A. CODE OF PRACTICE

Introduction
Mackay Christian College is a non-denominational, co-educational Christian College committed to providing an environment in which students from Prep to Year 12 can develop academically, spiritually and socially. The focus of the College community is on the positive – to expect the best.

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 staff members are Christians, committed to developing the best in each child.

Mackay Christian College supports strong family values and provides a caring community within which students can develop.

The College aims to abide by the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2007 under its registration on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS).

1. EDUCATIONAL STANDARDS

Mackay Christian College is committed to providing and maintaining the highest professional standards in both the marketing and delivery of its education program. This includes safeguarding the welfare and interests of all students, providing adequate facilities and resources and using appropriate and effective methods of instruction. These principles are embedded within the School’s mission statement.

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.
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.

2. EDUCATIONAL RESOURCES AND FACILITIES

2.1 Mackay Christian College has teaching staff who, when taken as a whole, have the qualifications, experience, induction and professional development appropriate for the delivery and assessment of CRICOS-registered courses, for the number of students under instruction.

2.2 Mackay Christian College maintains teaching resources that are appropriate for the delivery of CRICOS-registered courses and are adequate for the number of students under instruction. This includes technological resources.

2.3 Mackay Christian College ensures that its ownership of tenancy arrangements over its premises are such that students can complete their courses in an appropriate learning environment in the time required. Mackay Christian College will notify the Authority and students of any intention to relocate the premises. This notification will occur at least three weeks before relocation takes place, unless the authority agrees otherwise.

2.4 The premises in which Mackay Christian College delivers its CRICOS registered courses is adequate for the courses to be provided, in terms of space and facilities.

3. MARKETING

Mackay Christian College will market its programs with integrity, professionalism and accuracy, avoiding vague or misleading statements. Students will be given accurate information about the courses offered and the facilities provided. When providing information to prospective students no false or misleading comparisons will be drawn with any other institution or course.

4. STUDENT INFORMATION

At the time of receiving enrolment forms from the School students will be provided with the following:

- School Code of Practice, Information and Policies for Overseas Students
- admission procedures and entry criteria
- total fees for the program and what is included within those fees
- information about the Queensland Certificate of Education and university entry requirements
- information on CRICOS registered courses
- information about accommodation arrangements
- information on Mackay and the surrounding area
4. RECRUITMENT

Recruitment of students will be conducted at all times in an ethical and responsible manner and consistent with the requirements of the curriculum.

Appropriately qualified staff will assess the extent to which the applicant is likely to achieve the outcomes of the course based on the applicant's level of English and academic results.

Mackay Christian College will enrol overseas students only in full-time courses.

5. REFUNDS

(See Refund Policy)

6. STUDENT GRIEVANCES

Mackay Christian College will have a fair and transparent process for dealing with student grievances. In the event that such grievances cannot be resolved internally, Mackay Christian College will advise students of the appropriate bodies from which they can seek further assistance.

(See Policy Addendum)

7. EDUCATION SERVICES ACT FOR OVERSEAS STUDENTS

Mackay Christian College will be bound by the provisions of the Education Services for Overseas Students Act 2000.

8. STUDENT SERVICES

Mackay Christian College will ensure that students have access to:
- orientation on arrival
- accommodation services
- assistance and information about their academic progress
- information regarding entry to further study
- ongoing counselling as required in relation to health and family matters
- a designated student officer who will assist the student to adjust to life and study at an Australian institution, and to help resolve problems
- a copy of the School Dispute Resolution Policy and flowchart.

9. PRIVACY OF PERSONAL INFORMATION

9.1 Mackay Christian College will meet all requirements of the Privacy Act 2001 in relation to the way it handles personal and sensitive information about students.
9.2 Mackay Christian College will advise overseas students in writing at the beginning of their course of the students’ duty to advise the provider of any change in their contact details (i.e. Australian residential address and telephone number). Mackay Christian College will advise students of the importance of providing an accurate address, and updating this as necessary. (Where a student fails to satisfy course requirements relating to attendance or academic performance, Mackay Christian College will send a notice informing the student of this to the student’s last known residential address. If this address is not up to date, automatic student visa cancellation could occur without the knowledge of the student. Such cancellation may not be revoked if it has occurred where the student has failed to keep Mackay Christian College informed of their address. This will enable the registered provider to comply with s21 of the ESOS Act 2000 to maintain a record of an overseas student’s current residential address.)

