

International Student Handbook

Begin your child's
Steiner journey here...



CRICOS REGISTRATION

Rudolf Steiner Education Group Brisbane Inc t/a Samford Valley Steiner School

CRICOS Provider No: 03326J

CRICOS Course No: 082478E Primary Education (5- 6)

CRICOS Course No: 082479D Junior Secondary Education (7 – 10)

CRICOS Course No: 082480M New Zealand Certificate of Steiner Education (11- 12)

STAFF RESPONSIBILITY

The Principal Executive Officer (PEO) appearing on the CRICOS website

<http://cricos.education.gov.au/Institution/InstitutionDetails.aspx?ProviderCode=03326J>

School Contact Details is:

Carly Sheard

School Director

csheard@samfordsteiner.qld.edu.au

34309600

Additionally, the School PEO has signed a “Delegated Responsibility for Register Information Form” for: Melissa Barna - Whole School Administration

Rick Laur High School Faculty Director

Melanie Allan NZCSE Coordinator

Joseph MacLeod Wellbeing Officer

Teresa Ratcliffe High School Admin Officer

Class 8 Guardians - Kristen Brown & Fiona James

Class 9 Guardians - Samuela Bettega & Adele Marsden

Class 10 Guardians - Andy Currey & Grace Carpenter

Class 11 Guardians - Mel Allan & Nic Tribolet

Class 12 Guardians - Rhanni McCosker & Stuart Baker

Primary School Contact - Melissa Volcich

Contact Information

School Details

5 Narrawa Rd, Wights Mountain, QLD 4520
PH: (07) 3430 9600
Email: info@samfordsteiner.qld.edu.au
Office Hours 8:30am - 2:45pm Mon - Fri during term time.

Internal Emergency Contacts

International Student 24 Hour Contact for Emergencies

School Director - Carly Sheard -
csheard@samfordsteiner.qld.edu.au - 0412 673 492

International Student Officer - Melissa Barna - mbarna@samfordsteiner.qld.edu.au -
0402 252 351

External Emergency and Important Contacts

24 Hour Emergencies, Police, Fire, Ambulance - 000

Police Non-Urgent Line (Policelink) - 131444
Police Non-Urgent Local Station (Ferry Grove) - 3872 1555
State Emergency Service (SES) - 132 500
Poison Control Centre - 131 126
National Security Hotline - 1800 123 400
Local Doctors - Christine & Alex Watson - 3351 5111

Department of Home Affairs
299 Adelaide St, Brisbane City QLD 4000
131 881



Contact Information cont.

Location of Automatic Teller Machines (ATMs)

Bendigo Bank - A 24 hour Bendigo Bank ATM is available at Samford Village Newsagency

CommonwealthArana Hills ATM
Mitchelton, · In the Brookside Shopping Centre
Open 24 hours

WestpacATM
Keperra QLD · In Great Western Super Centre
Open 24 hours · 13 20 32

NAB
Mitchelton, · In the Brookside Shopping Centre
Open 24 hours

International Student Hotline - 1800 778 839

Internal Email Contacts

High School Director - Rick Laur - rlaur@samfordsteiner.qld.edu.au

NZCSE Co-ordinator - Mel Allan - mallan@samfordsteiner.qld.edu.au

Wellbeing Officer - Joe MacLeod - jmacleod@samfordsteiner.qld.edu.au

High School Administration - Teresa Ratcliffe -
highschooladmin@samfordsteiner.qld.edu.au
34309661



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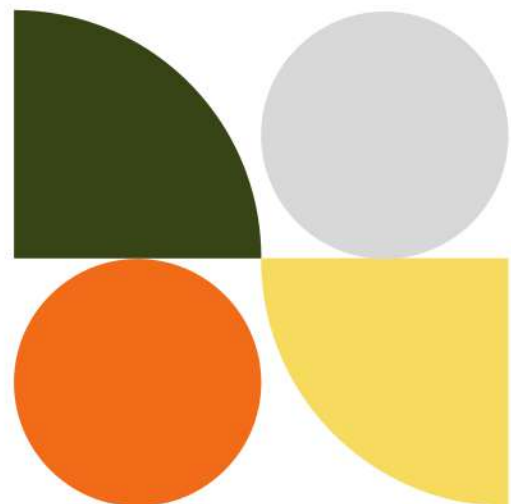
Welcome to Samford Steiner...

Situated within the peaceful bushland of Samford Valley, Samford Valley Steiner School has been a pioneer of Steiner education in Queensland since 1987. What began as a small playgroup has grown into the state's largest Steiner school, now educating over 550 students from Kindergarten through to Year 12.

For more than 35 years, Samford Steiner has provided a deeply human-centred education that nurtures intellectual, emotional, and practical growth. Rooted in the principles of Waldorf Steiner education, our curriculum combines academic rigor, artistic exploration, and hands-on learning experiences. This comprehensive approach prepares students to meet high academic standards while cultivating the skills and confidence needed to thrive in university, careers, and life beyond the classroom.



At Samford Valley Steiner School, education serves as the foundation for a meaningful and fulfilling life, built on curiosity, resilience, and purpose.



Our campus...

We are proud to be Queensland's largest Steiner school, nestled in a beautiful 20-acre bushland setting in the serene Samford Valley. Early Childhood to High School is all located on one campus, with stunning purpose built buildings that blend seamlessly with the natural surroundings.



Early Childhood is in a secluded area, with a vegetable garden, chicken coop, swings, sandpit and water course. It is surrounded by a fence to keep the small children cocooned.

Our Primary School is double streamed from Class 1-7, with two of each class in each year level. They have individual class rooms, music rooms, purpose build playgrounds and vegetable gardens, library and sports ground.

High School is in a stage of growth, with double streaming now starting. We have classrooms, a science lab, art studio, music and handwork space, a large undercover basketball court and hardcraft shed, as well as ovals and outdoor spaces. Both High School and Primary School have use of our beautiful Hall and Eurythmy Room.

At the back of the school, we have a purpose built 'outdoor classroom'. Our property borders the beautiful Samford Creek, and our teachers take our students there for walks and at times to observe the natural landscape to support lessons in local environment and botany.

All our buildings have been designed to fit with the natural landscape seamlessly, blending both purpose and beauty.

You can view our Campus Tour on our website <https://www.samfordsteiner.qld.edu.au/about-us/our-campus/>

Life in Australia...

Australia is a very large and diverse country. The landscape from Tasmania all the way up to Far North Queensland varies enormously.

Samford is located in South East Queensland which has sub tropical weather. The winters are mild and short and the summers are humid with an average maximum temperature around the mid thirties. Queensland is surrounded by beautiful beaches as well as glorious rainforest hinterlands. Samford is a semi rural area with most of its residents living on acreage. Brisbane, with a population of approximately 1 million people, has its city centre about 40 minutes drive away from Samford. This is considered a normal travelling distance in Australia and a large proportion of Samford population work in Brisbane.

While beautiful, our sun can be very harsh in Australia. Everyone is encouraged to wear sunscreen and sun safe clothing all year round, even in winter.

More about living in Australia, including the cost of living in Australia
<https://www.studyaustralia.gov.au/en/life-in-australia/living-and-education-costs>

Located approximately 40 minutes from the Brisbane CBD, Samford is a semi rural suburb at the foot of Mount Glorious. Samford Steiner is approximately 1.5 hours from both the Sunshine Coast and Gold Coast and close to natural creeks, rainforest and bushland.



Orientation...

Orientation is designed to help you settle into school and know who to go to for help. When you first arrive you should go to High School Reception who will provide you with your timetable, stationery pack, hat, handouts and introduce you to your Guardian.



What to wear

Samford Steiner has no dedicated uniform, instead we have a dress code. In general, you should come to school dressed ready to work and play. This means:

Clothing - Mandatory

- Clothing must be loose-fitting and not restrict the ability of a student to engage fully in all lessons. Short skirts or low-slung trousers, which limit a student's capacity to move freely, are not appropriate for school wear.
- Clothing prints must not be offensive. This includes violent images, drug depiction, nudity, skulls and monsters – essentially anything that would not be suitable for viewing by young children.
- Clothing must be appropriate for a learning environment. Low necklines, low-slung arms, bare midriff, bare chest, bare back, strapless tops, see-through fabric, and exposed underwear are not permitted. Skirts or dresses should be no shorter than mid-thigh length.

- Shorts need to be of a length that allows the student to sit and move about comfortably without unnecessary exposure.

Clothing - Strongly Encouraged

- Clothing prints (such as brand logos) should be no bigger than a business card.

Footwear

- Footwear must be worn at all times.
- Thongs, slides and high-heeled shoes (with a heel of more than 3 cm) are not to be worn to School at all.
- Completely covered footwear must be worn to all practical classes, such as Hardcraft, Science, Art, Handwork, Textiles, and Food Technology.
- Sport & PE lessons require a running shoe or canvas sneaker.

Orientation Day...

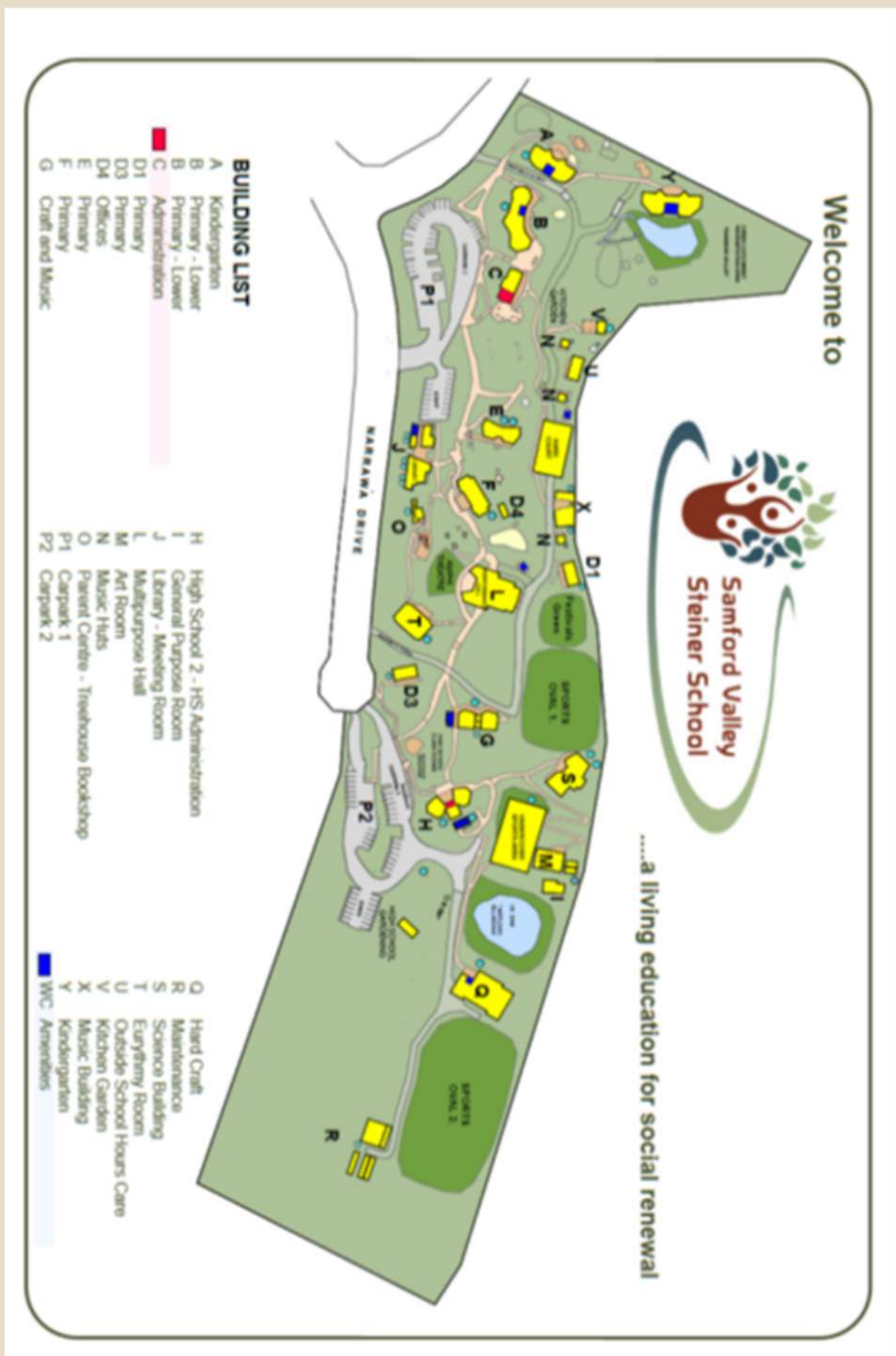
While school is from 8:30am - 2:45pm, High School Students are encouraged to arrive by 8:15am to participate in Morning Circle. On your first day, please arrive at 8am to begin orientation.

Time	Venue	Orientation Topic
8:00am	High School Reception	Welcome and receiving stationery pack, hat and timetable.
8:15am	Basketball Court	Morning circle and introductions. Meet your buddy.
8:30am	High School Reception	School tour and introduction to International Student Officer and Director.
10:30am	Grounds	Morning tea with your buddy.
11:15am	Library	Orientation continues.
12:45pm	Grounds	Lunch.
1:15pm	Classroom as per timetable	Your timetabled class.
2:45pm	Classroom as per timetable	Your timetabled class

The morning of your first day will be introductions and going over things that will help you settle into school. You will also receive a copy of your timetable and be shown how to read it. Everyone is very helpful and will help you find your classes. You will be buddied up with a classmate for the first two weeks to help you find your way around. You will go over our High School Handbook so you know what rules need to be followed and sign an ICLT form so your school supplied device can be set up.

In the afternoon you will attend your regular timetabled classes.

School Map...



Primary School

CRICOS Course No: 082478E Primary Education (5- 6)
Samford Valley Steiner School

Class 5

Class 6



Primary School...

The Primary School child lives and thinks in a world of images. Our teachers meet the child with subject matter that is brought alive through an artistic approach. They challenge the child's mind through the study of academic subjects; nurture inner harmony through exploration of the arts; and develop willingness to address life's challenges through involvement in practical tasks. Thus, we educate the thinking, feeling and willing aspect of the developing child: their head, heart and hand.

Subject areas help children discover the world from the dawn of time through to the present age. Literacy and numeracy, science, geography and history are balanced with creative endeavours in music, art, craft, gardening, speech and movement.



Main Lesson

In the morning, subjects are studied in "Main Lessons" which take place for two hours at the beginning of each day when the 'academic' aspect of the subject matter is best absorbed. These subjects continue on for three to four weeks.

The rhythm of this approach, the development, and depth of content gives the children a rich learning experience. The Main Lesson incorporates subjects such as history, english, social studies, mathematics, music, geography, science and technology. Main Lesson books take the place of textbooks.

Music

Music is an integral part of the Steiner curriculum. Each Class Teacher provides basic musical experiences such as singing and recorder for their class. In addition, the Specialist Music Teacher extends the children's experience of musical ideas and theory. All children from Year 3 onwards learn to play either a cello or violin and participate in School Ensembles.

