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Mackay Christian Colleges Ltd t/a Mackay Christian College, markets its education and training services ethically and in a professional manner to maintain the integrity and reputation of the international education industry.

Mackay Christian College’s marketing materials do not make false claims or provide misleading information about itself, its courses or course outcomes, including:
- Claims of associations between providers
- Employment outcomes associated with a course
- Automatic acceptance into another course
- Possible migration outcomes

Mackay Christian College will not actively seek to recruit a student who is already enrolled with another registered provider. Mackay Christian College will assess any enrolment enquiry from a student already enrolled with another registered provider according to the requirements of Part D, Standard 7 of the National Code of Practice.

Mackay Christian Colleges Ltd t/a Mackay Christian College and CRICOS Provider Number appear on all College written marketing and other required materials, including in electronic form, as required by the 2007 National Code. Offers of enrolment can only be made for registered courses that are listed on the CRICOS website.

WELCOME TO AUSTRALIA

International education is a life changing experience. Mackay Christian College welcomes you to Australia as you start on your educational adventure as an International Student. We hope that you learn and grow as an individual during your stay.

In this handbook are the guidelines to help you adjust to life in Australia. This handbook must be kept for the duration of your stay in Australia, so we suggest you keep it in a handy place so you can use it regularly to refer to things you will need to know. This handbook should help to answer some of your questions about living with a homestay family, College expectations and rules, and what to do in certain situations that may arise during your visit. You are welcome to ask any questions when you are unsure of something.

About Mackay Christian College:
Mackay Christian College is a multi-denominational, co-educational Christian Day School committed to providing an environment in which students from Prep to Year 12 can succeed. The focus of the College community is on the positive – to expect the best. Mackay Christian College supports strong family values and provides a caring community within which students can develop.

At Mackay Christian College we aim to provide a quality learning environment within which students will be encouraged to develop an ongoing personal revelation of Christ in their lives. We recognise the significance of the example and witness of staff, of a curriculum framework based on Biblical Christian thinking and of the standing of our College within the community. High academic standards, good professional relationships, Godly discipline, high levels of home-school communication, and training and input into families, are all part of the College’s mission.

Mission Statement:
Mackay Christian College is a College community, which consists of students, parents and staff working together to develop each child’s potential in a wide range of learning situations. Emphasis is placed on positive, critical thinking skills and caring, respectful attitudes. We believe that the education process is a continuous one from Prep to Year 12 and beyond, and we are committed to the education of the whole person – personally, socially, cognitively and spiritually.

We are pleased to have you here as an International Student at Mackay Christian College and hope you enjoy the exciting journey ahead.

Dr Barcie Gallogray
Principal
Mackay is a city of over 78,000 residents and is positioned on the north coast of Queensland (400 kilometres north of the Tropic of Capricorn). The College is situated in a tranquil tropical setting on the north side of Mackay in North Queensland. It is a unique educational facility – all teaching staff are Christians, committed to developing the best in each child.

The following map shows the location of Queensland, Australia, and where Mackay is located. The average annual temperature of Mackay is 23 degrees Celsius. Further details about Mackay can be found on the Mackay Regional Council website: www.mackay.qld.gov.au.

Mackay Christian College has 2 Campuses – Providence Campus for Junior School students in Pre-Prep to Year 5 and King’s Park Campus for Middle and Senior School students in Year 6 – Year 12.

**King’s Park Campus**
Year 6 – Year 12 Students
9 Quarry Street
North Mackay Qld 4740

**Providence Campus**
Pre-Prep – Year 5 Students
17 Ambrose Way
North Mackay Qld 4740
Mackay Christian College has over 800 students or 40 to 70 students per year level. The College encompasses Early, Junior, Middle & Senior Years of schooling in order to increase the pastoral care of the students.

King’s Park Campus (9 Quarry Street)
Facilities include:
- Thomas L Evans (TLE) Building
- Florence Young (FY) Building
- Annie Dennis (AD) Building
- Norm L Armstrong (NLA) Building
- Year 7 Purpose Built Classrooms
- The Meeting Place
- Auditorium (Faith Centre)
- Trade Training Centre
- Agricultural Centre of Excellence
- Eric Liddell Field & Running Track
- Multipurpose Sports Courts
- Mountain Bike School of Excellence
- Mountain Bike Skills Park & Bike Hire
- Gymnasium
- Lloyd Averill (LA) Information and Resource Centre (Library)

The College also has an arrangement with the Mackay District Rugby Union for the regular use of their ovals.

Providence Campus (17 Ambrose Way)
Facilities include:
- Prep/Year 1 Building
- Year 2/3 Building
- Year 4/5 Building
- Auditorium (Powerhouse)
- Junior Campus Sports Field
- Multipurpose Sports Courts
- Pre-Prep Learning Centre
- Uniform Shop
- Tuckshop
- Computer Lab
- Reading Room
- Music Room
- HPE Room
- OSHCare Rooms

All classroom buildings have wet weather covered areas and student facilities.
WHAT TO DO IN AN EMERGENCY
An emergency is a problem that occurs suddenly, requiring immediate action – it is a crisis. An emergency is usually a medical problem but may not always be.

For you, an emergency can happen here in Australia or to a relative or a close friend overseas. Contact your homestay family immediately if you have an emergency. If you cannot contact your homestay family please telephone the College Enrolment Officer.

Emergency Numbers are:

College Enrolment Officer: 4963 1100 (a mobile number will be given to you upon the commencement of your studies at Mackay Christian College)

Homestay family: ________________________________

Ambulance/Police/Fire Department: 000 or 112 from a mobile phone.

WHEN YOU ARRIVE
Arrival:
You will probably have spent many sleepless nights preparing for your trip and wondering what life in Australia will be like. Your parents will also be worried about you, so if you haven’t already contacted your parents to let them know of your safe arrival, call home to speak to your parents when you arrive at your homestay family’s residence to let them know you arrived safely.

Physical side effects:
You may be very tired and jetlagged for the first few days after your arrival. This is because your body is still on the time schedule of your home country. You may lie awake in the middle of the night and be ready to go to bed in the middle of the afternoon. This is often something travellers must adjust to and it is perfectly normal. Knowing what effect it will have on you will help you respond more calmly. You may experience some stomach problems during the first weeks as your body adjusts to the different foods and beverages, even the water. Eventually your body will become accustomed to your new environment and your upset stomach will be back to normal. If this happens to you, we suggest that you eat plain food in small amounts until your body adjusts.

It will also take you some time to get to know your homestay family. They will want to show you their beautiful city with all the attractions as soon as possible before you commence your school studies. Please be patient and let them know that although you are excited and very interested in discovering new things, you are a little tired. Fortunately this stage only lasts for a few days and you will soon be feeling fine.

Immediate Cultural Differences:
Australians are generally a very relaxed nation of people – we call it being ‘laid back’ and you will find yourself becoming more like this as time goes by. You may be surprised by the direct questions you receive but you will learn to answer in a direct manner.

However, it is important to say ‘please’ and ‘thank you’, ‘good morning’ and ‘good night’. Remember, if you don’t understand anything – make sure you **ASK**. Your homestay family will be as anxious as you are to make sure you relax and begin to feel at home and part of the family.
Readiness to commence studies:
If you haven’t already chosen the subjects you would like to study, your homestay family will organise for you to meet with the Learning Pathways Coordinator to choose your subjects, then will purchase your uniforms, organise your stationery needs (book list) and get your student diary and your class timetable from the College Office.

RULES
The College rules and expectations for students are extremely **important**. As an International Student you **must** follow these rules including the Standards of Conduct. They are carefully designed to provide a smooth program for everyone – you, your homestay family, your natural parents, your fellow students and Mackay Christian College.

The rules must be followed and not be changed. They are there to give you a positive experience.

International Students at Mackay Christian College must also obey all the laws of the Australian Government including laws covering immigration status requirements, State and Local Government laws, as well as the rules set by the College and by their homestay families.

A student who disobeys the College rules and Standards of Conduct may have their participation in the program terminated and the student may be sent back to their home country at their natural parent’s expense.

**COLLEGE STANDARDS OF CONDUCT**
The College’s CLEAR values of Christlikeness, Learning, Excellence, Attitude & Respect are embedded in everything that we do at the College. These values form the core of what we are working to see develop and grow in ourselves. Consistent and clear values guide decision making and lifestyle choices to develop the character and resilience you need to be able to fulfill your God given call in life.

When Jesus was challenged by a teacher of the law with the question of what the most important commandment was, Jesus replied ‘Love the Lord your God with all your heart and with all your soul and with all your mind and with all your strength.’ The second is this ‘Love your neighbor as yourself.’

‘There is no commandment greater than these.’ Mark 12:28-34.

Our CLEAR values reflect the two great commandments:

- **Christlikeness** is loving God with all your soul
- **Learning** is loving God with all your mind
- **Excellence** is loving God with all your strength
- **Attitude** is loving God with all your heart
- **Respect** is loving your neighbour as yourself.

These values should be seen in the standard of your conduct and also in your commitment to learning and assessment tasks.

When a prospective student signs the Statement of Support by Students in the Enrolment Contract they are saying as a student of Mackay Christian College, I agree to abide by the following Standards of Conduct and all the other rules expected of each enrolled student.
While enrolled at MCC, I agree to:

C Reinforce, by word and action, the College’s foundation in the Lord Jesus Christ. I agree to respect the College’s Christian beliefs, and act in a Christlike manner.

L Apply myself consistently to my studies and complete all tasks to the best of my ability.

