCESS

Date

Student Name

Address

Suburb, State, Post Code

Dear (Student Name)

In accordance with National Code Standard 10, the ESOS Act, the School suggests you access the School's Internal complaints and appeals process in relation to your recent complaint lodged with the Headmaster on date ????

To do this please contact the Registrar (Internationa) within 20 working days from the date of this letter by completing the declaration below and submitting it to her.

Please note that whilst this process is being undertaken you must continue to adhere to the requirements of your student visa.

If you have any further questions please contact either the Headmaster or Director International School.

Yours sincerely

Michelle Davies
Registrar

I _____ name) wish to advise that:

- I **will** be accessing the School's Internal Complaints and Appeals Process Yes No
- I **will not** be accessing the School's Internal Complaints and Appeals Process Yes No

Signed _____ (student name) _____ (Date)

Appendix 14

LETTER ADVISING STUDENT TO ACCESS SCHOOLS EXTERNAL COMPLAINTS & APPEALS PROCESS

Date

Student Name

Address

Suburb, State, Post Code

Dear (Student Name)

In accordance with National Code Standard 10, the ESOS Act , the School suggests you access the School's External Complaints and Appeals Process in relation to your recent complaint lodged with the Headmaster on date.

To do this please contact the Overseas Student Ombudsman who offers a free and independent service for overseas students. You must do this within 20 working days from the date of this letter. You can contact the Ombudsman via www.oso.gov.au or phone 1300 362 072.

Whilst you are undertaking this process you are required to maintain the requirements of your student visa until the process is completed.

If you have any further questions please contact either the Headmaster or Director International School.

Yours sincerely

Michelle Davies
Registrar

I _____(name) wish to advise that:

- I **will** be accessing the School's External Complaints and Appeals Process Yes No
- I **will not** be accessing the School's External Complaints and Appeals Process Yes No

Signed _____(student name) _____(Date)