



Samford Valley
Steiner School

Overseas Students Handbook

To be used by Staff, parents, guardians and students



Table of Contents

.....	1
WELCOME TO SAMFORD VALLEY STEINER SCHOOL	5
SCHOOL REGISTRATION.....	5
LIVING IN AUSTRALIA.....	5
SCHOOL INFORMATION.....	6
CONTACT DETAILS	6
EMERGENCY CONTACTS.....	7
Internal Contacts.....	7
External Contacts.....	7
Location of Automatic Teller Machines (ATMs)	7
Department of Immigration and Border Protection.....	Error! Bookmark not defined.
SAMFORD VALLEY STEINER SCHOOL CRICOS REGISTRATION DETAILS	8
PRISMS	ERROR! BOOKMARK NOT DEFINED.
STAFF RESPONSIBILITY.....	8
ESOS FRAMEWORK	8
PROTECTION FOR OVERSEAS STUDENTS.....	9
FEELING SAFE	9
Who should I tell if I am not feeling safe at school or at home?	9
What will happen if I report what is happening to a member of staff.....	10
What if I don't want the member of staff to tell the School Director?	10
THE PRIMARY SCHOOL.....	10
THE HIGH SCHOOL COURSE.....	11
COURSE CREDIT	13
EQUIPMENT AND LEARNING RESOURCES	13
FACILITIES	13
OUTSIDE PROVIDERS.....	14
EMPLOYMENT OUTCOMES.....	14
SCHOOL POLICIES	15
ENTRY REQUIREMENTS - PROCEDURE FOR ASSESSING STUDENT'S QUALIFICATIONS, AND LANGUAGE PROFICIENCY	16
PROCEDURE FOR ASSESSING STUDENT'S QUALIFICATIONS, AND LANGUAGE PROFICIENCY	18
ENROLMENT PROCEDURE OVERVIEW	19
USE OF EDUCATION AGENTS	20
ARRANGING A VISA.....	20
DEPARTMENT OF IMMIGRATION AND BORDER PROTECTION(DIBP).....	20

DEPARTMENT OF FOREIGN AFFAIRS AND TRADE (DFAT)	20
<i>Visa Conditions:</i>	21
ARRANGING TRAVEL:	21
STUDENT PROGRESS AND ATTENDANCE POLICY	22
SCHOOL REFUND POLICY FOR INTERNATIONAL STUDENTS	25
<i>Student Default</i>	26
<i>Provider default</i>	27
<i>Definitions</i>	28
SCHOOL ACCOMMODATION AND WELFARE POLICY	29
<i>Care for younger students under 18 years</i>	29
SAMFORD VALLEY STEINER SCHOOL COMPLAINTS AND APPEALS POLICY	34
<i>Informal Complaints Resolution</i>	34
<i>Formal Internal Complaints Handling and Appeals Process</i>	34
<i>External Appeals Process</i>	35
<i>Other legal redress</i>	36
DIAGRAMMATIC OVERVIEW OF COMPLAINTS AND APPEALS PROCESSES (C&AP)	37
PRIVACY	38
SAMFORD VALLEY STEINER SCHOOL, SUSPENSION AND CANCELLATION POLICY	39
STUDENT-INITIATED CHANGES IN ENROLMENT	39
<i>Samford Valley Steiner School of commencement of study requested by student</i>	39
<i>Suspension of study requested by student</i>	40
<i>Student-initiated cancellation of enrolment</i>	40
SCHOOL-INITIATED CHANGES IN ENROLMENT	41
<i>School-initiated exclusion from class</i>	41
<i>School initiated suspension of studies</i>	41
<i>School initiated cancellation of enrolment</i>	42
<i>Student to seek information from Department of Immigration</i>	43
<i>Definitions</i>	43
OVERSEAS STUDENT TRANSFER REQUEST POLICY	43
TRANSFER PROCEDURE.....	47
<i>For student transferring FROM SVSS TO another provider</i>	47
<i>For student transferring TO SVSS to another provider</i>	47
STUDENT TRANSFER REQUEST ASSESSMENT FLOWCHART	49
SCHOOL CRITICAL INCIDENT POLICY	50
THINGS TO DO/KNOW BEFORE LEAVING HOME.....	52
<i>CHECKLIST</i>	52
<i>Important documents:</i>	53
<i>WHAT TO BRING</i>	54
ENTRY INTO AUSTRALIA	56

THINGS TO DO UPON ARRIVAL IN AUSTRALIA	58
<i>CHECKLIST</i>	58
INFORMATION ABOUT PREPARING FOR SCHOOL	60
SUPPORT SERVICES FOR OVERSEAS STUDENTS	61
<i>Staff responsibilities</i>	63

Welcome to Samford Valley Steiner School

Samford Valley Steiner School offers an inspiring and comprehensive education for children from Pre-Prep through to Year 12 in High School. Our school is located on 20 acres of leafy, natural bush land, in the semi-rural Samford Valley. This picturesque destination is approximately 24km/35 minutes drive from Brisbane, in South East Queensland, Australia. Shared by the fastest growing independent school movement in the world, our curriculum is based on the teachings of Rudolf Steiner. The education aims to give each new generation an education entirely free from partisan political, economic, sectarian or racial influences. From the earliest years, throughout the child's education right up to High School graduation, our curriculum is integrated to fully prepare each child for adulthood. We recognise that each child is unique and through focusing on enhancing each individual child's attributes and sensitively addressing their challenges, we strive to develop unprejudiced, well-informed, confident and creative young people who are valuable and practical contributors to society. This section of the handbook refers specifically to overseas students and their families and is in addition to the school-wide policies and procedures outlined in the Samford Valley Steiner School Handbook.

School Registration

Rudolf Steiner Education Group Brisbane (RSEGB) trading as Samford Valley Steiner School (SVSS), established in 1957, is registered by Education Queensland to provide education from Preschool to Year 12. Those wishing to come to Australia and live with a host family may enter in Years 8, 9, 10, 11 and on occasion 12. Students that wish to enter from Year 5 – 7 can do so with a family member present.

Living 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 of open Eucalypt forest. 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.