E Strive for excellence in all aspects of College life. I will attend College regularly, wear the College uniform neatly and correctly, and work with diligence, aiming to set an example to others of the College’s standards.

A Reinforce by word and action, Christian standards in my attitude and lifestyle. Swearing, gossip, lewdness, bullying, and conversations or behaviours promoting irresponsible sex, alcohol or drug use are unacceptable.

R Respect all staff members and College students and treat them with courtesy, politeness, honesty and kindness.

Students who give the impression that they are NOT in agreement with the College Standards of Conduct may have their enrolment withdrawn.

GENERAL PROCEDURES

Attendance:
1. Attendance is compulsory. Your homestay parents are asked to explain absences by way of a phone call, email or absentee note, and in the case of prolonged absence, to contact the College in advance and then again upon your return.

2. Having arrived, you must not leave the Campus until 3.00pm when school finishes, without your homestay parent making a prior arrangement with the College Office. All approved excursions and outings will be known to the College Office.

3. Students with permission to leave the College during College hours are required to sign out at the Office and if relevant, sign in when they return.

4. If you are away for 3 or more consecutive days without explanation or approval, the College will follow up with your homestay family so you do not become in breach of attendance expectations in regard to your visa guidelines.

Educational:
You must respect the rights of others in benefiting from the educational opportunities being offered at the College. You should endeavour to keep your grades within a passing range as required – a C grade or above. You are expected to keep up with the requirements of the subjects being studied. This is inclusive of the assignments, projects, field trips/excursions, camps and assessments.

Uniform:
The College uniform is designed to be functional and not subject to fashion statements. All items of your uniform must be clean and kept in good repair. In Term 2 & 3 ties are worn by all boys in the Senior School while girls in the Middle & Senior Schools wear ties all year (see Uniform Requirements document available on the website). Hats are to be worn on all occasions when students are outdoors.

Student Identification Card:
Mackay Christian College will organise your identity card after your arrival. Take care of this card as you will need to pay $5 for a replacement. You can use it to get student discounts on public transport or cinemas as well as accessing resources in the Mackay Regional Libraries.
Passport:
You do not need to carry your passport with you while you are in Australia, so put it in a safe place where you won’t lose it. Please tell a member of your homestay family where your passport is for safety reasons.

College Calendar:
A calendar will be given to you during the Student Orientation however a College calendar of events is available on the College Website and the student portal.

Assessment Policy & Assessment Calendars:
The College Assessment Policy and Assessment Calendars are available for you to access from the College Website, student portal and student diary you will be issued with.

Punctuality:
1. Students should arrive in time to commence classes at 8.30am.
2. Middle/Senior School students prior to 8.45am: Students should report to their Classroom or their House Family Group Teacher – after 8.45am: Students are to report to the Front Office to obtain a late pass before they go to their first class.

Travel to & from the College:
1. Exemplary behaviour, speech and dress is expected at all times.
2. Bus travellers are expected to board and disembark in an orderly manner and obey every request of the bus driver.
3. Cyclists should wear a safety helmet and are expected to obey the road rules at all times.
4. Driving of any motorised vehicle is prohibited, except when supervised by legally qualified instructors and with your natural parent/guardian’s permission. Student drivers are not to transport other students to or from the College unless a Student Driver Form has been completed and submitted to the Head of Senior School. Student Drivers are NOT to drive their vehicles AT ANY TIME through the College Day (8.30am – 3.00pm) unless they have permission from the Head of School (refer to the ‘Student Drivers’ section of the College Diary.

Hygiene, Prohibited Substances & Care of Property:
1. Students should clearly name all their possessions, including clothing, hat and shoes.
2. Spitting, smoking and chewing gum are prohibited within the College grounds. Drinking alcohol is prohibited. Possession and/or use of non-prescription and illicit drugs is prohibited. Please note: marijuana is illegal in Australia.
3. Using profane language is prohibited.
4. Food and drink should not be consumed in College or Church buildings. Litter and food scraps are to be placed in the rubbish bins provided.
5. Students must not be convicted of any breach of Australia Federal Government or State Government laws, and students must not have any charge of such alleged breach found proved even if the courts record no conviction.
6. Students may not get their body pierced or get a tattoo while on the school program. To do so could result in being sent to their home country at their parent’s expense.
7. If the student engages in dangerous activities without the permission of the College Principal the student’s program may be terminated at the discretion of the College.

Personal Appearance:
The following guidelines are meant to ensure that students do not focus on drawing unnecessary attention to themselves by their appearance. The focus within the College environment is on behaviour, work habits and attitude. The following haircut and dress code guidelines must be strictly adhered to so that students can apply themselves to being creative, outstanding or unique in other areas of personal expression and development.
Hair Policy:
Boy’s hair must be above the collar and neatly groomed at all times. Hair should be groomed as to not fall across the eyes. The emphasis is placed on neat and tidy presentation. Some minor variations in length will be tolerated if hair is neatly groomed at all times. No ‘flashes’ (razor cuts) or severe variations in hair levels are permitted.

STUDENTS MAY BE SENT HOME and asked to alter excessive hairstyles before being allowed back to the College. However we need to further clarify that:
1. Cuts which include differences in the length on sections of the hair must be moderate differences. Generally HAIR SHOULD BE EVENLY LAYERED. Some minor variations will be tolerated, but stark contrasts of hair length will not. Wedges should be avoided.
2. Where ‘blades’ are used to trim hair NO CUT BELOW A NUMBER 3 BLADE is acceptable OR the scalp should not be easily visible through the short section.
3. Hair should be of ONE NATURAL COLOUR.

Girl’s hair must be cut in a moderate style and be neatly groomed at all times. Hair should be groomed as to not fall across the eyes. The emphasis is placed on neat and tidy presentation.

STUDENTS MAY BE SENT HOME and asked to alter excessive hairstyles before being allowed back to the College. However we need to further clarify that:
1. Shoulder length and longer hair should be tied using ribbon or hair ties.
2. Hair should be of ONE NATURAL COLOUR.

It is always difficult for parents to judge what is extreme and what is not. An extremely short haircut can be as extreme as a long one. Taking a copy of these guidelines to the hairdresser may be a good idea.

The College will ask homestay parents to adjust your hair style where it does not comply with the above guidelines before allowing you to return to the College. A member of the administration team will try to contact your homestay parent by phone first and if this is not possible a note will be sent home with you.

Finally, if you notice another student at the College with a haircut which does not comply with the above guidelines, (particularly a hard-to-remedy style) please do not presume that the matter has been ignored by the teachers or the College leaders. Penalties imposed may not be obvious to observers, non-compliance by any particular student does not mean that the College has changed its standards.

A ‘NATURAL COLOUR’ refers to a colour/rinse that is generally accepted as being a naturally occurring colour. It does not need to be the student’s original hair colour.

IN ALL CASES THE DISCRETION OF THE COLLEGE IS FINAL.

Jewellery Policy:
The main reasons for restricting jewellery are:
1. Safety when playing sport, or when working in the laboratory or workshops.
2. Security, since valuable items can’t be lost/ stolen if they are not brought to the College.
3. Encouraging an overall neat and tidy appearance when students are in uniform.

Students wearing jewellery other than that stated may have items confiscated by staff.
Girls may not wear any items of jewellery to the College except:

- One flat plain silver or gold ring with no protruding stones or sculpted sections. (Maximum band width of 5mm).
- No more than two matching studs or earrings of plain and simple design, in each ear, provided that the studs or earrings are worn in the lower lobe of the ear (lower quarter of the ear closest to the jaw line). Studs are not to exceed 8mm in diameter and one small stone and/or enamelling of one colour is allowed. Plain gold or silver hoop earrings are not to exceed 14mm in diameter.
- One wrist watch.
- One House Family wristband.

Boys may not wear any items of jewellery except one wrist watch and a House Family wristband.

**Make up Policy:**
Female students may wear only clear lip gloss. **NO OTHER** make-up of any kind is permitted unless a student is given specific permission by the Head of School. The wearing of make-up except clear lip gloss is unacceptable, except under medical advice. Students wearing make-up to school will be asked to remove it immediately. Nail polish or fake nails are not permitted.

**Electronic Devices Policy:**
This policy covers all student-owned e-devices with the exception of the approved MCC electronic learning tool. Students are permitted to bring e-devices to the College with the following conditions:

1. Students are responsible for the care of their personal e-devices and if lost, stolen or damaged, the College accepts no responsibility for replacement or repair or the cost of replacement or repair.
2. Students will leave their personal e-devices switched off and out of sight during College student hours ie. 8.25am (first bell) to 3.00pm. (or under the direct supervision of a teacher during class time.)
3. If a student feels they need to contact their parent urgently, they are to go to the Front Office and ask for permission to use their phone to make the call there. **No unauthorised** phone calls are to be made by students.
4. If an e-device is used by a student during College student hours, the item may be confiscated and placed in a secure location in the Executive Office. The student will be able to retrieve the item from the Executive Office after 3.00pm on the same day. Repeated disobedience using an e-device may result in more serious consequences which may include having the item confiscated for a longer period of time.
5. e-devices must not be connected to the College Network. To do so is a breach of the MCC Network User Agreement.
6. In all situations, a teacher’s instructions override all the above conditions.

