



St Ursula's College
TOOWOOMBA

INTERNATIONAL STUDENT INFORMATION HANDBOOK



FROM THE PRINCIPAL

“Consider in what manner you must esteem them, for the more you esteem them, the more you will love them; the more you love them, the more you will care for and watch over them.”

St Angela Merici, Prologue to the Counsels 9-10

Welcome to St Ursula's College, a dynamic Catholic day and boarding school where educating and caring for girls has been our priority since 1931. Established by the Australian Ursuline Nuns in Toowoomba, our College draws on a rich tradition that evolved in the 16th century in Italy through our Foundress, St Angela Merici. Our mission is to grow in wisdom, justice and integrity through personal and shared responsibility to transform ourselves and others. Inspired by the College motto, Serviam: I will serve, you will be challenged to apply yourself at school, be respectful of others and give of your best in all circumstances.

We have high expectations of you in terms of how you learn, uniform, conduct and how you interact with others. We have these high expectations of each of you because we know that you are capable of much.

Our staff recognise the importance of giving you the skills, knowledge and experiences that you need to ensure that you are post-school ready and capable of making ethical and moral decisions with integrity. To better support you on this journey, we have prepared this Information Booklet to answer some of your questions and clarify matters related to school expectations and routines.

Finally, we are delighted that you are part of our College community and look forward to getting to know you better. I wish you success in every facet of your education at St Ursula's College.

Mrs Tanya Appleby
Principal



CULTURE STATEMENT

St Ursula's College, a Catholic educational and residential community in the Ursuline tradition, is dedicated to the education and care of young women in Years 7-12.

We strive to create learning opportunities that will encourage students to take responsibility for their own thinking and learning, so that they may become more resourceful and empathetic young women who seek:

- the development of a personal faith and spirituality
- participation and leadership in all facets of today's and tomorrow's world.

The challenge for all is to model relationships within and beyond our community based on:

- mutual respect
- tolerance and acceptance
- care for the individual and the environment
- interdependence and collaboration
- service so that our students, growing in wisdom, justice and integrity will contribute responsibly to their own transformation and that of society.



OUR VISION

Empowering courageous and compassionate young women of integrity to shape the future.



OUR MISSION

To contribute responsibly to our own transformation and that of others in society.



OUR VALUES

Service, Courage, Compassion, Justice and Respect.

OUR TOUCHSTONES



Building Unity through Community.



Every Face has a Place.



Courage and Compassion Every Day and in Every Way.



SERVIAM - I WILL SERVE

Service and Serviam are foundational to the ethos of the College. At St Ursula's College we recognise that serving others is an important aspect of our everyday actions and interactions. Throughout his life, Jesus served the community. In the routines of daily life he was there to listen, to respond, to heal, to encourage, to forgive, to comfort and to challenge. So too does Saint Angela Merici encourage us through her writings to nurture relationships built on trust, respect, and really knowing each other in our strengths and weaknesses. As disciples on mission and as students of St Ursula's College Toowoomba with the motto, *Serviam: I Will Serve*, we are compelled to take our role in the world seriously.

So, the challenge for St Ursula's College has always been to educate in such a way that we are preparing students to question unjust situations and structures and to imagine new ways of creating a more just and equitable world. As Einstein reminds us: No problem can be solved with the same thinking or level of consciousness that created it. So stirring the imagination and encouraging creativity in all areas of learning and school life is essential if our students are to live their *Serviam* motto into the future.

Each St Ursula's student is presented with a name badge. It is important for students to wear this name badge as Angela Merici calls us to know each student by not only name but by heart

".... NEXT I BEG YOU THAT YOU WILLINGLY HOLD IN CONSIDERATION AND HAVE ENGRAVED ON YOUR MIND AND HEART ALL YOUR DEAR DAUGHTERS, ONE BY ONE. NOT ONLY THEIR NAMES, BUT ALSO THEIR CONDITION, AND CHARACTER, AND EVERY SITUATION AND STATE. THIS WILL NOT BE DIFFICULT FOR YOU IF YOU EMBRACE THEM WITH ARDENT CHARITY." ANGELA MERICI SECOND LEGACY

Each student and staff member is also presented with a *Serviam* badge at the beginning of their first year at St Ursula's College. This badge is worn by every student in Ursuline schools throughout the world.

At the top of the badge are seven stars. These stars symbolise the heights to which we are encouraged to inspire. These seven stars represent the Ursa Minor constellation seen in the Northern Hemisphere sky. This constellation is also known as The Little Bear. These stars symbolise St Ursula.

Underneath the stars is the cross reminding us of the life, death and resurrection of Jesus. Jesus was committed to serving the dignity and worth of others, even to death. The College motto, "*Serviam – I Will Serve*" at the base of the badge, is a call to service – service to God and others. Green is the colour of hope, reminding us that we need to be filled with hope and possibilities. Silver invites us to thread sincerity through all we do and hope for.

We are encouraged as students and teachers who wear this badge to radiate in our lives Christian joy and confidence.

Adapted from "Ursuline Education in the Spirit of St Angela Merici"



PASTORAL CARE

Pastoral Care is a valued and important aspect of life at St Ursula's College. It underpins all we do both within the classroom and outside. Pastoral Care is about quality relationships, nurturing the hopes of our students and sharing our stories (past and present) and being challenged to be the best person we can be. We invite the girls to live creatively and justly, and we encourage them to realise 'a future more wondrous than we dream of...' (from the annals of the first Ursulines). Pastoral Care is at the heart of the College and allows for the integration of the academic, social and spiritual dimensions of College life.

Leadership opportunities, together with the College's co-curricular program and values of service, ensure that our girls are encouraged and prepared as they move out into the wider community.

Our Pastoral Care program:

- consists of small, vertical (students from Year 7 – 12) groups that allow the older students, the 'big sisters', to mentor and care for the younger students.
- peer Support Program where trained, Year 12 Peer Support Leaders, work with small groups of younger students.
- a truly integrated Pastoral Care and Curriculum Program, whereby each operates in consultation with the other to ensure a student focus that is well-informed and always catered to the individual.
- resource-based program on mindfulness in order to care for students' emotional health and wellbeing.

The Pastoral Care teacher is a very important part of the Pastoral Care structure; this person is the link between home and school. This person meets with the students on a daily basis to work on helping them become responsible, autonomous individuals who are able to achieve and maintain quality relationships.



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CODE OF PRACTICE

St Ursula's College, Toowoomba is bound by the *National Code of Practice for Providers of Education and Training to Overseas Students 2018* (2018 National Code) under its registration on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS).

From 1 July 2016, the Secretary of the Australian Government Department of Education and Training is the ESOS agency for school providers. School providers in each state or territory must also be approved by a designated State authority (or DSA) to provide courses to student visa holders.

As a registered provider of courses for Overseas Students, St Ursula's College is bound by:

NC B St...	<i>The National Code of Practice for Providers of Education and Training to Overseas Students 2018</i> (National Code 2018)	https://www.legislation.gov.au/Details/F2017L01182
ESOS Act 2000s...	<i>Education Services for Overseas Students (ESOS) Act 2000</i> (subsection...)	https://www.legislation.gov.au/Details/C2017C00292
ESOS Reg 2001	<i>Education Services for Overseas Students Regulation 2001</i>	https://www.legislation.gov.au/Details/F2016C00681
ESOS (Reg Charges) Act 1997	<i>Education Services for Overseas Students (Registration Charges) Act 1997</i> (the Charges Act)	https://www.legislation.gov.au/Details/C2016C00773
ESOS (TPS Levies) Act 2012	<i>Education Services for Overseas Students (TPS Levies) Act 2012</i>	https://www.legislation.gov.au/Details/C2017C00301
LI –ESOS Act 2000s 46D(7) & s47E(4)	Legislative Instrument: <i>Education Services for Overseas Students (Calculation of Refund) Specification 2014</i>	http://www.comlaw.gov.au/Details/F2014L00907
LI-ESOS Act 2000 s46B	Legislative Instrument: <i>Education Services for Overseas Students</i> (Notifying provider default – requirements for a notice) <i>Determination 2012 (No. 1)</i>	http://www.comlaw.gov.au/Details/F2012L01387
LI-ESOS Act 2000 s46F	Legislative Instrument: <i>Education Services for Overseas - Students (Provider default – discharge of obligations – requirements for a notice) Determination 2012 (No. 1)</i>	http://www.comlaw.gov.au/Details/F2012L01388

LI-ESOS Act 2000 s47H	Legislative Instrument: Education Services for Overseas Students (Student default – discharge of obligations – requirements for a notice) Determination 2012 (No. 1)	http://www.comlaw.gov.au/Details/F2012L01384
LI-ESOS Act 2000 s50D	Legislative Instrument: Education Services for Overseas Students (TPS Director to notify Immigration Secretary of payment of refunds) Determination 2012 (No.1)	http://www.comlaw.gov.au/Details/F2012L01386

PRIVACY OF PERSONAL INFORMATION

St Ursula's College will meet all requirements of the *Privacy Act 1988* in relation to the way it handles personal and sensitive information about students. Website link:

<https://www.st-ursula.qld.edu.au/wp-content/uploads/2022/02/Privacy-Policy-Updated-Feb-2022.pdf>

ACCREDITATION

St Ursula's College is an approved school under the *Education (Accreditation of Non-State Schools) Act 2017* and the *Education (Overseas Students) Act 1996*. St Ursula's College is registered on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS):

- St Ursula's College, Toowoomba's CRICOS Registration details:
St Ursula's College, Toowoomba
CRICOS Provider No: 03033M
- The Principal Executive Officer (PEO) is the School Principal;
- The International Student Contact person is the Registrar – enrolment@st-ursula.qld.edu.edu

St Ursula's College, Toowoomba
38 Taylor Street, Toowoomba, Queensland, Australia.

St Ursula's College is an incorporated Company owned by the Corporation of the Roman Catholic
Diocese of
Toowoomba. ABN: 27 122 661 858

Current registered details are found at: <http://cricos.education.gov.au>

Period of CRICOS Registration: 01/07/2019 to 25/10/2024
St Ursula's College, Toowoomba is registered to enrol a maximum of 20 full fee paying 500
(formerly 571) visasubclass students.
N.B., Calculations regarding capacity should include Confirmations of Enrolment (CoEs) for
current students aswell as approved and visa granted CoEs for future students.

MARKETING INFORMATION AND PRACTICES

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

The Principal Executive Officer (PEO) appearing on the CRICOS website (<http://cricos.education.gov.au/>) in School Contact Details is Mrs Tanya Appleby, College Principal.

RECRUITMENT PROCESSES AND PRACTICES

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

EDUCATION AGENTS

St Ursula's College directly engages Education Agents for the recruitment of international students. St Ursula's College has both a Written Agreement and a Memorandum of Understanding with the Australian International Education Consortium (Global) www.aiecg.com

ENROLMENT OF AN ONSHORE INTERNATIONAL STUDENT

St Ursula's College will only enrol a student who has:

- Demonstrated a commitment to her studies;
- Has a good attendance record at school.

If an International student wishes to change education provider before completing the first six months of their principal course of study, she must contact, in writing, St Ursula's College, as the current education provider, for permission. The student will require a letter of offer from the new provider in order to apply for release from St Ursula's College, the original education provider. In most circumstances the new education provider will be restricted from enrolling students who have not completed six months of the principal course of study, for which their visa was issued, unless they have a letter confirming release. For further information, refer to the School's Overseas Student Transfer Policy (Appendix E).

TERM DATES

See St Ursula's College website for term dates via <https://www.st-ursula.qld.edu.au/wp-content/uploads/2021/10/Term-Dates-2022.pdf>

USEFUL COLLEGE CONTACTS

A range of services catering for student needs is offered to support our students. These services may be accessed by telephoning the College and asking to speak to the Student Receptionist on telephone: +61 7 46 327 611.

Principal
Deputy Principal
Business Manager
Head of Boarding
Counsellor/Social Worker

Assistant Principal – Pastoral Care
Assistant Principal – Mission & Identity
Head of Year 7
Head of Year 8/9

Head of Year 10
Head of Year 11/12

Mrs Tanya Appleby
Ms Bernadette Witham
Ms Kerry Chrusciel
Miss Jodi Marshall
Ms Tami Brown
Mrs Hayley Fry
Ms Karla Knott
Mrs Maria Gibson
Miss Angela Collins
headyear7@st-ursula.qld.edu.au
headyear8@st-ursula.qld.edu.au
headyear9@st-ursula.qld.edu.au
headyear10@st-ursula.qld.edu.au
headyear11@st-ursula.qld.edu.au
headyear12@st-ursula.qld.edu.au

COURSES

The CRICOS Courses available at St Ursula's College are:

Course Code	Course Name	Course Level	Duration (in weeks)
082491G	Secondary Junior Years 7-10 Girls Only	Junior Secondary Studies	156 weeks
065607J	Secondary Senior Years 11-12 Girls Only	Senior Secondary Studies	104 weeks

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

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

The Junior and Senior Curriculum Handbooks provide a selection of suitable subjects/courses. The Handbooks will be available to international students prior to accepting enrolment to assist them to make appropriate selections.

MODE OF STUDY

Students are required to attend *St Ursula's College's* course(s) face-to-face on the School premises.

Depending on course components, a student's course may also include:

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

STUDENT SUITABILITY

To assist international students with the selection of suitable subjects and courses, the Deputy Principal, Director of Studies, and Careers Advisor are available for consultation to help students by assessing their individual needs and matching those needs with the educational outcomes of the available subjects and courses.

EXPECTED OUTCOMES

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



ENTRY CRITERIA AND ACADEMIC PROCEDURES

St Ursula's College, Toowoomba will consider enrolment applications from students wishing to apply for a Student Visa, subject to compliance with minimum requirements and conditions set by the College, and with legislative requirements of the State of Queensland and the Commonwealth of Australia, including any requirements to undertake extra tuition to learn English to meet the English language proficiency standard needed to enter mainstream classes.

Upon receipt of an Application for Enrolment, St Ursula's College will require a hard copy of the following:

- a) Copies of Student Report from the previous 3 years of study, including a copy of the latest Student Report;
- b) A completed Reference Form from the student's current or most recent college Principal is also required if student Report Cards do not record student behaviour or commitment to studies;
- c) A completed Subject Choices Form if appropriate;
- d) Appropriate proof of identity and age;
- e) Written evidence of proficiency in English as a second language
- f) Photocopy or scanned copy of passport page with name, photo identification, passport number and expiry date
- g) Enrolment Application Fee

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

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

An application for enrolment can only be processed when all of the above are in the hands of the Registrar.

Applications from overseas students are processed according to established policy and procedures and are dealt with on their merits.

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

Minimum academic and English language requirements are as follows:

ACADEMIC REQUIREMENTS

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

LANGUAGE – ENGLISH PROFICIENCY REQUIREMENTS

St Ursula's College, Toowoomba requires evidence of sufficient proficiency in English to successfully meet the curriculum demands of the enrolled course.

This is a requirement under The National Code of Practice for providers of Education and Training to Overseas Students 2018, Standard 2.

The College can assess evidence of English proficiency at the time of application using any of the following instruments:

Year Level	General IELTS (Overall)	AEAS	TOEFLIBT	NLLIA Band scales (4 scores at)
Year 7	4	46-52	31	4
Year 8	4	46-52	31	4
Year 9	4.5	46-52	32	4+
Year 10	5	53-60	35	5
Year 11	5.5	61-65	46	5+
Year 12	6	70+	60	6

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

ORIENTATION

An Orientation Programme to the Boarding House and life as an International student will be coordinated by the Head of Boarding. The Orientation Programme for the school will be coordinated by the International Student Coordinator. A copy of this programme is in Appendix G.

STUDENT LEADERSHIP AND PARTICIPATION

St Ursula's College endeavours to encourage every girl to exercise her leadership and to accept responsibility through service on one of the many committees or service-learning programs.

CO-CURRICULAR PROGRAM

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

UNIFORM

Students are required to wear the school uniform to classes and designated school events. When returning to the Boarding House after school, the students usually dress informally. Students should have a few dresses, jeans or slacks with t-shirts or blouses, sneakers or 'running shoes', including one outfit that would be appropriate for Mass attendance and other formal occasions as required. Shorts are often worn during the summer months and sandals are the most common footwear.

MONITORING ACADEMIC PERFORMANCE

St Ursula's College will monitor, record, and assess the course progress of each student for the course in which the student is currently enrolled.

The course progress of all students will be assessed at the end of each study period/semester of enrolment.

Students who have begun part way through a semester will be assessed after one full study period.

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

- Sound level of achievements in 3-4 subjects;
- Demonstrated improvement in the use of the English Language;
- Demonstrated academic improvement;
- Active involvement in class;
- Meeting all assessment deadlines;
- Utilisation of support services provided by the School;
- Evidence of self-discipline.

If a student is believed to be at risk of unsatisfactory course progress in a study period, the Deputy Principal will formally contact the parent(s) to advise there will be a meeting with the student to develop an intervention strategy for academic improvement. This may include:

- After hours' tutorial support;
- Subject tutorial support in class time;
- Mentoring;
- Additional EAL/D support;
- Change of subject selection, or reducing course load (without affecting course duration);
- Counselling – time management;
- Counselling – academic skills;
- Counselling – personal;
- Other intervention strategies as deemed necessary.

ACADEMIC REQUIREMENTS

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

BUILDING FUND DONATIONS

St Ursula's College Toowoomba has a tax-deductible Building Fund to which families are encouraged to contribute as they feel able. The fund assists with building development programs as they are undertaken.

ABSENCES

No deduction in fees is made for delay in returning at the beginning of term or for absence during the term. For longer periods of absence, negotiation must be made with the Principal.

OVERDUE ACCOUNTS

Account Keeping Fees: An account keeping fee of 1.5% per month will be added each month, to all outstanding amounts of 90 days and over. The College reserves the right to place overdue accounts with our Collection Agency unless an alternative payment arrangement has been made. St Ursula's College Toowoomba reserves the right to cancel a student's enrolment should the account continue to be overdue with no alternative payment arrangement in place, or a current arrangement is continually breached.