More about living in Australia, including the cost of living in Australia

[Study Australia | Study Australia Travel to Australia - Australian Tourism Information - Tourism Australia](#)

SCHOOL INFORMATION

CONTACT DETAILS

Samford Valley Steiner School
5 Narrawa Drive
Wights Mountain,
Queensland 4520
Phone +61 7 3430 9600

E-mail
info@samfordsteiner.qld.edu.au
Website
www.samfordsteiner.qld.edu.au



EMERGENCY CONTACTS

Internal Contacts

International Student 24 Hour
Emergencies Contact

School Director
Carly Sheard
svssdirector@samfordsteiner.qld.edu.au

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

0402 252 351 External Contacts

24 hour service – 000

Police: All Hours Brisbane – 3364 6464
Ferry Grove – 3851 4499

Fire and Ambulance: 000

State Emergency Service (SES): 3403
8888

Doctors: Christine & Alex Watson –
3351 5111

Poison Control Centre: 131126

National Security Hotline: 1800 123
400

Location of Automatic Teller Machines (ATMs)

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

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

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

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

Department of Home Affairs
299 Adelaide St, Brisbane City QLD
4000
13 18 81

Home Affairs [click here](#)

SAMFORD VALLEY STEINER SCHOOL CRICOS REGISTRATION

Rudolf Steiner Education Group Brisbane Inc 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 Senior Secondary School (11- 12)	
STAFF RESPONSIBILITY	
The Principal Executive Officer (PEO) appearing on the CRICOS website http://cricos.education.gov.au/Institution/InstitutionDetails.aspx?ProviderCode=03326Jin School Contact Details is: Carly Sheard 34309600 svssdirector@samfordsteiner.qld.edu.au	School Director
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

ESOS FRAMEWORK

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

PROTECTION FOR OVERSEAS STUDENTS

Samford Valley Steiner School operates under the legislative framework which comprises of the Education Services for International Student (ESOS) Act 2000 and the standards of the National Code of Practice for Providers of Education and Training to International Students (The National Code) 2018.

The ESOS Act 2000 is the principal Australian government legislation governing international student education in Australia.

The Department of Education, Employment and Workplace Reforms administers the ESOS Act and certifies provider compliance. The National Code provides nationally consistent standards for the conduct for registered international education providers and the registration of their courses. These standards set out specifications and procedure to ensure that providers of international education and training courses can clearly understand and comply with their obligations under the National Code.

Samford Valley Steiner School is required to ensure that international students are provided with relevant provisions of the ESOS framework throughout the span of the student's enrolment (refer to [ESOS Student Fact Sheet](#))

Being An International Student in Australia What you need to know:

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

These include:

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

Feeling Safe

Every student has the right to feel safe and free from harm while at Samford Valley Steiner School. We expect you to respect your teachers and other students, and we expect that you will receive the same respect in return. You should never allow yourself to feel unsafe without reporting it to someone you trust.

Who should I tell if I am not feeling safe at school or at home?

If you are not feeling safe you should talk to your Class Guardian/teacher in the first instance. If this is not possible the High School Director or the International Student Officer are staff members you can talk to. Alternately, you may tell any staff member and if you do not feel like talking to a member of staff, you may like to write them a letter or send them an e-mail. The most important thing is to make sure that you let somebody at the school know you are not feeling safe. To address any staff member by email, use their first initial and their surname and the school's email address e.g. jsmith@samfordsteiner.qld.edu.au.

What will happen if I report what is happening to a member of staff?

If the concern is worrying you but not causing you immediate harm, then the member of staff will discuss with you ways to solve your problem. If the concern is serious and the member of staff believes that you are being harmed or in danger of being harmed, he or she will report it to the School Director immediately.

What if I don't want the member of staff to tell the School Director?

The member of staff will try to keep your concerns confidential as much as possible. However, if the member of staff is aware or reasonably suspects that harm has been caused by anyone to a student of the school then Queensland law requires that the matter be reported to the School Director and it may have to be reported to the Police. If the staff member has no choice about reporting what you have told them to someone else, he or she will explain to you exactly what will happen next. Remember: the most important thing is that you feel safe and free from harm. You must tell someone if you are being harmed or afraid that you will be harmed. A student has the right to be represented by a nominee if that student so chooses.

The 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

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.

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.

Languages Other Than English (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.

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.

THE HIGH SCHOOL COURSE

The High School curriculum is a continuation in many cases of subjects already introduced in the primary years and should be read in conjunction with what is done there. 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.

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.

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

Studies of Society and Environment continues with Geography and History as main lessons through to Year 12. In addition, Social Studies and Australian Studies are added in Class Eleven and Exploring Spirituality (Comparative Religion) in Year 12. Gardening (Year 8 - 10) and Work Experience (Year 9 - 11) contribute to this area.

The Arts focus on the aesthetic element through a series of main lessons - Art History in Year Nine, Poetry and Literature in Year 10, Music History in Year 11 and History of Architecture and History of Modern Art in Year 12.

Painting, Drawing, Modelling and Music continue as subject lessons to Year 11, and Year 12.

Drama in the high school has at present the production of a class play in Year 8 and 10 and a final play in Year 12. In both Year 10 and Year 12 students, it is rehearsed and performed within a three week period, having been preceded by earlier lessons where the play is read and improvisation and speech skills are developed. In each case the whole cohort is involved in the production and performance. The experience of taking on a role and playing someone else's part in life fulfils an important need in adolescence when young people are searching for their own identity.

Language study can continue through to Year 12 dependent upon course structure.

Woodwork is taught through to Year 12 and metalwork in Years 8 and 10, Machine Sewing is taught in Years 8. Basket making is taught in Year 8 and 9 and Spinning and Weaving in Year 10. Bookbinding and Cartonage are taught in Years 11 & 12.

Computer skills, are increasingly incorporated from Year 8 onward, incorporating the principles of 'learning to drive' and 'what is in the black box?' and then understanding the complex societal effects of the digital age.

Physical Education is taught through to Year 11, allowing a wide variety of sports to be played.

The *Class Guardian* period from Year Eight through to Year 12 is used among other things for personal development and related activities.

Gardening continues from Year 8 through to Year 10, incorporating skills such as design, compost making, pruning, propagating and others.

Camps form an integral part of certain subjects such as Geography, Surveying and Botany and combine with outdoor education activities such as cycling, canoeing and bushwalking. The camp program is a mandatory activity and a vital part to the High School curriculum in High School. Each class has a minimum of 2 camps per year.

Work experience is an important part of meeting the world. It is undertaken in Year 11, for a period of a week. Our NZCSE Co-ordinator works with the students to uncover their interests and help them find placements.

Year 12 is a culmination of many subjects. In addition to the full range of subjects studied in the Year 12 curriculum, each student undertakes an *Independent Research Project* of their own choice and design. They work on this independently, but with guidance from a supervisor, and an outside mentor for the year. The school allows 2-3 lessons/week all year for the project but expects the students to use their own time as well. Results are published and presented to a large public assembly in Term 4. This is a major presentation lasting 30 - 40 minutes in which the students must show their work, speak about the process and their results and answer questions.