Technology

Computers have penetrated into every human activity and have had an enormous impact on our society. One of the challenges facing teachers is to work with computer technology in a creative, pictorial way so students can understand and relate to it.

Technological education helps students to manage and influence technological change, and to gain greater control over their lives. It promotes creative expression through design and emphasises practical experiences. The important thing is that students are masters of the technology, rather than simply being consumers. We hold back from computers and calculators in the Primary School because of the reliance this fosters on outer technology and the corresponding weakening of one's capacity to work things out for oneself. The computer imposes on young children a language and method which is quite alien to their nature. It is a formal language, without rhythm, nuance or colour – all of which we hold to be of such importance to Primary age children. Furthermore, it requires a logical reasoning, which the child only naturally reaches around puberty. Students can develop outstanding computer skills, despite the later introduction of the computer into the curriculum.

Language (LOTE)

The study of a foreign language cultivates the experience of speech sound, rhythms and intonation that are different from English. By giving the children the experience of another language, they have the opportunity to experience the world from a different cultural perspective and the 'universal human' element is cultivated.

Craft

The creative activity of craft lessons seeks to integrate an appreciation for both beauty and skill. The skills and techniques of knitting, weaving, crocheting, embroidering, woodworking and carving are taught at various stages in the Primary School. Children feel a natural enthusiasm towards making something practical with beauty. There is also an aspect of discipline needed to complete the work.



Junior Secondary

CRICOS Course No:082479D Junior Secondary Education (7 – 10)
Samford Valley Steiner School

Class 7

Class 8

Class 9

Class 10



Junior Secondary...

The High School curriculum is a continuation in many cases of subjects already introduced in the primary years. New subjects specific to the developing intellect and judgment are introduced in the appropriate year level. In the High School the balance of intellectual/academic, artistic and practical subjects is maintained.

Class 7 is our transition year, this class is technically a part of our Primary School but begins to stretch themselves into the High School campus.

In Class 8 the students begin their High School journey in earnest, developing independence.

Class 9 sees our outdoor education program at it's most interactive, meeting the Class 9 students need to learn through action.

Class 10 is the beginning of our students learning to do senior assessments. Subjects become more complex to challenge students' critically thinking minds.



Main Lesson

Main Lesson continues in Junior Secondary and the students complete subjects such as Physics of Air and Water, Novel Study, Surveying, Art History and many others. The Outdoor Education Program begins to work more closely with the Main Lessons and camps begin to blend with some lessons, giving them a hands-on practical element to support their learning.

Some of the camps include Sailing, Farm Camp, Hiking, Surveying and our city based Drama camp.

English and Maths

English and Mathematics, while introducing the significant new themes through main Lessons, also focus on developing the requisite skills through three practice lessons each per week.

Drama

Drama is taught as a subject from Class 8-10 before it becomes an elective. In addition to this, there are two major Main Lesson blocks in Class 8, 10 & 12 where the students perform a play. In both 10 & 12 the students work on only the play for a 3 week intensive.

Handwork & Hardcraft

Woodwork is taught through to Class 12 and metalwork in Class 8 & 10. In Class 9 students take part in a subject called engines, where they learn how to fix a 2 stroke engine. Students are taught machine sewing, spinning with spindle and wheel, weaving and basket making. Additionally, another 3 week intensive happens at the end of Class 10, where students participate in Boat Building. Students have in the past made small boats which are then sailed by Class 8 students. Students have now begun undertaking working together on one larger boat.

Physical Education

Physical Education continues up to Class 11, allowing for a wide variety of sports to be played.

The Sciences

Physics, Chemistry and Biology - all continue through to Class 12, with practical lessons happening for Physics in Class 9, 10 & 11, Chemistry in 9 & 10 and Biology in 11 & 12.

Social Studies

Studies of Society and Environment continues with Geography and History as Main Lessons through to Class 12. Gardening and Beekeeping are subjects in Class 8 & 10 and Work Experience also contribute to this area.

The Arts

The Arts focus on the aesthetic element through a series of Main Lessons. Painting, Drawing, Modelling and Music continue as subjects through to Class 12. Instrumental music lessons remain compulsory through Class 7 & 8 and all classes from 8-12 participate in a vertically streamed ensemble class each Wednesday.



Class Guardian (Seminar)

This class is held once a week from Class 8-12. Class Guardians are 'heads of year' who take up the pastoral care of the students in their class and remain with the one class until they graduate. During their once a week lesson, students work on personal development and related activities. The Class Guardians will keep a close eye on students throughout their schooling journey and will liaise with the wellbeing officer, parents, host parents and other teachers if a need is identified. Class Guardians will also host termly parent information evenings which can be attended by parents in person or online.



Outdoor Education

Camps begin down in Class 3, but it is during High School that the Outdoor Education program really begins to shine. From Class 8 there is 2-4 camps per year, with some of them lasting over 2 weeks. These camps work in conjunction with the Main Lessons and are a mandatory part of the curriculum. Students hike mountains, sail in the Moreton Bay, study Botany in the beautiful Australian bushlands, work on surveying in conjunctions with QUT, complete a Drama intensive in the city, go surfing and on their final camp in Class 12, head out to study Zoology on The Great Barrier Reef. Our experienced Outdoor Education Team works alongside our High School teachers and administration to bring an outstanding living education to our students. As camps are a mandatory part of our curriculum, all costs are covered in the school fees minus some incidental food costs for camping.

NZCSE

New Zealand Certificate of Steiner Education

CRICOS Course No: 082480M New Zealand Certificate of Steiner Education (11- 12)

Samford Valley Steiner School

Class 11

Class 12



Senior Schooling...

Samford Valley Steiner School is proud to offer the New Zealand Certificate of Steiner Education to our senior students. This QCAA approved Senior Certificate allows us to continue to provide Steiner based education through to graduation including the continuation of Main Lessons at the beginning of the day.

The NZCSE is This is an internationally recognised Secondary Schooling Qualification and has been specifically designed to support an authentic Steiner curriculum all the way through senior to Class 12.

In senior, students will continue deeper explorations of the subjects introduced in junior high school. They will choose electives based on their interests. In Term 4 of Class 11, students will embark on a year long study of a subject of interest in our Senior Research Projects. This is the crown jewel of our Senior Schooling and the students present a formal essay, a practical and present their findings on stage during our SRP event.



Main Lesson

Thanks to the NZCSE we are able to continue teaching Main Lessons as a part of our curriculum into Senior Secondary. These lessons include Economics and Ecology, Biology, Calculus, Statistics, Modern History, Astronomy and Zoology.

Class 12 also has a Drama Main Lesson and 3 week intensive where they complete their Class play.

Some of the camps include Botany, Sailing in Moreton Bay and snorkling on Lady Musgrave Island.

NZCSE

The New Zealand Certificate of Steiner Education is a secondary school qualification is quality managed and developed by the Steiner Education Development Trust (SEDTr). SEDTr awards the certificate at Level 1, 2 and 3 via Learning Outcomes.

This certificate aims to certify those students who undertake and achieve in a learning program in a Rudolf Steiner School which seeks to develop the skills, knowledge, capacities and attitudes required for post-secondary school life, including work and/or university or other tertiary study.

The special character of Rudolf Steiner Schools is contained within the structure and development of this curriculum over several years, as well as the pedagogical delivery of that curriculum. In addition, subject matter is taught through phenomenological or experiential methodology – that is from observation of, and personal involvement with, phenomena leading to concept, rather than from the presentation of a concept to confirmation through examples, allowing for the growth and development of the students thinking capacities. The NZCSE endows graduates with aptitudes and expertise in a broad range of curriculum areas including the comprehensive Senior Research Project at Level 3 which is a significant demonstration of self-directed, independent learning.

Assessment is integrated with learning and includes items such as a project, assignment, essay, report, test, product (eg, art or writing portfolio), or performance (eg, laboratory experiment, tool or material handlings, drama, speech, music and movement demonstrations).



Senior Research Project

The Senior Research Project is a year long exploration of a topic of choice by the student. This study begins in Term 4 of Class 11 and continues through to the beginning of Term 4 in Class 12, when students will have handed in their thesis, completed their practical and are preparing for their speech at our SRP event.

Students have chosen a wide variety of topics for their SRP, from building a tiny home to exploration of a theme through music or photography. Students have chosen to explore ways to halt destruction to the world's reefs and rebuilt motorcycles.

Whatever topic our students choose, they will be supported by a supervisor who will help them to succeed in their goals.

The SRP forms part of their assessments for the NZCSE Level 3.

Course Credit

Samford Valley Steiner School does not offer general course credits, except in the instance of direct transfer of Certificate of Steiner Education points, and entry into any course is subject to the assessment of the school. This also applies to on-shore school transfers, either within the state or from interstate.

Senior students who have commenced working towards Level 2 or 3 of the NZCSE in another approved CSE provider school may apply to have their CSE points transferred.



Equipment and Learning Resources

Teachers in the High School have state qualifications and many have a Bachelor or Masters Degree in the discipline that they teach. All teachers engage in ongoing staff development with study weekly and undertake development days each term. Our teachers are highly qualified and experienced.

Samford Steiner teachers use a wide range of equipment and resources. At all times, equipment and resources are purchased to enable the best possible learning environment for students. Resources include textbooks, sport equipment, musical instruments, audio and visual recording equipment, computers, chalk boards, laptops, DVDs etc. Samford Steiner values the work of the hands. To this end, students are encouraged to produce work that is aesthetic, as well as of a high academic standard using their own hands, as well as electronic equipment where appropriate in the High School. All High School students are provided with a school supplied device. In Class 8-9 this is a shared device with another student and stays at school for use. In Class 10 students are allocated their own device, also to stay at school for use. In Class 11 and 12 students are able to take their devices home for homework and study. Please see the High School ICLT agreement for more information.

Outside Providers

Samford Steiner does not use any outside providers to supply education components to international students.

Employment Outcomes

Students who successfully complete their education at Samford Steiner typically take up a wide range of post school activities including tertiary education, vocational training and/or direct entry into the work force; however the school does not guarantee any employment outcomes for its overseas students.

School Policies

All school policies relating to international students are found in the International Student Policy Handbook which you will receive at the same time as this Handbook. This contains policies such as:

- Conditions of Enrolment
- Welfare and Accommodation
- Refund Policy
- Deferment, suspension or cancellation of enrolment
- Complaints and Appeals Policy and Procedures,
- Attendance and Course Completion Policy
- Academic performance and intervention strategies
- Transfer Request Assessment Policy
- Critical Incident Policy
- High School Student Policies and Agreements



Homestay...

Students entering Class 7 or below must come with a parent/guardian who will reside with them for the duration of their studies or until they reach the age where they are eligible to partake in a homestay program. Please see our Welfare and Accommodation Policy in the International Student Policy Handbook for more details on this.

For students interested in homestay, we work with a third party homestay provider, Australian Homestay Network or AHN. You can view their website at <https://www.homestaynetwork.org/>



Homestay is when an Australian family welcomes an international student into their home to live there while they study and provides a home-like and supportive atmosphere for the student. Homestay is not like staying at a hotel, homestay families and their student often eat dinner together, participate in family outings together and will work together to complete chores. Living in a homestay can help you improve your English and immerse yourself more into Australian culture.

AHN sources and screens potential homestay families and based on the preferences selected by the student, they match the student with a host family. When filling out an enquiry form, you can mention things like dietary requirements, allergies, whether you would like a home with pets or without, and other preferences. AHN takes into consideration your travel to school.

All host families have a home inspection and anyone living in the home that is over 18 must have a Blue Card.

Homestay families will all function differently, sometimes it will be a family with young children, an older couple, or a single parent with a child. Family in Australia looks different for everyone.

There are expectations for both the homestay host and the student so that everyone gets along. It is good to make sure everyone knows what the rules and expectations are before you arrive. This can be things like bedtimes, chore responsibilities, the use of wifi etc.

AHN will help you go through these with your host family prior to arrival.

Homestay parents should provide you with the following:

- A bedroom
- A desk/table, chair and adequate lighting for study
- 3 meals per day plus snacks
- Access to shared or private bathroom
- Facilities to complete laundry
- Internet access/wifi for study
- A temperature comfortable home (be aware that Brisbane can be quite hot in summer even with air conditioning)
- Keys/alarms/passwords to access the family home
- Assistance with navigating your way around

AHN provides resources and training for their homestay hosts to ensure a good experience for all.

When you decide to use a homestay program, the school issues a CAAW document along with your CoE. This document states that the school is responsible for your welfare while you are studying in Australia.

During vacation (term holidays), if you are staying with a homestay family, you have the choice of either going back home to your parents for the break or staying onshore in Australia and staying with your host family. This should be decided upon and discussed with your host family in advance as some host families like to go away during their holidays and need to make plans. You also need to inform the school about whether you intend to go home or stay onshore as the school is responsible for your welfare while you are in Australia. Please get in touch with the school International Student Officer or your Guardians to inform them of your intentions for holiday break at least 2 weeks prior to the end of school. They will also reach out to you to confirm this. See Welfare and Accommodation Policy for more information.



Support...

Knowing where to go for support is very important. It can be hard to navigate a new country and a new school.

In Primary School, your class teacher will remain with you through your entire journey. Your teacher will support you and keep a close eye on you and you are welcome to come to them at any time with concerns. You also can reach out to the Faculty Director, who you will be introduced to at orientation. We also have wellbeing officers on site if you feel you need to talk to anyone and don't want to talk to your teacher. At any point in time you can come to the School Director or the International Student Officer to talk also.

In High School each class has one or two Guardians. Your Guardians are like a home room teacher, but so much more. Guardians will remain with you through your high school journey and are responsible for grass roots pastoral care. Each week you will have a Seminar class that is taken by your Guardian teacher. This class is about self development and the teachers will touch base with you during this class to see how you are going with your studies and personally. Our teachers meet every morning and will often bring up any issues that might have arisen, such as if you are struggling with peers or schoolwork or seem more tired than usual. Teachers will then make a plan to monitor or ask the wellbeing officer to schedule a visit with you. They may reach out to your parents or host family if necessary. You can speak to any of the teachers at any time by approaching them after class or going to the staff room on breaks. You can also request to see the wellbeing officer if you need to talk about anything. At any time you may speak to the Faculty Director, School Director or International Student Officer.

Email contacts for the School Director, International Student Officer and Faculty Director are found at the front of this book. All teachers and staff's email addresses are their first initial and surname with no spaces and then @samfordsteiner.qld.edu.au For example, if your teachers name is John Smith, the email would be jsmith@samfordsteiner.qld.edu.au You can also go to reception and ask for the email address if you are not sure.

Parents, including host parents, will be invited to Parent Information evenings once a term which are held both onsite and online. There may also be additional meetings for parents for things like camps. Parent Teacher Interviews are held each Semester to discuss academic progress. Official academic reports are generated each Semester. For questions relating to the NZCSE you may reach out to the NZCSE Co-ordinator, whose contact is at the front of the book. A NZCSE Handbook will also be given to you if you are entering in Class 10-12 to help you understand the requirements. If you are entering into a lower grade, information sessions will be held for both students and parents as students approach senior schooling to explain the NZCSE, expectations, assessments and answer any questions.