Refer to the College Student Code of Conduct and Policy for 'Deferring, Suspending or Cancelling a Student's Enrolment'.

GOODS AND SERVICES TAX

GST is applied to the provision of meals in the Boarding College. GST is applicable on activities that are not directly related to curriculum. If GST is charged, it is clearly noted on the monthly College Account (Tax Invoice).

HEALTH COVER

The Australian Government requires all Overseas Students to be covered by Overseas Student Health Cover. St Ursula's College uses BUPA Private Health Fund. The College pays the Overseas Student Health Cover at the time of approval of the Confirmation of Enrolment, unless already organised prior by the student.

This cover must be in place for the full length of the student's stay at the College.



GENERAL INFORMATION – LIVING IN TOOWOOMBA – QUEENSLAND – AUSTRALIA “THE GARDEN CITY”



The City of Toowoomba, in Queensland, Australia is well known for its exciting history as well as its parks, gardens and scenic views.

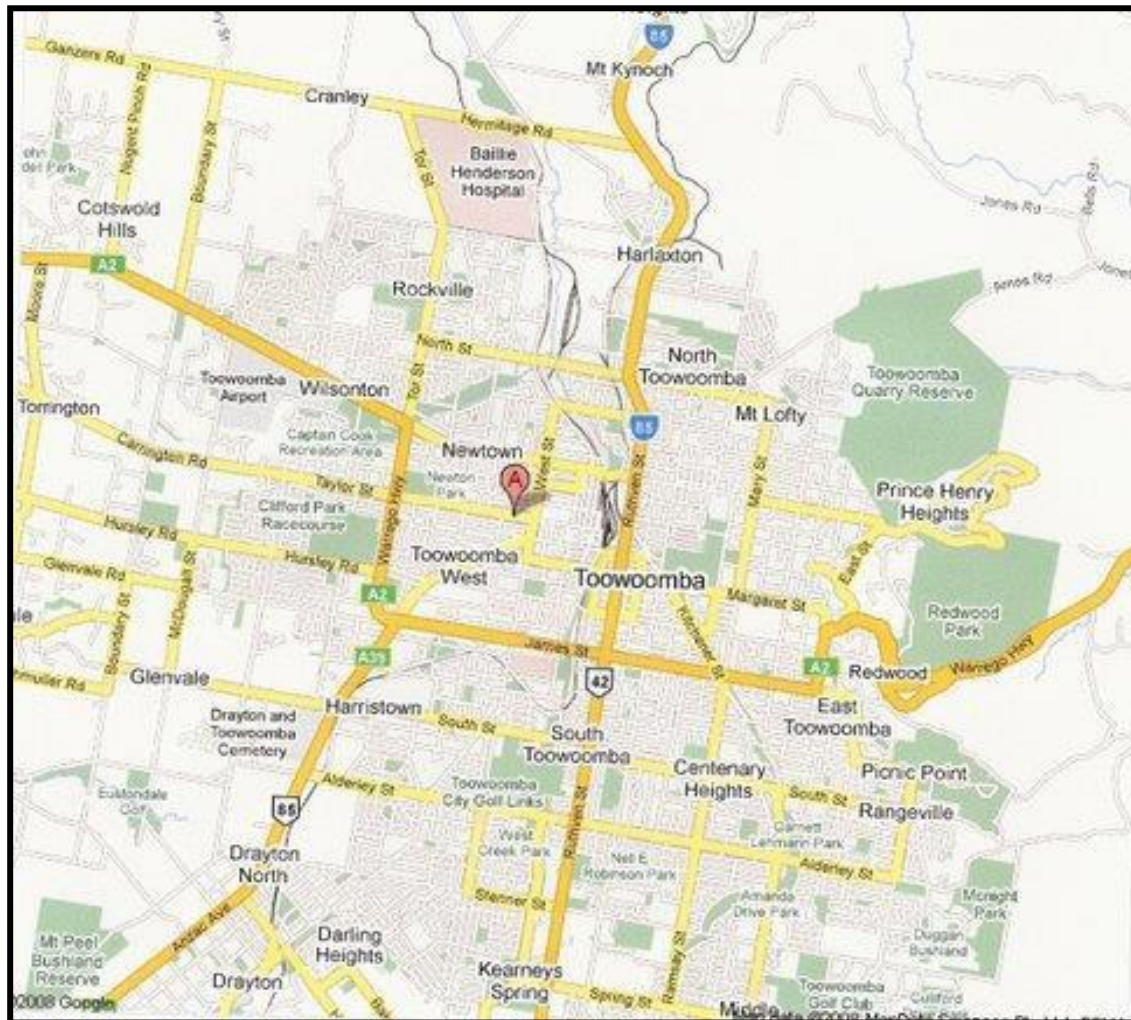
Toowoomba's colonial history traces back to 1816 when English botanist and explorer Allan Cunningham arrived in Australia from Brazil and in June 1827 discovered 4 million acres (16,000 km²) of rich farming and grazing land bordered on the east by the Great Dividing Range and situated 100 miles (160 km) west of the settlement of Moreton Bay. Thirteen years later when George and Patrick Leslie established Toolburra Station 56 miles (90 km) south-west of Toowoomba the first settlers arrived on the Downs and established a township of bark-slab shops called The Springs which was soon renamed Drayton.

Towards the end of the 1840s Drayton had grown to the point where it had its own newspaper, general store, trading post and the Royal Bull's Head Inn, which was built by William Horton and still stands today. Horton is regarded as the true founder of Toowoomba, despite the fact that he was not the first man to live there. Drovers and wagon masters spread the news of the new settlement at Toowoomba. By 1858 Toowoomba was growing fast. It had a population of 700, three hotels and many stores. Land selling at £4 an acre (£988/km²) in 1850 was now £150 an acre (£37,000/km²). Governor Bowen granted the wish of locals and a new municipality was proclaimed on 24 November 1860. The first town council election took place on 4 January 1861 and William Henry Groom won.

In 1892 the Under Secretary of Public Land proclaimed Toowoomba and the surrounding areas as a township and in 1904 Toowoomba was declared a city.

This prosperous university city is set 700 metres above sea level, on the edge of the Great Dividing Range. It is strategically located at the junction of major highways from Brisbane, Sydney, Melbourne and Darwin and is just 90 minutes drive from the state's capital, Brisbane. Toowoomba is known as 'The Garden City', and with around 150 public parks and 6,300 hectares of open space within the city, this second name is not undeserved.

There are numerous primary and secondary schools in Toowoomba. **Primary school** is an institution where children receive the first stage of compulsory education known as primary or elementary education. Primary school is the preferred term in the United Kingdom and many Commonwealth Nations. In some countries, and especially in North America, the term elementary school is preferred. Children generally attend primary school from around the age of four or five until the age of eleven or twelve when they attend **Secondary school**.



Daily maximum temperatures in Toowoomba average 27 °C (81 °F) in summer and 16 °C (61 °F) in winter. According to the Bureau of Meteorology, the highest temperature ever recorded in Toowoomba was 39.3 °C (102.7 °F), while the lowest was -4.4 °C (24 °F). Winter temperatures seldom go below freezing; however (in a situation unique among Queensland cities), snow has been reported on the higher parts of the city on rare occasions. Light frost will be experienced several nights each winter in the city centre; more often in the western suburbs.

Average annual rainfall, according to the Bureau of Meteorology, is 928 millimetres (37 inches) per year in Toowoomba City. Rainfall in the eastern suburbs along the Great Diving Range nudges 1,000 mm (39 inches) per year.

The largest industry employers in Toowoomba are retail trade, health and community services; manufacturing; and education. Professional employment was the most prominent occupation followed by clerical, sales and service workers and tradespersons and related workers. The Australian Defence Force (ADF) is also present in the local community, with the city providing housing and amenities for many of the personnel based at the Oakey Army Aviation Centre (in Oakey, 29 km (18 miles) NW of Toowoomba) and Borneo Barracks at Cabarlah to the city's North.

The city also has many large shopping centres including Grand Central Shopping Centre, Clifford Gardens, K-Mart Plaza, the Ridge Shopping Centre, Northridge Shopping Centre, the Range Shopping Centre, Wilsonton Shopping Centre, and High Street Plaza.

For more information on living in Australia including costs of living, climate etc, visit the Study in Australia website – www.studyinaustralia.gov.au and also see information in for the form of a factsheet from the Australian Government - [factsheet](#)

Other sites about Toowoomba and surrounding areas: Toowoomba Carnival of Flowers - <http://www.tcof.com.au/>

Toowoomba Regional Council - <http://www.toowoombarc.qld.gov.au/>

Toowoomba Visitor Information - <http://www.toowoombaholidays.com.au/visitor-information/getting-here-and-around/>

Other helpful websites:

Department of Immigration <http://www.homeaffairs.gov.au>

Importing and Quarantine Information for International Students:
<http://www.australia.gov.au/information-and-services/passports-and-travel/customs-and-quarantine>

The Early Days

Bullock wagons, the early means of transport to Toowoomba and the Darling Downs, carried wool from the great pioneering stations to the port at Moreton Bay, and brought supplies from the coast to the stations. The earliest township in this area was Drayton, a small trading and service settlement, at a gully where the tracks of the early bullock teamsters met.



Beautiful Toowoomba

Toowoomba enjoys four distinct seasons and the rich volcanic soil in the region helps maintain the 150 public parks that are scattered across the city. Jacaranda and Camphor Laurel trees line many of the city streets. The city's reputation as 'The Garden City' is highlighted during the Toowoomba Carnival of Flowers festival held in September each year. Deciduous trees from around the world line many of the parks, giving a display of autumn colour. This is particularly rare in Australia, as nearly the entire continent is forested with evergreens.



SERVICES

Electricity



The standard voltage for electrical items in Australia is 240V. Electric plugs have 3 flat pins one of which is an earth pin. You may need to buy an adaptor or have the plugs changed when you arrive.

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

Digital Devices

Before bringing any digital device, you must check with St Ursula's College.

The College cannot guarantee that any electronic device you bring (such as mobile phones or laptops) will function within Australia or at St Ursula's College.

Australia Post

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



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

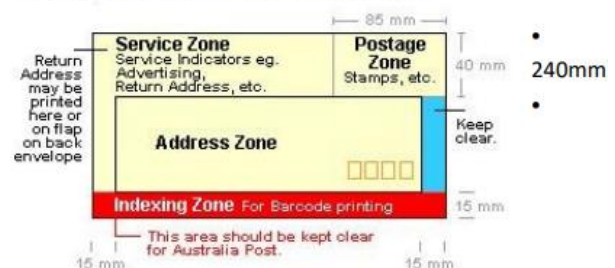
Small Letters

The cost of posting a small letter for distribution in Australia is an **AU\$1.00 postage stamp** which you affix to the envelope.

A small letter has the following characteristics:

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

Envelope Face Format - Allocation of Zones



Emergencies – Dial 000

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

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

Police

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

Fire

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

Ambulance

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

Lifeline

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

Emergency Translation

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

Health Care in Australia

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

Public System

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

Private System

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

Attending an Australian Hospital

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

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

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

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

General Practitioners (GPs)

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

Pharmacies

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

Prescription Medication

Medication prescribed by your doctor is not free. You must pay the pharmacy. If the cost is more than *AU\$34.20 you can claim the difference back from your health insurance provider. Many pharmacists will offer you the option of having a “generic” brand of medicine. If the prescription medicine the doctor has prescribed is also made available by a company which produces generic brands at cheaper prices, this option will be offered to you. This is **ONLY** offered if the content of the medicine is exactly the same as that prescribed by your doctor. It will, however, assist you to pay less for your medicine.

Over-the-Counter Medication

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

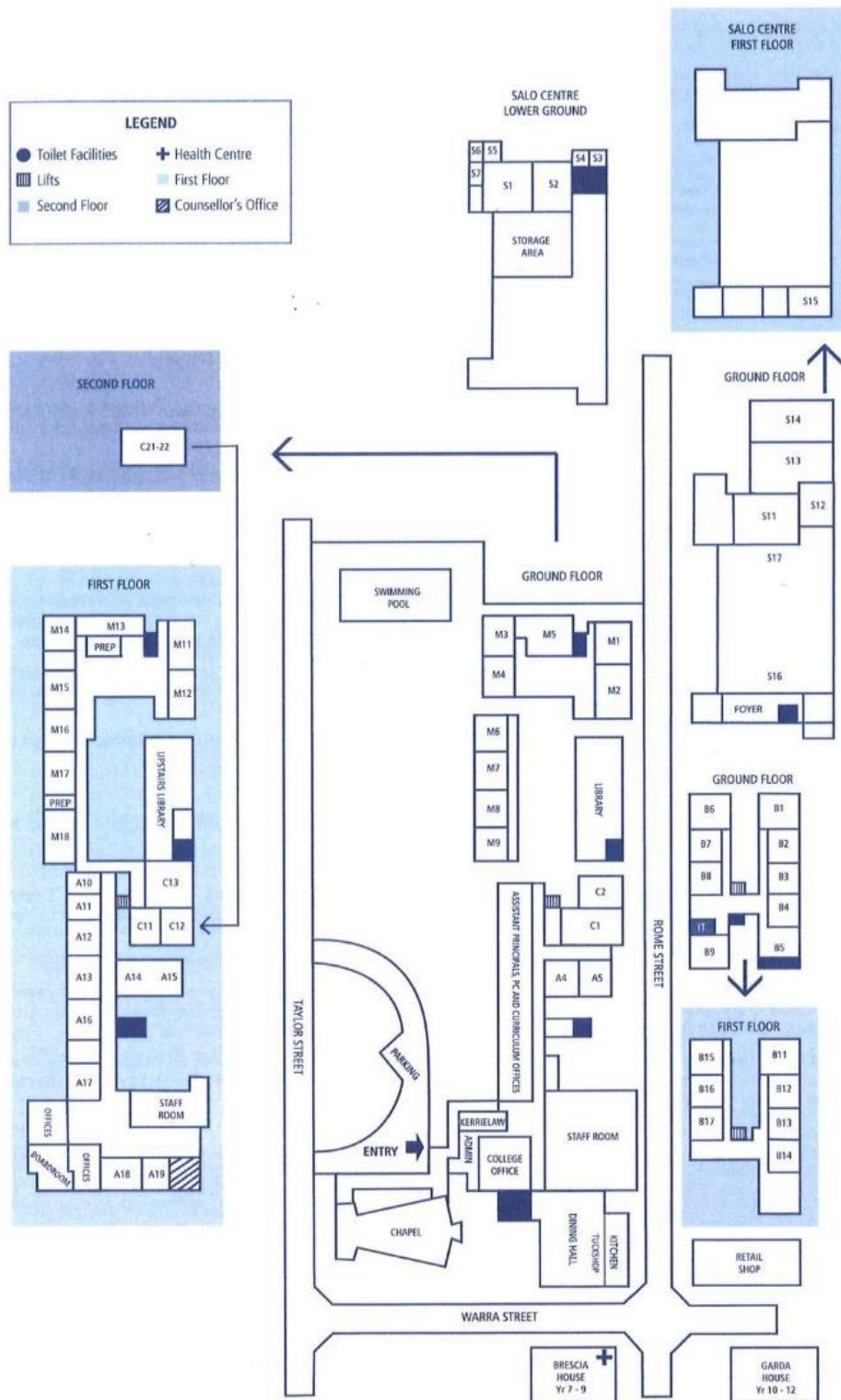
Dental and Optical

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

Interpreter Services

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

MAP OF ST URSULA'S COLLEGE TOOWOOMBA



POLICIES AND PROCEDURES REQUIRED TO BE PROVIDED TO INTERNATIONAL STUDENTS

APPENDIX A - REFUND POLICY FOR INTERNATIONAL STUDENTS

This policy outlines refunds applicable to course fees paid to the College including any course fees paid to an education agent to be remitted to the school. *[e.g., in the case of course fees collected by IDP.]*

Any service fees a student (or parent(s)/legal guardian if the student is under 18) pays directly to a third party are not within the scope of this refund policy.

The enrolment application fee is non-refundable.

Payment of Course Fees and Refunds

Fees are payable according to the St Ursula's College Schedule of Fees 2021.

- a) An itemised list of school fees is provided in the College's written agreement *[as per NC Standard 3.3.4]*
- b) All fees must be paid in Australian dollars unless requested otherwise. Refunds will be reimbursed in the same currency as fees were received.
- c) Refunds will be paid to the person who enters into the written agreement unless the school receives written advice from the person who enters the written agreement to pay the refund to someone else.

All notification of withdrawal from a course, or applications for refunds, must be made in writing and submitted to the College Principal, Mrs Tanya Appleby. Notification of withdrawal after commencement of the course requires 6 weeks' notice in writing to the Principal. If this notice is not given, a term's fees will be charged in lieu of notice.

Student default because of visa refusal

- a) If a student produces evidence of visa refusal (or provides permission for the school to verify visa refusal with the Department of Immigration) and fails to start a course on, or withdraws from the course on or before the agreed starting day, the College will refund within four weeks of receiving a written claim from the student the total amount of course fees received by the school before the student's default day.
- b) If a student whose visa has been refused withdraws from the course after it has commenced, the school will retain the amount of tuition fees proportionate to the amount of the course the student has undertaken and will refund of any unused tuition fees* received by the school with respect to the student within the period of four weeks after the day of student default.

*Calculation of the refund due in this case is prescribed by a legislative instrument (s.10 of Education Services for Overseas Students (Calculation of Refund) Specification 2014).