**Excursions & Camps:**
This refers to any trips conducted by or on behalf of Mackay Christian College. Permission for official College Excursions and Camps is included in your enrolment application. Year Level Camps occur every year for each Year Level between Year 6 and Year 12. A broad overview of each event, anticipated date and cost is listed in the MCC Middle/Senior School Camping Program. Please ensure that you give your Homestay parent a copy of all information on any Year Level Camps or Class Excursions you may be involved in. A copy of this can be found on the College website. Your homestay parents must give written permission for you to participate in Camps and trips. Permission for you to attend Excursions is given during the enrolment procedure.
WHAT HAPPENS IF

I am feeling sick?
If you are feeling sick at school, inform your Classroom Teacher or the teacher on duty at lunchtime. They will then send you to the appropriate place for treatment. Students needing to leave the College due to illness should report to First Aid. If you are feeling sick at home tell your homestay family as soon as possible. They may have some non-prescriptive medication that will help you or that you need to go to a doctor.

I need to take medicine?
Please tell your homestay family if you have any allergies before taking any medicines. Do not take any medication until you check if you are allergic to any of its contents. This should be clear on the medical form that your parents have signed as part of your enrolment. Your personal medications can be extremely dangerous if taken by young children such as younger homestay brothers and sisters. Please ask your homestay family where you should keep all your medicines, tablets, sprays or creams. If you need to take medicine while at the College your homestay parent will need to complete a Request to Administer Medication Form which they can get from the College Office. Mackay Christian College will not administer medication without this written consent.

I am absent from school?
Your homestay parents are to explain your absence by way of a phone call, email or an absentee note. In the case of prolonged absence, advanced notice of the initial absence, and then again upon your return to the College is necessary. Work can be arranged for you in the case of an extended absence by contacting the Year Level Coordinator. Allow at least two working days for items to be collected.

I need to leave the College grounds?
Your homestay parents are to inform the College by way of a note or phone call. You are to report to the College Office before leaving so that your departure time can be recorded. Students need to sign the ‘Sign Out’ book at the College Office.

I am unable to do HPE or Sport?
You should present your explanation and note to the relevant teacher.

I lose my Student Diary?
You are to inform your Classroom or House Family Group Teacher. The Office will issue you with a new diary which you will need to pay for.

I lose a textbook?
You are to inform the Head of Libraries after you have made a thorough search at home and at school. Replacement of a textbook or reimbursement of the cost will need to be made by your homestay parent.

I am unable to complete homework?
Your homestay parents should explain the reason why your homework could not be done, either in your diary or by way of a note. If no note or reasonable explanation is provided, a detention will generally be issued. Consistently incomplete homework is not acceptable, and the situation will be addressed by your teacher and your Year Level Coordinator.
I have a personal problem or grievance?
Find a time to discuss the matter privately with either your Classroom or House Family Group Teacher or with another staff member to whom you relate well (please refer to the Complaints & Appeals Policy later in this booklet).

I am being bullied or picked on?
Talk to the teacher on playground duty or your Classroom or House Family Group Teacher about the problem. Don’t retaliate under any circumstances. Fighting will not be tolerated. Conflicts are to be resolved in a way which will address the cause of the problem. The College has a ‘zero tolerance’ policy on all forms of harassment but remember – we cannot help you if we do not know.

I feel unsafe, either at home or the College?
Tell your Classroom or House Family Group Teacher about your situation, so that you can get help as quickly as possible.

I am involved in breaking a window or causing damage?
Damage to College buildings and property must be actively avoided but reported to the College Office as soon as it occurs. Students are required to pay for the repairs for any damage they cause due to carelessness or vandalism.

SCHOOL REPORTS
School Reports are an important part of your time at Mackay Christian College. The College will send School Reports to your natural parents when they are issued at the end of each term (4 times per year). Your final School Report may not be ready until you arrive back in your home country. It is important that you make sure the College understands to forward this on to you.

OVERSEAS STUDENT HEALTH COVER (OSHC)
The Australian Government’s compulsory health insurance has been paid by the College as part of your fees. You will receive your membership card with an identity number on it. Keep this card in your wallet to show the doctor or to make a claim. If you have another insurance policy with you, please explain this to your homestay family so they know where to find it should you become ill.

It is a mandatory government requirement that all International Students have basic medical insurance with Medibank Private or BUPA. This is paid before you arrive in Australia and your membership card will be mailed to you at your homestay address or here to the College. If you have any problems at all, please contact the Enrolment Officer.

If you need to attend a doctor you will have to pay for the medical treatment and then claim for reimbursement. Please make sure you keep copies of all medical transactions (receipts, payments, claims etc.). OSHC has a very basic health cover and does not cover services such as dental, physiotherapy, optical, pharmaceuticals and pre-existing conditions.

Please note: If you have medical insurance from your own country, you must keep your receipts to claim on this insurance. You can only claim once for each medical bill.
Pastoral Care at Mackay Christian College includes encouraging and rewarding students for acceptable attitudes and behaviours, and correcting and providing consequences to students who demonstrate unacceptable behaviours.

Student behaviour in the Middle and Senior School is monitored by allocating Behaviour Levels to students. Level 5 indicates a student who is behaving well, while Level 1 indicates a student who is not consistently complying with College behavioural expectations.

At all times, students are held responsible for their own choices and actions, and consequences for behaviour are clearly outlined. Student behaviour is usually monitored by the Classroom Teacher or the Year Level Coordinator.

<table>
<thead>
<tr>
<th>LEVEL</th>
<th>BEHAVIOUR</th>
<th>OUTCOMES</th>
<th>PARENTAL COMMUNICATION</th>
</tr>
</thead>
<tbody>
<tr>
<td>5</td>
<td>Behaving well</td>
<td>Able to participate in all College activities</td>
<td>Teachers may contact Parent with feedback</td>
</tr>
<tr>
<td>4</td>
<td>(a) Occasionally misbehaving in class or playground</td>
<td>Correction by the Teacher</td>
<td>Parent may be contacted by House Family Group or Classroom Teacher</td>
</tr>
<tr>
<td></td>
<td>(b) Repeated unacceptable behaviour</td>
<td>Referred to the Year Level Coordinator to discuss acceptable behaviours</td>
<td>Parent contacted by letter or phone by House Family Group Teacher or Classroom Teacher</td>
</tr>
<tr>
<td>3</td>
<td>Ongoing unacceptable behaviour in a subject or in</td>
<td>Referred to Year Level Coordinator. Level 3 Card for 2 weeks minimum.</td>
<td>Parent contacted by letter informing of action taken. Parent to sign Level 3 Card</td>
</tr>
<tr>
<td></td>
<td>the playground</td>
<td>Non-participation in excursions or camps for that subject</td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>Ongoing unacceptable behaviour in 2 or more subject</td>
<td>Referred to Year Level Coordinator. Level 2 Card 1 issued for 2 weeks</td>
<td>Letter advising of action taken. Parents to sign Level 2 Card 1 daily</td>
</tr>
<tr>
<td></td>
<td>areas, or 2 referrals to Year Level Coordinator in</td>
<td>minimum. 10 satisfactory days required in 3 weeks. Non-participation in</td>
<td></td>
</tr>
<tr>
<td></td>
<td>a week, or gross misbehaviour</td>
<td>all off-site activities eg. camps, sporting trips, excursions (excluding</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>MCC sporting carnivals)</td>
<td></td>
</tr>
<tr>
<td>1</td>
<td>Persistent, unacceptable behaviour. Unacceptable</td>
<td>Referred to Year Level Coordinator. Level 2 Card 2 issued for 2 weeks</td>
<td>Letter advising of action taken from Year Level Coordinator or Head of School</td>
</tr>
<tr>
<td></td>
<td>Level 2 Card 2 Gross misbehaviour</td>
<td>minimum</td>
<td></td>
</tr>
<tr>
<td>0</td>
<td>Ongoing unacceptable behaviour, unwillingness to</td>
<td>Enrollment Committee considers the student’s behavioural history and</td>
<td>Parents notified of external suspension pending a decision of Enrollment Committee.</td>
</tr>
<tr>
<td></td>
<td>change and refusal to abide by the College Standards</td>
<td>considers withdrawal of student’s enrolment</td>
<td>Letter or phone contact from Year Level Coordinator, Head of School or Principal</td>
</tr>
<tr>
<td></td>
<td>of Conduct. Gross misbehaviour</td>
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<td>advising of outcome</td>
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In all situations, decisions may be made at the discretion of the Year Level Coordinator or Head of School on an individual case basis.
WHAT IS CULTURE?
You will have several new ‘cultures’ to adjust to. These new cultures will be composed of new friends, family, teachers, language, and situations.

The culture of a society is the way of life of the people. It is the collection of ideas and habits which they learn, share and transmit from generation to generation. Culture can tell people how to think and feel. It directs our actions and gives us our outlook on life. Culture tells us what the accepted ways of behaving are. Acceptable behaviours vary from society to society which can lead to misunderstandings between people of different societies.

Often we don’t realise how much of our personality and the way we look at the world is affected by the culture in which we grow up. If you are finding situations at home frustrating please be patient and try to see the situation from a different perspective. If you can be sensitive to the culture in which you are living and try to follow it as much as you can, it is something you can take with you wherever you are in the world. Learning to understand people from a variety of cultures not only makes you a better person but is a gift that you can give to the world. So it is up to you to learn about how the Australian Culture impacts on your Australian experience and how to use it to better understand yourself and those around you.

YOUR NEW FAMILY
Learning to live with another family can be one of the most challenging experiences in your life. Of all the friendships you will make during your stay in Australia, your experience with your homestay family has the most potential for a close, lasting personal friendship.

Hosting an international student such as you is an exercise in ‘good will’ for these families. It can be difficult to get to know other people through emails or phone calls so the first few weeks of your exchange with your new family will include many revelations and maybe a few disappointments for you & your new family.