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.

Facilities

Preschool through to High School are all located on the one campus. Preschool is located at one end of the property with High School at the other. Preschool is in a secluded area, with four rooms, a vegetable garden, swings, sandpit and water course. It is surrounded by a fence to keep the small children cocooned. In the Primary School there are fourteen classrooms, a Music Room, Learning Enrichment Room a Library and Hall as well as spaces for a Parent Craft Group, Book and Crafts Shop and Meeting

Place and our OSHC building and office. High School consists of six class rooms, a two room Science Lab, a Hard Craft Shed, Outdoor Classroom and a Garden area and large covered Basketball Court.

Outside Providers

SVSS does not currently use any outside providers to supply education components to overseas students.

Employment Outcomes

Students who successfully complete their education at SVSS 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

This section contains policies and procedures relating to overseas students enrolment and attendance at SVSS which you should read carefully, as they will assist you

- Conditions of Enrolment
- Welfare and Accommodation
- Refund Policy
- Deferment, suspension or cancellation of enrolment
- Complaints and Appeals Policy and Procedures,
- Attendance Policy for Overseas Students
- Course Completion
- Academic performance and intervention strategies
- Behaviour Policy
- Dress Policy
- Electronic Equipment Policy
- Drug Policy
- Bullying Policy
- Transfer Request Assessment Policy
- Critical Incident Policy

Entry Requirements - Procedure for assessing student's qualifications, and language proficiency

- Samford Steiner 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:

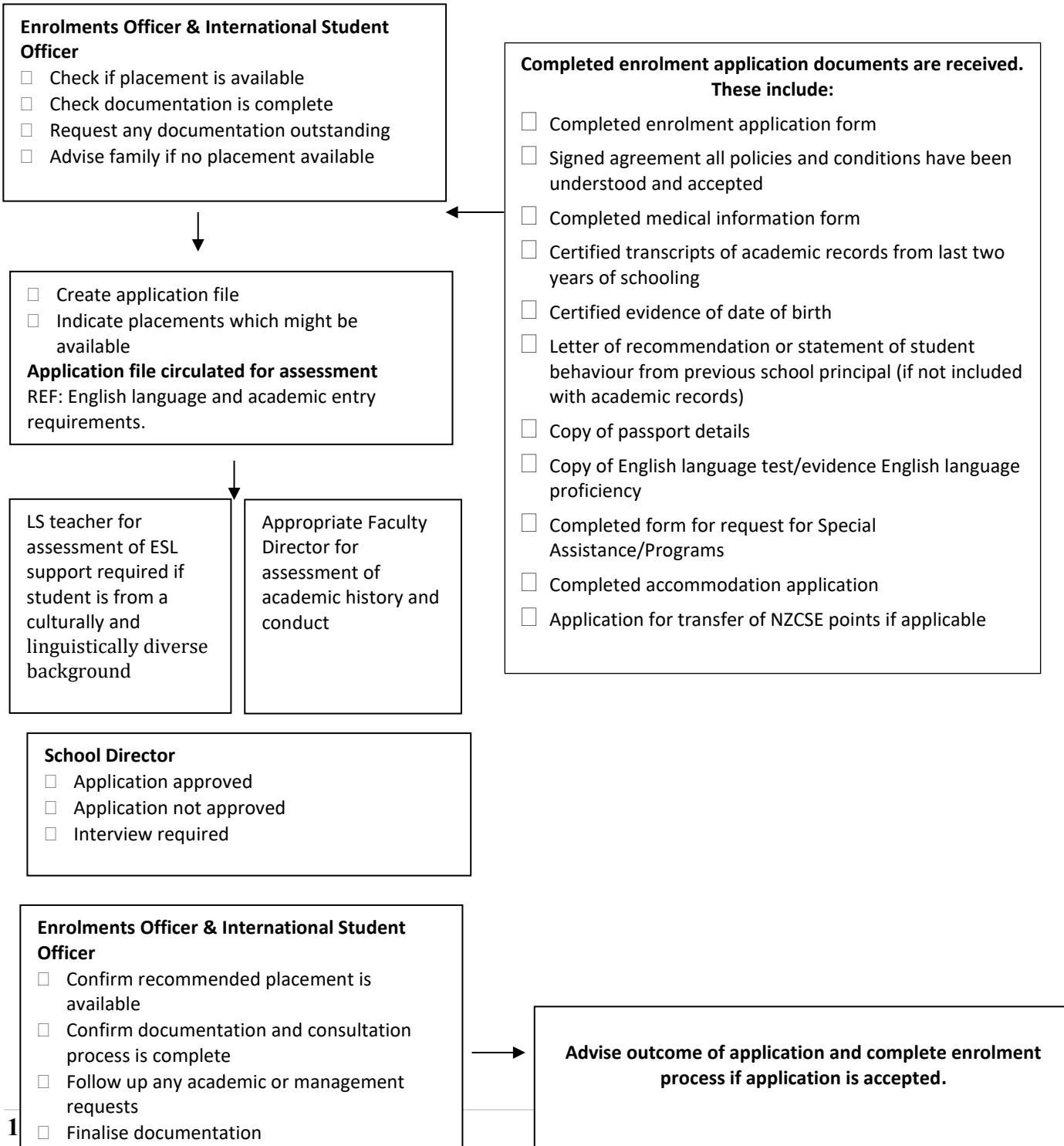
Acceptable Test	Minimum Test Result	For Entry to Year
AEAS Language Proficiency Test	25 - 40	5 - 6
IELTS	4 – 4.5	7 - 9
IELTS	5	10
IELTS	5.5	11 - 12