For complaints, please see our Complaints Policy in our International Student Policy Handbook.

Expectations...

International Students arrive on a Student500 Visa. In order to remain in good standing, you must meet certain expectations for attendance and academic performance. We also have school rules around behaviour, mobile phone use, drugs and smoking, courtesy and other rules.

Outlines for minimum standards for academics and attendance are found in the Attendance and Course Progress Policy within the International Student Handbook. Your attendance will be monitored by reception who are responsible for entering absentees each day. Any absence of 3 consecutive days will trigger a request for a medical certificate. If your attendance is of



concern, reception will flag this with the International Student Officer and we will speak to you, your host family and your parents ahead of time to make sure everything is okay. See the Attendance and Course Progress policy for the steps taken. This also outlines compassionate and compelling reasons for absence and when they might apply. An attendance report is produced and stored on each International Student's file each term.

If you are unwell and can't attend school, your parent or host parent if you are in homestay should inform the school of your absence by calling the absentee line or lodging your absence on Parent Lounge/Orbit. These log in details will be given to your parent or host parent when you enrol.

Our goal is to have you succeed in your studies. Our teachers and staff are happy to help you any time you require assistance. If it is identified you are struggling in an area, the teacher will approach you to see what we can do to support you. If you feel at any time that you need more help, please ask your teacher.

We also have school rules that we expect all our students to adhere to. This includes things like our dress code and rules around mobile phone use. We have a strictly mobile free policy for students and phones should be turned off and in bags during school hours. Some international students find this hard because the rules may be different in schools in their home countries or because they use it for translation. Please speak to your Guardian teacher if you feel there is a reason you need it. If it is for translation our ICLT team will help support you. You can discuss this with them during your ICLT onboarding session.

When you enrol in High School you will be given a copy of the High School handbook with all the school rules and expectations. You will also receive a copy of the ICLT agreement which will be signed by yourself and your parent or host parent and this will enable us to set you up with a student email address and school supplied device.

If you are enrolling in Primary School, rules and expectations are discussed with parents and students at the time of the interview and also when you start.

In Class 12 there is also a Senior Agreements that is handed out. This is because due to the Senior Research Project, some students need to meet with their mentors during school time during their SRP lesson. With parent permission, these students are allowed to leave campus early to work on their projects. This is discussed with students at the end of Class 11. This is not considered non-attendance for your attendance rating as it is for school purposes to work on your project. It is expected that students will be mindful of other classes they may have that day. Typically, SRP lessons are the last two periods of the day to assist students with this part of their project and not impact their other school work.

Most of the time breaking a school rule will result in a warning before anything else happens. Some school rules are much stricter, such as smoking or drugs. At no time is any smoking products, including vapes to be brought on to school grounds or drugs of any kind unless they are prescription and handed to the office with a medication authority form. Please see the High School Handbook for more information.



Before Leaving Home...

Checklist

- Apply for passport
- Apply student visa
- Make contact with Samford Steiner
- Arrange for immunisations and medications from my doctor
- Apply for a credit card and/or arrange sufficient funds
- Confirm overseas access to your funds with your bank
- Make travel arrangements
- Arrange travel insurance
- Advise Samford Steiner of travel details
- Arrange accommodation if you are coming with your family or confirm Homestay arrangements with the AHN Homestay Organisation.
- Arrange transport from airport to accommodation, or co-ordinate with the Homestay Company to arrange transport (this may incur a fee).
- Pack bags being sure to include the following:
- Name and contact details of a Samford Steiner representative
- Enough currency for taxis, buses, phone calls etc. in the event of an emergency

Important Documents

- THIS HANDBOOK!
- Passport
- Letter of offer
- CoE
- Certified copies of qualifications and certificates
- Travel insurance policy
- OSHC
- ID cards, drivers license, birth certificate (or copy)

NOTE: Make sure you leave any originals, where possible, or certified copies of these documents safely with family in your home country in case of loss.

What to Bring

Students are often surprised by how strict Australian Customs Services and quarantine can be. If you're in doubt about whether your goods are prohibited or not, declare it anyway on the Incoming Passenger Card which you will receive on the plane. Students have received on the spot fines for not declaring items. Visit the Australian Quarantine and Inspection Service (AQIS) homepage www.aqis.gov.au Read "What can't I take into Australia?" And also let your family and friends know what can't be mailed to Australia.

Baggage allowances flying into Australia will vary according to your carrier, flight class and country of origin. Please check with your carrier prior to departure.

Economy passengers are generally permitted 1 x checked luggage (25kg) and 1 x carry-on (7kg) for international flights, but only 20kg of checked luggage on domestic flights within Australia. This will significantly limit the amount of things you can bring, especially if you will fly within Australia to get to your final destination. Therefore, it is essential to think the packing process through very carefully. You will be able to purchase most things upon arrival in Australia, but the price may be higher than in your own country.

Seasonal considerations

Summer in Australia is from December to February, autumn from March to May, winter from June to August, and spring from September to November. For most of the country the hottest months are January and February. If you arrive in June or July, the coldest months of the year, you may need to bring or buy winter clothing.

Other items you might need to include (although most can also be purchased in Australia):

- alarm clock
- dictionary (bilingual)
- small sewing kit
- music CDs or device for music
- sporting equipment
- toiletries
- umbrella
- camera
- spare spectacles or contact lenses
- your optical prescription
- photos of friends and family
- swimming costume
- small gifts from home

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

Bringing your computer

Bringing a PC or laptop into Australia may be a little more complicated. Items owned and used for more than 12 months prior to arrival are allowed in tax-free. Proof of the date of purchase and purchase price may be required. Computers which are less than 12 months old and over AUD\$400 may attract Goods and Services tax (GST) at a rate of 10%. Consideration is given as to whether or not you intend to export the computer at the conclusion of your studies. To satisfy the Customs Officer that you will be taking the computer out of Australia you should bring along a statutory declaration (a written declaration witnessed by the certifying authority in your country) stating that the computer is for use during your studies in Australia, and that you intend to take it back with you when you complete your studies.

Mobile phones and laptops

If you are considering bringing a mobile phone, laptop, or any communication devices we suggest that you visit the Australian Communications and Media Authority www.acma.gov.au before making any purchases. Some students have brought in their own laptops with internal modems only to discover that they were unable to use their modem in Australia. Any external or built-in modems must be Austel Approved in order to function in Australia.

On Your Flight

Wear comfortable, layered clothing so that you are able to make adjustments according to the local weather. Remember – if you are flying from the northern hemisphere winter into the Australian summer it will be very HOT so wear light weight clothing underneath and have a pair of sandals or lighter shoes in your hand luggage if you need cooler footwear. Alternatively, extra clothing may be required on-hand if flying into the Australian winter season. Before landing in Australia passengers are given an Incoming Passenger Card to fill in. This is a legal document. You must tick YES if you are carrying any food, plant material, including wooden souvenirs, or animal products. This includes fruit given to you during your flight. If you have items you don't wish to declare, you can dispose of them in quarantine bins in the airport terminal. Don't be afraid to ask airline staff if you have any questions. If you are carrying more than AU\$10,000 in cash, you must also declare this on your Incoming Passenger Card. It is strongly recommended however, that you do not carry large sums of cash but arrange for an electronic transfer of funds into your Australian bank account once it has been opened.

Entry into Australia...

Australian Immigration

When you first arrive in Australia you will be required to make your way through Australian Immigration (follow the signs for Arriving Passengers as you leave the plane). An Immigration Officer will ask to see your completed Incoming Passenger Card (given to you on the plane) along with your passport and student visa evidence. The Immigration Officer will check your documents and may ask you a few questions about your plans for your stay in Australia.

Baggage Claim

Once you have passed through the immigration checks you will move to baggage claim (follow the signs) and collect your luggage. Check that nothing is missing or damaged. If something is missing or damaged go to the Baggage Counter and advise them of your problem. Staff at the Baggage Counter will help you to find your belongings or lodge a claim for damage.

Detector Dogs

You may see a Quarantine Detector Dog at the baggage carousel or while waiting in line to pass through immigration, screening luggage for food, plant material or animal products. If you see a detector dog working close to you, please place your bags on the floor for inspection. These dogs are not dangerous to humans and are trained to detect odours. Sometimes a dog will sit next to your bag if it sniffs a target odour. Sometimes dogs will detect odours left from food you have had in the bag previously. A quarantine officer may ask about the contents of your bag and check you are not carrying items that present a quarantine risk to Australia.

Australian Customs and Quarantine

Once you have your luggage you will go through Customs. Be careful about what you bring into Australia. Some items you might bring from overseas can carry pests and diseases that Australia doesn't have. You must declare ALL food, meat, fruit, plants, seeds, wooden souvenirs, animal or plant materials or their derivatives. Australia has strict quarantine laws and tough on-the-spot fines. Every piece of luggage is now screened or x-rayed by quarantine officers and detector dog teams. If you fail to declare or dispose of any quarantine items, or make a false declaration, you will get caught. In addition to on-the-spot fines, you could be prosecuted and fined more than AU\$60,000 and risk 10 years in prison. All international mail is also screened. Some products may require treatment to make them safe. Items that are restricted because of the risk of pests and disease will be seized and destroyed by the Australian Quarantine and Inspection Service (AQIS). For more detailed information about bringing in food, animals, plants, animal or plant materials or their derivatives visit <http://www.australia.gov.au/information-and-services/passports-and-travel/customs-and-quarantine>

Most often you will be collected from the airport by your Guardian/Homestay Family who will carry a sign with your name on it.

Upon arrival in Australia...

Checklist

- Call home
- Settle into accommodation
- Contact Samford Steiner
- Open a bank account

Keeping in contact

Before you leave home, you should provide your family and friends, and Samford Steiner, with details of your flights to Australia and where you will be staying when you arrive. (Do not change these details without informing them.) Once you have arrived in Australia, you should then let your family and friends know that you have arrived safely. It is important to ALWAYS let someone know where you are and how to contact you by phone or by post. Please note, you are not able to change your home stay accommodation without informing and gaining approval for the move from Samford Steiner. If you have arrived with your family, Samford Steiner must always have accurate and correct contact information for the family while you are living in Australia.

Phone Calls

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

Calling Australia from Overseas

To contact Australia, first dial the international access code from that country (this will vary in each country), then Australia's country code prefix (61) followed by the area code without the first zero (for instance Sydney would be 2 instead of 02), and then dial the required number.

Example: International access number +61 2 9999 3662

Accessing money

You should read this section carefully, and discuss the issues raised in this section with the bank or financial institution in your home country before you leave. All banks operate differently and you should be aware of all fees, charges, ease of access to your funds, and safety of the way in which you will access those funds.

You will need to make sure you have enough funds to support you when you first arrive. It is recommended that you have up to AU\$500 available for the first two to three weeks. You should bring most of this money as either Traveller's Cheques or on an international credit card. Traveller's cheques can be cashed at any bank or currency exchange in Australia. If you are arriving with your family and need to arrange temporary accommodation approximately AU\$1500 to AU\$2000 will be needed for this and transport in the first two to three weeks. Please note that it is not safe to bring large sums of money with you!

Lost credit cards or traveller's cheques can be replaced, but very few travel insurance companies will replace lost or stolen cash. Do not ask someone you have just met to handle your cash for you or to take your cash to make payments for you. Not even someone who may indicate they are studying at Samford Steiner.

Currency exchange

Only Australian currency can be used in Australia. If you have not brought some with you, you will need to arrange to get some soon as possible after arrival. You can do this at the airport.

Electronic Transfer

You can transfer money into Australia by electronic telegraph or telegraphic transfer at any time. This is a fast option and will take approximately 48 hours, but the bank will charge a fee on every transaction.

Information about Preparing For School

You will be sent letter giving detailed information about:

- School dates and holidays
- The orientation day
- Stationery requirements

Commencing School

Prior to the first day of school overseas students should be settled into their accommodation in Australia and have purchased all necessary items. You will be offered an orientation to the school either prior to starting or on your first day. This orientation will be carried out by your Class Teacher/Guardian, or the International Student Officer and the Samford Steiner students will also help with your orientation to the school. Please see the Orientation page for more information.

Translation Services

Samford Steiner has staff who speak German and Italian and these staff members can help if this is your first languages. In addition, we will help you to find services within our community or locally to help you at little or no cost. Please note: Your Guardian or Homestay parent must be able to communicate to the school in English or provide a translator.

Services for International Students...

The Australian Government provides a website with information for Overseas Students. To refer to their frequently asked questions for Students Under 18 please follow the following link:<http://www.aei.gov.au/Regulatory-Information/Education-Services-for-Overseas-Students-ESOS-Legislative-Framework/ESOSQuickInformation/Pages/ESOSFAQ's>

Samford Valley Steiner School will assist students with issues around:

- Legal Services;
- Emergency and Health Services
- Facilities and resources
- Complaints and Appeals Processes
- Student Visa Conditions
- Emotional issues
- Emotional Support

Students can make an appointment with the Class Guardian, Faculty Director or International Student Officer at any time. They may suggest a student see a counsellor outside of school. Every effort will be made to provide low-cost counselling that will be covered by the student's Overseas Student Health Cover.

Legal Services

If the student or family are in need of legal services Samford Steiner recommends that s/he/they contact the Legal Aid Queensland for more for information on 1300 651 188.

Families/students are welcome to contact a private solicitor. Solicitor's fees are not regulated, except in a few areas and Samford Steiner cannot advise on the price of such services.

Complaints and Appeals Services

If a student has a grievance or complaint they may utilise the school's Complaints Policy and Procedure to resolve it. The process allows for appeal to an external arbiter if necessary.

Remember:

- Your Class Teacher or Guardian should always be your first point of contact; concerns are best resolved at classroom level if possible;
- You can withdraw your complaint at any time;
- It may not always be possible to resolve an issue to your complete satisfaction

Students should talk to the International Student Officer or the Faculty Director if they wish to find out more. You can also view more details in the Complaints and Appeals Policy in our International Student Policies Handbook.

In cases where Samford Steiner refers the student to any external support services, it will not charge for the referral, however costs incurred by the service are not payable by Samford Steiner.

Enrolment...



Have you decided to make an enquiry?

We would love to hear from you!

To enquire about international enrolment email us at:

info@samfordsteiner.qld.edu.au

The enrolment process for international students is similar to that for our domestic students - with some extra steps.

Firstly, you can make an enquiry by emailing info@samfordsteiner.qld.edu.au. Our International Student Officer will get back to you to find out more about your current school, experience with Steiner schooling, ages, how long you would like to stay and who you are staying in Australia with. From there we will investigate our current vacancies and give you some information - including this Handbook.

If you have decided to apply or be put on the waitlist, you can fill out our application form. This will be provided to you and is also available on our website <https://www.samfordsteiner.qld.edu.au/about-us/official-documents/>

We will complete interviews online with you and your parents and walk you through the enrolment process. For more information about the steps to enrolment at Samford Steiner please view our Entry Requirement Policy available in the International Student Policies Handbook.