Unfortunately, there isn’t a rule book for learning about each other. Despite all your preparation, there will still be unforeseen situations which arise. Don’t be afraid to speak to your homestay family about things you are unsure of or need to know about. Be open, truthful and discuss each situation as it happens and remember it is probably just a part of our different lifestyle.

Australians have a relaxed and generous manner with each other. Of course, there are many, many different types of families and your homestay family will have its own unique ways and ideas.

DAILY LIFE
Always be considerate. Your new family, teachers, classmates and friends will all react with pleasure to your thoughtfulness. For instance, if you are going to be late call someone to let them know. If you want to make a long distance phone call, ask permission and remember to observe the homestay family rules for using the phone.

Every family has a different way of operating and it is your job to learn about your new family and work with them. The best way to learn about each other is to COMMUNICATE!

Bad communication creates misunderstandings. Good communication will help things to run smoothly and help you to understand the way your new family operates and relates to each other. If you are upset about something, do not react immediately – think about your response before raising your voice at another person and saying something you may regret. If you communicate openly and honestly, asking questions, it will make a VERY BIG difference to your experience as an international student.
Manners & courtesy:
Often International Students object to requests or rules set by the homestay family. Please remember you are a guest in their home and you will need to abide by the family rules. This may mean helping with chores or having to be home by a certain time but remember you are expected to obey your homestay family rules. It is okay to compare your home with Australia, however make sure that it is used to better your relationship through understanding and sharing rather than criticism.

Each culture has its own rules of behaviour, each unique to itself. Your sensitivity and willingness to learn and adapt to new ways will help you to adjust into Australian life quickly. Courtesy everywhere is based on consideration of feelings. Most manners come from the natural desire to please, or to show respect for another.

Homestay family discussions:
Soon after you arrive, sit down with your homestay family and discuss their daily life, their expectations and their routines. We suggest you include the following topics:
• Addressing your homestay parents: Some homestay parents prefer mum & dad while others prefer first names. Be sure you and your homestay family discuss this and choose names that suit you and your homestay family and that it is something you are comfortable with.
• Family rules: Think about the rules such as attendance at meals, curfews, use of television, computer and the internet, acceptable noise levels, asking permission etc. As in all families, there are probably many unspoken rules in your new homestay family. A lot of families are uncomfortable about discussing these rules and this is not an easy thing to do, but discussing the following is very helpful to making your stay in Australia a success:
  i. Curfew – what time are you expected home if you are going out
  ii. Telling them where you are going and if you are going to be late
  iii. What you should do if you are going to be delayed coming home
  iv. Turning off lights
  v. Household chores and responsibilities
  vi. Use of television & sound system
  vii. Use of computer and internet
  viii. Transportation to and from school and social activities
  ix. Schedule for use of the bathroom and length of showers
  x. Snacks
  xi. Using the telephone
  xii. Entering the homestay parent’s bedroom
  xiii. Holidays and special events
  xiv. Expectations at being involved in family events
• Eating: The most important issue to remember is that there are other people in the house and that you must never take the last of anything unless you ask! Ask your homestay family what the rules are in regard to eating snacks and meal times.
• Family routine: This will include meal times, weekend activities, family outings and chores.
• Shopping: Ask when the family does the shopping. Many Australians shop once a week and their purchases must last all week.
• Chores that need to be done: Some families have a roster of duties or chores. If not make sure you know what is expected of you – and then do it with a good attitude.
• Laundry routine: This means the washing and ironing of clothes, changing of bed linen and so on. Your homestay family will most likely do this for you, but you may like to wash your own personal items.
• The location of clean towels, toilet paper, soap and other household items.
• Don’t take too long in the shower (5 minutes should be adequate). This is one thing that often causes problems. Please check when all the family members shower and agree with them on the best time for you to use the bathroom.
• Ask if your homestay family expect you to pay your share of the telephone bill.
• If you do not understand anything – ask – and be prepared to go through some of these things again later.
• If you do need to use a hairdryer or put on your make-up – it is better to do this in your bedroom rather than the bathroom as someone may be waiting to use the shower.

Privacy & Confidentiality:
You are expected to respect your homestay family’s privacy. Good manners should be applied. Knocking on doors before entering and respecting personal property are essential to any family.

Respecting your homestay family’s privacy and keeping their business confidential includes not talking about them to school friends, neighbours, other International Students and so on. Of course, you can talk to the Enrolment Officer or your teachers about issues if there is a problem but please do not gossip.

Do NOT take other students or friends into the house without your homestay family’s permission when the homestay family are out.

Money:
You are required to have adequate money throughout the duration of your program for your personal expenses.

HANDBY HINTS FOR HOMESTAY LIVING
The following list of simple suggestions will make life easier for you and those around you:
• If you open it – close it
• If you turn it on – turn it off
• If you unlock it – lock it up
• If you break it – admit it and have it fixed or replaced
• If you don’t know how to operate it – leave it alone and ask someone
• If it is broken – don’t try to fix it, ask someone who can
• If you want to borrow it – ask the owner for permission
• If you value it – take care of it
• If you move it – put it back
• If it will brighten someone’s day – say it
• If you hurt someone’s feelings – be first to say ‘I’m sorry, let’s talk about it’
• If someone hurts your feelings, – be the first to say ‘Can we talk about it’
• If you have a problem at school – talk to your teacher or Year Level Coordinator
• If you have a problem at home talk to the College Enrolment Officer

Within three days of your arrival you should ask your homestay family to clarify what they expect you to pay for, what they expect to pay for themselves and how you will reimburse each other.

This discussion should include such expenses as:
• Telephone bills
• Restaurants
• Holidays
• Internet access
• Additional food items
• Toiletries
• Cosmetics
Remember to keep good communication. Money can be a sensitive issue, and it is important that you discuss it with your homestay family. This will help avoid misunderstandings and hurt feelings later on.

For many International Students, this is the very first time they have had to rely on their own financial budgeting skills. Therefore, your homestay family will understand if you require assistance in working out how to budget your allowance.

Some important issues to remember and discuss with your homestay family are:

- Your homestay fees will be paid to your homestay family on a weekly basis by the College.
- If you arrive with a Visa or MasterCard to access money, you will need to be shown where to do this.
- If you arrive with traveller’s cheques or cash you will need to open a bank account. You will need to take identification to the bank to open an account. This will include your passport.
- If you are short of money, or having problems managing it, please contact the Enrolment Officer. Do not lend money or borrow money from your homestay family as this can lead to misunderstandings.
- If you owe money for phone calls, you must pay it as soon as the bill is received by your homestay family (this means immediately). Your homestay family will usually know when the next phone bill is due. Australian phone bills are itemised and for interstate and overseas calls so there should not be any dispute over the amount owed.
- Please remember to pay for your local calls, which will not be itemised. Local calls refers to calls made in the Mackay area only. It is a good idea to use an international dialling phone card, which automatically charges the costs to your natural parent’s telephone bill or a pre-paid phone card which can be purchased from any Post Office and many newsagents.
- Damage to property – you may be asked to pay for damage that you cause.

You are not expected to go to a restaurant with your homestay family and eat out where you are required to pay for food. Of course, you can choose to do this – and offering to help pay your portion of the bill will be greatly appreciated by your homestay family. However, they may be happy to pay for you on occasion.

You are not expected to pay anything towards household expenses except for your personal needs and phone calls. You are not expected to lend money to homestay family members. You are not expected to borrow money from homestay family members.

Your teachers and the College Enrolment Officer are there to help both you and your homestay family. They are the first people you call with a question, a problem or to share your joys other than your homestay family.
YOUR NEW SCHOOL

Your first contact with the Enrolment Officer will most likely be at the airport on your arrival and then soon after to conduct your Student Orientation with you and your homestay family. Your teachers and the Enrolment Officer can be great friends to you – please keep in regular contact and cooperate with them.

Learning to fit into a new school environment can be both scary and fun. Sometimes the experience can be disappointing. It is common to be surprised at the way Australian teachers relate to their students. They sometimes appear to be more of a friend than an authority figure. You may find this a bit informal but do not take this as a sign that they are not interested in your behaviour or performance or that the students do not respect the authority of the teacher.

The College will supply a lot of information to you including a study timetable and a Student Diary. Reading and re-reading this information once you have commenced school will increase your understanding of the processes and rules.

