



**Westbourne
Grammar
School**

International Students

Admissions & Policy Handbook

Westbourne Grammar School CRICOS Provider No. 00355F



Contents

Principal’s Message.....	2
A Child Safe School	3
Campus and Facilities	4
International Admissions	5
Course Delivery Model.....	5
Senior SchoolCurriculum	6
Victorian Certificate of Education (VCE)	8
Secondary Preparation Program.....	8
English Language Proficiency Testing	9
Indicative Costs of Living in Australia.....	10
International Student Enrolment Procedures Summary.....	11
Overseas Student Health Cover	13
Student Support.....	13
Course Attendance and Course Progression.....	17
PRISMS Reporting	21
Course Deferment, Suspension and Cancellation	21
Course Deferment Initiated by the Student.....	22
Course Suspension Initiated by the Student	22
Course Suspension Initiated by the School	23
Cancellation of Enrolment	23
Course Transfers	24
Course Transfer Approval - Letter of Release	24
Course Transfer Refusal	25
Accepting Student Transfers from Another Provider.....	25
Course Refunds.....	26
Complaints and Appeals Process	28
External Complaints and Appeals Process	29
Tuition and Non-Tuition Fees	6
ESOS Legislative Framework	30

Principal's Message



Leading this active, skilled and caring community of staff and students is a huge privilege.

Westbourne is a school that is well managed and stable, with well qualified and dedicated teachers who empower their students and support them to be the best they can be. As educators, our shared purpose is to motivate and inspire, to communicate our vision, to champion and promote change in our classrooms and to plan for the future. We want our students to understand their ability is not fixed but will develop over time when they receive good teaching and when they respond to feedback.

In an era of ever-increasing social, technological and cultural change, schools will continue to transform themselves. For our students, their world will be one that is full of promise. Choice and possibility will exist on a scale unprecedented in human history. Globalisation will continue apace and increasingly, more will be expected of our young people. Because many of them will be working in jobs that do not yet exist, it will be deep level thinking, creativity and imagination that become fundamental skills. Added to that, their ability to make judgements and to use knowledge in new situations will position them for a workplace increasingly focused on making the most of information rather than just knowing facts.

In welcoming our international students to an enriching and supportive environment, we work closely with each individual to ensure they are making good academic progress, are well informed about subject choice and university entrance requirements and feel secure in their surroundings.

Fully integrated into the life of the School, our international students are active participants in all that Westbourne has to offer.

Westbourne Grammar was founded in 1867 by visionaries with a burning desire to provide a great education for the young people of Melbourne's west. We are enormously proud of our heritage and look forward to welcoming you to our community and sharing our achievements with you.

A Child Safe School

- Has zero tolerance for child abuse
- Actively works to listen to and empower children
- Has systems to protect children from abuse, and will take all allegations and concerns very seriously and responds to them consistently in line with the School's policies and procedures
- Is committed to promoting physical, emotional and cultural safety for all children
- Is committed to providing a safe environment for all children.

Westbourne Grammar School is committed to the protection of all children from all forms of child abuse and demonstrates this commitment through the implementation of a comprehensive Child Safe Program designed to keep children safe. We are clear about our behavioural expectations of every person in our community

Child Safe Responsibilities

Child protection is everyone's responsibility. All members of the School Board, Staff, Homestay families as well as Direct Contact Volunteers have a shared responsibility for contributing to the safety and protection of children and young adults

At Westbourne Grammar School, we have a zero tolerance for child abuse and are committed to acting in a child's best interest and in keeping them safe from harm. The School regards its child protection responsibilities with the utmost importance and as such, is committed to providing the necessary resources to ensure compliance with all relevant child protection laws and regulations and maintain a child safe culture.

Campus and Facilities

Truganina Campus

The Truganina campus is situated on 36 hectares at Truganina approximately 20 minutes from the Melbourne CBD. Beautiful landscaped gardens and recreational spaces surround classrooms and buildings including a specially commissioned Sculpture Park.

Truganina has a 700 seat Auditorium, 250 seat Lecture Theatre, a Chapel, a Canteen, Music School and Archives. Of special historical significance is the Holy Trinity Hall which was relocated from Williamstown in 2009 and is an integral part of the School's history.

The Truganina Campus also facilitates the following learning areas:

- Amici Early Learning Centre (ELC)
- Winjeel Prep-2 campus at Truganina
- Verdon 3-6 campus at Truganina
- Year 9 Geoffrey Ryan Centre at Truganina
- Senior School Years 7-12 campus at Truganina

The Sports and Aquatic Centre

The opening of our Sports and Aquatic Centre in 2019 was the realisation of a dream for our community – a dream that started in 1983. With an eight lane 25m heated pool, a learn to swim pool, dance and movement studio and a fitness studio, we have a comprehensive contemporary facility. The Sports and Aquatic Centre is the flagship of our impressive sports precinct in the school which includes netball courts, a full-sized soccer field, two large football ovals, junior ovals, tennis courts, gymnasium and sports annex.

Williamstown Campus

The heart of the Williamstown campus is the historic home 'Monomeith', built in 1875. The entire Williamstown campus has been refurbished reflecting contemporary spaces that facilitate collaboration and inquiry-based learning. From its spectacular location looking back to the Melbourne skyline, the passing ships and to the bird and marine life, the Williamstown campus is an exciting and enriching campus for our younger students.

With the heritage integrity of 'Monomeith' carefully preserved, the internal spaces have been brought to life to reflect twenty-first century approaches to learning. The Learning Resource Centre which incorporates the Library is a light filled space that encourages and invites children to spend time reading, learning and exploring ideas. It also opens out to allow the flow from internal to external learning environments.

The location of School facilities can be easily located via the Map of the School, click [here](#) to view.



[School Map](#)

International Admissions

Westbourne Grammar School welcomes international students from many different countries around the world. We have a specialist Secondary Preparation Program delivered on campus and a dedicated international team to support our overseas students prior to entering mainstream study. We generally accept students for entry into Years 7 –11.

The highest education certification offered by the School is the Victorian Certificate of Education (VCE).

Westbourne Grammar School is one of the oldest schools in Victoria. Established in 1867, we have been shaping learners who inspire the world for around one hundred and fifty years - young women and young men who are academically well prepared and who will make a difference in whatever they do. As the School motto says, 'That which you do, do well' and in every aspect of school life - from learning in and outside the classroom, how we interact together as a community, in the co-curricular, service and spiritual life of the School, this motto underpins our School values.

Our Senior School campus is located at Truganina in Melbourne's west, approximately 20 kms from the CBD. It is a safe and caring environment.

Why Study At Westbourne?