Student default

- a) Any amount owing under this section will be paid within 4 weeks of receiving a written claim from the student (or parent(s)/legal guardian if the student is under 18).
- b) Non-tuition fees will be refunded on a pro rata basis proportional to the amount of time the student was studying in the course, except where a non-refundable payment on behalf of the student has been made.
- c) If the student, does not provide written notice of withdrawal, and does not start the course on the agreed starting date, only one term's fees will be refunded from the semester tuition fee.
- d) If tuition fees for up to 2 semesters have been received in advance by the College and the College receives written notification of withdrawal by the student (or parent(s)/legal guardian if the student is under 18), the College will:
 - i. Retain an administration fee of \$500 if written notice is received up to four weeks prior to the commencement of the course.
 - ii. *Refund 70 %* of the tuition fees received if written notice is received less than four weeks prior to commencement of the course.
 - iii. *Refund 50 %* of any tuition fees received, if written notice is received **before** one (1) term/semester of the payment period has passed.
 - iv. *No refund* if written notice is received **after** 1 term/semester of the payment period has passed.
- e) If tuition fees have been received for more than [1 term/1 semester/2 semesters], refund provisions under (d) will apply for the first [1 term/1 semester/ 2 semesters] and any balance of unused tuition fees after this will be refunded.
- f) No refund of tuition fees will be made where a student's enrolment is cancelled for any of the following reasons:
 - i. Failure to maintain satisfactory course progress (visa condition 8202).
Please see Overseas Student Handbook
 - ii. Failure to maintain satisfactory attendance (visa condition 8202).
Please see Overseas Student Handbook
 - iii. Failure to maintain approved welfare and accommodation arrangements (visa condition 8532). See Overseas Student Handbook.
 - iv. Failure to pay course fees.
 - v. Any behaviour identified as resulting in enrolment cancellation in *St Ursula's College, Toowoomba's* Behaviour Policy/Code of Conduct.
Please see Overseas Student Handbook.
- g) If *St Ursula's College, Toowoomba's* cancels a student's enrolment for failure to maintain agreed conditions as outlined in the student's written agreement, including failure to disclose a pre-existing condition requiring a high degree of specialised support or care, any refund of tuition fees will be at the discretion of the school

Provider default

[Any default by the school must be compliant with the current provisions of the ESOS Act 2000 and the ESOS regulations 2019]

- a) If for any reason the school is unable to offer a course on an agreed starting day for the course, and the student for some reason cannot be placed or refuses placement in an alternative course arranged by the school, a full refund of any unused tuition fees* received by the school with respect to the student will be made within 14 days of the agreed course starting day.
- b) If for any reason the school is unable to continue offering a course after the student commences a course, and the student for some reason cannot be placed or refuses placement in an alternative course arranged by the school, a full refund of any unused tuition fees* received by the school with respect to the student will be made within 14 days of the school's default day.
- c) In the event that the school is unable to fulfil its obligations of providing an agreeable alternative course for the student, or a refund, the student will receive assistance from the Australian government's Tuition Protection Service. 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>.

This written agreement, and the right to make complaints and seek appeals of decisions and action under various processes, does not affect the rights of the student to take action under the Australian Consumer Law if the Australian Consumer Law applies.

Definitions

- a) **Non-tuition fees** – fees not directly related to provision of the student's course, including Boarding Fees, Homestay Fees, Uniform Fees, Stationery Fees, OSHS Health Cover, QSA Fees, Extra-curricular excursions and activities, social events.
- b) **Tuition fees** – fees directly related to the provision of the student's course, including Enrolment Bond, Tuition Fees, Administration Fees, Laptop Hire Fee, Compulsory Levies (General Purpose Levy, P&F Levy, Technology Levy) subject specific camps or excursions.
- c) **Course fees** – the sum of tuition fees and non-tuition fees received by the school in respect of the student in order for the student to undertake the course.

Study Period – One Semester

If the student changes visa status (e.g. becomes a temporary or permanent resident) he/she will continue to pay full overseas student's fees for the duration of that year.

APPENDIX B - DEFERMENT, SUSPENSION AND EXPULSION POLICY FOR INTERNATIONAL STUDENTS

Communicating with Families about Changes in Enrolment Status

- a) All communications regarding changes to enrolment status will be made directly with students and parents, in accordance with the latest contact details provided to the school.
- b) Parents must, therefore, keep St Ursula's College, Toowoomba, informed of their current contact details, as per the conditions of the student visa.
- c) Where relevant and where approved by the parents, the school may also share copies of correspondence with the child's education agent to help facilitate communication about any changes in enrolment status. However, the parents with whom the school has a formal written agreement are the primary contact for the school in such matters. The school will not act on any decision affecting the student's enrolment that is not made by the parents.

Deferment of Commencement of Study Requested by Student

- a) *St Ursula's College* will only grant a deferment of commencement of studies 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).
 - v. after undertaking ELICOS studies, the student has not/will not meet the English language benchmark required for entry into the desired course, and the school is willing to defer the student's commencement in the course until a later date when the required benchmark is achieved.
- b) All applications for deferment will be considered within 10 Days.
- c) The final decision for assessing and granting a deferment of commencement of studies lies with the College Principal. Where a student's request to defer her commencement of studies is refused, the student has a right of appeal (see St Ursula's College, Toowoomba's Complaints and Appeals Policy).
- d) Deferment will be recorded on PRISMS within 14 days of being granted.

Suspension of Study Requested by Student

- a) Once the student has commenced the course, St Ursula's College 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).
- v. Student return to their home country to sit a university exam (or similar assessment) which impacts upon their education.
 - a) Where there is a significant issue impacting upon a student's attendance or course progress, it is essential that the student or parents contact the school as soon as possible to discuss the concern so that appropriate support can be put in place. Where deemed necessary, this may involve temporarily suspending the student's enrolment so that matters can be resolved without having a negative impact on the student's ability to satisfy their visa conditions.
 - b) Temporary suspensions of study cannot exceed 6 months duration.
 - c) Suspensions will be recorded on PRISMS within 14 days of being granted if the student is under 18 years of age, and within 31 days if the student is over 18 years of age.
 - d) The period of suspension will not be included in attendance calculations.
 - e) Applications will be assessed on merit by the College Principal.
 - f) Some examples of circumstances that are not considered compassionate and compelling at St Ursula's

College, Toowoomba include:

- I. Requests for early departure or late return from vacation, including inability to secure cheap flights.
- II. Leaving early or returning late from holidays in order to attend festivals in the student's home country.
- III. Returning home to attend family gatherings that occur during term time.
 - a) As part of any assessment of a request to defer or temporarily suspend studies, the impact of the request on the student's ability to complete their intended course of study in accordance with their CoEs and student visa will be considered. Any implications will be communicated to students.
 - b) All applications for suspension will be considered within 10 working days.
 - c) The final decision for assessing and granting a suspension of studies lies with the Principal. Where this is a request to suspend studies is refused, the student has a right of appeal (see St Ursula's College's Complaints and Appeals Policy).

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 College Principal. Please see St Ursula's College Refund Policy for information regarding refunds and cancellation fees.
- b) A student will be deemed to have inactively notified St Ursula's College of cancellation of enrolment where:

The student has not yet finished her course/s of study with the school, and

- IV. Does not resume studies at the school within 14 days after a holiday break, and

- I. The student has not previously provided the school with written notification of withdrawal.
 - c) Student- initiated cancellation of enrolment, including “inactive” cancellation of enrolment in 4.b), above, is not subject to St Ursula’s College’s Complaints and Appeals Policy.

College Initiated Exclusion from Class

- d) St Ursula’s College 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 St Ursula’s College’s Student Code of Conduct
- e) Students may also be excluded from class for failure to pay fees that she was required to pay in order to undertake or continue the course, as stated in the Written Agreement.
- f) Where St Ursula’s College intends to exclude a student from class it will first issue a letter which notifies the student and parents of this intention. The letter will provide details of the reason/s for the intended exclusion, as well as information about how to access St Ursula’s College’s internal appeals process. Further information about the appeals process in the event of a school-initiated exclusion from class is outlined below.
- g) Excluded students must abide by the conditions of their exclusion from studies and must adhere to any welfare and accommodation arrangements in place, as determined by the College Principal.
- h) 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.
- i) Exclusions from class will not be included in attendance calculations for the study period and will not be recorded on PRISMS.

College Initiated Suspension of Studies

- a) St Ursula’s College 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 St Ursula’s College’s Student Code of Conduct.
- b) Students may also be suspended for failure to pay fees that she was required to pay in order to undertake or continue the course, as stated in the student’s written agreement.
- c) Where St Ursula’s College, Toowoomba intends to suspend the enrolment of a student, it will first issue a letter that notifies the student and parents of this intention. The letter will also provide details of the reason/s for the intended cancellation, as well as information about how to access St Ursula’s College, Toowoomba’s internal appeals process. Further information about the appeals process in the event of a school-initiated cancellation is outlined below.
- d) Suspended students must abide by the conditions of their suspension from studies and must adhere to any welfare and accommodation arrangements in place as determined by the College Principal.

- e) Students who have been suspended for more than 28 days may need to contact Department of Immigration. (Please see contact details at:

<http://www.homeaffairs.gov.au/about/contact/offices-locations>

- f) Suspensions will be recorded on PRISMS.
- g) The period of suspension will not be included in attendance calculations.

College initiated cancellation of enrolment

- a) St Ursula's College will cancel the enrolment of a student under the following conditions:
 - vi. Any breach of an agreed condition of enrolment as outlined in the student's written agreement, including failure to disclose a pre-existing condition requiring a high degree of specialised support or care.
 - vii. Failure to pay course fees
 - viii. Failure to maintain approved welfare and accommodation arrangements (visa condition 8532). Alternatively schools may decide that they will not cancel enrolment for this reason.
 - ix. Any behaviour identified as resulting in cancellation in St Ursula's College's Student Code of Conduct.
- b) Where St Ursula's College, Toowoomba intends to cancel the enrolment of a student it will first issue a letter which notifies the student and parents of this intention. The letter will also provide details of the reason/s for the intended cancellation, as well as information about how to access St Ursula's College's internal appeals process. Further information about the appeals process in the event of a school- initiated cancellation is outlined below.
- c) St Ursula's College is required to report any confirmed breach of course progress and attendance requirements to the Department of Immigration. Where a student is reported for breach of a visa condition, her enrolment at St Ursula's College will be cancelled and this may impact on a student's visa. Further information can be found in St Ursula's College's Course Progress and Attendance Policy.
- d) For the duration of the internal appeals process, St Ursula's College will maintain the student's enrolment and the student will attend classes as normal. The College Principal will determine if participation in studies will be in class or under a supervised arrangement outside of classes.
- e) If a student decided to access St Ursula's College's complaints and appeals process because they have been notified of 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 (see Definitions below). Where extenuating circumstances are deemed to exist, a student may still access the complaints and appeals process, but St Ursula's College need not await the outcome of this process before changing the student's enrolment status in PRISMS. If the College has issued a CAAW for such a student, welfare provisions under Standard 5.6 are applicable.
- f) The use of extenuating circumstances by St Ursula's College to suspend or cancel a student's enrolment prior to the completion of any complaints and appeals process will be supported by appropriate evidence.
- g) The final decision for evaluating extenuating circumstances lies with the College Principal.

- h) **St Ursula's College may cancel the enrolment of a student for failure to disclose a pre-existing condition requiring a high degree of specialised support or care.**

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 <http://immi.homeaffairs.gov.au/visas/getting-a-visa/visa-listing/student-500> for further information about their visa conditions and obligations.

Definitions

- b) Day – any day including weekends and public holidays in or out of term time.
- c) Extenuating circumstances – if the student's health or wellbeing, or the wellbeing of others, is likely to be at risk:

Examples include:

- The student refuses to maintain approved welfare and accommodation arrangements (for students under 18 years of age)
- The student is missing
- The student has medical concerns or severe depression or psychological issues which lead the school to fear for the student's wellbeing
- The student has engaged or threatened to engage in behaviour that is reasonably believed to endanger the student or others
- Is at risk of committing a criminal offence, or
- The student is the subject of investigation relating to criminal matters.

APPENDIX C - WELFARE AND ACCOMMODATION POLICY FOR INTERNATIONAL STUDENTS

Care for younger students under 18 years

St Ursula's College, Toowoomba is a CRICOS-registered provider which enrolls younger students under 18 years of age.

As part of its registration obligations, St Ursula's College must satisfy Commonwealth and state legislation, as well as any other regulatory requirements relating to child welfare and protection for any overseas student enrolled who is under 18 years of age.

These obligations include ensuring that all overseas students under 18 years of age are given age and culturally appropriate information on:

- Who to contact in emergency situations, including contact number/s of a nominated staff member, and
- How to seek assistance and report any incident or allegation involving actual or alleged sexual, physical or other abuse.

St Ursula's College has documented procedures relating to child welfare and safety, and will implement these procedures in the event that there are any concerns for the welfare of a student under 18 years of age.

Accommodation and care options for overseas students under 18 years

St Ursula's College approves the following accommodation and care options for overseas students:

The student will live with a parent or relative approved by the Department of Immigration.

In this case:

- The College does **not** provide a welfare letter (CAAW) via PRISMS. The student's family completes Form 157N and provides proof of relationship to Department of Immigration at the time of visa application for approval of these arrangements. The Department of Immigration must also approve any further change of welfare arrangements.
- If the adult responsible for the welfare, accommodation and other support arrangements for a student under 18 years holds a [Guardian visa \(subclass 590\)](#), all obligations and conditions of this visa must be met, including:
 - not leaving Australia without the nominating student unless there are compassionate and compelling circumstances and the College has first approved alternative welfare and accommodation arrangements for the student for the adult's period of absence, and
 - advising the Department of Immigration of any change of address, passport or other changes of circumstances.

St Ursula's College requires holders of Student Guardian Visas to:

- maintain Overseas Visitor Health Cover for themselves and any dependent children living with them in Australia
- immediately advise the College of any change to address or contact details
- immediately advise the College if there are any compassionate or compelling reasons to travel overseas or not be at home for an extended period of time to care for the student.

If there is a valid reason for travelling overseas, and the College is able to approve alternative accommodation and care arrangements for the student for the period of the student guardian visa holder's absence, the College will provide documentation approving temporary care arrangements for the student to the student's guardian and for the Department of Immigration via PRISMS.

If there is not a valid reason for travelling overseas, or if the College is not able to approve alternative accommodation and care arrangements for the student for the period of student guardian visa holder's absence, the student will need to travel overseas with the holder of the student guardian visa. In this case, the College will advise if compulsory attendance requirements will or will not be affected by the student's absence.

The student will live in College-approved accommodation and care arrangements and the College will generate the welfare letter (CAAW) via PRISMS to accompany the student's Confirmation of Enrolment (CoE).

Accommodation options that may be approved by St Ursula's College for full fee paying 500 (formally 571) visa subclass students under 18 years of age include:

- College Boarding House
- Homestay Program operated by AHN during holiday parents where the student is unable to travel home to their parents <https://www.st-ursula.qld.edu.au/> (Australian Homestay Network)
- Private accommodation and care arrangements requested by the parents but approved by the College which meet all requirements under relevant state and commonwealth legislation.

St Ursula's College will maintain approval of accommodation and care arrangements until:

- The student completes the course and departs Australia.
- The student turns 18 years
- Any appeals processes in relation to St Ursula's College's intentions to cancel the student's enrolment has been finalised (including suspensions, cancellations, course progress and attendance)
- The student has alternative welfare arrangements approved by another registered provider
- A parent or nominated relative approved by the Department of Immigration assumes care of the student
- St Ursula's College has notified the Department of Immigration that it is no longer able to approve the student's welfare arrangements and has taken the required action after not being able to contact the student.

Any accommodation, welfare and other support arrangements for the student must be approved by St Ursula's College including arrangements provided by third parties.

Accommodation and care arrangements are checked prior to approval and at least every six months thereafter to ensure they are appropriate to the student's age and needs.

Any adults involved in or providing accommodation and welfare arrangements to the

students have a blue card as appropriate (<https://www.bluecard.qld.gov.au/>).

Any changes to approved arrangements must also be approved by the College. This includes any requests by students under 18 years of age to attend "Schoolies Week" on completion of Year 12.

If a student cannot be located and the College has concerns for her welfare, the College will contact the student's parents/legal guardian and notify the police and any other relevant authorities.

If a student for whom the College has issued a CAAW refuses to maintain approved arrangements, the College will report this to the Department of Immigration and advise the student to contact the Department of Immigration to ensure visa implications are understood. (See Department of Immigration office addresses at: <http://www.homeaffairs.gov.au/help-support/contact-us>)

In the event of a significant or critical welfare issue involving the student, and if determined necessary by the College, a parent, legal guardian or approved relative agrees to travel to a designated location within 3 days to assume care of the student until the situation has been resolved to the College's satisfaction.

If a parent/nominated guardian wishes to assume welfare responsibility, the parent/nominated guardian must notify the College as soon as practicable of their intentions and must provide the College with written evidence of a guardian visa grant.

For College vacation periods, students under 18 years of age for whom St Ursula's College has issued a CAAW will:

- return home to parents, or
- apply to attend a supervised excursion, camp, etc., if all requirements are met in order to attain College approval, or
- apply for approval to spend the vacation with relatives or a friend's family.

Accommodation options for students 18 years and older remain the same as those for students under 18 years of age:

- College Boarding House
- Private accommodation arrangements – only as approved by the College Principal.

Regardless as to whether a student is Under 18 or Over 18 years of age, whilst a student at St Ursula's College, all alternate accommodation is to be approved by the College.

For College vacation periods, the following accommodation options are available to students 17 years or older:

- Student returns home to parents
- Student may spend vacation with friend's family or relatives, provided details are given and approval is provided by the Principal
- Student may attend a supervised excursion, camp, etc., provided details are given and approval is provided by the Principal.
- Student may travel unaccompanied during vacation periods, provided details are given and approval is provided by the Principal.

Homestay/Private Accommodation Arrangements

The Homestay/private accommodation arrangements approved by St Ursula's College (and for students requiring accommodation during school holiday periods only) meets Queensland legislative requirements for child protection as well as Standard 5 of the 2018 National Code of Practice for Providers of Education and Training to Overseas students.