Current fees are on our website at <https://www.samfordsteiner.qld.edu.au/wp-content/uploads/International-Students-Course-Fees-and-other-charges-.pdf>

You can also view them below, but please double check they have not been updated since you received this booklet by checking the schools website or contacting the International Student Officer.

Course Fees per Annum:

Tuition Fees

Year	Tuition Fees	Non Tuition Charges	Total per Annum	Total per Semester
Year 5	\$13,245	\$17,881	\$31,126	\$15,563
Year 6	\$13,245	\$18,307	\$31,552	\$15,776
Year 7	\$13,245	\$18,443	\$31,688	\$15,844
Year 8	\$15,323	\$17,245	\$32,568	\$16,284
Year 9	\$15,323	\$18,461	\$33,784	\$16,892
Year 10	\$15,323	\$17,373	\$32,696	\$16,348
Year 11	\$15,506	\$17,182	\$32,688	\$16,344
Year 12	\$15,506	\$16,810	\$32,316	\$16,158

Non Tuition Charges:

Application Fee - \$ 350 – Non Refundable

Non Compulsory Fees

Home stay fees	\$300 Per week
	\$3,900 per term
	\$15,600 per annum
Other course related fees (non compulsory fees excursion etc	Charges for all extra curricula activities, will be invoiced directly by the school and are payable within 7 days of billing date.
Fees for special/medical needs (if applicable)	Charges for special / medical needs will be invoiced directly by the school and are payable within 7 days of billing date

Fees are published & reviewed annually. Fees charged to Overseas Students cover tuition, textbooks, stationery, resources, and camps. Excursions and OSHC are not included in the fees.

Students must hold OSHC cover for the duration of visa length.

Terms of payment

It is essential that all accounts are paid in full by the due date. Unless a formal arrangement is mutually agreed in writing all accounts outstanding after the due date will be considered overdue

Course Fees and other charges



Responsibility for Paying Fees

All signatories to the Written Agreement are jointly and severally liable for the payment of all fees and charges incurred on behalf of the students. For any change to this arrangement the school needs to be notified in writing by all signatories on the Written Agreement and the school agrees to this variation, in writing.

Refund Policy

This policy outlines refunds applicable to course fees paid to the school

1. 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.
2. The enrolment application fee is non-refundable.
3. Payment of Course Fees and Refunds
 - a) Fees are payable according to the School's Fees Policy and current fee schedule for International students
 - b) An itemised list of school fees is provided in the school's written agreement, as per NC Standard 3.1.b
 - c) All fees must be paid in Australian dollars unless requested otherwise. Refunds will be reimbursed in the same currency as fees were received.
 - d) 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.
4. All notification of withdrawal from a course, or applications for refunds, must be made in writing and submitted to *Pep Wright (Director)*
5. 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 school 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).*

There are TWO EXAMPLES below for 7. Student Default – if following these examples, only use one.

EXAMPLE 1

6. 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).

Course Fees and other charges



- 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 up to 50 % of tuition fees will be retained from tuition fees received by the school and the remainder will be refunded.
- d) If tuition fees for up to 1 semester have been received in advance by the school and the school receives written notification of withdrawal by the student (or parent(s)/legal guardian if the student is under 18), the school will:
- Retain an administration fee equal to that of the application fee and refund the balance of the tuition fees if written notice is received up to four weeks prior to commencement of the course.
 - Refund 70 % of the tuition fees received if written notice is received less than four weeks prior to commencement of the course.
 - Refund 50 % of any tuition fees received, if written notice is received **before** one (1) term of the payment period has passed.
 - No refund of fees for the payment period will apply if written notice is received **after** 1 term of the payment period has passed.
- e) If tuition fees have been received for more than 1 semester, refund provisions under (d) will apply for the first 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:
- Failure to maintain satisfactory course progress (visa condition 8202).
Please see Monitoring the Academic Progress of Overseas Students Policy
 - Failure to maintain satisfactory attendance (visa condition 8202).
Please see School Attendance for Overseas Students Policy
 - Failure to maintain approved welfare and accommodation arrangements (visa condition 8532).
[If applicable: Please see Overseas Student Welfare Policy and Overseas Student Accommodation Policy]
 - Failure to pay course fees.
 - Any behaviour identified as resulting in enrolment cancellation in *Samford Valley Steiner School's Social Health and Student Behaviour Policy*.

7. Provider default

Any default by the school must be compliant with the current provisions of the ESOS Act 2000 and the ESOS regulations 2001

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.

- a) 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 Fees and other charges



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.

- b) 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>.

8. This agreement, and the availability of complaints and appeals processes, does not remove the right of the student to take action under Australia's consumer protection laws.

Definitions

- a. **Non-tuition fees** – fees not directly related to provision of the student's course, including OSHC, accommodation fees (such as homestay or boarding fees), Compulsory small group instrumental lesson and ensemble fees for Classes 3 – 5, Outdoor Education Camp fees for Classes 3 – 12, Insurance Student Accident Insurance fees
- b. **Tuition fees** – fees directly related to the provision of the student's course, including tuition fees, fees for compulsory course materials, and any compulsory enrolment or administration fees that apply during the entire period of enrolment.
- 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.
- d. **Term** – terms are either 9 or 10 week periods with a holiday break preceding and after. There are 4 terms in an academic year
- e. **Semester** – two terms. There are two semesters in an academic year

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.

Connect with us

School Details

5 Narrawa Rd, Wights Mountain, QLD 4520

PH: (07) 3430 9600

Email: info@samfordsteiner.qld.edu.au

Office Hours 8:30am - 2:45pm Mon - Fri during term time.



Samford Valley
Steiner School

International Student Policies Handbook



Policies...

The policy handbook will be given as an appendix to the International Student Handbook and also as a stand alone document at the beginning of each year or if a policy is updated at any time. You should read all the policies carefully. If you have any questions about any of the policies you may contact the International Student Officer or the School Director.

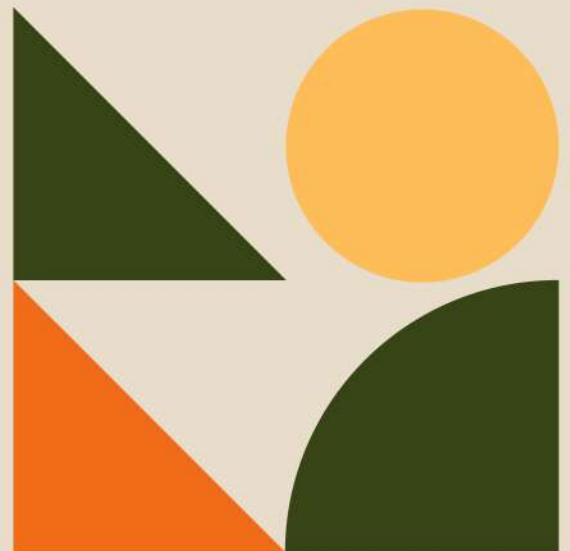


Policies can also be found on our website. These are updated upon review. You can view our policies in Official Documents on the Samford Steiner website.

<https://www.samfordsteiner.qld.edu.au/about-us/official-documents/>

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Policy on Entry Requirements

- SVSS will consider enrolment applications from students wishing to apply for a Student Visa, subject to compliance with minimum requirements and conditions set by the School and with legislative requirements of the State of Queensland and the Commonwealth of Australia, including any requirements to undertake extra tuition to learn English to meet the English language proficiency standard needed to enter mainstream classes.
- Applications for enrolment must be made on *International Student Enrolment Application form*. This must be correctly completed, and must be accompanied by the following documents to support the application:
 - Copy of academic records from previous 2 years of schooling including a copy of the latest Student Report;
 - Copy of evidence of date of birth (i.e. Birth Certificate or similar);
 - Two letters of recommendation (including one from previous school Principal / Snr Teacher) confirming suitability of student to attend SVSS (if not included with academic records);
 - Photocopy or scanned copy of Passport page with name, photo identification, passport number and expiry date;
 - Copy of English language test/ of evidence English language proficiency (if not held already). Recent passport sized photograph.
- 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
- An application for enrolment can only be processed when all the above are in the hands of the International Student Officer.

Samford Valley Steiner School requires evidence that the applicant's academic ability and English proficiency is sufficient to successfully meet the entry and curriculum demands of the intended course. This is a requirement under the 2018 National Code of Practice, Part B Standard 2.

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 school in a Letter of Offer.

For Classes 5 - 7:

- Evidence of application to school work and age-appropriate achievement
- in literacy and numeracy areas of the curriculum

For classes 8 -9:

- A pass level or "C" Level or better for the majority of core subjects.

Students participate in the New Zealand Certificate of Steiner Education (NZCSE) for Classes 10 – 12. The NZCSE is a secondary school qualification which is owned by the Federation of Rudolf

Steiner Waldorf Schools in New Zealand and quality managed and developed by the Steiner Education Development Trust (SEDt). SEDt awards the certificate at Level 1, 2 and 3 via Learning Outcomes.

Academic requirements are:

For Class 10 (Level 1 NZCSE)

- A pass level or "C" Level or better for the majority of core subjects.

For Classes 11 – 12 (Level 2 & 3 NZCSE)

- Achievement of NZCSE Level 1 (for entry to level 2) or NZCSE Level 2 (for entry to Level 3)
Be able to demonstrate connection to the Special Character Activities of Steiner education. (See section 2.4 in CSE Student Handbook for more information)
- For entry into Level 3 Maths, Chemistry or Physics Additional Subjects (ie: Electives), Numeracy competence must be evidenced to a minimum of Level 1.

Where a student wishes to enrol in a CSE level 2 or 3 qualification, but does not meet the entry criteria, there is provision for discretionary entry by the NZCSE Coordinator with approval from SEDt.

English Language Proficiency Requirements

Applicants must demonstrate English language proficiency, at the time of applying, by either: submitting an approved English language test result as per table below:

Acceptable Test	Minimum Test Result	For Entry to Year
AEAS Language Proficiency Test	25 - 40	5 - 6
IELTS	4 – 4.5	7 - 9
IELTS	5	10
IELTS	5.5	11 - 12

Or

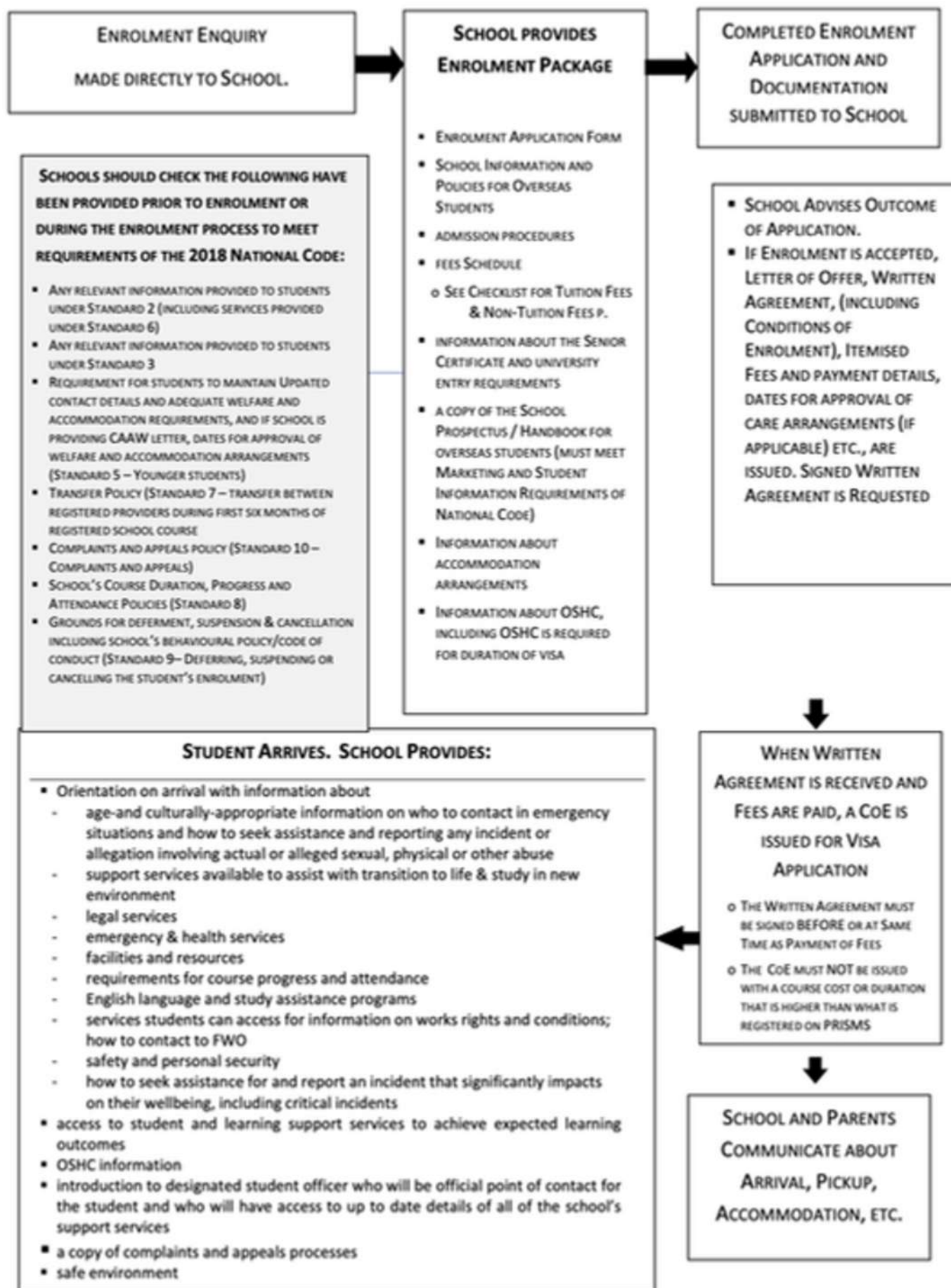
Providing evidence of English proficiency via report cards and references.

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.

Procedure for assessing student's qualifications, and language proficiency



Enrolment Procedure Overview



School accommodation and welfare policy

Care for younger students under 18 years

Samford Valley Steiner School is a CRICOS-registered provider which enrolls younger students under 18 years of age.

As part of its registration obligations SVSS 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.

SVSS 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

SVSS 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.

Overseas Students entering Class 7 or below must reside with their parents or a close relative in Australia in order to attend Samford Valley Steiner School.

In this case:

- The School does **not** provide a welfare letter (CAAW) via PRISMS. The student's family completes Form 157N and provides proof of relationship to Department of Home Affairs (Immigration) at the time of visa application for approval of these arrangements. The Department of Home Affairs (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 Student guardian Visa (subclass 590), all obligations and conditions of this visa must be met, including:
 - i. not leaving Australia without the nominating student unless there are compassionate and compelling circumstances and the School has first approved alternative welfare and accommodation arrangements for the student for the adult's period of absence, and

- ii. advising the Department of Home Affairs (Immigration) of any change of address, passport or other changes of circumstances.