Or

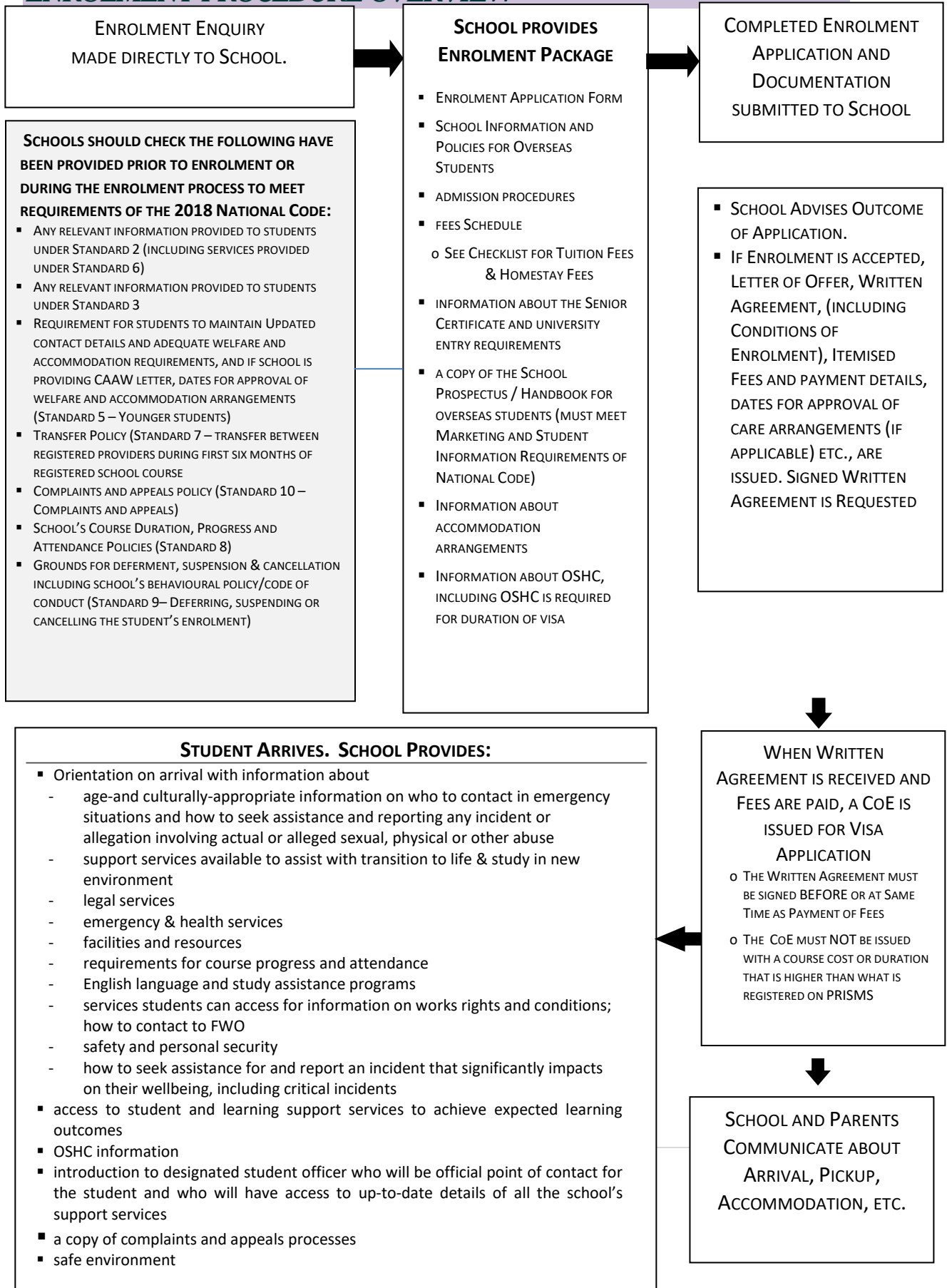
Providing evidence of English proficiency via report cards and references.

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



Use of Education Agents

Samford Valley Steiner School does not enter into separate agreements with Education agents. Should you wish to use an agent to assist you in your application process, we will be happy to work with them to complete the enrolment process. However, we will not pay any fees to agents. Any agents' fees are the responsibility of the student. We will provide you with the paperwork (Letter of Offer, Confirmation of Enrolment, and Confirmation of Welfare Arrangements) to support your Visa application should you wish to apply to the Department of Immigration and Citizenship direct.

Arranging a Visa

Most international students wanting to study in Australia require a **student visa**. Some other visa holders are also eligible to study as international students in Australia. Many students apply for a visa themselves on-line or via the Australian Diplomatic Mission in their country. The visa application process can be complicated and for students from some countries it may be better to submit an application with the assistance of an accredited agent due to their familiarity and experience in the field. You should check with the education provider in Australia for their accredited agents in your country.

In order to apply for a visa you will need a **valid passport**, an **electronic Confirmation of Enrolment (eCoE)** and any **other documentation** required by the Australian diplomatic post with which you lodge your application. For example, if you are under 18 you must have a completed **CAAW form** to ensure your accommodation and welfare is approved by your education provider.

You must ensure to **allow enough time** for processing between lodging your application and the start of your academic program, as it can be a lengthy process depending on your country of origin.

Department of Immigration and Border Protection(DIBP)

The Australian Government's Department of Home Affairs provides comprehensive information about student visa requirements and the application process, as well as application document checklists to assist you with your application. Visit <https://immi.homeaffairs.gov.au/visas/getting-a-visa/visa-listing/student-500> for the latest information.

Department of Foreign Affairs and Trade (DFAT)

As well as links from the DIBP website the Department of Foreign Affairs and Trade website <http://dfat.gov.au/about-us/Pages/foreign-embassies-and-consulates-in-australia.aspx>

has a comprehensive list of Australian embassies, high commissions, consulates and representative offices around the world.

Visa Conditions

If you are granted a visa, you must abide by its conditions. Failure to comply with these conditions could result in the cancellation of your visa. These conditions include (but are not limited to):

- Complete the course within the duration specific in the CoE
- Maintain satisfactory academic progress
- Maintain satisfactory attendance
- Maintain approved Overseas Student Health Cover (OSHC) while in Australia
- Remain with the principal education provider for 6 calendar months, unless issued a letter of release from the provider to attend another institution
- Notify your training provider of your Australian address and any subsequent changes of address within 7 days.

Arranging Travel

You will need to make your own travel arrangements to Australia. Please try to arrive at least 1-2 weeks before the start of International Student Orientation to allow enough time for settling-in, adjusting to the climate and overcoming jet-lag.

You should fly into Brisbane International Airport.

Student progress and attendance policy

This policy is available to staff and 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 Samford Steiner's course assessment requirements.
- c Students who have begun part way through a study period / semester will be assessed according to Samford Steiner'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 Director 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, Samford Steiner 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 Samford Steiner, he/she may contact the Overseas Student Ombudsman at no cost. This must be done within 28 days. Please see our *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

4 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 Samford Steiner's 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 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.
- d Any absences longer than 3 *consecutive* days without approval will be investigated.
- e Student attendance will be monitored by the Enrolments and International Students Officer every 4 weeks over a study period to assess student attendance using the following method:
 - i. Calculating the number of hours the student would have to be absent to fall below the attendance threshold for a study period e.g. 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](#)
- f Parents of students at risk of breaching Samford Steiner'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.
- g If the calculation at 3.e. indicates that the student has passed the attendance threshold for the study period, Samford Steiner 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.*
- h 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.
- i *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.*
- j *The method for calculating 70% attendance is the same as that outlined in 3.e. with the following change; number of study days x contact hours x 30%.*
- k *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 the interests of the student as per Samford Steiner's Samford Valley Steiner School, Suspension and Cancellation Policy.