- Westbourne students achieve excellent academic results and gain entry into the top universities in Australia and around the world.
- Become connected to your class mates and form strong enduring relationships with them as members of the Westbourne community
- The School provides an inclusive, safe, caring and supportive environment.
- We offer an extensive range of subjects in the Victorian Certificate of Education.
- Our teaching staff are highly qualified and experienced in teaching students from diverse backgrounds.
- We have a broad range of co-curricular activities.
- Our beautiful campus is in Melbourne's west and is easily accessed by public transport.
- If the student is attending Westbourne unaccompanied by parents, School-approved homestay arrangements are with local families within close proximity to the School.

Course Delivery Model

CRICOS Provider Name: Westbourne Grammar School

CRICOS Provider Number: 00355F

Course Name: Primary Years P – 6
 CRICOS Course Code: 011401C
 Duration: 364 weeks
 Code Delivery: Face-to-face learning
 Term Dates: [2021 Term Dates](#)

Course Name: Secondary Years 7 – 12
 Duration: 312 weeks
 CRICOS Course Code: 016541F
 Course Delivery: Face-to-face learning
 Term Dates: [2021 Term Dates](#)

Tuition and Non-Tuition Fees

Tuition Fees

Westbourne Grammar School 2021 Tuition (inclusive of Secondary Preparation Program) Fees:

Junior School (Prep to Grade 1)	AU\$24,530.00 per year
Junior School (Grade 2 to 3)	AU\$25,280.00 per year
Junior School (Grade 4 – 6)	AU\$27,100.00 per year
Senior School (Years 7)	AU\$31,390.00 per year
Senior School (Years 8 – 9)	AU\$32,030.00 per year
Senior School (Year 10 – 12)	AU\$32,990.00 per year (includes VCAA fees)

Non-Tuition Fees

School Uniform	AU \$1,000.00 - \$1,500.00
Textbooks and stationery (Senior School)	AU \$200.00 - \$400.00
Online resources (Senior School)	AU \$100.00 - \$200.00
Transport School Bus Charter (approximate annual fee)	AU \$2,380.00
Locker Lock Fee (Senior School)	AU \$13.50
Practical Experience equipment costs for Camps/Tours	
Year 7	AU \$250.00 - \$275.00
Year 8	AU \$800.00 - \$850.00
Year 9	AU \$900.00 - \$950.00
Private Music Lessons (Optional)	AU \$352.00 (per term - 8 lessons)
Equipment– Instrument Hire Fee	
Type A Instruments	AU \$77.00 (per term)
Type B Instruments	AU \$103.00 (per term)

Please note: The fees are reviewed annually. Any increases are communicated to parents in Term 4

Senior School Curriculum

Years 7 and 8 feature a traditional core curriculum which includes:

- English
- Mathematics
- Science
- Humanities
- Music
- Art
- LOTE (Japanese or German)
- Physical Education and Health
- Outdoor Education and Sport

In addition, students are able to select from a range of Academic Enrichment modules. The purpose of these modules is to extend and challenge students in a way which complements and expands upon the core curriculum.

Students in Year 9 study core subjects which includes:

- Art
- Drama
- Design-Multimedia
- Food and Technology
- Literature
- Music
- Literature
- Visual Communication Design

In addition, Year 9 students also study an Enrichment Module which is designed to offer the opportunity to study an area of interest outside the traditional curriculum and, in the process, develop a passion for an unfamiliar subject matter.

Year 10 is the stepping stone for the VCE years of school.

The Year 10 curriculum and structure is designed to provide the best possible preparation for these vital senior years. The subject offering serves to provide:

- A solid grounding in core subjects (English, Mathematics, Science, Geography and History) considered essential in order to progress to the demanding two years of VCE studies. All subjects are academically rigorous and comprehensive in the depth of material covered.
- Elective subjects allowing students to pursue subjects of interest. In addition, students can also study enrichment pathway subjects which prepare them for a VCE Unit 3 & 4 subject in Year 11, provided an appropriate academic level of achievement has been attained.

Victorian Certificate of Education (VCE)

The highest education certification offered by the School is the Victorian Certificate of Education (VCE). The VCE is a two year course:

- Year 11 is divided into Units 1 and 2
- Year 12 is divided into Units 3 and 4

In Year 11 students study 6 subjects in each unit. In Year 12 students study 5 units in each subject.

VCE Subjects

VCE subjects offered at Westbourne include:

- | | | |
|-------------------------------------|--------------------------------|---|
| • Accounting | • Environmental Science | • Literature |
| • Art | • Food and Technology | • Mathematics (Further, Methods & Specialist) |
| • Biology | • Geography | • Media |
| • Business Management | • German | • Music |
| • Chemistry | • Health and Human Development | • Physical Education |
| • Chinese | • History | • Physics |
| • Economics | • Information Technology | • Studio Arts |
| • English | • Politics | • Theatre Studies |
| • English as an Additional Language | • Japanese | |
| | • Legal Studies | |

High achieving Year 12 Westbourne students also have the opportunity to study at a University level while still at school completing their Year 12 VCE studies. The School will provide opportunities in University Mathematics for suitably interested students.

What is a SAC (School Assessed Coursework)?

This is School-Assessed Classwork and each SAC is very important as part of your mark for that subject. Attendance for SACs is COMPULSORY.

Course Credit

The School does not offer Course credit with the exception of students enrolling into VCE.

Secondary Preparation Program

Intensive English

The Secondary Preparation Program course has been developed to meet the English Language Intensive Courses for Overseas Students (ELICOS) Standards 2018.

The curriculum is specifically designed to equip students with the necessary study skills to meet academic requirements of the School, taking into consideration differing ages, maturity levels and English language proficiency abilities.

The curriculum focuses on developing effective English language and communication skills, such as speaking, listening, reading comprehension and writing. The program aims to develop critical thinking and research skills to

assist students with transitioning into mainstream classes. Whilst participating in the course, students undertake additional selected mainstream classes such as Mathematics, Sport, Australian Studies, Science and Film studies.

The standard scheduled face-to-face contact hours for the course is 20 hours per week. The course is taught in class groups that do not exceed 18 students to enable strong support from the teaching staff and encourage student engagement.

English Language Proficiency Testing

An English Language Proficiency Test is a compulsory requirement for assessment for entry and the AEAS or IELTS test is used for this purpose. The School will not consider any applications unless they are accompanied by either a recent AEAS or IELTS test result.

There are various test centres around the world, to find a centre in your country, please refer to the following website:

- [AEAS](#)
- [IELTS](#)

The results of this test will guide our recommendation of what entry level is most appropriate and how many weeks' study of our Intensive English Language course (Secondary Preparation Program) at Westbourne is required prior to commencement of studies.

English Language Proficiency Entry Requirements

International students are required to complete an English language proficiency test prior to acceptance of enrolment at Westbourne Grammar School. The test assesses a student's vocabulary, reading comprehension, writing, listening and speaking abilities.