Samford Valley Steiner School 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 School of any change to address or contact details
- immediately advise the School 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 School is able to approve alternative accommodation and care arrangements for the student for the period of student guardian visa holder's absence, the School will provide documentation approving temporary care arrangements for the student to the student's guardian and for the Department of Home Affairs (Immigration) via PRISMS.

If there is not a valid reason for travelling overseas, or if the School 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 School will advise if compulsory attendance requirements will or will not be affected by the student's absence.

The student will live in school approved accommodation and welfare arrangements and *Samford Valley Steiner School* will generate the welfare letter (CAAW) via PRISMS to accompany the student's Confirmation of Enrolment (CoE).

Accommodation options that may be approved by SVSS for full fee paying 500 (formerly 571) visa subclass students under 18 years of age include:

- Private accommodation and care arrangements requested by the parent but approved by the School which meet all requirements under relevant state and commonwealth legislation.

SVSS 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 SVSS'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 Home Affairs (Immigration) assumes care of the student
- SVSS has notified the Department of Home Affairs (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 SVSS. 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 student have a blue card as appropriate (<https://www.bluecard.qld.gov.au/>).

Any changes to approved arrangements must also be approved by the School. 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 School has concerns for his/her welfare, the School will contact the student's parents / legal guardian and notify the police and any other relevant authorities.

If a student for whom the School has issued a CAAW refuses to maintain approved arrangements, the School will report this to the Department of Home Affairs (Immigration) and advise the student to contact the Department of Home Affairs (Immigration) to ensure visa implications are understood:
<https://immi.homeaffairs.gov.au/help-support/contact-us>.

If the event of a significant or critical welfare issue involving the student, and if determined necessary by the school, 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 school's satisfaction. If a parent / nominated guardian wishes to assume welfare responsibility, the parent / nominated guardian must notify the school as soon as practicable of their intentions and must provide the school with written evidence of a guardian visa grant. Overseas Students entering Class 7 or below must reside with their parents or a close relative in Australia in order to attend SVSS.

Students entering Class 8 or above may reside with a guardian nominated by their parents, as long as that meets the requirements. Students entering Class 8 or above may ask for a homestay arrangement to be provided by SVSS.

For School Vacation periods, the following accommodation options apply for students under 18 years:

For School holiday periods, the following accommodation options are available to full fee paying 571 visa subclass students under 18 years of age for whom the School has issued a CAAW:

- Student returns home to parents
- Student continues to live in / is placed in Homestay arranged and approved by the school
- Student may spend vacation with relatives or a friend's family if all requirements are met in order to attain school approval.
- Student may attend a supervised excursion, camp, etc., if all requirements are met in order to attain school approval.

For School Holiday periods, the following accommodation options are available to students 18 years or older:

- Student returns home to parents
- Student continues to live in / is placed in Homestay, details of which are recorded by the School
- Student may spend vacation with friend's family or relatives, provided details are given
- Student may attend a supervised excursion, camp, etc., provided details are given
- Student may travel unaccompanied during vacation periods, provided details are given.

Accommodation options for students 18 years and older include:

- Private Accommodation, including private arrangements requested by a parent.

Homestay / private accommodation arrangements at Samford Valley Steiner School:

For the purpose of this document Homestay refers to the private accommodation arrangements approved by the school.

The Homestay family arrangements operated by SVSS and approved by SVSS meet 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

- Continuous 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 school
- 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.

SVSS encourages its own parents to become Homestay parents and will match students with SVSS families wherever possible. To become a Homestay parent a Homestay Application form must be submitted and approved by the school.

- to access appropriate transport to and from school and related school activities.

- Students are responsible for all costs of transportation to and from school and extra curricula activities.

Samford Steiner works with a partner Homestay Organisation where an internal family cannot be found. The partner organisation is Australian Homestay Network. Homestay fees for homestay through AHN are paid directly to that company. Samford Steiner does not set the fees and is not responsible for homestay fee queries or refunds. AHN website is:

[AHN - Australian Homestay Network - Hosting Australia](#)

Information pertaining to fees can be found on their website:

[Brisbane Pricing - Homestay Packages and Fees Brisbane](#)

The following staff member / department is responsible for reviewing and updating the School accommodation and welfare policy and documents:

International Student Officer & School Director

This policy should be checked and updated whenever there is a change in regulations about NC Standard 5, in Department of Home Affairs (Immigration) regulations, or when existing policies need to be adapted or strengthened.

Samford Valley Steiner School Deferment, Suspension and Cancellation Policy

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 *Samford Valley Steiner School* 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.

STUDENT-INITIATED CHANGES IN ENROLMENT

Samford Valley Steiner School of commencement of study requested by student

Samford Valley Steiner School will only grant a deferment of commencement of studies for compassionate and compelling circumstances. These include but are not limited to:

- illness, where a medical certificate states that the student was unable to attend classes
- bereavement of close family members such as parents or grandparents (where possible a death certificate should be provided)
- major political upheaval or natural disaster in the home country requiring emergency
- a traumatic experience which has impacted on the student (these cases should be where possible supported by police or psychologists' reports)

All applications for *Samford Valley Steiner School* or suspension will be considered within 10 working days from lodgement of application.

The final decision for assessing and granting a *Samford Valley Steiner School* of commencement of studies lies with the Senior Leadership Team. Where a student's request to defer his/her commencement of studies is refused, the student has a right of appeal see *Samford Valley Steiner School's* Complaints and Appeals policy.

Samford Valley Steiner School will be recorded on PRISMS within 14 days of being granted.

Suspension of study requested by student

Once the student has commenced the course, SVSS will only grant a suspension of study for compassionate and compelling circumstances. These include but are not limited to;

- illness, where a medical certificate states that the student was unable to attend classes
- bereavement of close family members such as parents or grandparents (where possible a death certificate should be provided)

Deferment, Suspension and Cancellation Policy

Updated by Melissa Barna, Whole School Administration August 2025

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- major political upheaval or natural disaster in the home country requiring
- emergency travel that has impacted on studies
- a traumatic experience which has impacted on the student (these cases should be where possible supported by police or psychologists' reports)

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.

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.

Temporary suspensions of study cannot exceed 6 months duration.

The period of suspension will not be included in attendance calculations.

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 CoE/s and student visa will be considered. Any implications will be communicated to students.

All applications for Samford Valley Steiner School or suspension will be considered within 10 working days from lodgement of application.

The final decision for assessing and granting a suspension of studies lies with the Senior Leadership Team. Where a student's request to suspend studies is refused, the student has a right of appeal (see *Samford Valley Steiner School's* Complaints and Appeals policy **Error! Bookmark not defined.**).

Student-initiated cancellation of enrolment

All notification of withdrawal from a course or applications for refunds, must be made in writing and submitted to, please see SVSS Refund Policy [for information regarding refunds.

A student will be deemed to have inactively notified *Samford Valley Steiner School* of cancellation of enrolment where:

- i. the student has not yet finished his/her course/s of study with the school,
- ii. and does not resume studies at the school within [14 days] after a holiday break,
- iii. and the student has not previously provided the school with written notification of withdrawal.

Student-initiated cancellation of enrolment, including "inactive" cancellation of enrolment mentioned above, is not subject to SVSS 's Complaints and Appeals Policy.

Student-initiated cancellation of enrolment, including "inactive" cancellation of enrolment mentioned above, is not subject to SVSS's Complaints and Appeals Policy.

SCHOOL-INITIATED CHANGES IN ENROLMENT School-initiated exclusion from class

SVSS 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 SVSS Behaviour Policy/Code of Conduct.

Students may also be excluded from class for failure to pay fees that he/she was required to pay in order to undertake or continue the course, as stated in the written agreement.

Where SVSS 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 *Samford Valley Steiner School* 's internal appeals process. Further information about the appeals process in the event of a school-initiated exclusion from class is outlined below.

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 Education Administrator

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.

Exclusions from class will not be included in attendance calculations for the study period and will not be recorded on PRISMS.

School initiated suspension of studies

SVSS 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 in SVSS Behaviour Policy/Code of Conduct, or as determined by the Leadership Team where appropriate.

Students may also be suspended for failure to pay fees that he/she was required to pay in order to undertake or continue the course, as stated in the student's written agreement.

Where SVSS 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 provide details of the reason/s for the intended suspension, as well as information about how to access SVSS's internal appeals process. Further information about the appeals process in the event of a school-initiated suspension is outlined below.

Suspended students must abide by the conditions of their suspension from studies, which will depend on the welfare and accommodation arrangements in place for each student and which will be determined by the Leadership Team.

Students who have been suspended for more than 28 days may need to contact

Department of Immigration. (Please see contact details at :

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

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Suspensions will be recorded on PRISMS.

The period of suspension will not be included in attendance calculations.

School initiated cancellation of enrolment

SVSS will cancel the enrolment of a student under the following conditions;

- 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

Failure to pay course fees.

- Failure to maintain approved welfare and accommodation arrangements (visa condition 8532) where applicable.
- Any behaviour identified in SVSS Behaviour Policy/Code of Conduct, or as may be determined by the Leadership Group where appropriate.

Where SVSS 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 SVSS's appeals process.

SVSS 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 visa condition, his/her enrolment at SVSS will be cancelled and this may impact on the student's visa. Further information can be found in SVSS's Course Progress and Attendance Policy.

For the duration of the internal appeals process, SVSS will maintain the student's enrolment and the student will attend classes as normal. The School Director will determine if participation in studies will be in class or under a supervised arrangement outside of classes.

If a student decides to access SVSS'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 SVSS need not await the outcome of this process before changing the student's enrolment status in PRISMS. If the school has issued a CAAW for such a student, welfare provisions under Standard 5.6 are applicable.

The use of extenuating circumstances by SVSS to suspend or cancel a student's enrolment prior to the completion of any complaints and appeals process will be supported by appropriate evidence.

The final decision for evaluating extenuating circumstances lies with the Senior Leadership Team.

Student to seek information from Department of Immigration

Samford Valley Steiner School, 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 Home Affairs (Immigration) Website

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

Definitions

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.

Refund Policy

A copy of this policy is 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 as well as comprising part of student's written agreement.

This policy outlines refunds applicable to course fees paid to the school

- 1 Any service fees a student (or parent(s)/legal guardian if the student is under 18) pays directly
 - 2 to a third party are not within the scope of this refund policy.
 - 3 The application fee is non-refundable.
 - 4 The enrolment confirmation fee is non-refundable except in cases of Visa refusal.
- Payment of Course Fees and Refunds
- Fees are payable according to *the School's Fees Policy*. An itemised list of school fees is
 - provided in the school's written agreement [*as per NC Standard 3.3.4*]
 - All fees must be paid in Australian dollars unless requested otherwise. Refunds will be reimbursed in the same currency as fees were received.
 - 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.
- 5 All notification of withdrawal from a course, or applications for refunds, must be made in
 - 6 writing and submitted to *the enrolments officer*].
- Student default because of visa refusal
- 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 school 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
 - 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

- 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)
- Refunds for student default apply to tuition fees only. Course monies (excluding 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
- If the student does not provide written notice of withdrawal and does not start the course on the agreed starting date, only 50% of the tuition fee will be refunded.
- If tuition fees for up to 1 semester have been received in advance by the school and the school receives written notification of withdrawal by the student (or parent(s)/legal guardian if the student is under 18), the school will:

- o If written notice is received up to 4 weeks prior to commencement of the course, the school will be entitled to retain an administration fee equal to that of the application fee
- o If written notice is received less than four weeks prior to commencement of the course. 70% of the tuition fee will be refunded.
- o If written notice is received within 1 semester of the commencement date of the students' course, only one term's tuition fees will be refunded from the Semester tuition fee.
- o If written notice is received more than a semester after the commencement date of the student's course no refund of tuition fees will be made.
- If tuition fees have been received for more than 1 semester, refund provisions under (d) will apply for the first 1 semester and any balance of unused tuition fees after this will be refunded.
- No refund of tuition fees will be made where a student's enrolment is cancelled for any of the following reasons
 - o Failure to maintain satisfactory course progress (visa condition 8202)
 - o Failure to maintain satisfactory attendance (visa condition 8202)
 - o Failure to maintain approved welfare and accommodation arrangements (visa condition 8532)
 - o Failure to pay course fees
 Any Behaviour identified as resulting in enrolment cancellation in SVSS Behaviour Policy/Code of Conduct
- If Samford Valley Steiner School 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

School Default

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

- If for any reason the school is unable to offer 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 unspent pre-paid tuition fees paid will be made within 14 days of the agreed starting day.
- If for any reason the school is unable to continue offering a course after student commencement, a full refund of fees paid, including for the portion of the course already taught will be made within 14 days of the day the course ceased to be delivered.
- 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/Information/Students/How>.

**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.

Refund Policy

Updated by Melissa Barna, June 2025

CRICOS NUMBER: 03326J

RSEGB T/A Samford Valley Steiner School

Student progress and attendance policy

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 SVSS monitors, records and assesses the course progress of each student for each unit of the course in which the student is enrolled.
- b The course progress of all students will be assessed at the end of each study period of enrolment according to SVSS's course assessment requirements. Students who
- c have begun part way through a study period / semester will be assessed according to SVSS's course assessment requirements after completing *[one full study period]*.
- d To demonstrate satisfactory course progress students in:
 - Class 5-6 will need to achieve at least a 'C' grade in 60% of all set course work in all subjects in any study period, Class 7 – 9 will need to achieve at
 - **least a 'C'** grade in 60% of all set course work in all subjects in any study
 - period, Class 10 - will need to gain satisfactory academic achievement to ensure their continuing eligibility for the New Zealand Certificate of Steiner Education (NZCSE) as per Appendix B of the NZCSE student handbook. Class 11 -12 will need to gain satisfactory academic achievement to ensure their
 - continuing eligibility for the New Zealand Certificate of Steiner Education (NZCSE) as per Appendix B of the NZCSE student handbook.
- e If a student does not achieve satisfactory course progress as described above the School Director will formally contact the parent(s) to advise that the student is at risk of breaching the course progress requirement and that there will be a meeting with the student to develop an intervention strategy for academic improvement. This may include;
 - *After hours tutorial support*
 - *Subject tutorial support in class time*
 - *Mentoring*
 - *Additional ESL support*
 - *Change of subject selection, or reducing course load (without affecting course duration)*
 - *Counselling – time management*
 - *Counselling -academic skills*
 - *Counselling - personal*
 - *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 study period by the High School Education Administrator 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 improve sufficiently academically and achieve satisfactory course progress by the end of the next study period, SVSS will advise the student in writing of its intention to report the student for breach of visa condition 8202, and that he/she has 20 working days in which to access the school's internal complaints and appeals process. 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 SVSS, he/she may contact the Overseas Student Ombudsman at no cost. This must be done within 28 days. Please see SVSS's *Complaints and Appeals Policy* for further details.
- i The school 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, or
 - iii. the complaints and appeals process results in favour of the school

2 Completion within expected duration of study

- a As noted above, the school 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 they are expected to complete their course within the expected duration of the course.
- c The school will only extend the duration of the student's study where it is clear the student will not be able to complete their course by the expected date because of:
- d
 - i. compassionate or compelling circumstances (see Definitions below)
 - ii. student participation in an intervention strategy as outlined in 1.e.
 - iii. an approved Samford Valley Steiner School or suspension of study has been granted in accordance with SVSS's Samford Valley Steiner School, Suspension and Cancellation Policy.
- e Where the school decides to extend the duration of the student's study, the school will report this change via PRISMS within 14 days and/or issue a new COE if required. In this case, the student will need to contact the Department of Home Affairs (Immigration) to seek advice on any potential impacts on their visa, including the need to obtain a new visa.