- I *If the student does not obtain a suspension of studies under the 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.g – 3.h.*

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)
 - v. where the school was unable to offer a pre-requisite unit
 - vi. inability to begin studying on the course commencement date due to delay in receiving a student visa.

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

- b *Expected duration* – the length of time it takes to complete the course studying full-time. This is the same as the registered course duration on CRICOS.
- c *School day* – any day for which the school has scheduled course contact hours.
- d *Study period* – Samford Steiner defines a “study period” for the purposes of monitoring course attendance and progress as a *semester*.

School Refund Policy for International Students

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.

1. This policy outlines refunds applicable to course fees paid to the school
2. 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.
3. The application fee is non-refundable.
4. The enrolment confirmation fee is non-refundable except in cases of Visa refusal.
5. Payment of Course Fees and Refunds
 - a) Fees are payable according to *the School's Fees Policy*.

- b) An itemised list of school fees is provided in the school's written agreement *[as per NC Standard 3.3.4]*
 - 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.
6. All notification of withdrawal from a course, or applications for refunds, must be made in writing and submitted to *the School Director*.
7. 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).*

Student Default

- a. Any amount owing under this section will be paid within 4 weeks of receiving a written claim from the student (or parent(s)/legal guardian if the student is under 18).
- b. Refund of Homestay Fees are at the discretion of the Homestay company and are not recoupable from Samford Steiner.
- 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 the tuition fee 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:
 - i. 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
 - ii. Refund 70% of the tuition fees received if written notice is received less than four weeks prior to commencement of the course.
 - iii. Refund 50% of any tuition fees received, if written notice is received **before** one (1) term of the payment period has passed.
 - iv. *No refund of fees for the payment period will apply* if written notice is received after the

- a 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.
- b No refund of tuition fees will be made where a student's enrolment is cancelled for any of the following reasons
 - v. Failure to maintain satisfactory course progress (visa condition 8202)
 - vi. Failure to maintain satisfactory attendance (visa condition 8202)
 - vii. Failure to maintain approved welfare and accommodation arrangements (visa condition 8532)
 - viii. Failure to pay course fees
 - ix. Any behaviour identified as resulting in enrolment cancellation in Samford Steiner's Behaviour Policy/Code of Conduct
- c 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.

Provider 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 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.
- If for any reason the school is unable to continue offering a course after the student commences a course, and the student for some reason cannot be placed or refuses placement in an alternative course arranged by the school, a full refund of any unused tuition fees* received by the school with respect to the student will be made within 14 days of the schools default day
- 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). [Education Services for Overseas Students \(Calculation of Refund\) Instrument 2024 - Federal Register of Legislation](#)*

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. **Homestay Fees** – fees relating to the accommodation of the student, payable and organised via an external Homestay Organisation.
- b. **Tuition fees** – fees directly related to the provision of the student's course, including tuition fees, fees for compulsory course materials, camps, and any compulsory enrolment or administration fees that apply during the entire period of enrolment.
- c. **Course fees** – the sum of tuition fees 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.

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 Samford Steiner 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.

Samford Steiner 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

Samford Steiner 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 Samford Steiner'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.
- Samford Steiner 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 Samford Steiner.

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 Samford Steiner.

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 Samford Steiner's Homestay Partner.

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 500 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 arrangements at *Samford Valley Steiner School*:

The Homestay family arrangements operated by Samford Steiner and approved by Samford Steiner 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.

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](https://www.austlii.edu.au/au/other/austrlii/au/other/ahnhomestay/)

Information pertaining to fees can be found on their website:

Samford Valley Steiner School Complaints and Appeals Policy

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 Samford Steiner, or an education agent or third party engaged by Samford Steiner to deliver a service on behalf of Samford Steiner.

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. [Social Health and Wellbeing Policy](#)

Informal Complaints Resolution

- In the first instance, Samford Steiner 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 /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 be referred to the School Director and Samford Steiner'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, Samford Steiner 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 Samford Steiner 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 Samford Steiner 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.