The School has established the following English language proficiency entry requirements for Secondary Preparation Program (SPP):

Year Level	AEAS test score	IELTS test score
7	50+ (Intermediate)	4.5+ (Intermediate)
8	55+ (Intermediate)	4.5+ (Intermediate)
9	60+ (Intermediate/Upper-Intermediate)	4.5+ (Intermediate)
10	Semester 1 65+ (Upper-Intermediate)	Semester 1 5 + (Upper-Intermediate)
	Semester 2 70+ (Upper-Intermediate)	Semester 2 5 + (Upper-Intermediate)

In order for students to be promoted from SPP, or receive a direct entry into mainstream classes, the School has established the following English language proficiency requirements:

Year Level	AEAS test score	IELTS test score
7 – 8	60 + (Intermediate)	5+ (Intermediate)
9	65+ (Intermediate)	5+ (Intermediate)
10	70+ (Intermediate/Upper-Intermediate)	5+ (Intermediate)
11	75+ (Upper-Intermediate)	5.5 + (Upper-Intermediate)

Indicative Costs of Living in Australia

<p>Australian Homestay Network (AHN) Homestay Fees *Fees based off average costs for 7 nights & 3 meals per day</p> <p>Additional Fees Matching Fee Airport Pick Up Fee</p> <p>*Please note: Homestay fees must be paid a <u>minimum 6 weeks prior to arrival in Australia</u>. https://www.homestaynetwork.org/melbourne-pricing/</p>	<p>AU \$365.00 (per week – under 18 years) AU \$ 345.00 (per week – over 18 years) AU \$ 290.00 AU \$160.00</p>
<p>Student Advocate Fees *Please note: Homestay fees must be paid a <u>minimum 6 weeks prior to arrival in Australia</u>. Students can either pay per month or an annual fee. http://www.studentguardians.com/fees.php</p>	<p>AU \$300.00 (Monthly fee) AU \$2,200.00 (Annual fee)</p>
<p>Personal & Entertainment Expenses</p> <p>Eating out Public Transport (Myki) Movie ticket Zoo Admission ticket</p>	<p>AU \$120.00 (approximate per week) AU \$30.00 (per outing) AU \$ 22.50 - \$45.00 (Zones 1 & 2 weekly ticket, costs dependent on age and concession) AU \$16.50 - \$24.00 (standard cinema ticket, costs dependent on age and concession) AU \$19.00 - \$30.00 (per ticket, dependent on age and concession)</p>

International Student Enrolment Procedures

Summary

Placement Consideration:

Full Fee-Paying Overseas Students (FFPOS) will be considered for an enrolment placement by Westbourne Grammar School providing the following conditions are met:

- There is a place available.
- English Language proficiency is met through AEAS or IELTS testing results

Completing an Application:

The following documents must be provided to the International Student Admissions Team.:

- Completed International Application for Enrolment Form (Inclusive of \$150 non-refundable application fee)
- Translated transcripts of academic records from the past two years of Schooling
- Birth Certificate or copy of student passport
- English Language Proficiency Test - AEAS or IELTS testing result
- Letter of Release from the releasing registered provider (applicable to Student Transfers)
- The Agent has been an approved agent of the school and an agreement between the School and the Agent are in place.

Assessment of Application

Entry into the School is subject to the assessment of the School. The Head of Admissions has the authority in determining suitability of prospective students.

Students accepted into Years 7 and 8 will only be considered if accompanied by a parent or a nominated relative to look after the Student whilst they are studying. They will not be accepted into Homestay.

The School must be provided with supportive evidence of students undertaking study in Years 7 and 8 that they will be accompanied by a parent or nominated relative.

Unsuccessful Applications

An enrolment application may be declined based on the following:

- The Head of Admissions has not approved the application.
- The Student has not met the English Language Proficiency Entry requirements.
- The Student does not meet the assessment criteria of the School.
- Required documentation and/or Application fee has not been completed or received.
- The Student has requested a Course Transfer without providing a Letter of Release from the releasing registered provider.
- The School does not approve the requested Student Welfare arrangement

In the event that placement is declined, the Agent or family representative is to be notified via email that the Application for the Student has been unsuccessful.

Students may be required to complete further English language or academic testing. In addition, students may be required to attend an interview. The results will be communicated to the referring agent or family if it is a direct application.

Successful Applications

If the student's application is successful, the School will forward a Letter of Offer, Written Agreement and Course Enrolment Form to the student and the parent/s.

Accepting an Enrolment Offer

To accept an enrolment offer of a place at Westbourne Grammar School, the following must be submitted to the School:

- Written Agreement signed by student and parent
- Tuition Fee Payment - **All fees must be paid in Australian dollars (AU).**
6 months tuition fee to be paid in advance, inclusive of: \$150 non-refundable Application for Enrolment fee (if it has not yet been received), and the \$750 Confirmation of Enrolment Fee.
- Completed Forms: Medical Data Form and the Course Enrolment Form (inclusive of Student Accommodation and Welfare Arrangements)

Note: Additional payments of more than 50% of the tuition fees may be paid to the School in advance (prior to course commencement) by the student/parent if they choose to do so.

Confirming the Enrolment

Once the payment and all documents requested above have been received, the School will issue the Confirmation of Enrolment (CoE) to the student.

In addition, students that will fall under a Confirmation of Approval of Accommodation and Welfare (CAAW) arrangement will be provided with the relevant CAAW letter.

These documents will enable you to apply for the student visa. Each country has different procedures and timelines for this process and we recommend that you familiarise yourself with this process before you submit your child's application. We recommend that you use the services of an education agency to assist you with your application, visa preparation and submission.

Overseas Student Health Cover

The Australian Government requires all international students to have medical insurance cover. The School will require proof of this cover. Overseas Student Health Cover (OSHC) information can be accessed [here](#).

Student Support

Orientation Program

1. Students will be introduced to the International Student Coordinator, the appropriate Head of School, Head of House, International Student Prefect and the Secondary Preparation Program teacher (if required).
2. Students will be given a tour of the School – the School's support services available to students will be explained to them including the International Centre, the Health Centre and be introduced to the School Nurses, IT Help Desk, Transport Department, International Student Prefect, Careers Counsellor, Director of Learning, the school counsellors and the School Chaplain, Canteen, Library, Gymnasium and Aquatic Centre.
3. The student meets the Head of House and is provided with his/her timetable
4. Students will be educated on, and be provided with, a list of the emergency contacts and support services available to International Students.
5. Each student will receive a copy of the International Student Orientation Handbook. The International Student Coordinator will go through the Handbook by way of an Orientation Program with the students to ensure that the students understand the contents of the Handbook. As a requirement of the School, Students are required to complete and sign the Orientation Checklist, acknowledging that the student has been advised of all internal and external support services, and their contact details.
6. The school bus system will be explained to the student and the homestay so that they know when and where to catch the school bus. The student will be assisted for the first few days of school by the Bus Prefect on his or her bus. The Bus Prefect is a Year 11 student who will make sure the student gets on and off the bus at the correct place each day.
7. The public transport system will be explained to the student including supplying appropriate maps and transport timetables.
8. If required, the student will be assisted with opening a bank account.