These include:

- Continues dates for approved welfare arrangements
- Documented procedures for checking suitability of accommodation, support and general welfare arrangements before a student is placed in an approved arrangement, and at least every six months thereafter, covering:
- Guidelines for selecting, screening and monitoring each family and ensuring the family can provide age-appropriate care and facilities for the duration of the student's enrolment at the College
- Criteria about accommodation services to be provided, and contract for arrangements about providing accommodation services
- Orientation program for families new to provision of homestay services
- Compliant Homestay risk management strategy, reviewed annually, undertaken by school/operator of the homestay program
- Blue cards as required for adults living in the homestay/private arrangement, other than overseas students, or who otherwise have regular contact with the student.

OVERNIGHT LEAVE

Overnight leave may be organised by the Head of Boarding for any International Student. The College will need to verify specific details such as: Identity of adult in charge, activity to ensure duty of care.

DAY LEAVE

Day leave may be organised by the Head of Boarding. The adult driver will be required to provide their driver's licence details and also provide details pertaining to supervision and activities.

HOLIDAY LEAVE

While Boarders are not permitted to leave school before the date and time published in the College calendar, (except with permission from the Principal). International Boarders may wish to apply for Holiday leave within Australia. This may be at a relative's home such as a grandparent, aunt or other relative. The Head of Boarding will seek advice from the Department of Home Affairs regarding a suitable supervising adult supervisor. For example, the adult will need to be a resident of Queensland and be able to provide proof of their relationship to the student. The responsible adult must own or rent their own property that is suitably safe for a stay period for an International Student. If the student's mental health or other concerns arise, the Head of Boarding may be in consultation with the parents cancelling the request for Holiday leave.

The host must be able to communicate effectively with the college in English and must also be empathetic of the student's culture and religion. They must also be able to give authority for emergency procedures as well as consent for payment of medical treatment. This must be agreed between the student's parents and the host.

If it is determined, that the host is not suitable, the student may either return home or the college may assist in arranging Homestay through our third party approved provider such as Homestay network.

THE ST URSULA'S COLLEGE HEALTH CENTRE

The St Ursula's College Health Centre is situated in the Boarding House and has Registered Nurses staffed Monday to Friday 8.00am – 4:00pm. The medical forms included at the end of this handbook are essential documents for the care of our students at St Ursula's College. Please complete each section of the form and return them completed as soon as possible.

We request a formal copy of your daughter's immunisation history to be kept on file in the Health Centre. It is strongly encouraged that student have adequate immunisation as per the Australian Government Immunise Australian Programme.

HEALTH COVER LEVY

The Australian Government requires all Overseas Students to be covered by Overseas Student Health Cover. St Ursula's College uses BUPA Private Health Fund. The College pays the Overseas Student Health Cover at the time of approval of the Confirmation of Enrolment, unless already organised prior by the student.

This cover must be in place for the full length of the student's stay at the College.

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

USEFUL WEBSITE RESOURCES

National Code of Practice for Providers of Education and Training to Overseas Students 2018 (National Code 2018)	https://internationaleducation.gov.au/Regulatory-Information/Pages/National-Code-2018-Factsheets-.aspx
IDP – Guide for students	https://www.idp.com/australia/internationalstudent-services/free-visa-help/
Overseas Student Health Cover (OSHC)	http://www.health.gov.au/internet/main/publishing.nsf/Content/Overseas%20Student%20Health%20Cover%20FAQ-1
QCAA links for visa students (QCE procedures)	https://www.qcaa.qld.edu.au/senior
Study Queensland Website	https://www.studyqueensland.qld.gov.au/
Tourism Australia	http://www.australia.com

ESOS LEGISLATION

The ESOS Acts and regulations set out the legal framework governing delivery of education to overseas students studying in Australia on a student visa.

Under *The National Code 2018*, St Ursula's College is required to provide students with a description of the ESOS framework prior to enrolment.

The Framework is summarised below and is also available at:
<https://internationaleducation.gov.au/Regulatory-Information/Pages/Regulatoryinformation.aspx>

Tuition Protection Brochure for Students. See Versions in: [English](#) , [Mandarin Chinese Simplified](#), [Hindi](#), [Hangul](#), [Bahasa Indonesia](#) and [Vietnamese](#)

The National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students (the National Code).

The National Code is a set of nationally consistent standards that governs the protection of overseas students and delivery of courses to those students by providers registered on CRICOS - the Commonwealth Register of Institutions and Courses for Overseas Students. Only CRICOS registered courses can be offered to international students studying in Australia on a student visa.

The National Code within the ESOS framework

The National Code is established under the *Education Services for Overseas Students (ESOS) Act 2000*. To become CRICOS-registered a provider must demonstrate that it complies with the requirements of the National Code. The National Code is a legislative instrument. It is legally enforceable and breaches of the National Code by providers can result in enforcement action under the ESOS Act. This action can include the imposition of conditions on registration or suspension or cancellation of registration. This includes conditions on registration, suspension or cancellation of registration.

The National Code complements existing national quality assurance frameworks in education and training.

The National Code is a legislative instrument of the ESOS Act and applies to providers of education to students **on student visas** in all sectors. National Code requirements are in addition to the standards for specific sectors.

Important policies and procedures for students have been incorporated into this document.

STUDENT RIGHTS

Australia is one of the few countries that offers comprehensive protection for international students as detailed below –

The **ESOS Framework** protects your rights. Even before you enrol with an education institution, under Australian law you have the right to:

- receive current and accurate information about the courses, entry requirements, all fees and modes of study from your provider or your provider's agent before you enrol;
- sign a written agreement with your provider before or at the time you pay fees. You do not have to pay the provider any money or fees until you accept the agreement;
- seek a refund in certain situations for course money you have paid. Information about refund arrangements must be included in your written agreement;
- get the education you paid for. The law includes tuition protections that will allow you to be placed in another course or receive a refund if your provider is unable to teach your course (known as provider default), visit <https://tps.gov.au> for more information
- access complaints and appeals processes
- request to transfer to another provider and have that request assessed by your provider.

Under Australian law your education provider must offer you support services to help you adjust to study and life in Australia, achieve your learning goals and maintain satisfactory progress in your learning. This support is available because we recognise that Australia may be a new environment for students, with different laws, culture and customs. Please see Government Fact Sheet - [factsheet](#) for a summary of information relating to studying in Australia.

Your education provider must give you advice on:

- support and welfare services available at the College
- who the contact staff members are who will assist you while you are studying
- legal services
- emergency and health services
- facilities and resources

- complaints and appeals processes
- any student visa condition that relates to the course you are studying
- services international students can access for information on their employment rights and conditions
- services international students can access for information on their employment rights and conditions, and how to resolve workplace issues, such as through the Fair Work Ombudsman (from 1 January 2018).

STUDENT RESPONSIBILITIES

As an overseas student on a student visa, you must:

- comply with your student visa conditions;
- ensure you have and continue to maintain your Overseas Student Health Cover (OSHC) for as long as you stay in Australia on a student visa;
- tell your provider if you change your address or other contact details
- meet the terms of your written agreement with your provider;
- maintain satisfactory course progress and attendance

Information about visa conditions for student visa holders is available on the Department of Immigration and Border Protection's website at www.border.gov.au/Trav/Stud/More/Visa-conditions/visa-conditionsstudents or call 131 881 on Monday – Friday from 8.30am to 4pm inside Australia (except public holidays).

WELFARE FOR STUDENTS UNDER 18 YEARS OF AGE

If you are under 18 years of age, you will only be granted a visa if there are adequate arrangements in place for your accommodation, support and general welfare. This if for your personal safety and applies for the length of your student visa or until you turn 18.

If you are under the age of 18 your visa application must demonstrate that you will be accompanied by a parent, legal custodian or an eligible relative. If you will not be living with one of these people, your provider can agree to be responsible for approving your accommodation, support and general welfare arrangements while you are in Australia on a student visa.

If your education provider has approved your living and general welfare arrangements, but you wish to change them, you **must** have the approval of your provider before you do so. This is because your provider must advise the Department of Immigration and Border Protection as soon as possible about changes to living and welfare arrangements for students under 18.

If you don't have your provider's approval, this may be reported to the Department of Immigration and Border Protection. If this happens, you will be in breach of student visa condition 8532 and your visa may be cancelled.

For more information about visa requirements for students under the age of 18, visit: <http://immi.homeaffairs.gov.au/visas/already-have-a-visa/check-visa-details-and-conditions/see-your-visa-conditions#> or www.homeaffairs.gov.au/Trav/Stud

STUDENT INFORMATION

When students receive enrolment information from the College, they will also be provided with:

- A copy of the College's Overseas Students Handbook which includes all relevant information, policies and procedures as required under CRICOS legislation.
- Financial Terms with Schedule of Fees for tuition and boarding.

If application is successful, students will be provided with a letter of offer from the Principal and written agreement.

THE ESOS FRAMEWORK

PROVIDING QUALITY EDUCATION AND PROTECTING YOUR RIGHTS

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

Protection for International Students

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

Your rights

The ESOS framework protects your rights, including:

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

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

- Orientation and access to support services to help you study and adjust to life in Australia;
- Who the contact officer or officers is for international students;
- If you can apply for course credit;
- When your enrolment can be deferred, suspended or cancelled;

- What your provider's requirements are for satisfactory progress in the courses you study;
- What support is available if you are not progressing;
- If attendance will be monitored for your course, and
- A complaints and appeals process.

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

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

Your responsibilities

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

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

•

WHO?	WHY?	HOW?
St Ursula's College		<ul style="list-style-type: none"> • Speaking with your College • Go to your College website
Department of Education and Training (DET)	For your ESOS rights and responsibilities	<ul style="list-style-type: none"> • Website: • https://internationaleducation.gov.au/regulatory-information/pages/regulatoryinformation.aspx • ESOS Enquiry Line: 1300 615 262 (in Australia) • https://internationaleducation.gov.au/Regulatory-Information/Education-Services-for-Overseas-Students-ESOS-Legislative-Framework/Pages/ESOSEnquiry.aspx
Department of Home Affairs	For visa matters	<ul style="list-style-type: none"> • Website: https://www.homeaffairs.gov.au/ • Phone: 131 881 in Australia • Phone: +61 2 6196 0196 outside Australia



APPENDIX D - CRITICAL INCIDENT POLICY – INTERNATIONAL STUDENTS

- 1) St Ursula's College recognises the duty of care owed to its students and that planning for the management of a critical incident is essential.
- 2) A critical incident is a traumatic event, or the threat of such (within or outside Australia) which causes extreme stress, fear or injury that may affect the student's ability to undertake or complete their course. This may include but is not limited to:
 - a) Serious injury, illness or death of a student or staff
 - b) Students or staff lost or injured on an excursion
 - c) A missing student
 - d) Severe verbal or psychological aggression
 - e) Physical assault
 - f) Student or staff witnessing a serious accident or incident of violence
 - g) Natural disaster e.g. earthquake, flood, windstorm, hailstorm or extremes of temperature
 - h) Fire, bomb threat, explosion, gas or chemical hazard
 - i) Social issues e.g. drug use, sexual assault
- 3) Critical Incident Committee
 - a) St Ursula's College has a Critical Incident Committee to assist the Principal in the prevention and management of critical incidents at the College, or off campus in the case of an overseas student for whom the College has undertaken care responsibilities.
 - b) A member of the College Leadership Team will be the critical incident team leader.
 - c) The Critical Incident Committee also includes:
 - i) Board Chair
 - ii) Principal
 - iii) Deputy Principal
 - iv) Business Manager
 - v) Assistant Principal-Pastoral Care
 - vi) Compliance and Risk Officer
 - vii) Assistant Principal Mission & identity
 - viii) Maintenance Manager
 - ix) ICT Manager
 - d) The responsibilities of the committee include:
 - i) Risk assessment of hazards and situations which may require emergency action
 - ii) Analysis of requirements to address these hazards
 - iii) Establishment of liaison with all relevant emergency services e.g. police, fire brigade, ambulance, hospital, poisons information centre, community health services
 - iv) 24 hour access to contact details for all students and their families and emergency contacts provided by the student's family (for Colleges with overseas students this will also include agents, homestay families, carers, consular staff, embassies and interpreting services if necessary)
 - v) 24 hour access to contact details for all relevant staff members needed in the event of a critical incident e.g. College counsellor, welfare officer, legal services, College security
 - vi) Development of a critical incident plan for each critical incident identified, including arranging emergency or alternative accommodation arrangements if necessary

- vii) Dissemination of planned procedures
- viii) Organisation of practice drills
- ix) Regular review of the critical incident plan
- x) Assisting with implementation of the critical incident plan
- xi) Arranging appropriate staff development
- xii) Budget allocation for emergencies
 - xiii) Ensuring written records of any critical incident and remedial action taken by St Ursula's College are kept on file for at least two years after the student ceases to be enrolled.

4) Critical Incident Plans

- a) All critical incident plans assign responsibilities among relevant staff members; cover all the actions to be taken and timelines for doing so.
- b) Immediate Action (within 24 hours)
 - i) Identify the nature of the critical incident
 - ii) Notification of the critical incident committee/team leader
 - iii) Implement the appropriate management plan or action strategy, including arranging emergency or alternative accommodation arrangements if necessary
 - iv) Assignment of duties and resources to College staff
 - v) Seeking advice and help from any necessary emergency services/hospital/medical services
 - vi) Dissemination of information to parents and family members
 - vii) Completion of a critical incident report
 - viii) Media response if required (see below)
 - ix) Assess the need for support and counselling for those directly and indirectly involved
- c) Additional Action (48 – 72 hours)
 - i) Assess the need for support and counselling for those directly and indirectly involved (ongoing)
 - ii) Provide staff and students, parents/family members with factual information as appropriate
 - iii) Restore normal functioning and College delivery
- d) Follow-up – monitoring, support, evaluation
 - i) Identification of any other people who may be affected by critical incident and access of support services for affected community members
 - ii) Maintain contact with any injured/affected parties
 - iii) Provision of accurate information to staff and students where appropriate
 - iv) Evaluation of critical incident management
 - v) Be aware of any possible longer term disturbances e.g. inquests, legal proceedings

5) Resources

- a) The nature of critical incidents is such that resources cannot always be provided in anticipation of events. The critical incident committee uses its discretion to provide adequate resources – both physical and personnel – to meet the needs of specific situations. Staff will be reimbursed for any out-of-pocket expenses.

6) Managing the Media

- a) Manage access of the media to the scene, and to staff, students and relatives
- b) The Principal should normally handle all initial media calls
- c) Determine what the official College response will be
- d) All facts should be checked before speaking to the media
- e) If accurate information is unavailable or the issue is of a sensitive nature, explain that questions cannot be answered at this time
- f) Avoid implying blame or fault for any part of the incident as this can have significant legal implications
- g) The Principal may delegate media liaison to another member of staff or an outside crisis management company.

7) Evaluation and review of management plan

- a) After every critical incident, a meeting of the critical incident committee will be held to evaluate the critical incident report and the effectiveness of the management plan and to make modifications if required. If appropriate this process will incorporate feedback from all staff, students and local community representatives.

Example of a critical incident plan - injury to overseas student

1) Immediate Action (within 24 hours)

- a) Identify the nature of the critical incident
- b) The person, who is initially notified of the incident, be that the Principal's Personal Assistant, College Principal, Member of the College Leadership Team, Head of Boarding, should get as much information as possible regarding the nature of the critical incident.
 - i) Where did the injury occur? On campus or off?
 - ii) How severe is the nature of the injury?
 - iii) Where is the student now?
 - iv) Is the student in hospital?
 - v) Has an ambulance been called?
 - vi) Is an interpreter required?
- c) The information should be documented for further reference.
- d) Notification of the Principal/critical incident committee
- e) The person who is initially notified of the incident should notify the Principal immediately.
- f) Assignment of duties to College staff
 - i) The critical incident team leader will identify the staff member responsible for any immediate action.
 - ii) The incident will then be referred to the identified staff member.

- iii) The responsible staff member should keep in close contact with the critical incident team leader and any other staff members as required.
- g) Implement the appropriate management plan or action strategy
 - i) If the student is on campus
 - Ensure appropriate intervention to minimise additional injury
 - Provide first aid where necessary
 - Ascertain seriousness of injury
 - Call ambulance if required
 - If ambulance is required, accompany student to hospital
 - Ascertain seriousness of injury from hospital staff
 - If ambulance is not required accompany student to relevant medical service e.g. doctor
 - ii) If the student is off-campus
 - If situation appears serious, call an ambulance and either meet the ambulance at the student's location or at the hospital
 - Otherwise go to location of student
 - Provide first aid where necessary
 - Ascertain seriousness of injury
 - Call ambulance if required
 - If ambulance is required, accompany student to hospital
 - Ascertain seriousness of injury from hospital staff
 - If ambulance is not required accompany student to relevant medical service e.g. doctor
 - iii) If the student has already been taken to hospital
 - Go to hospital
 - Ascertain seriousness of injury from hospital staff
- h) Dissemination of information to parents and family members
 - i) When there are a number of people to contact such as when a student is in a homestay, the College should attempt to simultaneously contact all parties.
 - ii) Contact the parents/legal guardian of the student
 - iii) Contact the carer of the student e.g. they may be living with a relative
 - iv) Contact any emergency contacts provided by the student's family
 - v) Contact the homestay family of the student
- i) Completion of a critical incident report
- j) Media response if required
- k) Inform critical team leader of any relevant factual information to be conveyed to the media liaison.
- l) Assess the need for support and counselling for those directly and indirectly involved
- m) If the student is seriously injured or requires hospitalisation, the College should enlist aid of overseas consular staff to assist the family if they are travelling to Australia, with interpreting services to aid in communication with the relevant medical services and with counselling services if required.
- n) The College should assess whether other staff and students have been affected by the incident and provide support and counselling as required.