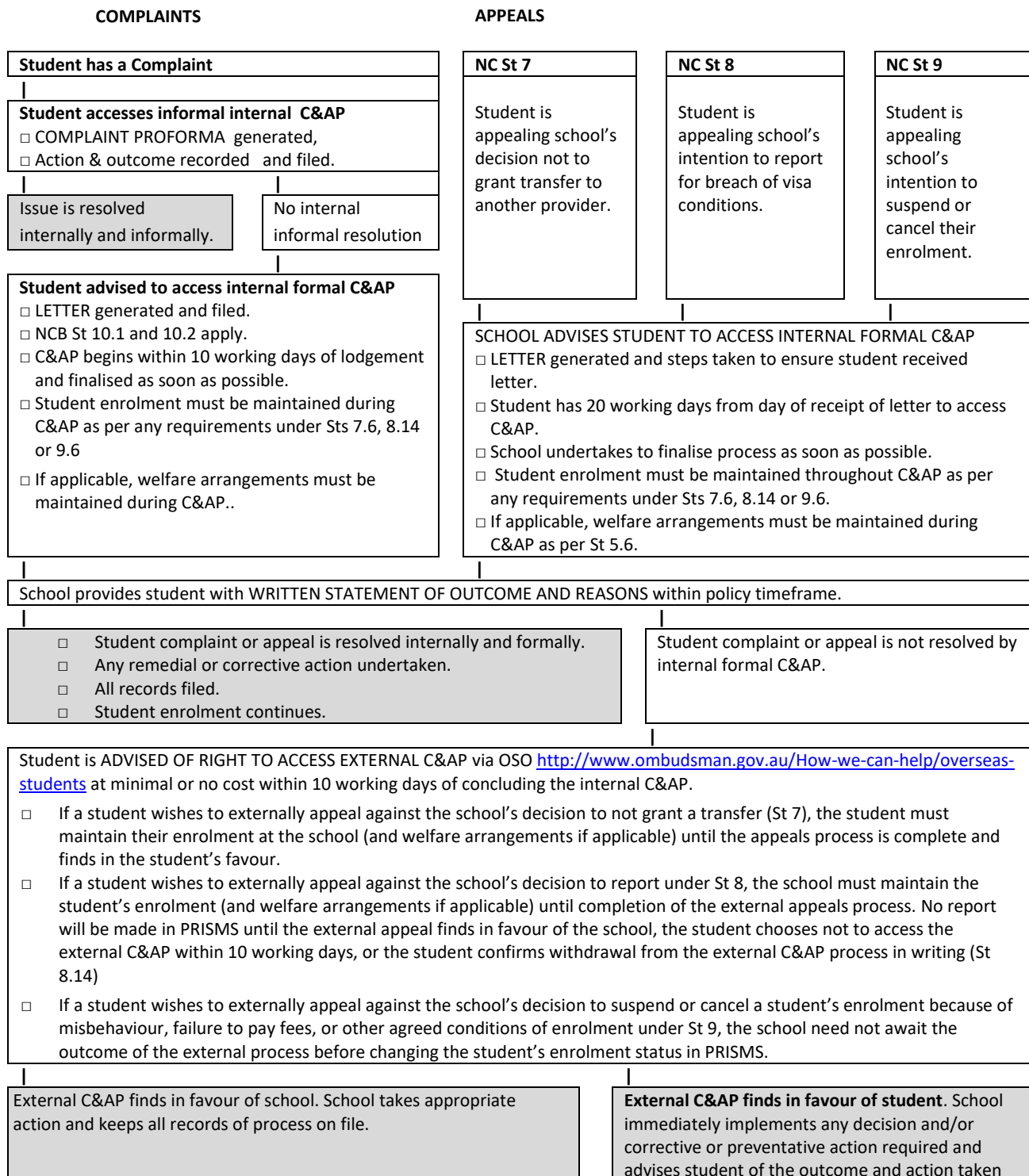
Other legal redress

- 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 Samford Steiner 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, Samford Steiner will immediately implement the decision and any corrective and preventative action required. The student will be immediately advised of the outcome.

Diagrammatic Overview of Complaints and Appeals Processes (C&AP)



Privacy

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

- For more information on privacy, please refer to [Privacy-Policy-2024.pdf](#)

Change of Address

It is a requirement for Overseas Students that the school is informed of the current address of the family, if the student is residing with his/her parents. Address details will be communicated to the Australian government relevant authorities.

For Overseas Students for whom the school has provided an Under 18 Student Welfare Letter, the student **must** continue to stay with the family and at the address nominated by the school. In the event of a desire to move, the student **must** move to a residence approved by the school. This same condition applies if the student reaches 18 years of age while studying at Samford Steiner.

Samford Valley Steiner School, 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 *Samford Valley Steiner School* 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 34. *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, Samford Steiner 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)
- 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 34).

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. 25

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, and
- ii. does not resume studies at the school within [14 days] after a holiday break, and
- iii. 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 Samford Steiner's Complaints and Appeals Policy.

Student-initiated cancellation of enrolment, including “inactive” cancellation of enrolment mentioned above, is not subject to Samford Steiner’s Complaints and Appeals Policy.

SCHOOL-INITIATED CHANGES IN ENROLMENT

School-initiated exclusion from class

Samford Steiner 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 Samford Steiner 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 Samford Steiner 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

Samford Steiner 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 Samford Steiner’s 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 Samford Steiner 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 Samford Steiner’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>.)
Suspensions will be recorded on PRISMS.

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

School initiated cancellation of enrolment

Samford Steiner 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 Samford Steiner 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 Samford Steiner's appeals process.

Samford Steiner 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 Samford Steiner will be cancelled and this may impact on the student's visa. Further information can be found in Samford Steiner's Course Progress and Attendance Policy.

For the duration of the internal appeals process, Samford Steiner 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 Samford Steiner'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 Samford Steiner 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 Samford Steiner 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.

Overseas Student Transfer Request Policy

Samford Steiner 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:

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

Students can apply to be released 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 Samford Steiner's intervention strategy to assist them in accordance with Standard 8 (Overseas student visa requirements).
- The student provides evidence of compassionate or compelling circumstances.
- Samford Steiner 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 Samford Steiner or an education or migration agent regarding Samford Steiner 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.

Samford Steiner 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.
- Samford Steiner 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
- 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 speak to 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 Samford Steiner, the student will be notified and the decision will be reported to the Department of Home Affairs (Immigration) via PRISMS.

If Samford Steiner 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 Samford Steiner's complaints and appeals policy. The student has the right to access Samford Steiner'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 Samford Steiner'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 Samford Steiner.

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 International Student Officer for assessment and response within 20 working days.

3. 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.
4. 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. Samford Steiner 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>.

TRANSFER PROCEDURE

For student transferring FROM Samford Steiner TO another provider

- Advise circumstances in which a transfer will be granted. (
- Advise circumstances considered as reasonable grounds for refusing the student's request, including when a transfer can be considered detrimental to the student. (NC B 7.2. 3)
- Advise that overseas students are restricted from transferring from their first registered school sector course of study for a period of six months. This restriction also applies to any course(s) packaged with their first registered school sector course of study, unless the criteria in NC B St 7.3.1 and St 7.3.2 are met, i.e.,
 - a valid enrolment offer from the receiving provider is sighted
 - the under 18 student has written permission from a parent / legal guardian
 - if applicable, the receiving provider has confirmed it accepts responsibility for approving welfare arrangements from the date of the under 18 student's release and there is no gap in welfare dates
- Assess and respond to the request for transfer in a reasonable timeframe (and as specified in the policy, below), keeping in mind the 6 months restriction in St. 7 (NC B St 7.2.4)
- The processing of a transfer request and subsequent release (if granted) must be at no cost to the student. Upon granting a transfer, the school must advise the student that he/she must contact Department of Home Affairs (Immigration) to ask whether a new visa is required. Provide Department of Home Affairs (Immigration) contact details: <https://immi.homeaffairs.gov.au/help-support/contact-us> (NC B St 7.4)
- The Letter of Offer must include the date from which the school will accept welfare responsibility (if required) for any transferring student under 18yrs. The welfare responsibility should transfer from the releasing provider to the receiving provider 7 days from the student's last day of study with the releasing provider, unless both providers agree to a different date.
- All records for requests for transfers and outcome decisions will be kept on the student's file for two years after the student ceases to be an accepted student. (NC B 7.7)