10. AGENTS

Mackay Christian College will not accept or continue to accept students recruited by agents whom they know, or reasonably expect to be:

- Engaged in dishonest practice, including suggesting to overseas students that they come to Australia on a student visa with a primary purpose other than full-time study
- Facilitating the enrolment of overseas students who do not comply with the conditions of their student visas.
- Engaged in false or misleading advertising and recruitment practices
- Using the eCoE system other than for bona fide students

At present Mackay Christian College does not use agents for the recruitment of International students. The College has recruited through direct parent contact (email and website visits).

11. SANCTIONS

Mackay Christian College recognises that if it should not meet the obligations of this code or supporting regulatory requirements, it may have its registration as a provider withdrawn.

12. STUDENT RECORDS

Records of academic performance and attendance:

12.1 Mackay Christian College will keep a record of each accepted student’s academic performance for each requirement of the course for which the student is enrolled.

Process of monitoring Academic progress of Students:

<table>
<thead>
<tr>
<th>Identifier</th>
<th>Process to be followed</th>
</tr>
</thead>
</table>
| Host parents or parents or student | - Contact is made with the Head of School to discuss the progress of the student – parents may have concerns with progress or student may not be coping:  
- Classroom teachers would be consulted  
- Student would be counselled  
- Process to assist student would be discussed and options given and implemented. |
### Reports per term

- Classroom teachers will give the Head of School term progress reports on academic progress of students.
- Students will be identified as requiring additional assistance with studies.
- Trained staff will give assistance to teachers and students to assist with classroom lessons.

### Classroom teacher

- If classroom assistance with lessons has not been sufficient to improve the academic progress of the student:
  - Parents will be notified and discussions will take place for additional external support (e.g., after school tuition)
  - Additional tuition will be offered within the College hours
  - All costs would be covered by the parents of the students – quotes would be given to the parents prior to tuition beginning.

### Sound achievement being reached

- Reports will be reviewed each term
- Students are required to reach a ‘sound achievement’ level at the completion of each term.
- If a student has been identified as requiring additional assistance in the classroom or with additional tuition, this student and parents will be given a letter requiring the student to reach a ‘sound achievement’ level by the end of the semester.
- If the student does not reach the level of ‘sound achievement’ in their studies by the end of the semester, a formal letter will be sent to the student and parents, to notify them of the student being in breach of student visa requirements. DIAC will be contacted.

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12.2 Subject to this paragraph, Mackay Christian College will also keep a record of an overseas student's attendance at the course except for students studying for a higher education qualification. (The Secretary may, in writing, require Mackay Christian College to keep the attendance records of students studying for a higher education qualification, where the Secretary considers that it is necessary to do so for monitoring compliance by the provider with the ESOS Act 2000.)

12.3 Mackay Christian College acknowledges that the records in paragraphs 12.1 and 12.2 may be required by DIAC as evidence that the student satisfies visa requirements relating to attendance and academic performance.

12.4 Mackay Christian College will not permit any practices by overseas students or others that could result in false attendance records or false academic records.

12.5 Once an overseas student has enrolled in a course, Mackay Christian College will not allow them to defer commencement of their studies, or suspend their studies, except on the grounds of illness, evidenced by a doctor's certificate, or other exceptional compassionate circumstances beyond the control of the student, for example, bereavement. If a student defers or suspends their studies on any other grounds, Mackay Christian College will report the student as not complying with visa conditions to DIAC via PRISMS.
12.6 Mackay Christian College will keep attendance records under paragraph 12.2, to ensure that:

12.6.1 Attendance of all students is recorded systematically (including non-attendance due to illness, evidenced by a medical certificate, or other exceptional compassionate circumstances beyond the control of the student, eg bereavement).