3 Monitoring Course attendance

- a Satisfactory course attendance is attendance of 80% of scheduled course contact hours.
- b Student attendance is:

- checked and recorded daily
 - assessed regularly
 - recorded and calculated over each study period.
- c Late arrival at school will be recorded but are not included in the attendance rates and will be managed internally as per domestic students.
- d All absences from school will be included in absentee calculations and should be accompanied by a medical certificate, an explanatory communication from the student's carer or evidence that leave has been approved by the School Director.
- e Any absences longer than 3 *consecutive* days without approval will be
- f investigated.
- Student attendance will be monitored by Reception daily and Whole School Admin twice termly during a study period to assess student attendance using the following method:
- i. Calculating the number of hours the student would have to be absent to fall below the attendance threshold for a study period e.g. number of study days x contact hours x 20%. [For example, a 20 week study period with 5 contact hours a day would equal 500 contact hours. 20% of this is 100 hours.]
 - ii. Any period of exclusion from class *will not be* included in student attendance calculations. [See [School Samford Valley Steiner School, Suspension and Cancellation Policy](#)]
- g Parents of students at risk of breaching SVSS'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 % in any study period.
- h If the calculation at 3.f. indicates that the student has passed the attendance threshold for the study period, SVSS will 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 school's internal complaints and appeals process *except in the circumstances outlined in 3.j.*
- i The school 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. withdraws from the complaints and appeals process
 - iii. the complaints and appeals process results in a decision for the school.
- 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 Director will assess whether a suspension of studies is in*



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the interests of the student as per SVSS's Samford Valley Steiner School, Suspension and Cancellation Policy.

m If the student does not obtain a suspension of studies under the SVSS's Samford Valley Steiner School, 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 death a certificate if possible)
- iii. major political upheaval or natural disaster in the home country requiring their emergency travel that has impacted on their studies
- iv. a traumatic experience which has impacted on the student (these cases should be where possible supported by police or psychologists' reports) where the school was unable to offer a pre-requisite unit
- v. 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 *School day* – any day for which the school has scheduled course contact hours.

d *Study period* - SVSS defines a "study period" for the purposes of monitoring course attendance and progress as a *semester*.

Overseas Student Transfer Request Policy

SVSS Overseas student transfer policy and processes apply to:

1. overseas students requesting to transfer prior to completing the first six months of their first registered school sector course or
2. 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:

Overseas students are restricted from transferring from their course of study for a period of 6 months. This restriction also applies to any course(s) packaged with their principal course of study.

Exceptions to this restriction are:

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

Students can apply to be release at no charge to enable them to transfer to another education provider. However, if a student has not completed the first six months of the principal course of study or is under 18 years of age, conditions apply. SVSS will only release a student before completing their first 6 months of their principal course in the following circumstances:

- The student has changed welfare and accommodation arrangements and is no longer within a reasonable travelling time of the school.
- The student will be reported because they are unable to achieve satisfactory course progress at the level they are studying, even after engaging with SVSS's intervention strategy to assist them in accordance with Standard 8 (Overseas student visa requirements).
- The student provides evidence of compassionate or compelling circumstances.
- SVSS fails to deliver the course as outlined in the written agreement.
- The student provides evidence that their reasonable expectations about their current course are not being met.
- The student provides evidence that he / she was misled by SVSS or an education or migration agent regarding SVSS or its course and the course is therefore unsuitable to his/her needs and/or study objectives.
- An appeal (internal or external) on another matter results in a decision or recommendation to release the student.

Students under 18 years of age MUST have;

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

SVSS 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:

- The student's progress is likely to be academically disadvantaged.
- SVSS is concerned that the student's application to transfer is a consequence of the adverse influence of another party.
- The student has not had sufficient time to settle into a new environment in order to make an informed decision about transfer

Transfer Policy

Updated by Melissa Barna, June 2025

CRICOS NUMBER: 03326J

RSEGB T/A Samford Valley Steiner School

- The student has not accessed school support services which may assist with making
 - adjustments to a new environment, including academic and personal counselling services
- School fees have not been paid for the current term.

In order to apply for a transfer, all students must first:

- Complete an Application for Student Transfer Form – please ask the International Student Officer for this form.
- Give this completed application form and a valid offer of enrolment from another provider to the International Student Officer for assessment.
- 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 *Samford Valley Steiner School*, in accordance with Standard 5 (Younger overseas students) of the 2018 National Code of Practice for Providers of Education and Training for Overseas Students.

All applications for transfer will be considered within 10 working days and the applicant notified of the decision.

If a transfer is granted by SVSS the student will be notified and the decision will be reported to the Department of Home Affairs (Immigration) via PRISMS.

If SVSS intends to refuse the student's transfer application request, it will provide the student with reasons for refusal in writing and include a copy of SVSS's complaints and appeals policy. The student has the right to access SVSS'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:

- the student confirms in writing they choose not to access SVSS's complaints and appeals process, or
- the student confirms in writing they withdraw from any appeals process they have commenced, or
- the appeals process is completed and a decision has been made in favour of the student or SVSS.

Applications to transfer to another registered provider may have visa implications. The student is advised to contact The student is advised to contact the Department of Home Affairs (Immigration) office as soon as possible to discuss any implications: <https://immi.homeaffairs.gov.au/help-support/contact-us>.

Copies of all documentation relating to student transfer requests and decisions will be kept permanently on the student's file.

Student who are no longer subject to the transfer restriction but SVSS where welfare responsibility via a CAAW.

Students under 18 years of age MUST have:

- Written evidence that the student's parent(s)/legal guardian supports the transfer application
- 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

To apply for transfer to another provider, students need to:

1. Complete an Application for Student Transfer Form
2. Give this completed application form and a valid offer of enrolment from another provider to
3. International Student Officer for assessment and response within 20 working days.
4. 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 *Samford Valley Steiner School* in accordance with Standard 5 (Younger

overseas students) of the 2018 National Code of Practice for Providers of Education and Training for Overseas Students.

5. SVSS will negotiate the welfare transfer date with the receiving provider and will advise the student of the welfare transfer date within 10 working days.

Transfers to another registered provider may have visa implications. The student is advised to contact the Department of Home Affairs (Immigration) office as soon as possible to discuss any implications:

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

THE TRANSFER POLICY WAS LAST UPDATED BY Melissa Barna August 2025

Please read the attached Student Transfer Request Assessment Policy before filling out this application form to request a transfer to another education provider, if you have not yet completed the first six months of your first school sector course OR if you are under 18 years of age.

Student name:

Year Level:

Current Address in Australia:

Address in home country:

Home Phone no:

Mobile Ph:

Email address:

Please indicate if any of the following apply:

- ☐ I have not yet completed the first six months of my first school sector course
- ☐ I am under 18 years of age
- ☐ I have completed the first six months of my first school sector course
- ☐ I am over 18 years of age

Please note, if you have completed the first six months of first school sector course AND you are over 18 years of age, you do not need to use this form.

Reasons for Transfer

If you **have not yet completed the first six months of your first school sector course**, please provide details of the reason or reasons why you wish to transfer to another education provider.

Please indicate if any of the following apply, and attach evidence where requested.

- ☐ You are providing evidence that you / your family have changed welfare and accommodation arrangements and these are no longer within a reasonable travelling time from school.
- ☐ *Samford Valley Steiner School* supports your decision to apply for a course that is not offered by this school.
- ☐ You have received notice you will be reported because you are unable to achieve satisfactory course progress, even after receiving support from SVSS to assist you, in accordance with Standard 8 (Overseas student visa requirements) of the 2018 National Code of Practice for Providers of Education and Training for Overseas Students.
- ☐ You are providing evidence of compassionate or compelling circumstances.
- ☐ SVSS is unable to deliver the course in which you are enrolled as outlined in the written agreement.
- ☐ You are providing evidence that your reasonable expectations about your current course are not being met.
- ☐ You are providing evidence (that you were misled by *Samford Valley Steiner School* regarding SVSS or its course and the course is therefore unsuitable to your needs and/or study objectives.
- ☐ An appeal decision (internal or external) on another matter has been made or recommended in favour of your release from enrolment at SVSS..

Enrolment offer from another registered provider

Attach a letter of offer from the institution to which you wish to transfer.

If you are under 18 years of age.

- ☐ If you are under 18 years of age and not in the care of a parent or suitable nominated relative, the valid enrolment offer / letter of offer you are providing must also show that the receiving education provider will accept responsibility for approving your accommodation, support and general welfare arrangements from the date of your proposed release.

Transfer Request

Updated by Melissa Barna, August 2025

CRICOS NUMBER: 03326J

RSEGB T/ASamford Valley SteinerSchool



Samford Valley Steiner School

- ☐ If you are under 18 years of age, attach written confirmation from your parents or legal guardian showing that you have their support to transfer.

Attach any relevant supporting documentation.

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

Student signature:

Date:

Samford Valley Steiner School Complaints and Appeals Policy – 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 during orientation or within 7 days of the commencement of student attendance of the enrolled course.

Purpose

The purpose of *Samford Valley Steiner School's* Complaints and Appeals Policy is to provide a student or parent(s)/legal guardian with the opportunity to access procedures to facilitate the resolution of a dispute or complaint involving SVSS, or an education agent or third party engaged by SVSS to deliver a service on behalf of SVSS.

The internal complaints and appeals processes are conciliatory and non-legal.

Grievances brought by a student against another student will be dealt with under the school's Behaviour Policy/Code of Conduct. https://www.samfordsteiner.qld.edu.au/wp-content/uploads/105-Social-health-wellbeing_policy.pdf

Informal Complaints Resolution

- a In the first instance, SVSS requests there is an attempt to informally resolve the issue through mediation/informal resolution of the complaint. This process can be used by the student, parent or Guardian. Students should contact the [*the student's teacher*
- b */Head of School/other*] in the first instance to attempt mediation/informal resolution of the complaint. If the matter cannot be resolved through mediation, the matter will
- c be referred to the School Director and SVSS's internal formal complaints and appeals handling procedure will be followed]

Formal Internal Complaints Handling and Appeals Process

- a The process of this grievance procedure is confidential and any complaints or appeals are a matter between the parties concerned and those directly involved in the complaints handling process.
- b The student must notify the school in writing of the nature and details of the complaint or appeal.
- c Written complaints or appeals are to be lodged with the School Director.
- d Where the internal complaints and appeals process is being accessed because the student has received notice by the school that the school intends to report him/her for unsatisfactory course attendance, unsatisfactory course progress or suspension or cancellation of enrolment, the student has 20 working days from the date of receipt of notification in which to lodge a written appeal.
- e Complaints and appeals processes are available to students at no cost.
- f Each complainant has the opportunity to present his/her case to the School Director.

g Students and / or the School 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 lodgement of the complaint or appeal with the Principal/other and will be finalised within *15 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 School Director deems that the student's health or well-being, or the well-being of others is at risk he/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 School Director 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, SVSS 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 a complaint or appeal is not in the student's favour, the school 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 school 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 school may take action (including making changes to the student's enrolment status in PRISMS) in accordance with the outcome of the internal appeal.

It is inevitable that from time to time more difficult complaints or even conflicts will arise within the school community. The following is a complaints resolution procedure that the school has formulated that may be adopted in whole or part, depending on the nature of the complaint.

External Appeals Process

a. If the student is dissatisfied with the conduct or result of the internal complaints and appeals procedure, he/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 SVSS 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 Student Ombudsman's office within 10 working days of being notified of the outcome of his/her internal appeal.

c. If the student wishes to appeal a decision made by SVSS 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 school need not await the outcome of any external appeal lodged, before implementing the outcome of the internal appeal.

Other legal redress

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

The purpose of an external appeal process is to consider whether SVSS has followed the correct policies and procedures in making the appeal decision.

In the event that the decision of the any appeals process, internal or external, is a decision in favour of the student, SVSS will immediately implement the decision and any corrective and preventative action required. The student will be immediately advised of the outcome.

Media Policy

Purpose:	The purpose of this policy is to outline what media we collect, how we obtain permissions and the scope of those permissions.	
Scope:	Students, parents and employees, including full-time, part-time, permanent, fixed-term and casual employees, volunteers.	
Status:	Approved	Supersedes: New
Authorised by:	School Director	Date of Authorisation: July 2025
References:	<ul style="list-style-type: none"> • The Copyright Act 1968 (Cwlth) • Education (General Provisions) Act 2006 (Qld) (EGPA) • Australian Privacy Principles • Privacy Act 1988 (Cth) • SVSS Privacy Policy • SVSS Child Protection Policy 	
Review Date:	Every 2 years	Next Review Date: July 2027
Policy Owner:	School Director	

Policy Statement

SVSS is committed to ensuring the privacy and correct storing and sharing of personally identifying material. SVSS is compliant with government regulations about media use and copyright materials, which state, SVSS may use copyright materials and or record, use or disclose personal information as required or authorised by:

- the Copyright Act 1968 (Cwlth)
- Education (General Provisions) Act 2006 (Qld) (EGPA)
- another law
- with the individual's express or implied consent. Before using an individual's copyright materials or recording, using or disclosing their personal information, consent must be gained from the individual or their parent/carer by the relevant employee.

In some instances, the department may be required by the EGPA or another law to record, use or disclose personal information about an individual, without consent. Consent is valid if it is:

- Voluntary – the person giving the consent knows that they do not have to give consent and that there will be no adverse consequences if they do not give consent.
- Informed – the consenting individual knows how their copyright works will be used, and/or, what, how, to whom and under what conditions, their personal information will be recorded, used or disclosed before agreeing.
- Specific – consent must be specific and identify the activities, information and parties that it will cover.
- Current – the consenting individual must be advised of the specified period for which the consent will be relied on, and how a person can revoke consent.

Definitions

Media or Copyright material is defined as anything that would identify the person to the general public including:

- o Full name of the person, either written or identifiable in an image.
- o Identifying images that show the face of the person.
- o Any other breach of privacy that may identify them to the public, such as sharing of their contact details, medical information or other as identified in our Privacy Policy.

Media or Copyright material may be taken or shared for the following purposes:

- o Complying with child safety laws or other laws
- o Academic assessment or moderation
- o School photos including class photos
- o Sharing internally in class updates from the teacher to the class
- o Sharing internally via printed images within the classroom or office
- o School website
- o School Facebook page
- o School Instagram
- o School newsletter

- o Youtube
- o Newspapers
- o Traditional and online media, printed materials, digital platforms, promotional materials and displays

Responsibilities

School Responsibilities

SVSS acknowledges its responsibility to:

- Appropriately store media and information that identifies a student, parent, employee or volunteer as outlined in the Privacy Policy.
- Gather media consents.
- Ensure consent is valid.
- Educate on how consent may be withdrawn.
- Adhere to any limitations on the consent form.
- Notify parents if third parties wish to film or photograph or otherwise identify students and provide appropriate third-party media consent forms.