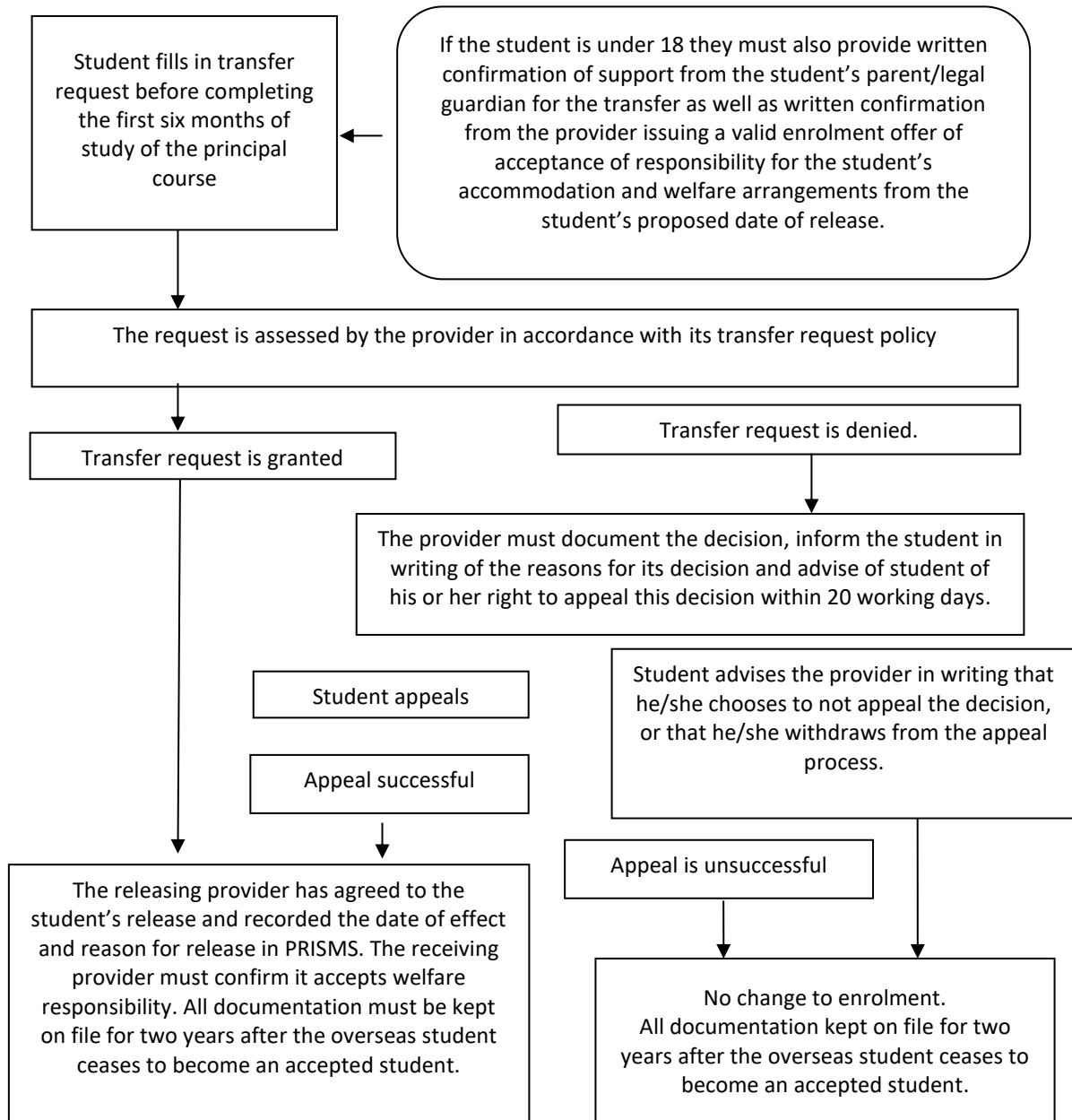
For student transferring TO SVSS to another provider

- A student who is currently enrolled in another registered provider's course may only be enrolled at Samford Steiner prior to completion of enrolment in the first six months of enrolment in his/her first registered school sector course of study if: (NCS 7.1)

- i. The original provider has confirmed the student's release in PRISMS, recording also the date of effect and reason,
 - ii. the original registered provider / course has ceased to be registered,
 - iii. the original registered provider has had a sanction imposed by a relevant registration authority that prevents the student from continuing enrolment in the first registered school sector course, or
 - iv. any government sponsor of the student provides written support for a change of course to be in the student's best interests.
- Confirm in PRISMS that the student is currently enrolled with another provider. The student will only need approval for release from the other provider (via PRISMS) if they have not yet completed 6 months of their first registered school sector course with that provider.
 If the other provider's approval is required for release, the student will need a Letter of Offer from your school so that they can give it to their current provider. (If the intending student is under 18yo, your school will also need to give a written undertaking to take over welfare from the student's date of release. This information should be included with the Letter of Offer.)
 SVSS MUST NOT create a CoE until PRISMS shows that the student is released by the current provider. (NC B St 7.2.1 and St 7.3)
 The welfare responsibility should transfer from the releasing provider to the receiving provider 7 days from the student's last day of study with the releasing provider, unless both providers agree to a different date.
- Where the transfer request is approved by the other provider, confirmation of release from the student's current course is provided to the School via PRISMS. (NC 7.1.3)

Prior to accepting a student wishing to transfer from another provider, Samford Valley Steiner School will apply criteria for course entry requirements and should be satisfied that the student has demonstrated a commitment to studies during the course, had a good attendance record for the course, and paid all fees for the course.

STUDENT TRANSFER REQUEST ASSESSMENT FLOWCHART



School Critical Incident Policy

1. Samford Valley Steiner School recognises the duty of care owed to its students and that planning for the management of a critical incident is essential.
2. A critical incident is a traumatic event, or the threat of such (within or outside Australia) which causes extreme stress, fear or injury that may affect the student's ability to undertake or complete their course. This may include but is not limited to:
 - Serious injury, illness or death of a student or staff
 - Students or staff lost or injured on an excursion
 - A missing student
 - Severe verbal or psychological aggression
 - Physical assault
 - Student or staff witnessing a serious accident or incident of violence
 - Natural disaster e.g. earthquake, flood, windstorm, hailstorm or extremes of temperature
 - Fire, bomb threat, explosion, gas or chemical hazard
 - Social issues e.g. drug use, sexual assault

Critical incident Committee

Samford Steiner has a Critical Incident Committee to assist the School Director in the prevention and management of critical incidents at the school, or off campus in the case of an overseas student for whom the school has undertaken care responsibilities.

The School Director is the Critical Incident Team Leader.