Course Advice – University Entry

For students in Years 11 and 12 the School has a full time Careers Counsellor who works closely with the International Student Coordinator and Heads of House to ensure that the students have the best possible advice on university courses available to them.

Each year the Careers Counsellor organises a speaker from the major universities to come to the School to speak with the Years 11 and 12 international students. The speaker is from the International Office of the University and, as a result, the international students' individual needs can be addressed, and their questions answered.

In Year 10 each student meets with the Careers Counsellor to discuss the future academic direction of the student prior to them having to make subject choices. They are then supported by the staff in the International Centre to make their choices.

Current course guides are available to all students to assist them with their subject choices as well as their future university placement.

Tertiary institutions' Open Days are advertised in the School's careers room, the Library, the daily bulletin and on the International Centre noticeboard.

Additional Support Services

Westbourne Grammar School has a fully qualified registered nurse, and Student Counsellors who are available to the students to support them throughout their time at the School. The School calls on the services of an interpreter where necessary.

Day-to-day welfare

Westbourne Grammar School employs a full time International Student Coordinator to take care of the day-to-day needs of the international students. The International Student Coordinator provides daily support to all international students and oversees both their academic progress and their personal welfare. The International Student Coordinator is available to students at recess and lunchtime on a daily basis and on mobile telephone after hours as required in an emergency. Students and families are provided with written academic reports each semester which form the basis of the International Student Coordinator's academic counselling. The International Student Coordinator will also liaise with teaching staff, homestays and where applicable Student Advocates, if there are any concerns about a student's academic or pastoral progress.

Westbourne has a strong House system and the student's Head of House and House tutor work with them to monitor academic progress and wellbeing, and to engage them in the full life of the School.

The additional welfare-related support services provided by Westbourne staff to assist students with issues that may arise during their study are provided at no additional cost to the student. Should a referral to external support services be necessary, Westbourne Grammar School will not charge for the referral. Any costs incurred for external support services (if necessary) are to be paid by the student.

Student Accommodation Arrangements

All international students undertaking study at Westbourne Grammar School must have adequate accommodation arrangements in place prior to commencement of enrolment.

The minimum age requirement for an international student to be accepted into homestay accommodation is 13 years of age. Westbourne Grammar School grants permission for students aged 13 years (and above) to reside in

homestay accommodation only when the student is residing with a nominated relative approved by the Department of Home Affairs.

The requirements for homestay are more restricted. The School only grants permission for students enrolling into Year 9 (and above) to reside in an approved homestay.

There are two accommodation options:

1. The student resides with a nominated relative approved by the Department of Home Affairs.
2. The student resides with a school approved and agency verified homestay family.

It is preferred that students live in a local area in close proximity to the School's Campus. The School will not accept students who reside in a flat or house with other students or by themselves.

Confirmation of Appropriate Accommodation and Welfare (CAAW)

Where the School issues a CAAW for a student under the age of 18 years, the School takes responsibility for the student's accommodation and welfare arrangements. These responsibilities are non-delegable, and the School will not outsource or contract out these responsibilities to another party.

Homestay Provided by a Nominated Relative

Where the student's family decide to nominate a relative in Australia to provide homestay accommodation for the student, the School must be provided with supportive evidence of Department Home Affairs approval prior to accepting the enrolment of the student.

The nominated relative must be:

- aged 21 years or older
- of good character (evidence required)
- be an Australian citizen, or permanent resident, or be eligible to remain in Australia until the student's visa expires.

School Approved Homestay

The School's preferred Homestay agency is the Australian Homestay Network (AHN). AHN undertake a range of roles for determining appropriate accommodation arrangements for students, including the recruitment and shortlisting of potential homestay providers.

Prior to the student being allocated a homestay, the School will request a shortlist of potential matches from AHN to assist with assessing the suitability of potential Homestay hosts. The final verification that the homestay is appropriate to the student's age and needs are screened and assessed by the School and includes a site visit.

The School will ensure regular monitoring of homestay accommodation and that homestay reviews are undertaken at least every 6 months.

AHN Enquiries: Ph: 1300 697 829. Email: melbourne@homestaynetwork.org

Please refer to AHN website for further information [here](#).

The International Student Coordinator is responsible for monitoring a student's homestay and assisting in resolving any concerns relating to homestay. If any party raises a concern relating to homestay, the International Student

Coordinator will ensure that the concern is promptly followed up and determine whether the student's welfare is at risk.

Where the International Student Coordinator determines that a homestay no longer meets the School's expectations and accommodation requirements, they will liaise with relevant parties to ensure alternative accommodation arrangements are put in place as soon as practicable. The School will ensure appropriate notifications are made via PRISMS and to the student's parents.

Where a student requires emergency homestay, the International Student Coordinator will follow the Critical Incident Management Procedure and ensure that the appropriate arrangements are made for the student to enter a pre-approved emergency homestay.

Student Welfare Arrangements

All international students aged 18 years or younger are required to have a Nominated Relative Guardian, or if a Welfare arrangement is required for students living under CAAW, a Student Advocate must be appointed and approved by the School while the student is undertaking study in Australia. This rule applies to all international students enrolled at the School, irrespective of age.

The School is responsible for ensuring the student's accommodation and welfare arrangements until:

- The student leaves Australia.
- The student turns 18 years old.
- The student transfers to another registered provider and the School has confirmed there is no gap in welfare arrangements.
- The care of student by a parent or nominated relative is approved by Department of Home Affairs (Immigration).
- The School has notified Department of Home Affairs (Immigration) that the School can no longer approve the welfare arrangement of the student and the School has taken required action after not being able to contact the student.

Nominated Relative Guardian

A student's blood relative (parent, uncle, aunt, grandparent, cousin etc), can be appointed as a Nominated Relative Guardian. A nominated relative must be:

- aged 21 years or older
- of good character (evidence required)
- an Australian citizen, or permanent resident, or be eligible to remain in Australia until the student's visa expires or the student turns 18 years of age.

Student Advocate

Where an international student is not travelling with a parent or legal guardian or does not have an approved Nominated Relative Guardian and falls under the welfare of the School, the School will ensure that a Student Advocate is appointed.

The School's preferred Student Advocate agency is the ISA Student Advocates. Please refer to their [website](#) for further information.

Please Note: The Student Advocate has no responsibility for the student's accommodation and welfare, this paid support service is additional to the student support provided by the School.

Notifying the School of Accommodation or Welfare Changes

The School must be notified of any change in accommodation or welfare arrangements. All accommodation and welfare arrangements must be approved by the School.

Where the parents decide to make changes to accommodation or welfare arrangements, the School must be notified in writing within 7 days. The student's parent(s) must complete and sign the *Changes to Accommodation and Welfare Arrangements Form*.

Where the School has approved the student's accommodation and welfare arrangements, the student requires both the School's and their parents' approval for any changes to their accommodation and welfare arrangements to be actioned. The student's parent(s) must complete and sign the *Changes to Accommodation and Welfare Arrangements Form*.