- o) The College should also contact Department of Immigration and inform them of the incident.
- 2) Additional Action (48 – 72 hours)**
 - a) Assess the need for support and counselling for those directly and indirectly involved (ongoing)
 - b) Provide staff and students with factual information as appropriate
 - i) Depending on the nature of the incident, it may be appropriate for the principal to address the staff and students of the College and inform them of the facts of the incident and the condition of the student concerned.
 - c) Restore normal functioning and College delivery
 - i) Where the incident occurred on College premises, there will be other procedures to follow in relation to any possible safety issues and the College's legal obligations. The critical incident committee should identify the appropriate staff member to follow up these issues.
- 3) Follow-up – monitoring, support, evaluation**
 - a) Identification of any other people who may be affected by critical incident and access of support services for affected community members
 - i) The effects of traumatic incidents can be delayed in some people; the College needs to be aware of any emerging need for support and/or counselling.
 - b) Maintain contact with any injured/affected parties
 - c) If the student is in hospital for some time, the College needs to maintain contact with the student and their family.
 - i) Support and assistance for the student and family
 - ii) Depending on the condition of the student, the College could provide College work for the student to enable them to remain in touch with College activities
 - iii) Discuss with the family any required changes to the enrolment of the student e.g. suspension or cancellation of enrolment and make any changes required on PRISMS
 - d) Provision of accurate information to staff and students where appropriate
 - i) Depending on the nature of the incident, it may be appropriate for the principal to address the College and inform them of the facts of the incident and the condition of the student concerned.
 - e) Evaluation of critical incident management
 - i) The critical incident committee should be held to evaluate the critical incident report and the effectiveness of the management plan and to make modifications if required.

Be aware of any possible longer-term effects on the College and student well-being e.g., inquests, legal proceedings.

IMPORTANT CONTACT NUMBERS

Country	Address	Telephone and Email
Embassy of the People's Republic of China	15 Coronation Drive Yarralumla ACT 2600	Tel: (02) 6273 4780 Fax: (02) 6273 4878 Email: chinaemb_au@mfa.gov.cn Web: http://au.china-embassy.org/eng/
Embassy of the Republic of Indonesia	8 Darwin Avenue Yarralumla ACT 2600	Tel: (02) 6250 8600 Fax: (02) 6273 6017 Email: indonemb@kbri-canberra.org.au Web: http://www.deplu.go.id/canberra
High Commission of India	3-5 Moonah Place Yarralumla ACT 2600	Tel: (02) 6273 3999; 6273 3774; 6273 3875 Fax: (02) 6273 1308 Email: admin@hcindia-au.org
Embassy of Japan	112 Empire Circuit Yarralumla ACT 2600	Tel: (02) 6273 3244 Fax: (02) 6273 1848
High Commission of Malaysia	7 Perth Avenue Yarralumla ACT 2600	Tel: (02) 6273 1543; 6273 1544; 6273 1545 Fax: (02) 6273 2496 Email: malcanberra@netspeed.com.au Or consular@netspeed.com.au Web: www.malaysia.org.au
Embassy of the Republic of Korea	113 Empire Circuit Yarralumla ACT 2600	Tel: (02) 6270 4100 Fax: (02) 6273 4839 Email: embassy-au@mofat.go.kr Web: www.mofat.go.kr/australia
High Commission of the Republic of Singapore	17 Forster Crescent Yarralumla ACT 2600	Tel: (02) 6271 2000 Fax: (02) 6273 9823 Email: singhc_cvr@sgmfa.gov.sg
Taipei Economic and Cultural Office in Australia	Unit 8, Tourism House 40 Blackall Street Barton ACT 2600	Monday-Friday 9am – 5pm Tel: (02) 02 6120 2025 Fax: (02) 02 6273 0748
		Consular Enq: teco@teco.org.au General Eng: ausmofa@teco.org.au
Embassy of the Socialist Republic of Vietnam	6 Timbarra Crescent O'Mally ACT 2606	Tel: (02) 6290 1549, 6286 6059 Fax: (02) 6286 4534 Email: vembassy@webone.com.au Web:

		www.vietnamembassy.org.au
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APPENDIX E - OVERSEAS STUDENT TRANSFER REQUEST POLICY

St Ursula's College Overseas Student Transfer Policy and processes apply to:

- Overseas students requesting to transfer prior to completing the first six months of their first registered school sector course or
- Where the student has completed the first six months of their enrolment in their first registered school sector course and wishes to transfer but the provider holds welfare responsibility via a CAAW.

Overseas students requesting to transfer prior to completing the first six months of their first registered school sector course:

1. Overseas students are restricted from transferring from their first registered school sector course of study for a period of six months. This restriction also applies to any course(s) packaged with their first registered school sector course of study. Exceptions to this restriction are:
 - a) If the student's course or College becomes unregistered
 - b) The College 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 release in PRISMS
2. Students can apply to be released by submitting a Student Transfer Request Application at no charge to enable them to transfer to another education provider. However, if a student has not completed the first six months of the first registered school sector course of study or is under 18 years of age, conditions apply.
3. St Ursula's College will only release a student before completing the first six months of their principal 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 College.
 - b) The student will be reported because they are unable to achieve satisfactory course progress at the level they are studying, even after engaging with St Ursula's College's intervention strategy to assist them in accordance with Standard 8 (Overseas student visa requirements)
 - c) The student provides evidence of compassionate or compelling circumstances.
 - d) St Ursula's College fails to deliver the course as outlined in the written agreement.
 - e) The student provides evidence that their reasonable expectations about their current course are not being met.
 - f) The student provides evidence that she was misled by St Ursula's College or an education or migration agent regarding St Ursula's College or its course and the course is therefore unsuitable to her needs and/or study objectives.
 - g) An appeal (internal or external) on another matter results in a decision or recommendation to release the student.
 - h) Any other reason stated in the policies of St Ursula's College, Toowoomba.

4. Students under 18 years of age MUST also have:
 - a) Written evidence that the student's parent(s)/legal guardian supports the transfer application.
 - b) Written confirmation that the receiving provider will accept responsibility for and communicate with the student about approving the student's accommodation, support, and general welfare arrangements from the proposed date of release where the student is not living with a parent / legal guardian or a suitable nominated relative.
5. St Ursula's College will NOT agree to the transfer before the student completes the first six months of their first registered school sector course in the following circumstances:
 - a) The student's progress is likely to be academically disadvantaged
 - b) St Ursula's College 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 College support services which may assist with making adjustments to a new environment, including academic and personal counselling services.
 - e) College fees have not been paid for the current study period.
6. To apply for transfer to another provider, students need to:
 - a) Complete an Application for Student Transfer Form available from the College Registrar.
 - b) Give this completed application form and a valid offer of enrolment from another provider to the College Principal for assessment.
 - c) If under 18 years of age, attach written confirmation of the parent/s or legal guardian/s support for the transfer to the nominated provider. In this case, the valid offer of enrolment must also confirm the new provider's acceptance of responsibility for approving the student's accommodation, support and general welfare arrangements from the proposed date of the student's release from St Ursula's College, in accordance with Standard 5 (Younger overseas students) of the 2018 National Code of Practice for Providers of Education and Training for Overseas Students.
7. St Ursula's College will assess the student's transfer request application and notify the student of a decision within 10 working days.
8. If St Ursula's College grants the student's transfer request, the student will be notified and the decision will be reported to the Department of Immigration via PRISMS.
9. If St Ursula's College intends to refuse the student's transfer application request, St Ursula's College will provide the student with reasons for refusal in writing and include a copy of St Ursula's College's Complaints and Appeals Policy (herein). The student has the right to access St Ursula's College's complaints and appeals process and has 20 working days to do this. The student's transfer request application will only be finalised in PRISMS after one of the following occurs:
 - a) The student confirms in writing they chose not to access St Ursula's College's complaints and appeals process, or

- b) The student confirms in writing they withdraw from any appeals process they have commenced, or
 - c) The appeals process is completed, and a decision has been made in favour of the student or St Ursula's College, Toowoomba.
10. 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. The address of the nearest Office is:
- Ground Floor
299 Adelaide Street
BRISBANE QLD 4000
- Postal Address:
GPO Box 9984
BRISBANE QLD 4001
- Other contact details for Department of Immigration are:
- Tel: 131 881 and <https://immi.homeaffairs.gov.au/help-support/contact-us>

Students who are no longer subject to the transfer restriction but where St Ursula's College, Toowoomba holds welfare responsibility via a CAAW:

11. Students under 18 years of age MUST have:
- a) Written evidence that the student's parent(s)/legal guardian supports the transfer application
 - b) Written confirmation that the receiving provider will accept responsibility for and communicate with the student about approving the student's accommodation, support and general welfare arrangements from the proposed date of release where the student is not living with a parent/legal guardian or a suitable nominated relative.
12. To apply for transfer to another provider, students need to:
- a) Complete an Application for Student Transfer Form available from the College Registrar.
 - b) Give this completed application form and a valid offer of enrolment from another provider to the College Principal for assessment and response within 10 working days.
 - c) If under 18 years of age, attach written confirmation of support for the transfer to the nominated provider by a parent/s or legal guardian/s.
- In this case, the valid offer of enrolment must confirm acceptance of responsibility for approving the student's accommodation, support and general welfare arrangements from the proposed date of the student's release from St Ursula's College in accordance with Standard 5 (Younger overseas students) of the 2018 National Code of Practice for Providers of Education and Training for Overseas Students.
13. St Ursula's College, Toowoomba will negotiate the welfare transfer date with the receiving provider and will advise the student of the welfare transfer date within 10

working days.

14. Transfers 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. See

<http://immi.homeaffairs.gov.au/help-support/contact-us>



APPENDIX F - COMPLAINTS AND APPEALS POLICY FOR INTERNATIONAL STUDENTS

A copy of this policy will be provided to the student (or parent(s)/legal guardian if the student is under 18) at a reasonable time prior to a written agreement being signed and again within 7 days of the commencement of student attendance of the enrolled course.

1. Purpose
 - a) The purpose of St Ursula's College'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 involving St Ursula's College, or an education agent or third party engaged by St Ursula's College to deliver a service on behalf of St Ursula's College.
 - 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 College's Student Code of Conduct.
3. Informal Complaints Resolution
 - a) In the first instance, St Ursula's College requests there is an attempt to informally resolve the issue through mediation/informal resolution of the complaint.
 - b) Students should contact the Head of Boarding, Assistant Principal-Pastoral Relationships, Head of Year or Deputy Principal, as applicable 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 Principal (or her delegate) and St Ursula's College'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 College in writing of the nature and details of the complaint or appeal.
 - c) Written complaints or appeals are to be lodged with the Principal.
 - d) Where the internal complaints and appeals process is being accessed because the student has received notice by the College that the College intends to report 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 her case to the Principal.
 - g) Students and / or the College may be accompanied and assisted by a support person at all relevant meetings.
 - h) The formal internal complaints and appeals process will commence within *10 working days* of the lodgement of the complaint or appeal with the Principal and will be finalised within 10 working days or as soon as practicable.

- i) For the duration of the internal complaints and appeals process the student's enrolment will be maintained as required under the *National Code of Practice for Providers of Education and Training to Overseas Students 2018* and the student must continue to attend classes.

However, if the Principal deems that the student's health or wellbeing, or the wellbeing of others is at risk, she may decide to suspend or cancel the student's enrolment before the complaints and appeals process has been accessed or fully completed. In such cases, the student may still lodge a complaint or appeal, even if the student is offshore.

- j) Once the Principal 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.
- k) If the complaints and appeals procedure finds in favour of the student, St Ursula's College will immediately implement the decision and any corrective and preventative action required, and advise the student of the outcome and action taken.
- l) Where the outcome of the complaint or appeal is not in the student's favour, the College will advise the student within 10 working days of concluding the internal review of the student's right to access the external appeals process.

However, the College is only obliged to await the outcome of an external appeal if the matter relates to a breach of course progress or attendance requirements. For all other issues, the College may take action (including making changes to the student's enrolment status in PRISMS) in accordance with the outcome of the internal appeal.

5. External Appeals Processes

- a) If the student is dissatisfied with the conduct or result of the internal complaints and appeals procedure, she may contact and/or seek redress through the Overseas Students Ombudsman at no cost. Please see <http://www.ombudsman.gov.au/How-we-can-help/overseas-students> or phone 1300 362 072 for more information.
- b) If the student wishes to appeal a decision made by St Ursula's College, that relates to being reported for a breach of course progress or attendance requirement (under Standard 8), the student must lodge this appeal with the Overseas Students Ombudsman's office within 10 working days of being notified of the outcome of her internal appeal.
- c) If the student wishes to appeal a decision made by St Ursula's College that relates to:
 - i) refusal to approve a transfer application (under Standard 7), or
 - ii) suspension or cancellation of the student's enrolment (under Standard 9)
 any choice to lodge an external appeal with the Overseas Student Ombudsman is at the student's discretion. The College need not await the outcome of any external appeal lodged, before implementing the outcome of the internal appeal.

6. Other legal redress
 - a) Nothing in the College'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 at St Ursula's College 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.*

APPENDIX G - STUDENT PROGRESS, ATTENDANCE AND COURSE DURATION POLICY FOR INTERNATIONAL STUDENTS

This policy is available to staff and to students.

Overseas students are required to meet and maintain satisfactory course progress and attendance requirements under visa condition 8202 and under Standard 8 of the National Code of Practice for Providers of Education and Training to Overseas Students 2018.

1. Course Progress

- a) The College will monitor, record and assess the course progress of each student for the course in which the student is currently enrolled.
- b) The course progress of all students will be assessed at the end of each study period (semester) of enrolment according to St Ursula's College's course assessment requirements.
- c) Students who have begun part way through a semester will be assessed according to St Ursula's College's course assessment requirements after completing one full semester.
- d) To achieve satisfactory course progress at *St Ursula's College, Toowoomba* a student will have their work monitored, measured and reported by term, with an end-of-semester report issued with appropriate gradings. To demonstrate satisfactory course progress, Senior Secondary students will need to demonstrate that they are on track to achieving a successful QCE result. This will be monitored in line with the required 4 units under the QCE/ATAR system for Senior students. Junior Secondary students must not fail to achieve a C grading in more than one subject in a semester. This will be monitored by the student's Head of Year following each reporting period. When a student is identified at risk of not meeting course progress requirements, one or more of the following intervention strategies will be activated by the Deputy Principal depending on the year level and support needs of the student.
- e) If at the end of a semester a student does not achieve satisfactory course progress as described above, the Deputy Principal will formally contact the parent(s)/guardian(s) to advise that the student is at risk of breaching the course progress requirement and that there will be a meeting with the student to develop an intervention strategy for academic improvement. This may include:
 - i. After hours tutorial support
 - ii. Subject tutorial support in class time
 - iii. Mentoring
 - iv. Additional ESL support
 - v. Change of subject selection, or reducing course load (without affecting course duration)
 - vi. Counselling - time management
 - vii. Counselling - academic skills
 - viii. Counselling - personal
 - ix. other intervention strategies as deemed necessary
- f) A copy of the student's individual strategy and progress reports in achieving improvement will be forwarded to parents.
- g) The student's individual strategy for academic improvement will be monitored over the following semester by the Head of Year and records of student response to the strategy will be kept. Parents will be kept informed of the student's academic progress while the student is receiving formal intervention.

- h) If the student does not achieve satisfactory course progress by the end of the next semester, St Ursula's College will advise the student in writing of its intention to report the student for breach of visa condition 8202, and that she has 20 working days in which to access the College's internal complaints and appeals process. The notification of intention to report will be issued to the student prior to the commencement of the next semester. Following the outcome of the internal process, if the student wishes to complain or lodge an external appeal about a decision made or action taken by St Ursula's College, Toowoomba, she may contact the Overseas Student Ombudsman at no cost. This must be done within 10 working days. Please see St Ursula's College, Toowoomba's Complaints and Appeals Policy for further details.
- i) The College will notify the National ESOS Authority via PRISMS of the student not achieving satisfactory course progress as soon as practicable where:
 - i. the student does not access the complaints and appeals process within 20 days, or
 - ii. withdraws from the complaints and appeals process by notifying the Principal of St Ursula's College in writing, or
 - iii. the complaints and appeals process results in favour of the College

Completion within expected duration of study

- a) As noted in 1.a), the College will monitor, record and assess the course progress of each student for the course in which the student is currently enrolled.
- b) Part of the assessment of course progress at the end of each semester will include an assessment of whether the student's progress is such that she is expected to complete her studies within the expected duration of the course.
- c) The College will only extend the duration of the student's study where it is clear the student will not be able to complete her course by the expected date because:
 - iv. The student can provide evidence of compassionate or compelling circumstances (see Definitions below)
 - v. The student has, or is participating in an intervention strategy (as outlined in 1.e)
 - vi. an approved deferment or suspension of study has been granted in accordance with St Ursula's College's Deferment, Suspension and Expulsion Policy.
- d) Where the College decides to extend the duration of the student's study, the College will report this change via PRISMS within 14 days and/or issue a new COE if required. In this case, the student will need to contact the Department of Immigration to seek advice on any potential impacts on their visa, including the need to obtain a new visa.

Monitoring Course attendance

- a) Satisfactory course attendance is attendance of 80% of scheduled course contact hours.
- b) Student attendance is:
 - vii. checked and recorded daily
 - viii. assessed regularly
 - ix. recorded and calculated over each study period.
- c) Late arrival at school will be recorded and will be included in attendance calculations.
- d) All absences from College will be included in absentee calculations and should be accompanied by a medical certificate, an explanatory communication from the student's carer or evidence that leave has been approved by the Principal.