The Critical Incident Committee also includes:

- Education Administrators
- Economic Development Director
- Head of College
- Site Manager
- Students [if relevant]
- Other members of the school community - PAFA
- Enrolments Officer

The responsibilities of the committee include:

- risk assessment of hazards and situations which may require emergency action
- analysis of requirements to address these hazards
- establishment of liaison with all relevant emergency services e.g. police, fire brigade, ambulance, hospital, poisons information centre, community health services

- 24 hour access to contact details for all students and their families (this will also include homestay families, carers, consular staff, embassies and interpreting services if necessary)
- 24 hour access to contact details for all relevant staff members needed in the event of a critical incident e.g. school counsellor, welfare officer, legal services, school security
- development of a critical incident plan for each critical incident identified
- dissemination of planned procedures
- organisation of practice drills
- regular review of the critical incident plan
- assisting with implementation of the critical incident plan
- arranging appropriate staff development
- budget allocation for emergencies
- ensuring written records of any critical incident and remedial action taken by SVSS are kept on file for at least two years after the student ceases to be enrolled.

3 Critical Incident Plan of Action

- a All critical incident plans assign responsibilities among relevant staff members; cover all the actions to be taken and timelines for doing so.
- b Responding to the Event - immediate Action (within 24 hours)
 - The Committee members are informed. Appropriate steps to be taken are planned.
 - Identify those involved in the incident
 - Check off and prioritise relevant tasks on the checklist
 - Allocate responsibilities,
 - Seeking advice and help from any necessary emergency services/hospital/medical services
 - Establish lines of communication, Dissemination of information to parents and family members
 - Completion of a critical incident report
 - Media response if required (see below)
 - Assess the need for support and counselling for those directly and indirectly involved
- c Additional Action (48 – 72 hours)
 - Assess the need for support and counselling for those directly and indirectly involved (ongoing)
 - Provide staff and students, parents / family members with factual information as appropriate
 - Restore normal functioning and school delivery
- d Follow-up – monitoring, support, evaluation

- Identification of any other people who may be affected by critical incident and access of support services for affected community members
- Maintain contact with any injured/affected parties
- Provision of accurate information to staff and students where appropriate
- Evaluation of critical incident management
- Be aware of any possible longer term disturbances e.g. inquests, legal proceedings

5 Resources

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

6 Managing the Media

- Manage access of the media to the scene, and to staff, students and relatives
- The School Director should normally handle all initial media calls
- Determine what the official school response will be
- All facts should be checked before speaking to the media
- If accurate information is unavailable or the issue is of a sensitive nature, explain that questions cannot be answered at this time
- Avoid implying blame or fault for any part of the incident as this can have significant legal implications
- The School Director may delegate media liaison to another member of staff

7 Evaluation and review of management plan

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

THINGS TO DO/KNOW BEFORE LEAVING HOME

The following section provides helpful hints for leaving home and entering Australia.

CHECKLIST

Before leaving home:

- 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 & certificates
- Travel insurance policy
- OSHC
- ID cards, drivers licence, 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.

You should prepare a folder of **official documents** to bring with you to Australia, including:

- Valid passport with student visa
- Letter of offer/ admission letter from Samford Steiner
- Confirmation of Enrolment (CoE) issued by Samford Steiner
- Under 18 Student Welfare Letter, if you are under 18 years of age.
- Receipts of payments (e.g. tuition fees, OSHC, bank statements etc.)
- Insurance policies
- Original or certified copies of your academic transcripts and qualifications
- Other personal identification documents, e.g. birth certificate, ID card, driver's licence, medical records and/or prescriptions

Keep all documents in your carry-on luggage. In case you lose the originals, make certified copies that can be left behind with family and sent to you.

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 & 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>

Be sure you have communicated with your Guardian/home stay family and know how to get to your destination, most often you will be collected from the airport by your Guardian/Homestay Family who will carry a sign with your name on it.

Things To Do 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.

Making Phone Calls within Australia

To make international phone calls: 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. *How much to bring*

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.

Orientation Day

Either before you start studying at Samford Steiner or on your first day you will be given a tour of the grounds and facilities that you will be using at the school. You will also have our policies regarding Overseas Students explained. Your Class teacher (Year 5 – 7) or the Class Guardians (Year 8-12) are your first contact at the school if you need any assistance. You will be introduced to the Faculty Director and the International Student Officer who will check in with you regularly during your stay. A student from your class will also be appointed as your 'buddy' and will help you to find your way around and help you to settle in. Whilst orientation will happen, initially it may take you some time to settle into Samford Steiner and life in Australia. Please approach your Class Teacher, Guardian or your Guardian/homestay parent if you need any help.

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.

Support Services for Overseas Students

Settling into a new home and school environment can take some time. Families whose children join us in Class 5 to Class 7 will have a class teacher. The class teacher is the first person to whom you should speak if you have any questions or concerns. Overseas students joining us without their families in Classes 8-12 will also have High School Class Guardians who will be their first point of contact. In addition, Samford Steiner has an International Student Officer who will meet with overseas students as needed and can be contacted through either the high school office or the main school office. The International Student Officer is also able to be contacted out of school hours on mbarna@samfordsteiner.qld.edu.au

This e-mail address will be checked regularly during holiday breaks and weekends.

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 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.

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.

Staff responsibilities

Staff Member in this Role	Area of Responsibility for Overseas Students	Method to Contact / make Appointment
International Student Officer and Class Teacher/Guardian	Orientation on arrival	Contact the International Student Officer via email
Learning Enrichment Team	ESL Support	Contact the International Student Officer via email
Primary school or High School Director	Other tutorial support	Contact the International Student Officer via email
High School Director & Class Teacher/Guardian	Academic and Careers Counselling	Email: rlaur@samfordsteiner.qld.edu.au or guardian email
International Student Officer - support to access External Professionals Internal Support Well-being Officer	Personal Counselling	Contact the International Student Officer via email or the wellbeing officer
International Student Officer & School Director	Monitoring of homestay / accommodation /care arrangements	Contact the International Student Officer via email
School Director	Complaints and appeals	csheard@samfordsteiner.qld.edu.au
International Student Officer	Visa / Passport issues	Contact the International Student Officer via email
International Student Officer	OSHC	Contact the International Student Officer via email
Primary school or High School Director	Services designed to assist students to meet course progress and attendance requirements	Contact the International Student Officer via email
Primary school or High School Director	Co-ordinate intervention strategies for course progress as necessary	Contact the International Student Officer via email
Primary school or High School Director	Co-ordinate intervention strategies for attendance as necessary	Contact the International Student Officer via email
Wellbeing Officer	Welfare related support services to assist students with accommodation issues arising during their study	Contact the International Student Officer via email