[Accommodation and Welfare Arrangements Policy](#)

Course Attendance and Course Progression

Course Delivery

The course delivery method is face-to-face learning and the School will not deliver a course exclusively via online or remote learning arrangements with the exception of instances where approval has been granted by the Victorian Regulations and Qualifications Authority (VRQA), or the Education Minister executes a Ministerial Direction permitting CRICOS registered schools to deliver courses to international students enrolled in CRICOS courses through online and remote learning arrangements.

For International Students that undertake study through face-to-face learning arrangements, the School will:

- Not deliver more than one-third of the units (or equivalent) by online or remote learning arrangements.
- Ensure that in each compulsory study period for a course, the international student is studying at least one unit that is not by online or remote learning arrangements, unless the student is completing the last unit of their course.
- Ensure that international students undertaking study in the Secondary Preparation Program (SPP), any online or remote learning arrangements are in addition to face-to-face learning arrangements as approved by VRQA.

Instances where the School is permitted to deliver the course through online and remote learning arrangements, the School will take reasonable steps to support international students who may be disadvantaged by:

- Additional course costs or other requirements, including students with special needs, from undertaking online or remote learning arrangements.
- Inability to access the resources and community offered by the School, or opportunities for engaging with other international students while undertaking online or remote learning arrangements.

Course Attendance Requirements

International students in Years Prep – 10 are required to attend 80% or higher of scheduled course contact hours to meet satisfactory course attendance. Students that fall below 70% course attendance rate are considered not meeting satisfactory course attendance requirements.

International students undertaking studies in Years 11 & 12 (VCE), or VCE units must attend 90% of scheduled course contact hours to meet satisfactory course attendance. Students that fall below this are considered not meeting satisfactory VCE course attendance requirements and will not be awarded a satisfactory pass grade.

International students that are deemed at risk of not meeting satisfactory course attendance requirements will be identified and intervention strategies will be put in place by the School.

Considerations will be given to international students that have lower attendance rate resulting from special circumstances and/or course deferment.

Student Absences

All international students must notify the International Student Coordinator prior to the start of the school day if they are unable to attend School. All absences from School should be accompanied by a medical certificate, or an explanatory communication from the student's parent/legal guardian, or evidence that the leave has been approved by the School.

Any absences which are greater than three consecutive days without approval will be investigated by the International Student Coordinator. Where the School identifies that the student has been absent for more than five consecutive days, the School is obligated to review the student's enrolment and provide appropriate support strategies where required.

VCE Student Absences

Students who are absent for more than one day, or are absent from a SAC or an examination, must provide a medical certificate to the School for the period of absence and any new or subsequent absences. Where a student requires a leave day in advance, a request must be made in writing to the Head of Senior School. This request must be submitted no less than 2 weeks prior to the leave date. Unaccounted school absences will be followed up by the School, a letter sent to the parents and will result in the student being penalised where there is no valid explanation for a SAC non-attendance.

The School may consider granting Special Provision to students that are absent for a prolonged period of time, or are unable to complete assessments tasks due to illness or other special circumstances. Students can apply for Special Provision in writing after consulting with their Head of House/VCE Coordinator, with the final decisions made by Head of Senior School. The following circumstances are taken into consideration in relation to Special Provision:

- The student has an acute or chronic illness.
- The student has an impairment or disability, including learning disorders.
- The student is experiencing personal hardship (psychological, mental health, family trauma).

Instances where the School grants Special Provision the student will not be penalised for lack of attendance. The School will support students that are granted permission to work from home and implement strategies to ensure that the student's work can be authenticated as their own work.

Course Progression Requirements

The School will monitor, assess and record the academic course progression of each student per term and per semester to ensure the international student is in a position to complete the course within the expected duration specified in the Confirmation of Enrolment (CoE). Students who commence studies part-way through a semester will be assessed after one full term period of attendance.

To demonstrate satisfactory course progression, students are required to achieve an average mark of 50% or higher in English, or English as a Second Language and 50% in all other subjects, aligned with School's *Promotions Policy (outlined below)* and *Senior School Assessment Policy*.

Promotion from Year 7 to Year 8 and Promotion from Year 8 to Year 9

In both cases this requires satisfactory completion of the core subjects specific to that year level.

Guidelines for identifying students 'At Risk' of promotion: Years 7 & 8

If a student achieves below a 'D' on their end of semester examination and/or semester coursework grade in two or more subjects.

Promotion from Year 9 to 10

This requires the successful completion of the Year 9 Collaborative Project and Presentations of Learning. Students must also demonstrate the satisfactory completion of their core subjects.

Guidelines for identifying students 'At Risk' of promotion: Year 9

If a student achieves below a 'D' in their end of semester examination and/or coursework in two or more subjects, or if their Collaborative Project performance and/or progress is unsatisfactory, or if their Presentations of Learning are not satisfactory.

Promotion from Year 10 to Year 11 (VCE)

Promotion to Year 11 VCE study requires satisfactory completion of English, Mathematics, and a minimum of four other Year 10 subjects. Students will not be permitted to proceed to Year 11 VCE study unless they have been able to demonstrate that they have the attitude and academic skills necessary to cope with the demands of the VCE. Students will also need to select an appropriate set of subjects relevant to their results and aspirations.

Guidelines for identifying students 'At Risk' of promotion: Year 10

If a student achieves below a 'D' in their end of semester exam and/or coursework in two or more subjects.

Promotion from Year 11 (VCE) to Year 12 (VCE)

A student must achieve an "S" in all VCE subjects and a minimum grade of "D" in all subjects for promotion from Year 11 to Year 12. Students will also need to select an appropriate set of subjects relevant to their results and aspirations.

Guidelines for identifying students 'At Risk' of promotion: Year 11

If a student achieves below a 'D' in their end of semester examination and/or coursework grade in any subject.

Procedures for managing students identified as "At Risk" of promotion: Years 7 - 11

In each case parents will be contacted by the relevant Head of House or Deputy Director of Year 9. A meeting will be organised with appropriate staff and parents, and an academic improvement plan established and agreed to. If a student is 'at risk' in terms of learning outcomes for a second time, the Director of Year Level will become involved as required. The Deputy Head of Senior School and Head of School will be informed.

Secondary Preparation Program (SPP) Course Progression

As part of the Secondary Preparation Program, students will complete both formative assessments, which will give ongoing feedback to students on their progress, and summative assessments which will evaluate student learning and growth on the EAL continuum. Summative assessments are undertaken at end of each unit of study.

A variety of testing will be used to assess a student's suitability for entry into mainstream classes. Students will be required to demonstrate a satisfactory level of English language proficiency and show an improvement from their initial AEAS/IELTS test scores. Students will also need to display appropriate and effective independent learning skills and behaviours that are aligned to the School's expectations and standards.