- e) Any absences longer than 3 consecutive days without approval will be investigated.
- f) Student attendance will be monitored by the Registrar every 10 weeks over a study period to assess student attendance using the following method
 - i. Calculating the number of hours, the student would have to be absent to fall below the attendance threshold for a study period e.g. school may choose to calculate attendance using a formula based on the number of days absent. For example, a 20-week study period with 5 days a week would equal 100 school days. 20% of this is 20 school days.
 - ii. Attendance for any period of exclusion from class will not be included in student attendance calculations. See St Ursula's College's Deferment, Suspension and Expulsion Policy.
- g) Parents of students at risk of breaching St Ursula's College's attendance requirements will be contacted by email and/or phone and students will be counselled and offered any necessary support when they have absences totalling 10 % any study period.
- h) If the calculation at 3.f) indicates that the student has passed the attendance threshold for the study period, St Ursula's College will assess the student against the provisions of Item 3.i (below). Where the student has failed to meet the minimum attendance requirement, and Item 3.i does not apply, the College will promptly advise the student of its intention to report the student for breach of visa condition 8202, and that he/she has 20 working days in which to access the College's internal complaints and appeals process.
- i) The College will notify the National ESOS Authority via PRISMS of the student not achieving satisfactory course attendance as soon as practicable where:
 - i. the student does not access the complaints and appeals process within 20 days
 - ii. the student withdraws from the complaints and appeals process by notifying the Principal of St Ursula's College in writing,
 - iii. the complaints and appeals process results in a decision in favour of the College.
- j) Students will not be reported for failing to meet the 80% attendance threshold for a study period where:
 - i. the student produces documentary evidence clearly demonstrating compassionate or compelling circumstances e.g., medical illness supported by a medical certificate or as per Definition, below , and
 - ii. the student's attendance has not fallen below 70% for the study period.
- k) The method for calculating 70% attendance is the same as that outlined in 3.f. with the following change; number of study days x contact hours x 30%.
- l) If a student is assessed as having nearly reached the threshold of 70% attendance for a study period, the Principal will assess whether a suspension of studies is in the interests of the student as per St Ursula's College's Deferment, Suspension and Cancellation Policy.
- m) If the student does not obtain a suspension of studies under the St Ursula's College's Deferment, Suspension and Cancellation Policy, and falls below the 70% threshold for attendance for the study period, the process for reporting the student for unsatisfactory attendance (breach of visa condition 8202) will occur as outlined in 3.h – 3.i.

Definitions

- a) *Compassionate or compelling circumstances* - circumstances beyond the control of the student that are having an impact on the student's progress through a course. These could include:
- i. serious 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 (with evidence of a death certificate if possible)
 - iii. major political upheaval or natural disaster in the home country requiring her emergency travel that has impacted on her studies
 - iv. a traumatic experience which has impacted on the student (these cases should be where possible supported by police or psychologists' reports)
 - v. where the College was unable to offer a pre-requisite unit
 - vi. inability to begin studying on the course commencement date due to delay in receiving a student visa.

For other circumstances to be considered as compassionate or compelling, evidence would need to be provided to show that these were having an impact on the student's progress through a course.

- b) *Expected duration* – the length of time it takes to complete the course studying full-time. This is the same as the registered course duration on CRICOS.
- c) *College day* – any day for which the College has scheduled course contact hours.
- d) *Study period* – St Ursula's College defines a "study period" for the purposes of monitoring course attendance and progress as a semester. For the purpose of monitoring course progress in a Junior Secondary School course, a study period is a semester. For the purpose of monitoring course progress in a Senior Secondary School course, a study period is a Unit of a subject of course of study (i.e., Unit 1 or Unit 2 in Year 11 or Units 3 and 4 in Year 12).

APPENDIX H – STUDENT CODE OF CONDUCT POLICY

CULTURE STATEMENT

St Ursula's College, a Catholic educational and residential community in the Ursuline tradition, is dedicated to the education and care of young women.

We strive to create learning opportunities that will encourage students to take responsibility for their own thinking and learning, so that they may become more resourceful and empathetic young women who seek:

- the development of personal faith and spirituality
- participation and leadership in all facets of today's and tomorrow's world.

The challenge for all is to model relationships within and beyond our community based on:

- mutual respect;
- tolerance and acceptance;
- care for the individual and the environment;
- interdependence and collaboration;
- service

so that our students, growing in wisdom, justice and integrity will contribute responsibly to their own transformation and that of society.

PURPOSE

St Ursula's College is committed to providing a respectful learning environment that is safe and supportive for all students, staff, parents, and visitors to the College.

The Student Code of Conduct reflects the College's Culture Statement and the expectation that students will uphold the College's core values of service, courage, compassion, justice and respect at all times. To guide the development of positive student behaviours which enhance learning outcomes and respectful relationships, the Student Code of Conduct sets high standards of behaviour which are expected of all St Ursula's College students.

The Student Code of Conduct outlines the responsibilities and processes used to promote a positive culture and facilitates the development of integrity, responsibility, empathy, self-awareness, and self-regulation amongst students to enable transformative participation in the world.

OVERVIEW

St Ursula's College promotes behaviour based on respect:

- Respect for God and the Sacred which is based on
- Respect for Self
- Respect for Others
- Respect for Community and its Environment

Respect for God and the Sacred encourages appropriate behaviour at Liturgies, respect for the beliefs of others, respect for times of prayer, a commitment to enter wholeheartedly into the RE program and an ***awareness of the sacredness of life and of people.***

Respect for Self encourages us to care for our mind, soul and body by striving for balance within our life. We need to ***accept responsibility for our own actions***, be self-confident and honest, have esteem for ourselves, honour our personal giftedness and have pride in our achievements.

Respect for Others encourages a regard for and acceptance of the difference in others – their backgrounds, values, personalities and needs, respect for others' belongings, attention to others; it also encourages ***respectful, caring and truthful relationships***.

Respect for Community and its Environment ***encourages pride in your College***, care for the College environment, respect for people outside the College community, the welcoming and assistance of visitors, co-operation with student leaders, responsibility to all people in position of authority.

PART A

RIGHTS AND RESPONSIBILITIES

Students at St Ursula's College have the right to:

- be treated with dignity, respect and compassion;
- be successful lifelong learners;
- be informed of and understand expected behaviours;
- be treated fairly and justly;
- reach their learning potential in a safe and supportive environment;
- be safe;
- have a sense of belonging within the College and wider community;
- voice an opinion appropriately;
- develop respectful relationships with others in the College community;
- be an active part of, and contribute positively to the College community;
- an individual faith and worship.

Students at St Ursula's College have a responsibility to:

- respect the Catholic ethos and values of the College;
- respect the dignity and value of self and others;
- treat others with compassion and kindness;
- be empathetic towards others;
- respect the authority of the College;
- support College policies and procedures;
- uphold the good reputation of the College;
- contribute to a positive College culture;
- be responsible for their actions and words and understand how they impact others;
- act with integrity by being honest, responsible and authentic, and develop increased self-awareness and self-regulation;
- wear the College uniform with pride, according to the College Uniform Guidelines;
- be inclusive and respect diversity;
- communicate appropriately and seek to build and maintain respectful relationships with all members of the College community;
- ensure that behaviour contributes positively to the opportunity for a quality education for all students;
- engage in the learning process;
- seek staff assistance, if necessary, to resolve conflict peacefully;
- report inappropriate behaviour or concerns to the appropriate person (this may include any member of staff and/or Student Protection Contact);
- show proper care and respect for College property and the property of others.

BREACH OF THE CODE

Breaches of the Code include, but are not limited to:

- seriously undermining the Catholic ethos and values of the College;
- consistently and deliberately failing to comply with College rules and expectations, or any reasonable instruction of the Principal or staff member;
- engaging in behaviour that is unsafe, offensive or dangerous to the physical, emotional or psychological wellbeing of any student, staff or visitor;
- deliberately disregarding College property and/or the property of others;
- consistently and deliberately interfering with the educational opportunities, efforts or endeavours of other students;
- participating in unlawful conduct.

This policy acknowledges the College's responsibility to support the wellbeing, mental health and resilience of young people. Adolescents are in formation and may make poor decisions and engage in inappropriate behaviour.

The College supports girls to grow and learn from poor decisions and make restitution where applicable through a Level 1-4 process. The dignity of students and individual circumstances are considered when consequences are determined.

The consequences for breaching the Student Code of Conduct will be in accordance with the Behaviour Management Procedures (PART B) and include the following:

- **initial/minor behaviour (Level 1)** should be handled by the teacher in charge;
- **continued/moderate behaviour (Level 2)** should be handled by the teacher in conjunction with the Head of Faculty and Head of Year;
- **escalated/major behaviour (Level 3)** should be handled by the Head of Year in conjunction with the Assistant Principal Pastoral Care and Deputy Principal;
- **serious behaviour (Level 4)** should be handled by the Behaviour Management Team;
- all behavioural incidents and communication are to be recorded and retained on file;
- appropriate restorative practices, support, and follow up should take place to ensure lasting positive outcomes;
- copies of any letters sent home should be kept in the student file in the Office.

BEHAVIOUR MANAGEMENT TEAM

When it is deemed by the College that a student has engaged in wrongful behaviour of a serious nature, the Behaviour Management Team (BMT) will be convened to:

- consider the behaviour of the student and the implications for the student and the College community;
- consider the individual circumstances of the student, and how best to respond;
- determine what behaviour management action, within the College's stated processes, is most appropriate;
- identify strategies to assist the student, following successful behaviour management, to re-establish her place in the College community;
- ensure that decisions of the Behaviour Management Team are implemented and documented;
- access any relevant agencies to provide support for people affected.

In arriving at decisions, the Behaviour Management Team aims for consensus. Where this is not achievable, the Principal (or Principal's nominee) makes the decision, in accordance with College policies and procedures. Confidentiality should be always honoured.

Membership of the BMT may include:

- Principal or her nominee as convenor
- Deputy Principal
- Assistant Principal Pastoral Care
- Head of Year
- Assistant Principal Mission & Identity
- Head of Boarding
- Indigenous Youth Leadership Program Manager (IYLP)

Note:

- In some instances, where the behaviour of a student is deemed to threaten immediate or ongoing harm, distress, or danger to others, it may be necessary to withdraw or suspend the student from the College community, pending a meeting of the Behaviour Management Team. Responsibility for such a decision rests with the Principal or the Principal's nominee.
- Action to suspend or expel a student is a serious matter and will be carried out in a just and equitable manner. This will take into account responsibilities to the whole College community based on the principles of natural justice (the right to know; the right to respond and the right to a fair and unbiased decision).

PROCEDURAL FAIRNESS

Procedural fairness requires the College to act justly in resolving discipline and pastoral situations. Students have a right to an education, and a right to be heard in matters that may affect their enrolment on a temporary or permanent basis.

Whilst individual circumstances of the student are taken into consideration, such as the age and developmental stage of the student, in general, students should know what the allegations are and how any matters related to these will be taken into consideration, how the issues will be determined, and why the proposed action is happening. The student will be given reasonable opportunity to respond, in writing or verbally, to any member of the Behaviour Management Team.

Students have the right to have a support person present where the allegations are serious and/or illegal in nature.

Parent(s)/carer(s) of the student have the right to be involved and to be kept fully informed.

Parent(s)/carer(s) of the student have a right of appeal.

Parent(s)/carer(s) of the student have the right to seek and receive advice.

The Principal will ensure that appropriate support and assistance is made available to the student, which may include for example, a College Counsellor, Head of Year and/or Pastoral Care Teacher, before a suspension/expulsion is actioned.

Procedural fairness requires impartiality of the decision maker. A decision should not be made until all the facts are known.

Confidentiality is respected by limiting discussion or sharing information about individual circumstances of students, including consequences, with persons other than the student's parents.

PART B

VALUE	BEHAVIOUR THAT CONTRIBUTES TO OUR COMMUNITY LIFE	BEHAVIOUR THAT DIMINISHES THE LIFE OF OUR COMMUNITY
RESPECT FOR GOD AND THE SACRED	<p>As God is the source of your life...</p> <ul style="list-style-type: none"> ▪ respect times of prayer ▪ be attentive and participate in College Liturgy ▪ respect the beliefs of others ▪ be quiet and reverent in all places of prayer ▪ enter wholeheartedly into the R E Program which includes retreat days. 	<ul style="list-style-type: none"> ▪ ridiculing those who value life ▪ not respecting others' efforts to pray ▪ apathy and distracting others during College liturgy and assembly • non-attendance at retreat days
<ul style="list-style-type: none"> • Respect for life 	<p>Conscious of your dignity as a young woman ...</p> <ul style="list-style-type: none"> ▪ speak politely and with respect ▪ use a friendly, pleasant tone ▪ write only that of which you can be proud ▪ be clean, well-groomed and modest ▪ wear uniform proudly 	<ul style="list-style-type: none"> ▪ loud tones, swearing, abusive or threatening language ▪ graffiti written obscenities, abusive notes, misuse of diary, misuse of digital media ▪ lack of cleanliness, untidy hair, slovenly posture, writing on body, coloured nail polish • writing on hat • writing on uniform
RESPECT FOR SELF	<p>Aware that you are responsible for developing your potential...</p> <ul style="list-style-type: none"> ▪ enter into activities enthusiastically and encourage others to do the same ▪ make good use of your time – both in class and at study ▪ be organised and bring required equipment for class or other activities ▪ honour your commitments – academic, cultural, sporting, social ▪ complete assigned work punctually ▪ be punctual. If late, apologise and offer an explanation ▪ be a good sport – play the game fairly and be gracious in defeat and success 	<ul style="list-style-type: none"> ▪ unconstructive criticism of proposed activities or work programmes ▪ disadvantaging yourself and others by not turning up for group or team activities ▪ laziness in your approach to College work or other activities ▪ answering back or arguing with referees or coaches on the sporting field ▪ lack of punctuality/or missing sport ▪ failure to complete and hand in set work punctually ▪ smoking or drinking – travelling to or from, at College or on College excursion ▪ possession or taking of drugs • inappropriate behaviour at College socials & excursions

RESPECT FOR OTHERS	As truth is the foundation of authentic growth, relating and development... <ul style="list-style-type: none"> ▪ tell the truth (about yourself and others) and be willing to accept the consequences ▪ report responsibly incidents that diminish our community life (e.g. stealing, vandalism, bullying) ▪ respect other's privacy and good name 	<ul style="list-style-type: none"> ▪ bullying ▪ spreading of rumours or gossip about others ▪ name calling ▪ stealing ▪ cheating ▪ denying responsibility for your own decisions ▪ blaming others for your misbehaviour • stealing other people's work
<ul style="list-style-type: none"> • Respect for truth 	Conscious of the dignity and value of others and that you can encourage their growth and development... <ul style="list-style-type: none"> ▪ give full attention to another when she/he is speaking, individually or in a group ▪ listen in class to both teacher and students ▪ listen to and respect the views and opinions of others ▪ encourage others to express their opinions and use their talents ▪ accept the differences in background, values and personality ▪ respect others' belonging 	<ul style="list-style-type: none"> ▪ making fun of others, putting down others ▪ spreading rumours ▪ using physical force or intimidation ▪ making spiteful or malicious remarks about others ▪ stealing from others e.g. hats, money ▪ invading another's privacy • bullying via phone, email, SMS etc.
<ul style="list-style-type: none"> • Respect for the needs of others 	Aware that you are responsible for providing a secure, happy, encouraging and affirming environment... <ul style="list-style-type: none"> ▪ allow others to work by being quiet and ready for lessons ▪ be patient and willing to wait while a teacher is attending to someone else ▪ be ready to help others with their work at the appropriate time ▪ acknowledge the effort that others contribute to our community: other staff, maintenance staff, tuckshop staff, library staff, boarding staff ▪ be positive and sincere in acknowledging the achievements of other (e.g. sporting, academic, cultural) ▪ make a fair contribution to any group activity of which you are a part ▪ share resources 	<ul style="list-style-type: none"> ▪ being over-demanding of the time and attention others ▪ disrupting or distracting others ▪ selfish attitude to resources (e.g. books, videos, media equipment) • taking other students' notes or assignments

RESPECT FOR COMMUNITY AND ITS ENVIRONMENT	<p>As this college can be a source of life for you and others ...</p> <ul style="list-style-type: none"> ▪ be happy and proud to be part of our College community, and let others share this pride ▪ defend your College community against inappropriate criticism ▪ take pride in your College by wearing the uniform correctly ▪ have respect for people outside the College community and show appreciation for the services they offer us (e.g. bus driver, camp personnel, tour directors, sales people) ▪ welcome and assist visitors to the College ▪ participate in caring for the College environment – be faithful to your commitment to room duty, playground duty... (event take initiative if something needs attention) ▪ represent yourself and the College proudly when on buses to and from College and when down town in uniform. 	<ul style="list-style-type: none"> ▪ gossiping about College community ▪ exaggerating incidents ▪ unfair or unwarranted criticism of College, staff or students ▪ inappropriate <ul style="list-style-type: none"> – group behaviour – wearing of uniform – speech, manner and language which draws unfair judgement and criticism of the College ▪ shirking responsibility for the order in the College ▪ littering ▪ avoiding outside clean-up ▪ vandalising College property ▪ misusing College property ▪ chewing gum ▪ inappropriate language and behaviour
<ul style="list-style-type: none"> • Respect for authority 	<p>As positions of special responsibility are to facilitate group living and functioning ...</p> <ul style="list-style-type: none"> ▪ be responsible to all people in positions of authority within and outside the College community ▪ cooperate with student leaders ▪ respond to requests for assistance ▪ respect teachers and other adults in the College community (e.g. stand aside in corridors, offer help...) ▪ be aware of particular needs within the community (e.g. the elderly, the disabled ... be willing to assist, offer a seat etc...) 	<ul style="list-style-type: none"> ▪ interrupting a conversation or class ▪ entering a room without an invitation ▪ answering back, calling out ▪ pushing in the corridors ▪ turning back on, talking, reading while in the presence of guest speakers ▪ not thanking people for their time or service (e.g. bus driver) ▪ lying about events when asked by staff ▪ refusing to listen to a staff member trying to explain the reason why behaviour is unacceptable • leaving class before teacher has finished

PART C

The below table outlines the levels and provides examples of possible consequences, Appendix 1 provides specific details.