Remember, as an International Student the following is expected of you:

- You must attend school
- As an International Student, the College is constantly monitoring your behaviour and grades. The Department of Immigration also monitors your performance and your continued stay in Australia is dependent on your commitment to study.
- If you are having problems academically, the College will identify the best course of action and the most appropriate response. The final decision about a student’s continued enrolment rests with the College.
- The College determines the year level you will undertake.
- You must participate in exams and submit work assignments no later than the due dates.
- Accept the different structure of the College. Students attend classes from 8.30am to 3.00pm five days a week. Many students then attend sport or other activities after school and sometimes on weekends. A light lunch is eaten at school and you can either bring this from home or buy it at the Tuckshop. You will be placed in a House Family Group & meet regularly with the other students in your House Family.
- Class work and assignments are different in Australia. In Senior School you will sit for some exams, but much of your assessment will be based on assignments. This work is done both during class time as well as at home. It is very important for you to draw up a good study plan that suits your schedule and family life. If you need help doing this then ask your House Family Group teacher to help you. If you want to do well it is essential that you understand how important assignments are in Australian schools. Do not be afraid to ask your teachers for help – especially from your ESL Teacher if there are any language difficulties or problems. School Reports in Australia show both your achievement results in each subject and information about effort and behaviour as well as days absent. It is extremely important for you to obtain a good mark for EFFORT as well as for ACHIEVEMENT.
- Wear your College uniform with pride. If you have never worn a uniform before, you may feel strange for a little while. However, think of the positives - you don’t have to bring as many clothes from home; you won’t have to choose what to wear each day; you won’t be faced with that competitive feeling that sometimes arises among fashion conscious teenagers; and you will very quickly feel part of the group.
- Many of you will want to obtain an ‘Overall Position’ (Tertiary Entrance Score). This is possible but you will need to study hard for the final two years in order to graduate.
- Coping with a mid-year arrival – the Australian academic year mirrors the calendar year and you may arrive during the mid-year Term Break in Australia. This could be seen as a disadvantage as everyone has settled into a pattern and friendships appear to be established. However, school work is based on the Semester and if you arrive mid-year, you will arrive for the beginning of a new unit of work.
- Some types of behaviour and actions are sure to lead you into trouble. These include truancy, bad language, not wearing the College uniform correctly, and actions such as smoking, consuming alcohol, possessing and taking illegal drugs. These are all regarded as very serious breaches of College rules and Standards of Conduct and can lead to suspension or expulsion from the College.
TRAVEL

Any time you spend a night or more away from your home, it is considered ‘travel’ and falls under the rules and guidelines set up by the College. These rules are for your safety and protection, as well as your homestay family, and the College.

Two basic rules about travel:
1. Inform your homestay parent & ensure that the travel is approved well before the travel is to take place
2. Under no circumstances are you allowed to spend a night away without adult supervision.

Travel and time spent away from your homestay family - definition & rules:
• Adult supervision is defined as being with someone over 25 years of age or authorised by the College.
• Overnight – if you wish to stay at a friend’s place overnight you must:
  a. Be supervised by someone over 25 and
  b. Have your homestay family’s permission for the overnight stay

In addition, your homestay family are to have a contact number, name and address of where you are staying. You must comply with the arrangements you have made – under no circumstances are you to change arrangements without notifying your homestay family and getting their approval. If you do not follow these instructions – you have broken the College rules.

Homestay family travel:
You do not need to follow the Travel Release Procedure if you are travelling with your homestay family for less than 14 days (2 weeks). However, you will need to provide the Enrolment Officer with a copy of your itinerary complete with contact details. An itinerary is only necessary if you are travelling from one place to another and staying at more than one location. It is important that the Enrolment Officer knows where to contact you whilst you are away from your homestay’s normal place of residence. This means that you need to provide them with a contact telephone number and if possible an address. For longer holidays, please follow the process outlines under Travel Release Procedure.

Extended travel:
This is all travel lasting longer than two weeks. You must follow the ‘Travel Release Procedure’ and seek permission from your Homestay Coordinator.

Individual/Independent travel:
This type of travel requires a special approval process and it is only under very rare circumstances that the College will approve requests by students to travel alone. Permission for individual travel must be obtained from the Principal with strict guidelines as listed in the Travel Release Procedure. Failure to obtain permission could result in you being expelled from the program and returned home early at the cost to your natural parents. Hitch hiking and backpacking also fall into this category, even though an overnight stay may not be involved.

Travel with natural family:
Natural parents should visit you at the end of your programme or during the Term Break but not during the School Term. If you plan to travel with any of your natural family members, you must follow the Travel Release Procedure.

Day travel – over or under 18 years of age:
Day travel within the Mackay vicinity is acceptable provided you go with a College approved adult or meet an adult at the destination who will supervise all travel and take responsibility for your welfare. Travel release forms must be completed and signed by your natural parents, you and Mackay Christian College before the travel date.
TRAVEL RELEASE PROCEDURE
You are not permitted to travel until all signatures have been obtained on the Travel Release Form. Remember it can sometimes take up to two weeks for this process to be completed.

The process is:
• First, check with your homestay family that they approve
• If your homestay parents are happy with the arrangements ask the Enrolment Officer for a Travel Release Form
• The Travel Release Form is to be completed and signed by you, your homestay family and the Principal of Mackay Christian College. A copy of your itinerary is also to be provided – this must outline travel dates and times, type of transport and supervision. If this is not completed properly this form will not be faxed/mailed overseas.
• The form and accompanying itinerary is to be faxed/mailed overseas by the Enrolment Officer for your natural parent’s/guardians signatures. The College will notify you of permission to travel once all signatures are complete and your parent’s/guardians permission has been obtained.

If this procedure is not followed it is possible your request for Travel Release will be denied.

RELIGION
Participation in your homestay family’s church and religious activities is entirely voluntary. We expect you to treat your family’s religious beliefs with respect. Living in a family situation with people of differing religious views is a wonderful opportunity for learning and sharing.

Mutual respect in matters of religion is essential to your success. You may wish to attend your homestay family’s church with them when you arrive but it is not compulsory. Many churches have active youth groups and it is a good place to make new friends. If you wish to attend another church, ask your homestay family’s assistance in getting information about it.

Our College is affiliated with the Australian Christian Churches (Assemblies of God) and attendance at Chapel and CLEAR classes while at school is mandatory as outlined in the College’s curriculum.

WORKING IN AUSTRALIA
International Students holding a current Student Visa are allowed to work once they have commenced their study in Australia (not before). They may only work up to a maximum of 40 hours per fortnight while in their study program during the term, however during Term Breaks they are allowed to work unlimited hours.

If you are doing voluntary, unpaid work, it is not included in the limit of 40 hours if it is of benefit to the community or is for a not-for-profit organisation.

If you decide to work please remember that you are here as a student and your study must be your first priority. To work in Australia you must obtain a Tax File Number from the Australian Tax Office.

BOOKING YOUR RETURN FLIGHT
You will most likely arrive with a return air ticket. This may be an open ticket in which case you will need to make your return flight booking as early as possible, but at least three months before your departure. Flights out of Australia are often full, so you need to book early to get your chosen date.

Please give all the details of your return flight to the Enrolment Officer as well as your homestay family.
TRANSPORT IN AUSTRALIA
If any of your friends offer to drive you somewhere (outside of College hours), make sure they hold a current driver’s licence and that you have permission from your homestay parents to go in the car with them.

As an International Student, for your own safety we recommend that you:

- Do not get in a vehicle with someone who has been consuming alcohol
- Travel only with experienced and competent drivers
- Be cautious about accepting lifts from inexperienced ‘P’ plate drivers (this means the driver is currently holding a Probationary Licence) – this may include your host siblings and older friends
- Do not travel in a vehicle with a driver on ‘L’ plates (this means the driver holds only a current Learners Permit)
- If you have concerns about a driver you are to travel with, please discuss this with the Enrolment Officer, teachers or your homestay parents
- Under no circumstances can you purchase a vehicle while in Australia on this International Study Program.

ACTIVITIES THAT COULD INVOLVE SOME MEASURED RISK
You must get permission from the College to do any activity that could involve some measured risk, before you do it. The only exception to this is if the activity is organised by the College. You need to see the Enrolment Officer at least one week before the event. The Enrolment Officer will need to get your natural parents written permission.

Although OSHC will cover you for emergency attention resulting from an accident, you should be aware that it does not cover specialist or rehabilitation costs associated with these activities.

These activities include, but are not limited to:

- Horse riding
- Hang-gliding
- White-water rafting
- Skiing or snow boarding outside maintained trails or slopes of ski resorts
- Mountaineering
- Hunting
- Use of firearms or air/spring powered guns
- Skydiving/parachuting
- Ice hockey
- Judo
- Karate
- Wave running
- Bungee-cord jumping
- Scuba diving
- Rock climbing/abseiling
- Flying in light aircraft
- Caving
- Other potentially perilous or violent activities not included in the above list.

Please check with the Enrolment Officer about any activity before making plans, in case there could be some measured risk, and we need to get written permission from your natural parents.
REGARDLESS OF YOUR AGE

Remember you are an International Student. In your home country when you turn 18, you may be considered an adult. You no longer legally have to do what your parents ask of you. If you are 18 while on this International School Program in Australia, this privilege does not apply to you. Even if you are 18, you are required to do what your homestay family and Mackay Christian College ask you to do. This includes what is written in this handbook.

INFORMATION TO HELP YOU IN AUSTRALIA

Take the initiative – students who enjoy themselves and get the most out of this adventure are those who take initiative. Don’t wait for other people to do things for you. Make friends, be interested in the things your homestay family does, talk to them, talk to people at school. Join in with some school activities. Do these things and you will do better at school and enjoy life in Australia more.

Express yourself:
Even if you find speaking English difficult, talk to your homestay family, teachers and fellow students. Mime or draw pictures if you have to, it doesn’t matter, just have fun and people will help you. Don’t forget, English is your second or third language, how many languages can other people you meet speak? If you make a mistake it doesn’t matter. It is important that you try as this will help you to learn more quickly.

Responsibilities:
Take any responsibilities given to you by your homestay family or School Teachers seriously.

Maturity:
Your place in your new homestay family can be very demanding, especially when you first arrive. There is only one of you for the homestay family to get to know but there may be three or four of them for you to consider. You need to use a lot of understanding and patience and ask questions.

Spending time with your homestay family
Remember that your homestay family wants to see you and spend time with you. They will want to know all about you and your family back in your home country. They are interested in you and should take priority over all other social activities. Take the time to sit and talk with them, play a game together or watch a show on television. Give your homestay family your attention. Remember, your homestay family has chosen you to share their home.