Academic Support – Intervention Strategy

Where the School determines the need for additional academic support, or tailoring of curriculum is required to assist the student who is considered disadvantaged, or who has been identified as at risk of not meeting course progression requirements, the School will:

- (i) take reasonable steps to ensure intervention strategies are implemented; and
- (ii) ensure appropriate resources are made accessible to the student to assist with their course progression.

Where the student does not achieve an average mark of 50% or higher, as well as 50% or higher in English or English as a Second Language in an assessment period, the International Student Coordinator, Head/Deputy Head of House will meet with the student to develop an intervention strategy for academic improvement and course progression.

The intervention strategy will focus on the individual learning needs of the student inclusive of, but not limited to:

- Additional supervised study periods.
- Tutorial assistance.
- Support with formulating a study plan and development of study skills.
- Support with establishing short- and long-term goals that focus on improved learning.

Academic Reporting

Academic reporting at Westbourne is designed to provide timely and accurate feedback on a student's progress and performance to students and their parent/legal guardian. The School has adopted continuous **reporting** that provides students and parents/legal guardians with accurate feedback in relation to student performance and course progression.

In addition, the School provides end of semester reports that provide an accurate and objective assessment of the student's progress and achievement, including an assessment of the student's achievement in coursework and any examinations:

- Against available national standards.
- Relative to the performance of the student's peer group (when necessary).
- Reported as A+, A, B+, ... E (on a 10-point scale) for each of the unit subjects.

Intention to Report

Where it has been determined by the School that an international student is not meeting satisfactory course attendance and/or course progression requirements, and is in breach of student visa conditions, the School will issue a written notice to the student detailing:

- (i) Whether the School intends to make a formal report regarding unsatisfactory course attendance or unsatisfactory course progression.
- (ii) The reasons for the intention to report.
- (iii) The student's right to make a compliant or appeal, in accordance with School's complaints and appeals process, within 20 working days.

The School may decide not to report a breach of course attendance and/or course progression requirements where there is evidence that the student is attending at least 70% of scheduled contact hours and where:

- (i) The student is able to provide supportive evidence demonstrating compassionate or compelling circumstances apply.
- (ii) The student is maintaining satisfactory course progression.

Where it has been determined that the student has failed to satisfactorily meet course progression requirements, the School is obligated to make a formal report to the Department of Home Affairs via PRISMS.

PRISMS Reporting

Unsatisfactory Course Attendance and/or Course Progression

The School is obligated to report unsatisfactory course attendance and/or unsatisfactory course progression in PRISMS in the following circumstances:

- (i) The internal and external complaints and appeals process has been completed and a decision or recommendation finds in favor of the School.
- (ii) The student decides not to access the School's internal complaints and appeals process with the 20-working day period,
- (iii) The student decides not to access the external complaints and appeals process.
- (iv) The student notifies the School in writing of a withdrawal from the internal or external process.

Where the student is not satisfied with the School's decision in relation to their course attendance and/or course progression, they have the right to lodge a complaint or an appeal within 20 working days of notification (refer to the *International Student Complaints and Appeals Policy* for further information).



[Course Attendance and Progression Policy](#)

Course Deferral, Suspension and Cancellation

The School will inform the student in writing where it has determined that the student's course enrolment is to be deferred, suspended or cancelled and provide reasons why.

The School may decide to defer or suspend the student's course enrolment where there is supportive evidence of compassionate or compelling circumstances. The School has the right to suspend or cancel a student's course enrolment inclusive of, but not limited to the following:

- Student misbehaviour, such as a breach of school rules or school policies.
- Failure to pay school and tuition fees as stated in the written agreement.
- A breach of student visa requirements.

The student has the right to request a course deferral or suspension

Course Deferment Initiated by the Student

Westbourne Grammar School will only grant a deferment of commencement of studies for compassionate and compelling circumstances, inclusive of, but not limited to:

- Inability to commence the course on the scheduled date due to delay in receiving student visa approval.
- 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 which has impacted on the student's studies.
- A traumatic experience which has impacted on the student (supportive evidence required), such as:
 - Involvement in, or witnessing of a serious accident.
 - Witnessing or being the victim of a serious crime.

The Head of Admissions has the authority to make the final decision in approving or denying the request for a course deferment.

Course Suspension Initiated by the Student

Westbourne Grammar School will only grant a suspension of study for compassionate and compelling circumstances, inclusive of, 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 which has impacted on the student's studies.
- A traumatic experience which has impacted on the student (supportive evidence required), such as:
 - Involvement in, or witnessing of a serious accident.
 - Witnessing or being the victim of a serious crime.

The Principal has the authority to make the final decision in approving or denying the request for a course suspension.

Note: The student must seek advice from the Department of Home Affairs where there has been a change to their course enrolment and the potential impact on their student visa.

Course Suspension Initiated by the School

Westbourne Grammar School may initiate a suspension of course enrolment on the grounds of misbehaviour by the student. Suspension will be enforced as the result of any behaviour identified as inappropriate in accordance with school rules or school policies.

The Head of Senior School has the authority to make decisions in relation to student suspensions. The School will notify the student in writing of the intention to suspend and the reasons why. The student must:

- Abide by the conditions of their suspension as determined by the Head of Senior School.
- 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.

Cancellation of Enrolment

Westbourne Grammar School will cancel the enrolment of a student under the following conditions:

- Student misbehaviour, such as, breach of school rules or school policies.
- Failure to pay school and tuition fees as stated in the written agreement.
- A breach of student visa requirements.

The Principal has the authority to make the final decision to cancel a student's enrolment.

Where the student decides to make a complaint or appeal relating to this decision, the student has 20 working days in which to access Westbourne Grammar School's Complaints and Appeals Process (refer to the *International Student Complaints and Appeals Policy* for further details).

The School will not finalise the cancellation of the student's enrolment until the complaints and appeals period has completed, or where the appeal finds in favour of the School, or the student has chosen not to access the complaints and appeals process, or where the student withdraws from the process.



[Course Deferment, Suspension and Cancellation Policy](#)

Course Transfers

Course Transfer Guidelines

International students are restricted from transferring from their principal course of study during the first 6 months of that course, unless approved by the School. International students undertaking the Secondary Preparation Program (SPP) (ELICOS course) will not be granted an approval for a course transfer during their first 6 months.

Note: The student must contact Department of Home Affairs to seek advice in relation to their student visa as they may need to apply for a new student visa when transferring to a new course, or if there is an extension required to the student's visa.

Course Transfer Requests to Another Provider

International Students who wish to transfer to another registered provider are requested to complete the *Application for Course Transfer Form* and provide the following supporting documentation:

- a) A copy of the letter of offer from the receiving registered provider confirming that a valid offer of enrolment has been made.

Additional requirements for students under 18 years of age:

- a) Written evidence that the student's parent/legal guardian consent to the course transfer.
- b) Written confirmation that the registered provider will accept responsibility for approving the student's accommodation, support and general welfare arrangements from the student's official last day at the School where the student is not living with a parent(s)/legal guardian or a suitable nominated relative, and that there is no gap in the student welfare arrangement.