BEHAVIOUR MANGEMENT PROCEDURES

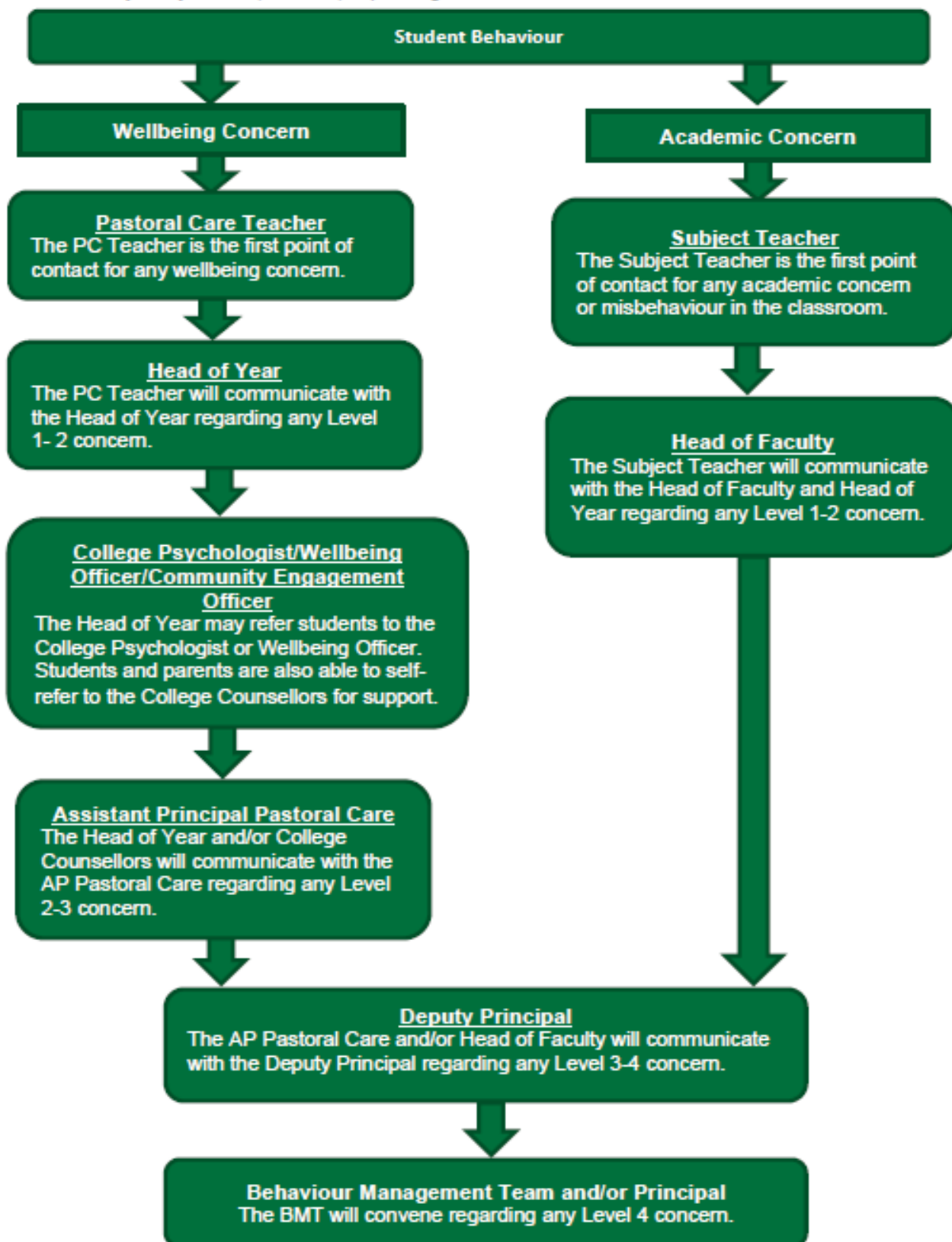
Incident Level	Staff Directly Responsible	Possible Consequences	Information Passed to
Level 1 – Initial/minor Behaviour Examples include but are not limited to: <ul style="list-style-type: none"> • Disruptive behaviours E.g. talking in class • Failure to complete set work • Being unprepared for class • Minor insolence • Lack of punctuality • Chewing gum • Inappropriate use of mobile phone • Uniform Infringement 	To be managed by the classroom teacher.	<ul style="list-style-type: none"> • Verbal warning • Monitor behaviour • Loss of minor privileges • Confiscate phone • Confiscate inappropriate jewellery • Verbal/written reflection and apology • Communication with parents 	Classroom teacher to notify if applicable: <ul style="list-style-type: none"> • Head of Faculty • Head of Year • Head of Boarding (if applicable) • Parents
Level 2 – Continued/moderate Behaviour Examples include but are not limited to: <ul style="list-style-type: none"> • Disruptive behaviours e.g. ongoing, defiance • Non-submission of class work • Non-submission of assessment (in accordance with the Assessment Policy) • Inappropriate language • Inappropriate use of ICT • Insolence • Deliberately missing class 	To be managed by the classroom teacher in consultation with the Head of Faculty and Head of Year. Non-submission of assessment policy needs to be followed by classroom teacher – HOF-DP. AP Pastoral Care and Deputy Principal to be notified.	<ul style="list-style-type: none"> • Written reflection • Apology • Detention • Monitoring via weekly report • Monitor Laptop use • Loss of privileges e.g. representing the College or attending social events • Community service • Education Program • Referral to Counsellor • Mediation • Communication with parents • Non-submission of assessment – in accordance with Policy could result in no CREDIT – POLICY must be followed. 	Head of Year to notify: <ul style="list-style-type: none"> • PC Teacher • AP Pastoral Care • Deputy Principal • Counsellors (if applicable) • Head of Boarding (if applicable) • Parents

<p>Level 3 – Escalated/major Behaviour Examples include but are not limited to:</p> <ul style="list-style-type: none"> • Gross defiance or insolence • Disregard for property of others, including College property • Bullying/cyberbullying • Verbal/physical aggression 	<p>To be managed by the Head of Year in consultation with the AP Pastoral Care and Deputy Principal.</p> <p>Principal to be notified.</p>	<ul style="list-style-type: none"> • Written reflection • Apology • Community service • After College detention • Withdrawal from class • Suspension • Education Program • Recommended counselling • Mediation • Parent meeting 	<p>AP Pastoral Care to notify:</p> <ul style="list-style-type: none"> • PC Teacher • Head of Year • Deputy Principal • Counsellors (if applicable) • Head of Boarding (if applicable) • Parents (phone first; letter/interview to follow) • Feedback to the classroom teacher/ Head of Faculty
<p>Level 4 – Serious Behaviour Examples include but are not limited to:</p> <ul style="list-style-type: none"> • Unlawful behaviour • Possession of illegal substances • Possession of and use of alcohol, cigarettes, vaping • Possession/incident with a weapon • Vandalism/graffiti • Bringing College into disrepute • Bullying/harassment (not responding to intervention) • Physical and/or verbal abuse 	<p>To be managed by the AP Pastoral Care, Deputy Principal and Principal.</p> <p>Behaviour Management Team to be convened.</p>	<ul style="list-style-type: none"> • Withdrawal from class • Parents to collect student immediately • Suspension • Expulsion from the College • Police to be notified (if applicable) 	<p>At the discretion of the Principal, to notify:</p> <ul style="list-style-type: none"> • Head of Year • Counsellors • Head of Boarding (if applicable) • Parents (immediate contact) • Police (if applicable)

Implementation of the Student Code of Conduct

Student Behaviour Flowchart

Note: Pathways may deviate, at times, depending on the individual circumstances of the behavioural concern.



Definitions

For the purpose of this Code of Conduct, the following definitions apply:

Code	means this Code of Conduct as amended from time to time, including any schedules, attachments, annexures, appendices.
College	means St Ursula's College Toowoomba ABN 27 122 661 858
Community Service	is when a student is required to 'give back' to the College by serving the community in their own time such as lunch, after College, student-free day; the service could include helping in the library, office, Academic Care, Art Rooms;
Confidential Information	For the purpose of this Code, confidential information includes: <ul style="list-style-type: none"> a) student and staff information or details, including contact names and details. b) information relating to individual family circumstances and needs.
Detention	a period of time when a student is required to remain at College in a particular location or in an activity, in 'non-class time, such as lunch, after College, student-free days.
Suspension	is the temporary, full-time, or part-time withdrawal of a student's right to attend College and/or College related functions for a defined period of time. It can be in-College suspension or out of College suspension.
Expulsion	is the full-time withdrawal of a student's right to attend College and College related functions, on the authority of the Principal of the College; it involves a termination of the enrolment contract.
Procedural Fairness	requires us to act justly in resolving discipline and pastoral situations. Students have a right to an opportunity of education in law, so they have a right to be heard in matters that may affect their enrolment on a temporary or permanent basis.
Right of Appeal	students and parents can request a review of the recommendation to suspend or exclude a student.

Related Policies

Student Protection Policy
~~Cybersafety Policy~~
Positive Peer Relations (Anti-Bullying) Policy
Mobile Phone Policy
Assessment and Reporting Policy
Suspension and Expulsion Policy
Community Code of Conduct

Review of the Code

To maintain currency and value of this Code it will be reviewed on an annual basis and updated as necessary. *Review date:* November 2022

BEHAVIOUR MANAGEMENT AND CONSEQUENCES TABLE

Examples include but are not limited to:

UNIFORM INFRINGEMENT		
Issue	Level	Consequence
Hair / Hair accessories <ul style="list-style-type: none"> Style, length and colour is inappropriate for College e.g. Extreme hairstyle, extreme two-toned or unnatural colour Hair is not worn neatly and is inappropriate to allow the correct wearing of the hat. Plain hair bands or head bands are not worn. Ribbons are not navy or white. Hair longer than shoulder length is not tied back. 	1-2	<ul style="list-style-type: none"> Student is referred to APPC if hair colour and/or style is inappropriate. Student to remove inappropriate ribbon, scrunchie, hair band immediately. Student to tie hair up if shoulder length or longer. Teacher to record uniform infringement in student diary.
Hats <ul style="list-style-type: none"> Hat not worn when outside, including before and after College, between classes and break times. <i>On Wet Days, students are excused from wearing hats.</i> 	1	<ul style="list-style-type: none"> Teacher to record uniform infringement in student diary. Students wearing a hat in poor condition are told to replace it and referred to the Retail Shop; PC Teacher to follow up.
<i>All staff are expected to role model appropriate sun safety standards by wearing a hat or using an umbrella between classes and during outside activities including playground duty.</i>		
Jewellery <ul style="list-style-type: none"> Watch is not plain; smart watch being used. Rings, bangles, bracelets, or visible necklaces being worn. One small and plain gold/silver/pearl studs or sleepers is not worn in the lobe of each ear. Additional piercings, including earrings and nose rings, and clear studs. Name, Serviam and House badges not worn. 	1	<ul style="list-style-type: none"> Student to remove unacceptable item immediately; confiscated by staff. Confiscated items are to be placed in a small plastic bag from the Office with student name, year level, and date of confiscation (confiscated items are returned on the last day of term). Office will send SMS text to parents. Teachers are to take confiscated jewellery to the Office for safe storage. Students who deliberately get extra piercings are refusing to comply with College uniform regulations. In such instances, the PC Teacher will contact parents regarding such matters to request their assistance in removing the item/s. HOY is to be informed. Continued refusal is to be referred to the HOY.

Make-up & Artificial Eyelashes <ul style="list-style-type: none"> • Student wearing make-up or false eyelashes. • <i>Lightly tinted sunscreen/moisturizer is permitted.</i> 	1	<ul style="list-style-type: none"> • Student required to remove make-up with make-up wipes in PC. • Teacher to record uniform infringement in student diary. • Continued wearing of make-up and/or false eyelashes is to be referred to HOY.
Nail polish & Artificial Nails <ul style="list-style-type: none"> • Student wearing coloured nail polish and/or long artificial nails. 	1	<ul style="list-style-type: none"> • Student required to remove polish with nail polish remover in PC. • Student to remove artificial nails as soon as possible, in consultation with HOY.
Tabs <ul style="list-style-type: none"> • Tab is not worn with the winter uniform. Spray Jacket/Tracksuit Top <ul style="list-style-type: none"> • Spray Jacket worn with the dress/winter uniform when it is not raining. 	1	<ul style="list-style-type: none"> • Teacher to record Uniform Infringement in student diary.
Underwear <ul style="list-style-type: none"> • Visible bright coloured bras under white uniform blouse. Flesh coloured underwear is most appropriate. 	1	<ul style="list-style-type: none"> • In this instance, it is more appropriate for female staff to communicate with students about their choice of underwear; HOY may need to be involved.
Shoes <ul style="list-style-type: none"> • Student not wearing black lace-up regulation College shoes with their summer/winter uniform. • Shoes are scuffed, unclean and in poor condition. • Student not wearing appropriate sports joggers with their sports uniform. 	1	<ul style="list-style-type: none"> • Students to clean shoes. • Teacher to record uniform infringement in student diary.

ATTENDANCE		
Issue	Level	Consequence
Punctuality – Lateness to PC <ul style="list-style-type: none"> Student is to provide a note from a parent (parent to call the Office) with an explanation. Student is to report to the Office to sign in and collect a late slip. Student is to give the late slip to teacher to sign and then give it to PC teacher. 	1	<ul style="list-style-type: none"> Unexplained late arrivals will be followed up by HOY.
Punctuality – Lateness to Class <ul style="list-style-type: none"> Students are expected to be at class on time. 	1	<ul style="list-style-type: none"> Students who arrive to class late should have an email/note from a staff member to explain the reason. Students without an email/note are to explain the reason to the teacher. If appropriate, a consequence would be to make up the time missed with the class teacher to supervise. Continued lateness should be reported to HOF and HOY.
Repeated Absences – High Absenteeism <ul style="list-style-type: none"> Without a valid reason. 	2	<ul style="list-style-type: none"> After three consecutive days of absence, PC Teacher to make parent contact. Situation addressed and monitored by PC Teacher. PC Teacher to confer with HOY.
Illness <ul style="list-style-type: none"> Student is to see her class teacher before reporting to the Office, if unwell. Teachers are to write a note in the student's diary and then send them to the Office. Office staff will contact the Health Centre. If medical assistance is required, teacher is to call the Office or send a runner to the Office. If it is serious, teacher/Office staff is to call an ambulance. 		
Leaving the College Grounds <ul style="list-style-type: none"> No student is to leave the College grounds during the school day without a letter/email/phone call from a parent/guardian. PC Teacher to sign the letter. Student signs out at the Office with the signed letter. 	2-3	<ul style="list-style-type: none"> Student found leaving the College grounds without permission is to be sent to the APPC or Deputy Principal.
Truancy	3	<ul style="list-style-type: none"> Truancy is to be reported immediately to the APPC and/or Deputy Principal. APPC will contact parents. Appropriate consequences will be incurred.

ATTITUDE/BEHAVIOUR		
Issue	Level	Consequences
Swearing/Inappropriate Language	2-3	<ul style="list-style-type: none"> On the first occasion when the incident is minor, student is to be given a warning from the teacher, explaining the expectations and ethos of the College. For repeat offences, or extreme language, teacher is to confer with HOY and/or APPC.
Personal Property <ul style="list-style-type: none"> Students are responsible for their own belongings. Every student is provided with a locker in which she is to secure valuables. Students can take valuables to the Office for safe keeping during the day if they wish. Any student property that goes missing during the school day which is not stored in a locker is the student's responsibility and the College cannot be held responsible for its replacement. 	2-3	<ul style="list-style-type: none"> PC Teachers to check that students have locks on lockers. Students who do not have a lock on their locker will be given a warning by the PC Teacher. Students who continue to not lock their locker will be referred to the HOY.
Student Diary <ul style="list-style-type: none"> The Student Diary is a form of communication between teachers and parents. Students must record homework, assessment dates and other College related matters. A student's diary must be taken to all classes. 	1	<ul style="list-style-type: none"> Any defacement of the Student Diary will result in confiscation of the diary by PC Teacher. PC Teacher will confer with HOY. Parents will be notified, and a new diary will need to be purchased from the Retail Shop.
Mobile Phone/Smart watch <ul style="list-style-type: none"> Student must adhere to the Mobile Phone Policy. Mobile phones are to be out of sight and switched off from 8am – 3pm. No liability will be accepted by the College in the event of loss, theft, or damage of mobile devices. Phone and messages are not to be used in conjunction with SMART watches whilst at school. SMART watches are not to be brought into exams. 	1-4	<ul style="list-style-type: none"> The College recognises that there are occasions when it is genuinely appropriate and beneficial for students to have access to mobile phones e.g., to contact parents regarding travel arrangements after school. If a student breaches the Mobile Phone Policy, the phone will be confiscated by the teacher and taken to the Office. Students can collect the phone after school. A SMS text will be sent to parents. If the breach is serious in nature, the situation will be managed by the APPC in consultation with the Deputy Principal and Principal.
Drugs, Alcohol, Weapons <ul style="list-style-type: none"> Student found in possession of and/or using weapons, drugs, alcohol, cigarettes, vaping at the College. 	4	<ul style="list-style-type: none"> Students are to be referred to APPC and/or Deputy Principal. Situation to be managed in consultation with the Principal. The BMT will be convened.