If you need support:
Talk with the Enrolment Officer or your Teachers about anything at all. This is why we are here – as a support and to help you. Sometimes another point of view can help you sort out a problem more quickly.

Greetings:
When Australians meet sometimes they shake hands. Teenagers usually just smile and say ‘hello’ or ‘hi’. Sometimes friends will hug or kiss you on the cheek. This is perfectly okay but if it makes you feel uncomfortable, please tell them.

Visiting:
Australians are usually relaxed and informal. When visiting each other they often just call in. At first students should always phone to see if it is okay.
Eating:
The main meal of the day is usually in the evening. Families will sit together to eat their meal and more frequently at weekends. Many Australians refer to this meal ‘tea’ or ‘dinner.’

Personal Hygiene:
Australians generally shower at least once a day and sometimes more often in summer. Personal cleanliness is very important. Students also need to change their underclothes daily and you need to make sure that your clothes are washed frequently. Both boys & girls should use deodorant or antiperspirant.

Water usage:
Australia is the world’s driest continent. Many families in the country use tank water and are dependent on rainfall for the water they use. Families in cities and towns have to pay for the amount of water they use. Australians use water sparingly and students need to be careful not to waste a lot of water. Have quick showers and don’t leave taps running at any time.

Saving Power:
Electricity is expensive and your homestay family have to pay for this. Be considerate and switch off lights and fans when you leave a room.

FRIENDS
The new friends you make will make your stay in Australia even more enjoyable. We hope that you make many new Australian friends. We understand it is easy to ‘hang out’ with other International Students. However, don’t let this become a habit as this can often lead to problems. Your homestay family and the Australian students at Mackay Christian College who are excited that you are here, may feel left out if you are only friends with students from other countries. You will not learn English quickly if you are only around other International Students and if you do this you will not find it easy to adjust to the Australian Culture. While it is fun to talk with other International Students, it is not a good idea to spend all your time with them after all, you chose to come to Australia to live the Australian lifestyle. The best way to do this is to make friends with Australians. Be yourself and take part in lots of activities being offered. For example, you may want to get involved with a sporting team or join the music program. You could join the Aero Club, the Chess Club or one of the other things on offer. All these things will help you to meet other people and become good friends with them.

SAYING GOODBYE
Keep in touch. Some people you have met during your stay in Australia will become good friends. Keep a list of all the people you want to thank and those who you want to write to. When you return home you will be pleased you did it.

Before you leave checklist:
• Return all Library and other borrowed books
• Clean and sell your uniforms (speak to the Uniform Shop Coordinator)
• Collect your final School Report or have the College send it to your home
• Repay any money you owe and pay your final telephone account
• Close your bank account if you opened one
• Send excess belongings/luggage home by sea mail
• Have enough cash to pay for excess luggage and travel needs
• Reconfirm your flight
STUDENT POLICIES & PROCEDURES

International Student Accommodation & Welfare Policy:
Mackay Christian College approves the following accommodation options for overseas students:

1. The student will live with a parent or relative as permitted by Department of Immigration.
   In this case:
   a. The College does not provide a welfare letter (CAAW) via PRISMS. The student’s family completes Form 157N and provides proof of relationship to Department of Immigration at the time of visa application for approval of these arrangements. The Department of Immigration must also approve any further change of welfare arrangements.
   b. If the adult responsible for the welfare, accommodation and other support arrangements for a student under 18 years of age 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 the College has first approved alternative welfare and accommodation arrangements for the student for the adult’s period of absence
      ii. advising the Department of Immigration of any change of address, passport or other changes of circumstances

2. The student will live in College approved accommodation and care arrangements and the College will generate the welfare letter (CAAW) via PRISMS to accompany the student’s Confirmation of Enrolment (CoE).
   In this case:
   a. Any accommodation, welfare, and other support arrangements for the student must be approved by the College
   b. Any changes to approved arrangements must also be approved by the College. This includes any requests by students under 18 years of age to attend ‘Schoolies Week’ on completion of Year 12
   c. If a student for whom the College has issued a CAAW refuses to maintain approved arrangements, the College will report this to the Department of Immigration and advise the student to contact the Department of Immigration to ensure all implications are understood. (See Department of Immigration office addresses at: http://www.border.gov.au/about/contact/offices-locations/australia)

College approved accommodation options for full fee paying 500 visa subclass students under 18 years of age include:
   a. Homestay Program operated by Mackay Christian College
   b. Private accommodation arrangements approved by the College which meet all requirements under relevant State and Commonwealth legislation

3. For College vacation periods, the following accommodation options are available to full fee paying 500 visa subclass students under 18 years of age:
   a. Student returns home to parents
   b. Student continues to live in / is placed in Homestay arranged and approved by the College
   c. Student may spend vacation with relatives or friend’s family if all requirements are met in order to attain College approval
   d. Student may attend a supervised excursion, camp, etc, if all requirements are met in order to attain College approval

4. Accommodation options for full fee paying 500 visa subclass students 18 years and older include:
   1. Homestay Program
   2. Private accommodation arrangements

   It is a condition of enrolment that students over 18 years also maintain College approved accommodation arrangements.

5. For College vacation periods, the following accommodation options are available to full fee paying 500 visa subclass students 18 years or older:
   a. Student returns home to parents
   b. Student continues to live in / is placed in Homestay, details of which are recoded by the College
   c. Student may spend vacation with friend’s family or relatives, provided details are given
   d. Student may attend a supervised excursion, camp, etc., provided details are given
   e. Student may travel unaccompanied during vacation periods, provided details are given

HOMESTAY / PRIVATE ACCOMMODATION ARRANGEMENTS:
The Homestay / private accommodation arrangements approved by Mackay Christian College meets Queensland legislative requirements for child protection as well as Standard 5 of the National Code. These include:
   a. Continuous dates for approved welfare arrangements
   b. Documented procedures for checking suitability of accommodation, support and general welfare arrangements
      i. Guidelines for selecting family and ensuring the family can provide a stable environment for the duration of the student’s enrolment at the College
      ii. Criteria about accommodation services to be provided, and contract for arrangements about providing accommodation services
      iii. Orientation program for families new to provision of homestay services
      iv. Compliant Homestay Risk Management Strategy, reviewed annually, undertaken by operator of the Homestay program
   c. Bluecard for adults living in the Homestay / private arrangement other than overseas students
STUDENT GUARDIAN VISAS:
Mackay Christian College requires holders of Student Guardian Visas to:

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

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

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

- All students are required to notify the College of a change of address while enrolled in the course, and students who live in College approved accommodation must not change agreed arrangements without prior approval of the College.

International Student Complaints & Appeals Policy:

1. Purpose
   a. The purpose of Mackay Christian College’s Complaints & Appeals Policy is to provide a student or parent(s)/legal guardian with the opportunity to access procedures to facilitate the resolution of a dispute or complaint.
   b. The internal Complaints & Appeals processes are conciliatory and non-legal.

2. Complaints against other students
   a. Grievances brought by a student against another student will be dealt with under the College’s Discipling Processes / Standards of Conduct.

3. Informal Complaints Resolution
   a. In the first instance, Mackay Christian College requests there is an attempt to informally resolve the issue through mediation/informal resolution of the complaint.
   b. Students should contact the Teacher/Year Level Coordinator in the first instance to attempt mediation/informal resolution of the complaint.
   c. If the matter cannot be resolved through mediation, the matter will be referred to the Head of School and Mackay Christian College’s internal formal Complaints & Appeals handling procedure will be followed.

4. Formal Complaints Handling Procedure
   a. The process of this grievance procedure is confidential and any complaints or appeals are a matter between the parties concerned and those directly involved in the complaints handling process.
   b. The student must notify the College in writing of the nature and details of the complaint or appeal.
   c. Written complaints or appeals are to be lodged with the Principal/Head of School.
   d. Where the internal Complaints & Appeals process is being accessed because the student has received notice by the College that the College intends to report them 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 & Appeals processes are available to students at no cost.
   f. Each complainant has the opportunity to present their case to the Principal/Head of School.
   g. Students and/or the College may be accompanied and assisted by a support person at all relevant meetings.
   h. The formal grievance process will commence within 10 working days of the lodgement of the complaint or appeal with the Principal/Head of School.
   i. Once the Principal/Head of School has come to a decision regarding the complaint or appeal, the student will be informed in writing of the outcome and the reasons for the outcome, and a copy will be retained on the student’s file.
   j. If the grievance procedure finds in favour of the student, Mackay Christian College will immediately implement the decision and any corrective and preventative action required, and advise the student of the outcome.
   k. Mackay Christian College undertakes to finalise all grievance procedures as quickly as possible.
   l. For the duration of the appeals process, the student’s enrolment and attendance must be maintained.

5. External Appeals Processes
   a. If the student is dissatisfied with the conduct or result of the complaints procedure, they may seek redress through an external body at minimal or no cost within 10 working days.
   b. If the student wishes to complain or to lodge an external appeal about a decision made or action taken by Mackay Christian College, they must do so within 10 working days from receipt of the formal notification of the outcome of an internal appeal. Students may lodge a complaint or external appeal by contacting the Overseas Students Ombudsman at no cost. The Overseas Students Ombudsman offers a free and independent service for overseas students. Please see www.ombudsman.gov.au/about/overseas-student-ombudsman-landing-page or phone 1300 362 072 for more information.
6. Other legal redress  
   a. Nothing in the College’s Complaints & Appeals Policy negates the right of an overseas student to pursue other legal remedies.