Course Transfer Approval - Letter of Release

Westbourne Grammar School will only issue a *Letter of Release* to a student within the first 6 months of their principal course in the following circumstances:

- (i) A letter of offer from the receiving registered provider has been sighted.
- (ii) Students under 18 years of age have provided supporting documentation as listed in additional requirements for students under 18 years of age.
- (iii) The transfer is deemed to be in the student's best interests.

The School will take into account the following when determining whether a course transfer would be deemed to be in the student's best interests:

- There is supportive evidence of compassionate or compelling circumstances.
- The School fails to deliver a course as outlined in the written agreement.
- There is supportive evidence that the student's course expectations are not being met, or that they were misled by the School, and the course therefore is not suitable to their needs or study objectives.

Course Transfer Refusal

The School will carefully review requests for course transfers to another registered provider from Westbourne students and will provide the student a written letter of a decision in relation to a course transfer refusal.

Westbourne Grammar School will **NOT** grant a course transfer and/or issue a *Letter of Release* to a student in the first 6 months of their principal course in the following circumstances:

- (i) The student is likely to be academically disadvantaged by the transfer to another registered provider.
- (ii) The School is concerned that the student's application to transfer is a consequence of the adverse influence of another party.
- (iii) There is no valid reason.
- (iv) The student has failed to meet satisfactory course attendance or course progression and they are trying to avoid being reported.
- (v) The student is under 18 years and there is no written evidence that the student's parent/legal guardian consents to the course transfer, nor is there written confirmation that the new registered provider will accept responsibility for approving the student's accommodation, support and general welfare arrangements.

Students whose request for a course transfer has been denied by the School have the right to lodge an appeal or make a complaint within 20 working days of the formal notification.

The School will not finalise the course transfer refusal until the complaints and appeals period has completed, or where the appeal finds in favour of the School, or the student has chosen not to access the complaints and appeals process, or where the student withdraws from the process.

Accepting Student Transfers from Another Provider

All international students wishing to transfer to Westbourne Grammar School from another registered provider must go through the School's enrolment process and provide any requested supporting documentation.

The School will not knowingly accept an enrolment of an international student seeking a course transfer from another registered provider's principal course of study where the student has not completed the first 6 months of that principal course, unless the following has been confirmed:

- (i) The releasing registered provider, or the course in which the student is enrolled has ceased to be registered.
- (ii) The releasing registered provider has a sanction imposed in its registration that prevents the student from continuing their course at the registered provider.
- (iii) The releasing registered provider has agreed to the student's release (issued Letter of Release) and has recorded the date of effect and reason for release in PRISMS.
- (iv) A governing authority has deemed the course transfer to be in the student's best interest and has provided written evidence to support this.
- (v) Written evidence that the student's parent(s)/legal guardian consents to the course transfer.

Where students under the age of 18 years that have a welfare arrangement in place apply for a course transfer request from another provider to Westbourne Grammar School, the School must:

- (i) Negotiate the transfer date for the welfare arrangement with the releasing registered provider to ensure there is no gap to the welfare arrangement.
- (ii) Inform the student of student visa obligations to maintain their current welfare arrangement until the course transfer date.
- (iii) Ensure that the student has an alternative welfare arrangement approved by Department of Home Affairs, or that the student has been granted permission to leave Australia and return to study in Australia following approval for a new welfare arrangement.



[Course Transfer Policy](#)

Course Refunds

Note: The application fee is non-refundable.

Payment of course fees and refunds: The initial payment is 6 months' fees in advance. Once the student has commenced at the School, fees are paid 3 months in advance.

Additional payments of more than 50% of the tuition fees may be paid to the School in advance (prior to course commencement) by the student/parent if they choose to do so. All fees must be paid in Australian dollars (AU).

If the student changes visa status (e.g. becomes a temporary or permanent resident), he/she will be entitled to pay local fees from the date that the new visa has been granted. This is conditional of evidence of the change of visa being provided to the School within 6 months of the visa grant. If evidence is not provided within 6 months of the visa grant, the student will pay local fees from the date of evidence being sighted by the School.

Refunds will be reimbursed in Australian dollars (AU). The School will issue the refund payment within 4 weeks. Refunds will be paid to the person other than the student (parent), as specified in the 'Refund Payment Details' section of the International Student Course Refund Request Form.

All notification of withdrawal from a course, or applications for refunds, must be made in writing (from student's parents) and submitted to the Principal. If the student is transferring to another provider, the application for student transfer/letter of release and all supporting documents as requested on the application will serve as written notification.

Visa Rejection

The School will refund within 4 weeks all course fees paid (excluding the Application Fee) where the student produces evidence that the application made by the student for a student visa has been refused by the Department of Home Affairs prior to the student commencing the course.

The School will refund within 4 weeks the unused portion of tuition fees and the Confirmation of Enrolment Fee where the student produces evidence that the application made by the student for a student visa has been declined by the Department of Home Affairs after the student has already commenced their course.

The refund of the tuition fees will be calculated as refund amount = weekly tuition fee x weeks in default period.

Student Default

Refunds for student default apply to tuition fees only.

The School will refund within 4 weeks of the receipt of written notification (in the case of student transfer the Application for Student Transfer / Letter of Release and all supporting documents as requested) of withdrawal by the student (or parent(s)/legal guardian if the student is under 18) tuition fees paid by or on behalf of the student less the amounts to be retained as agreed and detailed below:

- If written notice is received up to 10 weeks prior to commencement of the course, the school will refund all tuition fees.
- If written notice is received less than 10 weeks prior to commencement of the course, the school will be entitled to retain 10% of the tuition fees. The remainder of the tuition fees will be refunded.
- If written notice is received after the student has commenced the course and 10 weeks' clear notice (excluding holidays) has been given the tuition fees will be refunded on a pro rata basis proportional to the amount of time the student was studying in the course.
- If written notice is received after the student has commenced the course and 10 weeks' clear notice (excluding holidays) has not been given the student will be charged a half a quarterly instalment. Any remaining tuition fees will be refunded on a pro rata basis proportional to the amount of time the student was studying in the course.

No refund of tuition fees will be made where a student's enrolment is cancelled for any of the following reasons:

- Failure to maintain satisfactory course progress (visa condition 8202)
- Failure to maintain satisfactory attendance (visa condition 8202)
- Failure to maintain approved welfare and accommodation arrangements (visa condition 8532)
- Failure to pay course fees
- Any behaviour identified as resulting in enrolment cancellation in Westbourne Grammar School's 'School Rules'

Provider Default

In the unlikely event that the School is unable to offer a course, before commencement, a full refund of fees paid (excluding the Application Fee) will be made within 14 days of notification of course cancellation.

In the unlikely event that the School is unable to continue offering a course after commencement the tuition fees will be refunded using the following formula:

- $\text{refund amount} = \text{weekly tuition fee} \times \text{weeks in default period}$. The Confirmation of Enrolment Fee will also be refunded in this situation. The refund will be made within 14 days of notification of course cancellation.