Process for Identification of Non Attendance issues:

<table>
<thead>
<tr>
<th>Number of days absent in a term</th>
<th>Process to be followed with student and parent/s (Homestay)</th>
</tr>
</thead>
</table>
| 10 days absent in a term        | • Student is interviewed and asked to give reason for absence (Medical certificate may be required)  
                                   • Homestay or parents are interviewed and asked to give reason for child’s absence.  
                                   • Arrangements are made to assist the student and the parents (Homestay) to reach the required attendance.  
                                   • 80% attendance required to satisfy visa requirements. |
| Additional 2 days absent        | • Student and parents are interviewed again and counselled on attendance requirements.  
                                   • Letter of warning is issued to parents (Homestay) and student to clarify the non attendance within the term for the student and the legal requirements under a student visa. |
| Additional 1 day absent         | • Formal letter sent to student and parents indicating that DIAC has been notified and that the student has not satisfied the student visa requirements. This could result in the cancellation |

12.6.2 Mackay Christian College monitors the attendance records every fortnight for non-attendance.

12.6.3 Procedures are in place for contacting and counselling students and recording this on the student's file, if a student has been absent for more than five consecutive days without approval, or a student is not consistently attending their course.

12.6.4 Procedures are in place for advising DIAC, via PRISMS, of any change to the student's enrolment, including duration.

12.6.5 Procedures are in place for advising DIAC, via PRISMS, of a student's failure to meet their visa conditions relating to attendance or academic performance under the Migration Act 1958, and for notifying the student of their non-compliance. This must be done as soon as practicable, as required by s19 of the ESOS Act 2000.

12.6.6 Staff (Head of School) are made aware of their obligation to use PRISMS to report student failure to meet attendance requirements.
12.6.7 Where an overseas student is required to take extra units to complete a course of study, and the remaining units do not constitute a full-time load, Mackay Christian College is not required to enrol the student in full-time study. (This paragraph applies to overseas students who are required to repeat units of study, however, Mackay Christian College will not allow them to repeat any unit more than once.)
B. INFORMATION & POLICIES

1. ACCREDITATION

Mackay Christian College is an approved school under the Accreditation of Non-State Schools Act, 2001 and the Education (Overseas Students) Act, 1996.

Mackay Christian College is registered on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS). The CRICOS Provider number is: 01085D.

2. COURSES

Mackay Christian College offers year level courses.

All overseas students are eligible for the Queensland Tertiary Entrance Statement (Provisional) and the Queensland Studies Authority Senior Certificate (Provisional) at the end of Year 12, as well as the Year 10 Certificate at the end of Year 10.

Secondary course documentation and duration are provided to all students wishing to enrol.

3. ENTRY REQUIREMENTS

(See Policy Addendum)

4. PAYMENT AND REFUND OF FEES AND CHARGES

(See Policy Addendum)

5. STUDENT ACCOMMODATION POLICY

(See Policy Addendum)

6. TERMINATION AND/OR SUSPENSION OF ENROLMENT POLICY

Fair, appropriate, and objective measures are employed for the correction and/or discipline of students, including detention, suspension of, and/or termination of enrolment, after each individual case has been carefully considered. School expectations of behaviour are given in the Student (Diary) enrolment information.

The school authority may suspend or terminate an enrolment at its discretion for failure to comply with the 'Conditions of Entry', or other serious breaches of the school's rules and regulations.
In the event of termination of enrolment by the School, the Department of Immigration And Citizenship (DIAC) will be notified immediately, and arrangements will be made for the return of the student to parental/custodial care as soon as possible, with expenses to be met by the person with whom the College has a signed Agreement.

In the event of termination of enrolment by the College, a refund, less any relocation expenses for the student and/or monies owed by the student, will be due as per the Refund Policy.

Please refer to the Enrolment information for further details of the School's Behaviour Management Policy.

7. DISPUTE RESOLUTION POLICY

(See Policy Addendum)

8. POLICY FOR TRANSFER TO AND FROM OTHER EDUCATIONAL INSTITUTIONS

(See Policy Addendum)

9. OTHER CONDITIONS

Enrolment at Mackay Christian College is conditional upon full participation in the complete range of the school curriculum and activities, including those of a specifically religious nature.

Enrolment at Mackay Christian College is conditional upon adherence to School Policies as detailed in this document and additional enrolment information.

All students are required to wear full and correct school uniform during the school day, and when travelling to and from the College.

10. FURTHER INFORMATION

Further information regarding enrolment of overseas students at Mackay Christian College may be obtained from:

The College Registrar
Mackay Christian College
PO Box 3215
North Mackay Queensland 4740
Telephone: +61 7 4963 1100
Facsimile: + 61 7 49424085
Email: mcc@mccmky.qld.edu.au

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