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

**International Student Transfer Request Policy:**  
1. Overseas students are restricted from transferring from their principal course of study for a period of six months. This restriction also applies to any course(s) packaged with their principal course of study. Exceptions to this restriction are:  
   a. If the student’s course or College becomes unregistered  
   b. The College has a government sanction imposed on its registration  
   c. A government sponsor (if applicable) considers a transfer to be in the student’s best interests  
   d. If the student is granted a Letter of Release

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

3. Mackay Christian College will only provide a Letter of Release to students before completing the first six months of their principal course in the following circumstances:  
   a. The student has changed welfare and accommodation arrangements and is no longer within a reasonable travelling time of the College  
   b. It has been agreed by the College the student would be better placed in a course that is not available at Mackay Christian College  
   c. Any other reason stated in the policies of Mackay Christian College

4. Students under 18 years of age MUST also have:  
   a. Written evidence that the student’s parent(s)/legal guardian supports the transfer  
   b. Written confirmation that the new provider will accept responsibility for approving the student’s accommodation, support, and general welfare arrangements where the student is not living with a parent / legal guardian or a suitable nominated relative  
   c. Evidence that the student is always in Department of Immigration approved welfare and accommodation arrangements

5. Mackay Christian College will NOT provide a Letter of Release to students before completing the first six months of their principal course in the following circumstances:  
   a. The student’s progress is likely to be academically disadvantaged  
   b. Mackay Christian College is concerned that the student’s application to transfer is a consequence of the adverse influence of another party  
   c. The student has not had sufficient time to settle into a new environment in order to make an informed decision about transfer  
   d. The student has not accessed College support services which may assist with making adjustments to a new environment, including academic and personal counselling services  
   e. School fees have not been paid for the current semester

6. In order to apply for a Letter of Release, all students must first have a Letter of Offer from the receiving provider.

7. Applications to transfer to another registered provider may have visa implications. The student is advised to contact the Department of Immigration office as soon as possible to discuss any implications. The address of the nearest Office is:
   
   Ground Floor  
   299 Adelaide Street  
   Brisbane Qld 4000


   Students can also contact the Department of Immigration through their web enquiry form:  

9. If a Letter of Release is provided by the College it will give information about whether the student has demonstrated a commitment to studies during the course, had a good attendance record for the course, and paid all fees for the course.

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

11. Students whose request for transfer has been refused will be notified in writing of the reasons for refusal and may appeal the decision in accordance with Mackay Christian College’s Complaints & Appeals policy. The Complaints & Appeals policy is available on the College Website and the International Student Handbook.
International Student Course Progress & Attendance Policy:

1. Course Progress
   a. The College will monitor, record and assess the course progress of each student for the course in which the student is currently enrolled.
   b. The course progress of all students will be assessed at the mid-point (term) and at the end of each study period (semester) of each study period of enrolment.
   c. Students who have begun part way through a semester will be assessed after one full study period. They may also receive assessment feedback if term assessment tasks have been completed.
   d. At the end of each term after assessment tasks have been completed, the student’s progress is reviewed by the Learning Pathways Coordinator. To demonstrate satisfactory course progress, students will need to receive a pass level or “C” grade or better for the majority of core subjects in any study period. If an unsatisfactory level of achievement is identified, the student is referred to the relevant Year Level Coordinator for further discussion about strategies for improvement. The student’s progress report will include assessment for academic, skills and effort criteria.
   e. If a student does not achieve a pass level or “C” grade or better for the majority of core subjects in a study period the Learning Pathways Coordinator will formally contact the parent/s (and / or the Homestay parents) to advise there will be a meeting with the student to develop an intervention strategy for academic improvement. This may include:
      i. After hours tutorial support
      ii. Subject tutorial support in class time
      iii. Mentoring
      iv. Additional ESL support
   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 Head of Teaching & Learning or the Learning Pathways Coordinator and records of student response to the strategy will be kept.
   h. If the student does not improve sufficiently academically and achieve satisfactory course progress by the end of the next semester, Mackay Christian College will advise the student in writing of its intention to report the student for breach of visa condition 8202, and they have 20 working days in which to access the College’s internal Complaints & 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 the College, they may contact the Overseas Student Ombudsman at no cost. This must be done within 20 working days. Please see Mackay Christian College’s Complaints & Appeals Policy for further details.
      i. The College will notify the National ESOS Authority via PRISMS of the student not achieving satisfactory course progress as soon as practicable where:
         i. the student does not access the Complaints & Appeals process within 20 days
         ii. the student withdraws from the Complaints & Appeals process
         iii. the Complaints & Appeals process results in a favourable College decision.

2. Completion within expected duration of study
   a. As noted in 1a. the College will monitor, record and assess the course progress of each student for the course in which the student is currently enrolled.
   b. Part of the assessment of course progress at the end of each semester will include an assessment of whether the student’s progress is such that they are expected to complete their course within the expected duration of the course.
   c. The College will only extend the duration of the student’s study where it is clear the student will not be able to complete their course by the expected date because of:
      i. compassionate or compelling circumstances as per the definitions below
      ii. student participation in an intervention strategy as outlined in 1e
      iii. an approved deferment or suspension of study has been granted in accordance with Mackay Christian College’s Deferment, Suspension and Cancellation Policy.
   d. Where the College decides to extend the duration of the student’s study, the College will report this change via PRISMS within 14 days and/or issue a new CoE if required.

3. Monitoring Course Attendance
   a. Satisfactory course attendance is attendance of 80% of scheduled course contact hours.
   b. Student attendance is:
      i. checked and recorded daily
      ii. assessed regularly
      iii. recorded and calculated over each study period
   c. Late arrival at the College will be recorded and will be included in attendance calculations.
   d. All absences from the College will be included in absentee calculations and should be accompanied by a medical certificate, an explanatory communication from the student’s carer or evidence that leave has been approved by the Head of School.
   e. Any absences longer than 3 consecutive days without approval will be investigated.
   f. Student attendance will be monitored by the teacher every day over a study period to assess student attendance using the following method: The student attendance roll will be marked every session. See point 4 Calculation of Attendance below for detailed explanation. (If it is noted that a student is recording an abnormally high number of absences, then the issue will be investigated immediately by the Year Level Coordinator.)
i. Any periods of exclusion from class will not be included in student attendance calculations (See College Deferment, Suspension & Cancellation Policy points 5 & 6.)

g. Parents of students at risk of breaching Mackay Christian College’s attendance requirements will be contacted by email or phone and students will be counselled and offered any necessary support when they have extensive absences

h. If the student has passed the attendance threshold for the study period, Mackay Christian College will advise the student of its intention to report the student for breach of visa condition 8202, and that they have 20 working days in which to access the College’s internal Complaints & Appeals process except in the circumstances outlined in 3j

i. The College will notify the National ESOS Authority via PRISMS of the student not achieving satisfactory course attendance as soon as practicable where:
   i. the student does not access the Complaints & Appeals process within 20 days
   ii. the student withdraws from the Complaints & Appeals process
   iii. the Complaints & Appeals process results in a decision for the College

j. Students will not be reported for failing to meet the 80% threshold where:
   i. the student produces documentary evidence clearly demonstrating compassionate or compelling circumstances eg. medical illness supported by a medical certificate or as per definitions below
   ii. the student’s attendance has not fallen below 70% attendance for the study period

k. If a student is assessed as having nearly reached the threshold for 70% attendance for a study period, the Principal/Head of School will assess whether a suspension of studies is in the interests of the student as per Mackay Christian College’s Deferment, Suspension & Cancellation Policy

l. If the student does not obtain a suspension of studies under the Mackay Christian College’s Deferment, Suspension & Cancellation Policy, and falls below the 70% threshold for attendance, the process for reporting the student for unsatisfactory attendance (breach of visa condition 8202) will occur as outlined in 3h-3i

4. Calculation of Attendance
   a. Student attendance is recorded on a central database for every session throughout each day
   b. At the conclusion of each term, absences are automatically tallied from the database for both partial days and full days. This information is recorded on the student’s School Report for each term (4 per year)
   c. Calculating the number of hours the student would have to be absent to fall below the 80% attendance threshold for a study period is calculated as follows: number of study days x contact hours x 20%
   d. Calculating the number of hours the student would have to be absent to fall below the 70% attendance threshold for a study period is calculated as follows: number of study days x contact hours x 30%

5. Definitions
   a. Compassionate or compelling circumstances - circumstances beyond the control of the student that are having an impact on the student’s progress through a course. These could include:
      i. serious illness, where a medical certificate states that the student was unable to attend classes
      ii. bereavement of close family members such as parents or grandparents (with evidence of a death certificate if possible)
      iii. major political upheaval or natural disaster in the home country requiring 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 College was unable to offer a pre-requisite unit
      vi. inability to begin studying on the course commencement date due to delay in receiving a student visa

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

   b. Expected duration – the length of time it takes to complete the course studying full-time. This is the same as the registered course duration on CRICOS.

   c. College day – any day for which the College has scheduled course contact hours.

   d. Study period – Mackay Christian College defines a ‘study period’ for the purposes of monitoring course attendance and progress as a semester.