The School has an obligation to report any instances of student default or provider default to the Tuition Protection Service (TPS). TPS can assist international students to find an alternative course placement with another provider where there has been a default by the provider (the School) or assist students in accessing course refunds.



[Course Refund Policy](#)

Complaints and Appeals Process

Westbourne Grammar School will ensure that all complaints and appeals are treated in confidence and with respect. The student has the right to make complaints and seek appeals of decisions and act under various processes that do not affect the rights of the student to take action under the Australian Consumer Law if ACL applies.

The School will respond to any complaint or appeal made by an international student and their dealings with the School, the Education Agents and any other related parties the School has arrangements with to deliver the CRICOS course, or any other related services, inclusive of student deferral process.

Informal Complaints Resolution Process

In the first instance, the School requests that there is an attempt to informally resolve the issue through mediation, informal resolution of the complaint as per the School Grievance Policy.

Students are to contact the International Student Coordinator in the first instance to discuss the matter and attempt mediation, informal resolution of the complaint.

If the matter cannot be resolved through mediation, the matter will be referred to the Head of the School. The Head of School will keep the Associate Principal/Principal informed of the progress of the complaint.

Formal Complaint and Appeal Process

Where the student decides to lodge a formal complaint (following completion of the informal complaints process) or an appeal, they must do so in writing. The written complaint or appeal is to be submitted to the Head of School, detailing the nature of the complaint or request for an appeal.

Where the student decides to lodge an appeal in relation to the School's intentions to make a report of a breach of student visa conditions, or in relation to the School's intention to suspend or cancel the student's enrolment, the student has 20 working days from the date of notification in which to lodge an appeal. The written appeal is to be submitted to the Head of School, detailing the request for an appeal.

The School will commence assessment of the complaint or appeal and initiate the formal grievance resolution process within 10 working days.

Formal Grievance Resolution Process

The School will initiate the formal grievance resolution process which will commence within 10 working days of notification of the complaint or appeal.

A meeting will be arranged by the Head of School, Associate Principal/Principal and the International Student Coordinator to discuss the matter. The Head of School will liaise with all relevant stakeholders and ensure that the assessment is conducting in a manner that is professional, fair and transparent.

The student will be given the opportunity to present his or her case and has the right to be supported by another person (not involved in the matter), such as, a friend/teacher/relative at these meetings. (This does not include legal practitioners or education agents).

For the duration of the complaints and appeals process, the student is required to maintain enrolment at the School and maintain attendance at all classes as normal, unless otherwise stated.

Notification of Complaint and Appeal Decision

The School will endeavour to finalise the formal grievance resolution process as soon as is practicable, or within 10 working days. The Associate Principal/Principal has the authority in determining the final decision and in making appropriate recommendations regarding the complaint or appeal.

The student will be informed in writing of the decision within 10 working days of the decision outcome, the reasons why and any associated recommendations.

Where the decision finds in favour of the student, the School will immediately implement the recommended corrective and/or preventative action(s). The School will provide the student with contact information for an external body to access an external complaints handling and/or appeals process.

Where the decision finds in favour of the School, the student must agree to abide by the recommended corrective and/or preventative action(s).

For the duration of the complaints and appeals process, the student is required to maintain enrolment at the School and maintain attendance at all classes as normal, unless otherwise stated.

Matters that relates to a cancellation of course enrolment, the School will not finalise the cancellation of the student's enrolment until the complaints and appeals period has completed, or where the appeal finds in favour of the School, or the student has chosen not to access the complaints and appeals process, or where the student withdraws from the process.

External Complaints and Appeals Process

Where the complaint or appeal decision does not find in favour of the student, or they are dissatisfied with the result, the student has the right to lodge a formal complaint or appeal through an independent external agency at minimal or no cost to the student.

Where the student decides to take this course of action, the student should contact the [Overseas Student Ombudsman](#), Phone: 1300 362 072.

For the duration of the external complaint and appeals process, the student's enrolment will be maintained. Attendance at all classes as normal will be required unless otherwise stated.



[Student Complaints and Appeals Policy](#)

ESOS Legislative Framework

The School is governed by both Commonwealth and Victorian laws, regulations and guidelines.

Common Terms

- **CRICOS** – Commonwealth Register of Institutions and Courses for Overseas Students
- **ESOS** – Education Services for Overseas Students
- **ELICOS** – English Language Intensive Courses for Overseas Students
- **ESOS National Code** – National Code for Providers of Education Services for Overseas Students
- **PRISMS** - Provider Registration and International Student Management System
- **VRQA** – Victorian Registration and Qualifications Authority
- **FFPOS** – Full Fee-Paying Overseas Students

The **ESOS Act** is the overarching legislative instrument that sets out the framework for Providers. The ESOS Regulations, ESOS National Code and ELICOS Standards have been established under the ESOS Act.

The ESOS Regulations were updated in 2019 to align with ESOS National Code. Additional updates were made in relation to:

- Education Agents
- English Language Tests
- Breach of student visa conditions
- Definitions of Tuition and Non-Tuition Fees
- PRISMS reporting

The **ESOS National Code** consists of 11 standards:

- Standard 1: Marketing Information and Practices
- Standard 2: Recruitment of an Overseas Student
- Standard 3: Formalisation of Enrolment and Written Agreement
- Standard 4: Education Agents
- Standard 5: Younger Overseas Students
- Standard 6: Overseas Student Support Services
- Standard 7: Overseas Student Transfers
- Standard 8: Overseas Student Visa Requirements
- Standard 9: Deferring, Suspending or Cancelling an Overseas Student Enrolment
- Standard 10: Complaints and Appeals
- Standard 11: Additional Registration Requirements

The **ELICOS Standards** consist of 9 standards:

- Standard C1 – Mandatory requirements for course applications
- Standard P1 – Scheduled course contact hours
- Standard P2 – Needs of younger ELICOS students
- Standard P3 – Teaching ELICOS
- Standard P4 – Assessment of ELICOS students
- Standard P5 – ELICOS educational resources
- Standard P6 – ELICOS specialist staff
- Standard P7 – ELICOS premises
- Standard P8 – Business Management

Further Information and Resources

- [Child Safe School](#)
- [Fee Schedule](#)
- [Term Dates](#)
- [Uniform](#)
- [Transport](#)
- [International Program](#)
- [The Department of Home Affairs](#)
- [Victorian Registration & Qualifications Authority](#)
- [The ESOS framework](#)
- [Commonwealth Ombudsman for International Students](#)
- [CRICOS Commonwealth Register of Institutions and Courses for Overseas Students](#)



**Westbourne
Grammar
School**

**THINK LIKE
A HERO**

PO Box 37, Werribee Vic 3030
info@westbourne.vic.edu.au
Telephone + 61 3 9731 9444
westbournegrammar.com

CRICOS Provider No. 00355F