Vandalism, Graffiti <ul style="list-style-type: none"> Student found vandalising the College. 	3-4	<ul style="list-style-type: none"> Students are to be referred to APPC and/or Deputy Principal. Situation to be managed in consultation with the Principal. The BMT will be convened.
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Positive Relationships		
Issue	Level	Consequences
Student Conflict <ul style="list-style-type: none"> Student does not engage in positive, respectful relationships. 	1-4	<ul style="list-style-type: none"> Teacher is to manage student's inappropriate behaviour immediately. Teacher is to inform the HOF and HOY. If conflict continues, the teacher is to remove the student/s from the situation and contact the HOY, APPC or Deputy Principal. Students who engage in physical and/or verbal aggression will be referred to the APPC and Deputy Principal. The student will be withdrawn from class/playground and the BMT will be convened to manage the situation.
Bullying <ul style="list-style-type: none"> Student who engages in bullying behaviour, including physical, verbal, social and/or cyberbullying. 	2-4	<ul style="list-style-type: none"> Student to be referred to HOY and/or APPC. Refer to Positive Peer Relations (Anti-Bullying) Policy Refer to Cybersafety Policy
ENVIRONMENT		
Issue	Level	Consequence
Litter <ul style="list-style-type: none"> Student not respecting College grounds. Student found littering 	1-2	<ul style="list-style-type: none"> Student will be directed to pick up their rubbish immediately. A further consequence could be picking up other rubbish in the area. Student who continues to litter will complete Community Service.
Chewing Gum <ul style="list-style-type: none"> Student chewing gum at school and/or while attending College functions. 	1-2	<ul style="list-style-type: none"> Student will be directed to remove the gum immediately by the teacher. Student who continues to chew gum should be referred to HOY.
Driving Cars <ul style="list-style-type: none"> Student does not complete the College's relevant Permission to Drive documentation. Students accessing their car during school hours. 	1-2	<ul style="list-style-type: none"> Students are expected to complete the Permission to Drive forms, including permission to drive another student, where applicable. Students who do not complete forms will not be given permission to drive to the College. HOY to contact parents. Student who accesses their car during school hours will be referred to HOY.

STATEMENT REGARDING COURSE CREDIT

St Ursula's College, Toowoomba will assess all applications for course credit for students enrolling in Senior Secondary Studies.

The student may receive course credit for units completed based on evidence provided of studies undertaken under the relevant state or territory curriculum assessment authority or nationally accredited framework.

St Ursula's College assesses and records course credit according to requirements of the Queensland Curriculum and Assessment Authority (QCAA).

INTERNATIONAL STUDENTS PRIVACY STATEMENT

Personal information about you is collected during your enrolment in order to meet our obligations under the ESOS Act and the National Code 2018; to ensure student compliance with the conditions of their visas and their obligations under Australian immigration laws generally. This information is recorded in PRISMS and includes your name, date of birth, gender, address, email address, phone number, country of birth, nationality, passport number and course details. The authority to collect this information is contained in the Education Services for Overseas Students Act 2000, the Education Services for Overseas Students Regulations 2001 and the National Code of Practice for Providers of Education and Training to Overseas Students 2018. Information collected about you during your enrolment can be provided, in certain circumstances, to the Australian Government and designated authorities and, if relevant, the Tuition Protection Service or state and territory agencies, in accordance with the Privacy Act 1988. In other instances, information collected during your enrolment can be disclosed without your consent where authorised or required by Australian law. Further information about the Australian Government Department of Education and Training's privacy policy can be obtained at <http://education.gov.au/privacy>

Obligation to advise of change of address, phone and email:

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

- Inform your provider within seven days if you change your address
- Advise your provider if you change your email or phone number

ST URSULA'S COLLEGE STANDARD COLLECTION NOTICE

1. The College collects personal information, including sensitive information about students and parents or guardians before and during the course of a student's enrolment at the College. This may be in writing or in the course or conversations. The primary purpose of collecting this information is to enable the College to provide schooling to the student and to enable her to take part in all the activities of the College.
2. Some of the information we collect is to satisfy the College's legal obligations, particularly to enable the College to discharge its duty of care.
3. Laws governing or relating to the operation of a school require certain information to be collected and disclosed. These include relevant Education Acts, Public Health and Child Protection laws.
4. Health information about students is sensitive information within the terms of the Australian Privacy Principles under the Privacy Act. We may ask you to provide medical reports about students from time to time.
5. The College, from time to time, discloses personal and sensitive information to others for administrative and educational purposes, including to facilitate the transfer of a student to another school. This includes to other schools, government departments, the Catholic Education Commission, the school's local Diocese, medical practitioners and people providing services to the College, including specialist visiting teachers, sports, coaches, volunteers and counsellors.
6. Personal information collected from students is regularly disclosed to their parents or guardians.
7. The College may store personal information in the 'cloud' which may mean that it resides on servers which are situated outside Australia.
8. The College's Privacy Policy sets out how parents or students may seek access to personal information collected about them. However, there will be occasions when access is denied. Such occasions would include where access would have an unreasonable impact on the privacy of others, where access may result in a breach of the College's duty of care to the student, or where students have provided information in confidence.
9. The College Privacy Policy also sets out how you may complain about a breach of privacy and how the College will deal with such a complaint. The policy is available on the College Website.
10. As you may know the College, from time to time, engages in fundraising activities. Information received from you may be used to make an appeal to you. It may also be disclosed to organisations that assist in the College's

fundraising activities solely for that purpose. We will not disclose your personal information to third parties for their own marketing purposes without your consent.

11. On occasions, information such as academic and sporting achievements, student activities and similar news is published in the College newsletter, magazines and on our website. Photographs of student activities such as sporting events, College camps and excursions may be taken for publication in the College newsletters and magazines and on our website. The College will obtain separate permissions from the student's parent or guardian prior to publication if we would like to include photographs or other identifying material in promotional material for the College or otherwise make it available to the public such as on the internet.
12. If you provide the College with the personal information of others, such as doctors or emergency contacts, we encourage you to inform them that you are disclosing that information to the College and why, that they can access that information if they wish, and that the College does not usually disclose this information to third parties.

OVERSEAS STUDENTS SUPPORT SERVICES

St Ursula's College provides students with support services to assist them to adjust to study and life in Australia and to enable them to achieve expected learning outcomes.

In addition to intervention processes, St Ursula's College provides a safe environment for students and identifies and supports students at risk in these ways:

- Visitor sign in system
- Staff on bus and playground duty during school hours
- After hours security service/lighting
- Pastoral Care System
- Buddy System
- Academic/Careers Counselling Program for Years 11 and 12
- Specialist Counselling Staff/Health Professionals
- Personal Development Programs that include strategies for maintaining wellbeing
- Safety Awareness Programs
- Driver Safety Program
- Student Protection Program.

All staff members involved in these processes are responsible for reporting to the appropriate staff member or the designated overseas student contact office any overseas students identified as being at risk in the College Pastoral Care/Academic Counselling program.

OVERSEAS STUDENTS ORIENTATION PROGRAM

It is a requirement under the National Code 2018 that St Ursula's College must assist full fee paying overseas students to adjust to study and life in Australia through an age and culturally appropriate orientation program that includes information about:

- Student support services available to assist on the transition to life and study in a new environment
- Enhancing personal security and safety, both at school and while living in Australia
- English language and study assistance programs
- Legal services
- Emergency and health services
- How to seek assistance for and report an incident that significantly impacts student well-being, including critical incidents
- School facilities and resources
- Complaints and appeals processes
- School course progress and attendance policies (to meet relevant visa conditions)
- Services students can access for information on their employment rights and conditions and how to resolve workplace issues, such as through the Fair Work Ombudsman or Department of Immigration:

<https://www.fairwork.gov.au/>

<https://www.fairwork.gov.au/about-us/our-role/corporate/open-letter-to-international-students>

<http://www.homeaffairs.gov.au/Trav/Stud/More/Work-conditions-for-Student-visa-holders>

APPENDIX I - OVERSEAS STUDENT ORIENTATION CHECKLIST

Student Name:

Grade:

Arrival Date:

Week 1 checklist

Orientation and School Tour Week 1, Day 1

Student has been introduced to:

- ☐ Tanya Appleby – Principal
- ☐ Jodi Marshall – Head of Boarding
- ☐ Bernadette Witham – Deputy Principal
- ☐ Maria Gibson – Assistant Principal – Pastoral Care
- ☐ Lisa McKellar – Registrar
- ☐ Tami Brown, Hayley Fry & Karla Knott – Counsellors/Social Worker
- ☐ Shelley Stokes – EAL/D Teacher
- ☐ Leader of Student Wellbeing [insert name according to year level]
- ☐ Senior Boarding Staff
- ☐ Teacher Mentor [insert name accordingly]

Staff member:

Date:

Student has/understands:

- ☐ Mobile phone or how to use pay phone
- ☐ Emergency contact number of staff member
- ☐ Accommodation contact number
- ☐ Emergency number for fire, police etc is 000 in Australia or 112 from mobile phone
- ☐ How to travel to and from school
- ☐ All school uniform requirements
- ☐ How to seek assistance on and off campus
- ☐ Bank account (if appropriate)

Staff member:

Date:

Student has received information about:

- ☐ Personal security and safety, both at school and while living in Australia
- ☐ How to seek assistance and report significant incidents that effect well-being including critical incidents
- ☐ OSHC
- ☐ Complaints and Appeals Processes
- ☐ Available student support services
- ☐ English Language and study assistance programs
- ☐ Services students can access for information on their employment rights and conditions, and how to resolve workplace issues, such as through the Fair Work Ombudsman or Department of Immigration
- ☐ Legal services available to students
- ☐ Student visa conditions relating to course progress and attendance
- ☐ Grounds for suspension or cancellation of enrolment
- ☐ Student Transfer Assessment Policy
- ☐ School Calendar
- ☐ School Rules and Code of Conduct
- ☐ Subject selection, textbooks etc
- ☐ Assessment policies and requirements
- ☐ Extra-curricular activities, clubs, etc

Staff member:
Date:

Other Information/Activities:

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

Staff member:
Date:

Student interviews to check adjustment:

- ☐ End of Week 2

Staff member:
Date:

- ☐ End of Week 4

Staff member:
Date:

- ☐ End of Week 6

Staff member:
Date:

- ☐ End of Week 8

Staff member:
Date:

- ☐ End of Week 12:

Staff member:
Date:

APPENDIX I CHECKLIST AND PAPERWORK TO RETURN TO ST URSULA'S COLLEGE

Please return the following paperwork to the Registrar of St Ursula's College prior to commencement:

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

HEALTH CENTRE - MEDICAL INFORMATION

Medical Information

ST URSULA'S COLLEGE BOARDING STUDENT

Name of Student:		
HOSPITAL PREFERENCE		
Please indicate your hospital preference in the event of an emergency:		
St Vincent's Emergency Centre	Upfront payment (Parent to cover all costs)	Yes/ No
Toowoomba Base Hospital	No out of pocket expenses, extended waiting periods possible	Yes/ No
DOCTOR'S DETAILS		DENTIST'S DETAILS
Doctor's Name:		Dentist's Name:
Location:		Location:
Phone Number:		Phone Number:

MEDICAL HISTORY AND CONSENT FORM - 2022

	<i>Please tick</i>	YES	NO		<i>Please tick</i>	YES	NO
ADD/ADHD				Heart conditions			
Allergies (please provide additional information on page 4)				Learning difficulties			
Anaphylaxis (please provide additional information on page 4)				Malaria			
Anxiety				Measles			
Asthma (please provide additional information on page 4)				Menstrual issues			
Autism				Illnesses			
Back, Bone or Joint problems				Injuries			
Blood Pressure problems				Surgeries			
Cerebral Palsy				Respiratory issues			
Chicken Pox				Special needs or disabilities			
Chronic Fatigue				Speech/Language impairment			
Convulsions/Epilepsy				Spinal, Joint or Back problems			
Depression				Travel Sickness			
Diabetes				Tuberculosis			
Dietary requirements (please provide additional information on page 4)				Vision concerns			
Drug reactions				Whooping cough			
Epilepsy							
Fainting							
Head injury							
Hearing Concerns				Other (please provide information below)			

Medical Information

ST URSULA'S COLLEGE BOARDING STUDENT MEDICAL HISTORY AND CONSENT FORM

Name of Student:	
ASTHMA	
Does your daughter suffer from Asthma?	Yes/ No
If yes, please attach a copy of your daughter's current Asthma Management Plan.	
ALLERGIES AND ANAPHYLAXIS	
Does your daughter suffer from Allergies	Yes/ No
If yes, please attach a copy of your daughter's current Allergy Management Plan	
Please list all types of allergies (eg: penicillin, insects, food etc), types of reaction and treatment:	
Does your daughter suffer from Anaphylaxis?	(Severe Allergic Reaction) Yes/ No
If yes, please attach a copy of your daughter's current Anaphylaxis Management Plan	
Does your daughter carry an EPIPEN?	Yes/No
What are your daughter's Anaphylaxis triggers?	
Anaphylaxis Plans must be provided for all students with an Epipen	
Name of Student:	
SPECIAL DIETARY REQUIREMENTS	
Please provide details of any dietary requirements which St Ursula's College needs to be aware of:	
Does your daughter require a special diet?	Yes/ No
Please list the requirements	
DIETICIAN DETAILS	
Dietician's Name:	
Location:	
Phone Number:	

Medical Information

ST URSULA'S COLLEGE BOARDING STUDENT MEDICAL HISTORY AND CONSENT FORM

COUNSELLING AND PSYCHOLOGICAL CONCERNS

Are there any counselling or psychological concerns of which St Ursula's College should be aware? Yes / No

Does your daughter require counselling? Yes/ No

Please add any ongoing treatment requirements (eg regular appointments, medication etc)

PSYCHOLOGIST DETAILS

Psychologist Name:

Location:

Phone Number:

ST URSULA'S COLLEGE BOARDING STUDENT MEDICAL HISTORY AND CONSENT FORM

IMMUNISATION RECORD

Please supply a copy of all childhood vaccinations. These may be obtained from <https://my.gov.au> or speak to your General Practitioner to help you access this information.

GENERAL HEALTH CARE PROCEDURES

- Parents are requested to provide **written instructions** for any medication being taken by students;
- All medications taken by students are to be stored in the Health Centre/Boarding House Office;
- All medications will be administered by the Senior Nurse and/or Boarding Staff;
- Any special dietary requirements will require a medical certificate from a Medical Practitioner or Health care Professional (eg Allergy to nuts);
- All parents/guardians will be notified if their daughter presents to the Health Centre during school hours, or alternatively, Boarding Staff will contact parents with any concerns or emergencies after hours.
- All non-prescription medication (eg Herbal, panadol) must be given to the Health Centre or Boarding Staff.

DISPENSING OF PRESCRIPTION AND RESTRICTED MEDICATIONS

- The School Nurse or Boarding Staff will administer prescription medication, when requested in writing by parents and guardians and as prescribed by the doctor;
- Instructions regarding change to the original dosage of long term or restricted medications must be in writing from a Doctor and the parent or guardian;
- The School Nurse will only administer or assist with the administration of medication, if the medication is provided **in its original container with a label clearly displaying student's name and the required dosage, and if the medication has not passed its used by date;**
- All medications will be stored in a locked cupboard in the Health Centre.

PRESCRIPTION OR OVER THE COUNTER MEDICATIONS

Name of Student:

Is your daughter currently taking any prescription or over the counter medications (including herbal, Chinese herbal medications) which the College staff need to be aware of: Yes/ No

Name of Current Medication:

Reason for Medication:

ST URSULA'S COLLEGE BOARDING STUDENT MEDICAL HISTORY AND CONSENT FORM

The Health Centre holds stock of Over The Counter medications which can be administered to students for the relief of minor pain, coughs, cold or fever. In order for our staff to administer these to your daughter, please sign beside each medication which you authorise our staff to administer to your daughter under instructions from the Health Centre. In the event where a medication brand is unavailable, a substitute brand will be used.

ADMINISTRATION OF OVER THE COUNTER MEDICATIONS BY THE HEALTH CENTRE STAFF	
Medication	Signature of Parent to Authorise Usage
Paracetamol (for pain relief)	
Ibuprofen eg Nurofen (for pain relief)	
Dimetapp Cold and Flu liquid capsules	
Durotuss expectorant/dry cough liquid	
Strepsils (sore throat)	
Claratyne (for hayfever/ allergies)	
Naprogesic (for period pain)	
Mylanta (upset stomach)	
Gastrolyte (dehydration prevention)	
Travel Calm	
Other non-prescription medications. Please specify name of the condition which requires treatment	
<p>Please note: Other preparations may include the use of topical lotions/creams such as antiseptic lotion (Savlon, Betadine) or burn cream (Paraderm or burn aid) and Calamine (itchiness). An eye irritation would require the use of a saline wash. Refresh is used for tired eyes. Difflam gargle for conditions of the throat and mouth. Elmore Oil for muscular aches and sprains. Moisturising creams for dry skin conditions. Zovirax for cold sores. Nitwits for head lice. Stingose for the relief of bites and stings etc. The list is not exhaustive and may change as required by Registered Nurses.</p>	

Please be aware: That other than Panadol, all other non-prescription medication needs to be supplied by the parent/guardian. Please ensure this medication has a pharmacy label.

Consent

I/Ne authorise the College Nurse and/or Boarding Staff to issue non-prescription and prescription medications required by my daughter.

I/Ne understand that my daughter is required to hand in all medications in to the College Health Centre or Boarding House Staff. All over the counter medications require pharmacy labelling together with the student's name and details.

Name of Student _____ PC Group: _____

Name of Parent/Guardian: _____

Parent /Guardian Signature: _____ Date _____

ST URSULA'S COLLEGE BOARDING STUDENT MEDICAL HISTORY AND CONSENT FORM

Medical Consent

In the event that it is not possible or reasonable for myself to give treatment consent, and the abovementioned student requires medical assistance or attention, I authorise a representative from St Ursula's College, Toowoomba to arrange for the appropriate care. This may in exceptional circumstances include, but is not limited to, general anaesthetics, blood transfusions, hospitalisation or surgery. In this event, I/We agree to pay for all the costs and expenses arising directly or indirectly out of such treatment.

I/We acknowledge that Over the Counter Medication may be dispensed as directed to the above mentioned students by responsible staff members for the temporary relief of minor ailments. I/We will notify the Health Centre in writing if I/We do not wish for this to occur.

I/We authorise St Ursula's College Health Care staff to disclose information on this form to those directly involved in the above mentioned student's care including Boarding Staff, College Counsellors and relevant College staff.

I/We will inform the College of any changes to the information contained within this form as

and when necessary. I/We understand that this consent shall remain valid unless withdrawn

and notified by myself in writing to the College.

Name of Student: _____ PC Group: _____

Name of Parent/Guardian: _____

Name of Parent/Guardian: _____

Parent/Guardian Signature: _____ Date: _____

Parent/Guardian Signature: _____ Date: _____