Employee Responsibilities

At SVSS employees have a responsibility to:

- Uphold and consistently apply this policy.
- Not store or share images of students, parents, employees or volunteers in a school capacity on their personal devices or online accounts.
- Ensure images or identifiable information is stored appropriately via secure channels such as the school portal.
- Ensure consent is valid (i.e. voluntary, informed, specific and current).
- Adhere to any limitations on the consent form.
- Provide their own consent for media and copyright purposes.
- Inform the school in writing via letter or email if this consent changes.

Parent Responsibilities

At SVSS parents have a responsibility to:

- Inform the school in writing via letter or email if previously provided consent changes.
- Not store or share images of students, parents, employees or volunteers in a school capacity on their personal devices or online accounts. e.g. photos taken at festivals that may include children that are not their own.
- Understand that media or copyright material taken for academic purposes such as assessment or moderation may include their child and will be treated with respect for their privacy e.g. drama performance that is taken for moderation for NZCSE.
- Understand that if consent is withdrawn at a later date, some media may be unable to be recalled e.g. past years calendar, newspaper articles.

Student Responsibilities

SVSS students have a responsibility to:

- Adhere to the Mobile Free rules while on school grounds.
- Not store or share images of students, parents, employees or volunteers in a school capacity on their personal devices or online accounts.

Implementation, Compliance and Monitoring

A three-tiered system is applied to voluntary media consent.

1. Full Media Consent. Consent is given for printed and digital media, which may include full name or identifiable photographic or video images for the following purposes:
 - o Academic assessment or moderation.
 - o Annual school photos including Class photo.
 - o Internal class teacher emails about class progress.
 - o Internal printed materials that may be present in classrooms or office.
 - o Newsletters.
 - o School social media channels.
 - o School YouTube channels.
 - o Newspapers.
 - o Marketing materials for the school including school calendar, promotional materials and displays.
2. Limited Media Consent. Consent is given for internal use only, which includes the following:
 - o Academic assessment or moderation.
 - o Annual school photos including Class photo.
 - o Internal class teacher emails about class progress.
 - o Internal printed materials that may be present in classrooms or office.
 - o Sharing of class plays via digital devices such as USB given to parents by teacher if play is filmed.
 - o Sharing of class photos such as camps via digital devices such as USB given to parents or students e.g. outdoor education camp graduation gift to Class 12s.
3. Restricted Media Consent. Consent is given for the following only:
 - o Academic assessment and moderation.
 - o Annual school photos including Class photo.

If there are child safety concerns for the Tier 3, parents should reach out to the School Director to discuss at the time of consent via email. Where no consent exists, a person is presumed to have Restricted Media Consent until gathered consent states otherwise. Digital copies of media consents are stored in the portal under Administration. TASS records are updated in the Student File under UD Areas - Media Consent - F (full), L (limited), R (restricted). Teachers or staff may request a printout list of media consent for a student, class or group at any time by emailing Whole School Administration.

Consents are gathered at the following times:

- o At the time of enrolment.
- o At the commencement of employment.
- o Where consent is found to not be present in an existing record.
- o If media consent policy or forms are altered or changed from their existing state in a way that would nullify previous consent.

Gathering of student consent is the responsibility of the Enrolment Officer at the time of enrolment. Data from forms is input into TASS by Whole School Administration as a part of transferring a student to current.

Gathering of staff consent is the responsibility of the HR Admin at the commencement of employment.

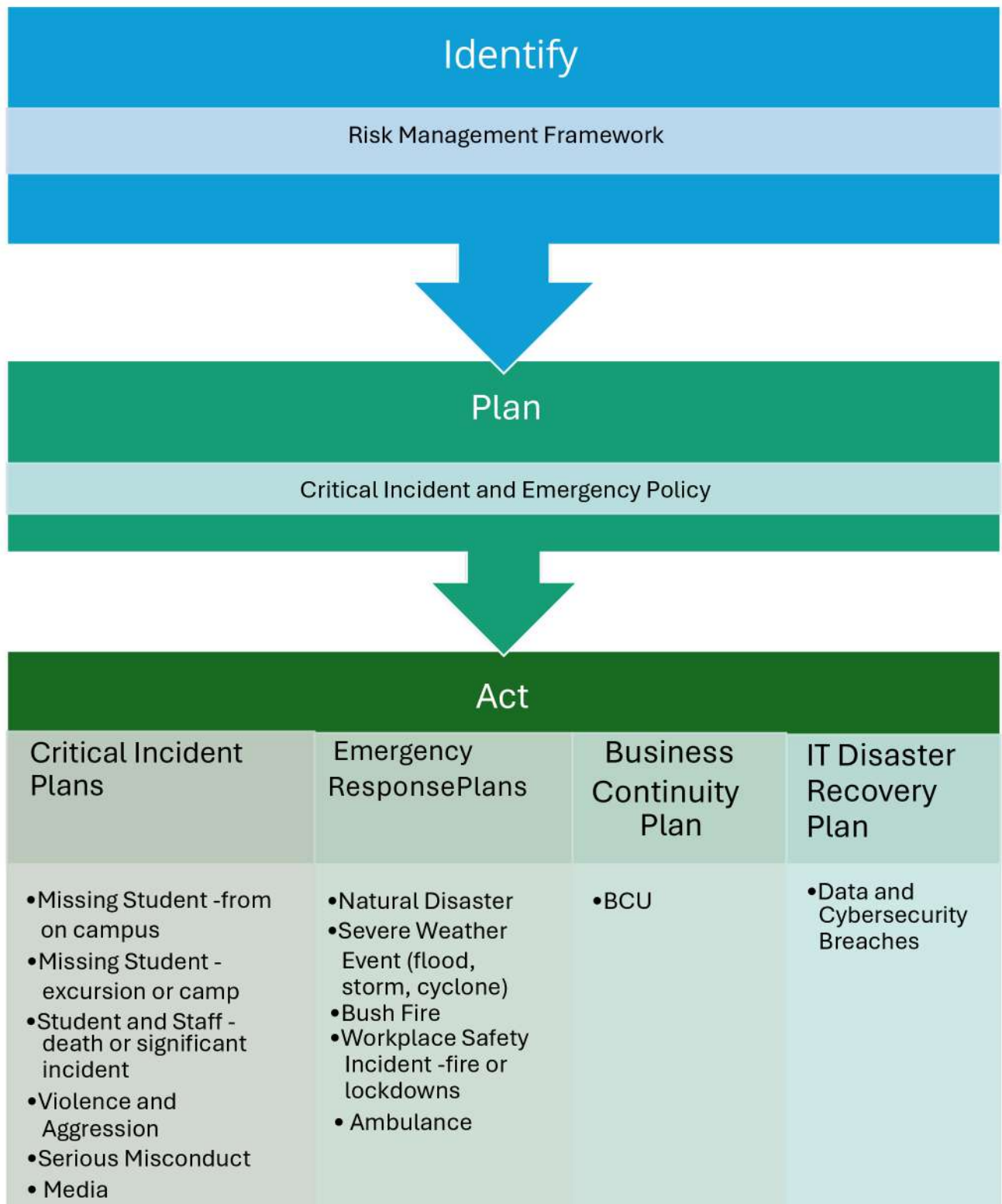
Gathering of parent or volunteer consent is gathered as necessary as a part of marketing and is the responsibility of the Marketing Officer with assistance from Whole School Administration.

The ongoing maintenance of media consent storage and currency is the responsibility of Whole School Administration.

Critical Incident and Emergency Management Policy and Plans

Be calm, tell the truth, put people before business, get
back to business as soon as possible.

A critical incident is an unexpected or unusual incident that disrupts the normal operations of the school and poses a significant threat to the safety, wellbeing and security of staff, students or the school community.



Risk Management Framework Policy

1. SVSS believes that the effective implementation of a high-quality risk management framework plays a crucial part in achieving strategic, operational and project-based objectives.
2. The school is committed to ensure that a well-designed risk management framework is integrated into the overall culture of the school and all its activities, shaping an appropriate risk attitude.
3. The school is committed to ensuring that clearly established authorities, responsibilities and accountabilities support effective decision-making and reporting at all levels of operations.
4. The school is committed to making appropriate and adequate resources available to support and drive risk management activities.
5. When conflicting objectives influence risk-related decision-making, the principles described in this policy are to act as a guide.
6. The school undertakes annual reviews of its risk management framework, evaluates identified gaps, and ensures those gaps are addressed.

Full policy can be found in:

[CURRENT SCHOOL DOCUMENTS > POLICIES](#)
[POLICIES](#)

Critical Incident and Emergency Policy

Purpose:	This policy provides a framework for establishing a consistent approach to identifying and managing risks associated with critical incidents. It aims to minimise harm, ensure effective communication and facilitate the swift recovery of normal operations through coordinated incident management procedures.	
Scope:	Students and employees, including full-time, part-time, permanent, fixed-term and casual employees, as well as contractors, volunteers, visitors and people undertaking work experience or vocational placements. The policy applies to school activities, both on and off site, within Australia or overseas.	
Status:	Approved	Supersedes: NEW
Authorised by:	Board	Date of Authorisation: May 2025
References:	<ul style="list-style-type: none"> • Education (Accreditation of Non-State Schools) Act 2017 (Qld) • Education (Accreditation of Non-State Schools) Regulation 2017 (Qld) • Education (General Provisions) Act 2006 (Qld) • Education (General Provisions) Regulation 2017 (Qld) • Work Health and Safety Act 2011 (Qld) • Disaster Management Act 2003 (Qld) • Queensland Prevention, Preparedness, Response and Recovery Disaster Management Guideline 	
Review Date:	Annually	Next Review Date: May 2026
Policy Owner:	Board	

Policy

Samford Valley Steiner School (SVSS) recognises the duty of care owed to its students and staff and that planning for the management of a critical incident is essential. SVSS also recognises the impact that a critical incident can have on its staff, students and the wider school community and is committed to acting with concern and compassion to minimise the impact of critical incidents on all involved. The school understands the importance of planning and taking action to prevent, prepare for, respond to or recover from critical incidents.

This policy is designed to ensure that the school:

- Meets all duty of care obligations in providing the highest possible standard of health and safety for staff, students, contractors, sub-contractors and their employees, visitors and other persons working at or visiting the school
- Is able to respond swiftly and effectively in the event of a critical incident
- Implements an integrated approach to the management of risks associated with critical incidents
- Is compliant with relevant legislation so that:
 - o exposure of persons to health and safety risks arising from critical incidents is avoided or minimised;
 - o physical and psychological trauma are reduced.

Critical Incidents

A critical incident is an unexpected or unusual incident that disrupts the normal operations of the school and poses a significant threat to the safety, wellbeing and security of staff, students or the school community.

Examples of critical incidents that could affect the school community include, but are not limited to:

- a) Serious injury, illness or death of a student or staff member
- b) Students or staff lost or injured on an excursion
- c) Serious incident involving a member of the school community during an off-site activity, including interstate and overseas
- d) A missing student
- e) Severe verbal or psychological aggression
- f) Physical assault
- g) Student or staff witnessing a serious accident or incident of violence
- h) Confrontations involving firearms or other weapons
- i) Substantial criminal activity (e.g. significant vandalism)
- j) Public health emergencies (e.g. pandemics, outbreaks)
- k) Natural disasters (e.g. earthquake, flood, windstorm, hailstorm or extremes of temperature)
- l) Fire, bomb threat, explosion, gas or chemical hazard
- m) Cyberattacks

Critical Incident Prevention and Preparedness

This policy requires that SVSS take action to prevent, prepare for, respond to and recover from critical incidents. This includes:

- Identifying all on-site and off-site situations that have the potential to become critical incidents that would affect staff, students and/or the wider school community as far as reasonably practicable
- Using the principles in the SVSS Risk Management Framework Policy to assess the potential risks and develop mitigation strategies
- Developing critical incident plans as set out below
- Communicating the critical incident plans to all staff
- Training relevant staff
- Testing, reviewing and modifying the critical incident plans annually

Critical Incident Committee

SVSS will establish a Critical Incident Committee (CIC) that supports the School Director in overseeing the school's response to critical incidents.

The School Director is the director of the CIC and has overall responsibility for coordinating the school's response to a critical incident.

The responsibilities of the CIC include:

- a) Annual review of the critical incident policy
- b) Arranging appropriate training programs for staff on critical incident response procedures
- c) Ensuring that emergency resources are readily available, including 24-hour access to contact details for all students and staff and their emergency contacts
- d) Development and dissemination of a critical incident plan for each type of critical incident identified
- e) The School Director, as Director of the CIC, deciding whether an incident is a critical incident, triggering the application of this policy
- f) Coordinating the school's response to the critical incident, including establishment of liaison with all relevant emergency services e.g. police, fire brigade, ambulance, hospital, poisons information centre, community health services
- g) Ensuring the availability of support to affected students, staff and the wider school community
- h) Helping restore and maintain a supportive, positive working and learning environment as soon as possible after the incident
- i) If other entities provide services on the school site and they have their own critical incident policies and procedures (e.g. an Early Childhood Service), ensuring that there is policy consultation and coordination of the management of critical incidents between the school's CIC and the other entity
- j) If the school enrolls international students, there may be specific policies and procedures that apply to critical incidents involving these students. The CIC will ensure that these policies and procedures align
- k) Conducting a thorough review of the school's response to incidents, including identifying areas for improvements.

Critical Incident Management Centre

SVSS will identify a predesignated location (PS or HS reception) where the CIC will meet as soon as practicable once an incident has been deemed to be a critical incident. The CIC will be equipped with the resources needed to manage the incident. A secondary location has also been identified for use in the event of the primary location being within the affected area (Primary School Library).

Critical Incident Plans

The CIC will develop and maintain a series of critical incident plans to address specific types of emergencies. These plans will be regularly reviewed and updated to ensure their effectiveness.

Critical incident plans will be developed for the following types of incidents:

- Emergencies as required in Emergency Plans by s43 of the Work Health and Safety Regulation 2011*
- School violence (e.g. violent persons on campus) by way of a Lockdown Procedure
- Public health emergencies (e.g. pandemics, outbreaks)
- Cyberattacks in a Cyber Security Incident Response Plan.

*Emergency Plans: Under s43 of the Work Health and Safety Regulation 2011 (Qld), all persons conducting a business or undertaking (PCBUs) have a duty to ensure that an Emergency Plan is prepared for the workplace. Risks covered by this plan may include fire, security, medical, electrical outage, mechanical or process failure, natural events such as storm or cyclones, and hazardous materials releases.

Additional plans may be developed as needed to address other types of critical incidents that may arise.

Each critical incident plan will be developed and documented to ensure that users of the plans understand when each particular plan must be implemented and that any cross-over in the application of each plan to individual incidents is consistently documented and applied.