International Student Deferment, Suspension & Cancellation Policy

1. Deferment of commencement of study requested by student
   a. Mackay Christian College will only grant a deferment of commencement of studies for compassionate and compelling circumstances. These include but are not limited to:
      i. illness, where a medical certificate states that the student was unable to attend classes
      ii. bereavement of close family members such as parents or grandparents (where possible a death certificate should be provided)
      iii. major political upheaval or natural disaster in the home country requiring emergency travel that has impacted on studies
      iv. a traumatic experience which has impacted on the student (these cases should be where possible supported by police or psychologists’ reports)

   b. The final decision for assessing and granting a deferment of commencement of studies lies with the Principal.

   c. Deferment will be recorded on PRISMS within 14 days of being granted.
2. **Suspension of study requested by student**
   a. Once the student has commenced the course, Mackay Christian College will only grant a suspension of study for compassionate and compelling circumstances. These include but are not limited to:
      i. illness, where a medical certificate states that the student was unable to attend classes
      ii. bereavement of close family members such as parents or grandparents (where possible a death certificate should be provided)
      iii. major political upheaval or natural disaster in the home country requiring emergency travel that has impacted on studies
      iv. a traumatic experience which has impacted on the student (these cases should be where possible supported by police or psychologists’ reports)
   b. 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.
   c. The period of suspension will not be included in attendance calculations.
   d. The final decision for assessing and granting a suspension of studies lies with the Principal.

3. **Student initiated cancellation of enrolment**
   a. All notification of withdrawal from a course, or applications for refunds, must be made in writing and submitted to the Enrolment Officer. Please see Mackay Christian College’s Refund Policy for information regarding refunds.

4. **Assessing requests for deferment or suspension of studies**
   a. Applications will be assessed on merit by the Enrolment Officer.
   b. All applications for deferment or suspension will be considered within 10 working days.

5. **College initiated exclusion from class**
   a. Mackay Christian College may exclude a student from class studies on the grounds of misbehaviour by the student. Exclusion will occur as the result of any behaviour identified as resulting in exclusion in Mackay Christian College’s Discipling Processes/Standards of Conduct as per the International Student Handbook.
   b. Excluded students must abide by the conditions of their exclusion from studies which will depend on the welfare and accommodation arrangements in place for each student and which will be determined by the Enrolment Officer.
   c. Where the student is provided with homework or other studies for the period of the exclusion, the student must continue to meet the academic requirements of the course.
   d. Exclusions from class will not be recorded on PRISMS.
   e. Periods of ‘exclusion from class’ for up to 5 days will not be included in attendance calculations as per Mackay Christian College’s Course Progress and Attendance Policy.

6. **College initiated suspension of studies**
   a. Mackay Christian College may initiate a suspension of studies for a student on the grounds of misbehaviour by the student. Suspension will occur as the result of any behaviour identified as resulting in suspension in Mackay Christian College’s Discipling Processes/Standards of Conduct.
   b. Suspended students must abide by the conditions of their suspension from studies which will depend on the welfare and accommodation arrangements in place for each student and which will be determined by the Enrolment Officer.
   c. Students who have been suspended for more than 28 days may need to contact Department of Immigration. (Please see contact details at http://www.border.gov.au/about/contact/offices-locations.)
   d. If special circumstances exist, the student must abide by the conditions of their suspension which will depend on the welfare and accommodation arrangements in place for each student and which will be determined by the Enrolment Officer.
   e. Suspensions will be recorded on PRISMS.
   f. The period of suspension will not be included in attendance calculations.

7. **College initiated cancellation of enrolment**
   a. Mackay Christian College will cancel the enrolment of a student under the following conditions:
      i. Failure to pay course fees
      ii. Failure to maintain approved welfare and accommodation arrangements (visa condition 8532). Alternatively Mackay Christian College may decide that they will not cancel enrolment for this reason.
      iii. Any behaviour identified as resulting in cancellation in Mackay Christian College’s Discipling Processes/Standards of Conduct.
   b. Mackay Christian College is required to report failure to maintain satisfactory course progress and failure to maintain satisfactory attendance to Department of Immigration, which may impact on a student’s visa.
   c. Mackay Christian College may cancel the enrolment of a student for failure to disclose a pre-existing condition requiring a high degree of specialised support or care.
   d. Students who have had enrolment cancelled are advised to contact Department of Immigration. (Please see contact details at: http://www.border.gov.au/about/contact/offices-locations.)

College initiated cancellation of enrolment is subject to Mackay Christian College’s Complaints & Appeals Policy below.

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

e. If students access Mackay Christian College’s Complaints & Appeals process regarding a College initiated suspension or cancellation of enrolment under Standard 13, the change in enrolment status will not be reported in PRISMS until the internal Complaints & Appeals process is finalised, unless extenuating circumstances relating to the welfare of the student apply.

NB: Students may still access the external Complaints & Appeals process, but the College need not await the outcome of this process before changing the student’s enrolment status in PRISMS. However, if the College has issued a CAAW for a student, welfare provisions under NC St 5.3 are applicable.

f. Extenuating circumstances include:
   i. the student refuses to maintain approved welfare & accommodation arrangements (for students under 18 years of age)
   ii. the student is missing
   iii. the student has medical concerns or severe depression or psychological issues which lead the College to fear for the student’s wellbeing
   iv. the student has engaged or threatened to engage in behaviour that is reasonably believed to endanger the student or others
   v. is at risk of committing a criminal offence
   vi. the student is the subject of investigation relating to criminal matters

g. The use of extenuating circumstances by Mackay Christian College to suspend or cancel a student’s enrolment prior to the completion of any Complaints & Appeals process will be supported by appropriate evidence.

h. The final decision for evaluating extenuating circumstances lies with the Principal.

9. **Student to seek information from Department of Immigration**
   a. Deferment, suspension and cancellation of enrolment can have an effect on a student’s visa as a result of changes to enrolment status. Students can visit the Department of Immigration Website [http://www.border.gov.au/Trav/Stud](http://www.border.gov.au/Trav/Stud) for further information about their visa conditions and obligations.

10. **Definitions**
    Day – any day including weekends and public holidays in or out of term time

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### International Student Refund Policy

1. This Policy outlines refunds applicable to course fees paid to the College.

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

3. The enrolment application fee is non-refundable.

4. **Payment of course Fees & Refunds**
   a. Fees are payable according to the College Invoices
   b. An itemised list of school fees is provided in the College’s Written Agreement.
   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 College receives written advice from the person who enters the Written Agreement to pay the refund and submitted to the Enrolment Officer.

5. All notification of withdrawal from a course, or applications for refunds, must be made in writing and submitted to the Enrolment Officer.

6. **Student default** because of visa refusal.
   a. If a student produces evidence of visa refusal (or provides permission for the College to verify visa refusal with the Department of Immigration) and fails to start a course on, or withdraws from the course on or before the agreed starting day, the College will refund within four weeks of receiving a written claim from the student the total amount of course fees received by the College before the student’s default day, minus the lesser of:
      i. 5% of the amount of pre-paid fees received, or
      ii. AUD $500
   b. If a student whose visa has been refused withdraws from the course after it has commenced, the College will retain the amount of tuition fees proportionate to the amount of the course the student has undertaken and will refund any unused tuition fees* received by the College 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).

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**Student default**

Any amount owing under this section will be paid within 4 weeks of receiving a written claim from the student (or parent(s)/legal guardian if the student is under 18).

a. **Non-tuition fees**:
   Non-tuition fees will be refunded, on a pro rata basis proportional to the amount of time the student was studying in the course, except where a non-refundable payment on behalf of the student has been made.
Refunds in the event of a provider initiated cancellation of enrolment:

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

i. Failure to maintain satisfactory course progress (visa condition 8202) as outlined in the International Student Course Progress & Attendance Policy available in the International Student Handbook and on the College Website

ii. Failure to maintain satisfactory attendance (visa condition 8202) as outlined in the International Student Course Progress & Attendance Policy available in the International Student Handbook and on the College Website

iii. Failure to maintain approved welfare and accommodation arrangements (visa condition 8532) as per the International Student Accommodation & Welfare Policy available in the International Student Handbook and on the College Website

iv. Failure to pay course fees

v. Any behaviour identified as resulting in enrolment cancellation in Mackay Christian College’s Disciplining Processes/Standards of Conduct as outlined in the International Student Handbook and on the College Website

Provider Default

a. If for any reason the College 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 College, a full refund of any unused tuition fees* received by the College with respect to the student will be made within 14 days of the agreed course starting day.

b. If for any reason the College 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 College, a full refund of any unused tuition fees* received by the College with respect to the student will be made within 14 days of the course College’s default day.

c. In the event that the College is unable to fulfil its obligations of providing an agreeable alternative course for the student, or a refund, the student will receive assistance from the Australian government’s Tuition Protection Service. For information on the TPS, please see: https://tps.gov.au/StaticContent/Get/StudentInformation.

* Calculation of the refund due in this case is prescribed by a legislative instrument (s. 7 of Education Services for Overseas Students (Calculation of Refund) Specification 2014). http://www.comlaw.gov.au/Details/F2014L00907

This agreement, and the availability of Complaints & Appeals processes, does not remove the right of the student to take action under Australia’s consumer protection laws.

Definitions

a. Non-tuition fees – fees not directly related to provision of the student’s course, including Overseas Student Health Cover (OSHC), Homestay fees, Year Level Camps, Queensland Curriculum and Assessment Authority (QCAA) fees (Year 11 & 12 only), Cost of College uniforms, Airport Transfer Service fee (optional), English Language Support fee (if required), Student Visa Extension fee (if required).

b. Tuition fees – fees directly related to the provision of the student’s course, including: College Tuition fees, Subject levies, Information Technology levy, Public & Product Student Insurance levy.

c. Course fees – the sum of tuition fees and non-tuition fees received by the College in respect of the student in order for the student to undertake the course.

d. Semester – 19-21 weeks

If the student changes visa status (eg. becomes a temporary or permanent resident) they will continue to pay full overseas student’s fees for the duration of that year.