The aim of a critical incident plan is to:

- Document strategies to identify and best manage the response to critical incidents that may occur within the school and its community
- Define the specific roles and responsibilities of various personnel within the school during a critical incident
- Provide for the safety and welfare of students, staff and the wider school community in a crisis situation
- Minimise the personal and financial costs associated with critical incidents
- Minimise the impact of the incident and ensure that students, staff, parents and other members of the school community receive the support required during and after a critical incident
- Assist staff, students and their families and members of the wider school community to return to normal functioning as quickly as possible following a critical incident.

Each critical incident plan will include the following elements, where relevant:

- Incident description: A clear and concise description of the specific type of incident being addressed
- Activation procedures: Guidelines for activating the plan, including who is authorised to do so and under what circumstances
- Roles and responsibilities: A detailed breakdown of roles and responsibilities for all staff members involved in the response
- Communication protocols: Procedures for internal and external communication, including notification of authorities, parents and the school community. They must include contact details of relevant emergency services and key personnel relevant to the incident type
- Evacuation procedures: Detailed evacuation plans for the school buildings and surrounding areas, including designated safe zones and assembly points
- Lockdown procedures: Guidelines for securing the school buildings and implementing lockdown procedures, if necessary
- First aid and medical response: Procedures for providing first aid and medical assistance to injured individuals
- Hazardous materials response: Protocols for handling hazardous materials spills or releases, if applicable
- Incident management team: The composition and responsibilities of the incident management team, which will coordinate the school's response to the incident
- Post-incident procedures: Guidelines for conducting a review of the incident response and making recommendations for improvement

Critical Incident Plans – Action Schedules

The following actions will be included in each critical incident plan, where relevant to the particular plan, as actions that will be taken during the relevant times.

Immediate Action (within 24 hours)

- a) Identify the nature of the critical incident
- b) Notification of the critical incident committee
- c) Notification to the Board President
- d) Implement the appropriate management plan or action strategy
- e) Assignment of duties and resources to school staff
- f) Seeking advice and help from any necessary emergency services/hospital/medical services
- g) Dissemination of information to parents and family members
- h) Completion of a critical incident report
- i) Media response if required (see below)
- j) Assess the need for support and counselling for those directly and indirectly involved

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

- c) Restore normal functioning and school operations
- Follow-up – monitoring, support, evaluation
- a) Identification of any other people who may be affected by critical incident and access to support services for affected community members
- b) Maintain contact with any injured/affected parties
- c) Provision of accurate information to staff and students where appropriate
- d) Evaluation of critical incident management
- e) Be aware of any possible long-term matters e.g. inquests, legal proceedings
- f) Report included in board reporting.

Media Liaison

The School Director will determine the official school response to critical incidents and will coordinate all media enquiries, with the following considerations:

- a) All enquiries from the media must be directed to the School Director
- b) No comments should be made by staff to media
- c) No interviews with students are permitted
- d) All facts should be checked before speaking to the media
- e) No student should be photographed without parental permission
- f) If accurate information is unavailable or the issue is of a sensitive nature, it will be explained that questions cannot be answered at this time
- g) The School Director may delegate media liaison to another member of staff.

Compliance and Monitoring

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 particular Critical Incident Plan, and to make modifications if required. If appropriate, this process incorporates feedback from all staff, students and local community representatives.

SVSS is committed to the annual review of this Policy. SVSS will also record, monitor and report to the School Governing body regarding any breaches of the Policy or enacted Action Plan.

In addition, SVSS is committed to other various compliance and monitoring arrangements made under relevant policies and procedures.

Related Documents

- SVSS Child Protection Policy
- SVSS Child Protection Procedures
- SVSS Risk Management Framework
- SVSS Work Health and Safety Policy
- SVSS Code of Conduct
- SVSS Whistleblower Policy

Action Plans for specific Critical Incidents are available on request.



Australian Government
Department of Education

International education: ensuring quality and protecting students

Australia welcomes international students

Coronavirus (COVID-19) information for international students

International students are an important and valued part of Australia's world class education system. Those impacted by the COVID-19 pandemic can find a range of resources and support on the Department of Education [website](#).

Additional information can also be found on the [Study in Australia website](#), the official Australian Government website for international students.

Australian laws protect international students

The Australian Government wants international students to have a rewarding and enjoyable experience when they come to Australia to study. Australia offers high quality education services and protects the rights of international students to ensure you make the most of your time here.

This fact sheet contains important information for student visa holders about living and studying in Australia, including your consumer rights and responsibilities as an international student and key things you should know before and during your study.

As a student on a student visa, you benefit from Australian laws that ensure high standards of education, facilities and support services while you are in Australia. You also have rights to information about your course and the education institution you wish to study with before and during your enrolment. The Education Services for Overseas Students (ESOS) framework offers you financial protection in case your education institution does not deliver what it has promised you.

You can find out more about the framework on the [Department of Education website](#).

Before you begin your studies

Choosing a course to study

As an international student, you can only study a course with an education institution listed on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS). All education institutions registered on CRICOS have met the quality standards set out in Australian law, which ensures you receive the best possible education services.

CRICOS is a good place to start when you want to find a course or education institution to study with.

Using an education agent

International students **do not** have to use an education agent. You can enrol directly with an Australian education institution. Information about what education institutions offer is usually on their websites.

If you want to use an education agent, it's best to pick one used by the education institution you want to study at. You can find a list of education agents on the education institution's website.

The law requires education institutions to only use education agents that act honestly and with integrity. Agents must give you accurate advice about the courses on offer, including entry requirements, and information about living in Australia. You should still be careful and alert when dealing with agents to ensure you enrol in a course that is suitable for you and will help you achieve your learning goals. In Australia, education agents cannot give you information on visa and immigration

matters – only

migration agents can do this. You can find out more about using migration agents at the [Department of Home Affairs website](#). If you think your education agent might be behaving dishonestly or

unethically, you should stop using them immediately and contact your education institution directly.

Written agreements or contracts between the student and institution

Under Australian law, an education institution must have a written agreement with you outlining the services they will provide, all the fees you are required to pay, and conditions for refunds of money you pay for the course.

The written agreement is a legal contract. You should read it carefully and make sure you fully understand what it says before signing it. You and your education institution must follow whatever is set out in the written agreement once you have accepted it, so you should keep a copy of it. Should you ever make a complaint about your education institution, you will need to refer to your written agreement. You can find out more about making complaints on page 6 of this fact sheet, [Making complaints and getting help](#).

Your rights before you enrol

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 education institution and your education institution's agent;
- sign a written agreement with your education institution before or at the time you pay fees. You do not have to pay the education institution 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 education institution is unable to teach your course (known as a provider default), visit the [TPS website](#) for more information;
- access complaints and appeals processes; and
- request to transfer to another education institution and have that request assessed by your education institution.

Paying your tuition fees

From 14 December 2015, changes to Australian law give international students more choice about how they pay their fees. Previously you could not pay more than 50 per cent of your fees before you started a course. Now you can **choose** to pay more than 50 per cent of your tuition fees before you start. For example, you or the person who is paying your fees may decide this is a good idea if the Australian dollar exchange rates mean you will save money by paying more of your fees early.

Your education institution may ask you if you would like to pay more than 50 per cent of your fees before you start your course. This is your choice. Your education institution cannot require you to pay more, unless you are doing a short course of 25 weeks or less. If your course is longer than 25 weeks, you cannot be asked to pay more than 50 per cent of your tuition fees before you start.

Your education institution may wish to organise a payment plan so you can start regularly paying the rest of your tuition fees once you start the course. Your written agreement should include an itemised list of all the fees you will be charged for your course, including your tuition fees, and information on how they will be paid and what refund arrangements apply.

In Australia there are also very strong protections for students' fees, which you can learn more about on **page 6** of this fact sheet under **Protecting your tuition fees**.

What happens if you can't start the course because your visa is refused?

If you have paid fees to an education institution and your visa is refused, you are entitled to a refund. Under Australian law, the education institution is allowed to keep either 5 per cent of the tuition fees you paid or \$500, whichever is the lowest amount, and must refund you the rest.

If your visa is refused after the course was due to start, the education institution can keep tuition fees for the number of weeks that have passed since commencement and must refund you the rest of the fees.

What happens if you decide you don't want to start or continue the course?

If you change your mind and do not want to start the course, you may be entitled to a refund.

If you have a written agreement with the education institution, the amount of your refund will depend on the written agreement, which should tell you what will or will not be repaid to you.

If you do not have a written agreement, you have the right to receive some of your fees back. Under Australian law, the education institution is allowed to keep either 5 per cent of the fees you paid or \$500, whichever is the lowest amount, and must refund you the rest of the tuition fees you paid them.

During your studies

Support services for you in Australia

Under Australian law your education institution 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. Your education institution must give you free information and advice on:

- support and welfare services available at the education institution;
- 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; and
- 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.

Many education institutions also offer career advice services. You should ask them whether they can help advise you on working and careers.

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

If you don't have your education institution's approval, this may be reported to the Department of Home Affairs. If this happens, you will be in breach of student visa condition 8532 and your visa may be cancelled.

Visit the Department of Home Affairs website for more information about [visa requirements](#) and [welfare arrangements](#) for students under the age of 18.

Your responsibilities as an international student in Australia

Your student visa

As an international 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 education institution if you change your address or other contact details;
- meet the terms of your written agreement with your education institution; and
- maintain satisfactory course progress and attendance.

Information about visa conditions for student visa holders is available on the [Department of Home Affairs website](#), or call 131 881 on Monday – Friday from 9am to 5pm inside Australia (except public holidays).

Academic integrity and misconduct

The Australian Government and education institutions take issues of academic integrity very seriously. Education institutions have many ways of detecting cheating or plagiarism in exams and assessments.

Using ghost writing services, asking someone to take an exam in your place, or any other kind of academic misconduct will result in serious action being taken against you. Your enrolment or student visa could be affected or cancelled altogether.

If you are struggling with your studies, it's best to ask your education institution what support services they can offer you.

Your consumer rights and protections

Protecting your tuition fees

Australia is widely recognised as a world leader in protecting the tuition fees of international students through its Tuition Protection Service (TPS). The TPS assists international students whose education institutions are unable to fully deliver their course of study, and ensures that international students can either:

- complete their studies in another course or with another education institution; or
- receive a refund of their unspent tuition fees.

In the unlikely event your education institution is unable to deliver a course you have paid for, they have obligations to offer you an alternative course or, if you do not accept the alternative course, pay

you a refund of your unspent prepaid tuition fees. If your education institution is unable to meet these obligations for some reason, the TPS will assist you in finding an alternative course or getting a refund if a suitable alternative is not found.

Visit the [TPS website](#) for more information. If you are a student whose provider is unable to fully deliver your course, you can call (02) 6271 3440 for assistance.

Working in Australia

Australian workplace laws provide basic protection and entitlements for all workers in Australia, including workers from overseas. International students have the **same** entitlements to minimum wages and conditions as Australian workers, as well as superannuation and workers' compensation under Australian workplace laws.

The minimum wages and conditions to which an employee is entitled are set out in awards (also known as modern awards). Awards apply to employees depending on the industry they work in or the job that they do. Awards don't apply when a business has an enterprise agreement or other registered agreement that covers the employee's working conditions. For more information on awards and agreements, visit the [Fair Work Ombudsman website](#).

Australian laws also protect you from being discriminated against at work, for example because of your race, when you are applying for a job, about to begin a job, or any time during your employment. For more information about discrimination at work, visit the [Fair Work Ombudsman](#) and [Australian Human Rights Commission](#) websites.

The [Fair Work Ombudsman \(FWO\)](#) helps employers and employees to understand their rights and responsibilities at work. The FWO can also investigate suspected breaches of workplace laws. To find out what you should be paid and learn more about your minimum workplace entitlements you can visit the [Fair Work Ombudsman website](#). You can also call 13 13 94 from 8am to 5.30pm Monday to Friday inside Australia (except public holidays). Getting help to resolve a workplace issue will **not** automatically affect your student visa.

You are limited to 40 hours of work per fortnight when your course is in session, and unlimited hours in out of session periods. This is to ensure you are mainly focused on your studies. Work conditions for student visa holders can be found on the [Department of Home Affairs website](#).

Changing education institutions or courses

If you are not satisfied with the course you are doing and wish to transfer to another education institution, before you make the decision to enrol with another education institution you should be aware that there are rules about what you can or cannot do.

If you are a school student and want to change to another education institution before finishing the first six months of your first school course, you must seek permission from your original education institution to transfer. Six months after you start your first school course, you can change to another education institution without asking your original education institution for approval.

For all other students, if you haven't completed six months of your principal course (the final course of study you are undertaking), Australian law says that you can only change education institutions if:

- your original education institution can no longer provide the course you enrolled in;

- your original education institution says they will release you; or
- you have a government sponsor and that sponsor writes a letter saying they support you changing education institutions.

In other words, you will usually need your education institution's permission if you want to transfer before you have completed six months of your principal course.

Your original education institution can only provide a letter of release if:

- you have a letter from another education institution saying they have made you an enrolment offer; and
- where you are under 18, you have the support of your parent or legal guardian, or the education institution wishing to enrol you says they will take responsibility for your welfare.

You should read and understand your education institution's transfer policy, as it should clearly state the reasons that you may or may not be granted a transfer. Your education institution must assess or consider your request to transfer against this policy.

If you are not satisfied with your education institution's decision, you can appeal through their internal appeals and complaints handling process. If you are not satisfied with the outcome of that internal appeal process, your options are outlined in the section below, [Making complaints and getting help](#).

If you are thinking about changing your course, you need to ensure that you continue to meet the conditions of your student visa. Further information about the impact of changing courses or education institutions is available on the [Department of Home Affairs website](#).

Making complaints and getting help

If you have a complaint about your education institution, you should talk to them first. Your education institution must have complaints and appeals processes in place to help students resolve their issues.

If you cannot resolve your complaint with an education institution, there are other actions you can take. You will need to find out whether your education institution is a private or government type by searching them and looking at the **Institution type** field on the [CRICOS website](#).

If your education institution is a private (non-government) organisation, you can make a complaint to the Commonwealth Ombudsman using the [online complaint form](#) on their website. If you are unable to complete the online form, you can contact them on 1300 362 072 from 10:30am to 3pm AEDT Monday to Friday inside Australia (except public holidays).

If you are studying with a government education institution, which includes most universities and TAFEs, the external appeal body will most likely be the ombudsman for the state/territory or Commonwealth. Your education institution can give you the best information about the appropriate external appeals process for their institution. You can find the contact details of all Australian ombudsmen on the [Commonwealth Ombudsman website](#).

Questions?

If you have any questions or concerns that have not been answered in this fact sheet, you can submit an enquiry on the [Department of Education website](#).

Find out more and connect on social media

Study in Australia is the official Australian Government website for international students. You can connect with it through their [website](#), [Facebook](#), [Twitter](#) or [YouTube](#).

The **Fair Work Ombudsman** gives you information and advice about your workplace rights and obligations. You can connect with it through their [website](#), [Facebook](#), [Twitter](#), [YouTube](#) or [subscribing to email updates](#).

