Mackay Christian College
‘creating hope, building futures’

POLICY ADDENDUM
CRICOS: 01085D

1. ENTRY REQUIREMENTS

- Mackay Christian College will consider enrolment applications from students wishing to apply for a Student Visa, subject to compliance with conditions set by the College, and with legislative requirements of the State of Queensland and the Commonwealth of Australia.

- Applications for enrolment must be made on the approved Application for Enrolment Form. This must be correctly completed, and must be accompanied by the following documents to support the application:
  - Copies of Student Report Cards from the previous 2 years of study, including a copy of the latest Student Report;
  - A completed Reference Form from the student’s current or most recent school Principal is also required if student Report Cards do not record student behaviour or commitment to studies;
  - A completed Subject Choices Form if appropriate;
  - Appropriate proof of identity and age;
  - Written evidence of proficiency in English as a second language.

- Minimum academic and English language requirements are detailed in the attached Schedule. Where the above documents are not in English, certified translations in English are required, with necessary costs to be met by the applicant. An application for enrolment can only be processed when all of the above are in the hands of the Admissions Officer. Applications from overseas students are processed according to established policy and procedures, and are dealt with on their merits. Assessment procedures include an evaluation of reports from previous schools in the home country and of English language proficiency, either age-appropriate or sufficient for entry to the level of education applied for. In cases where report cards are not available or are inconclusive for any reason, the school may require relevant testing of the applicant to assess the application. Applicants may require tuition in English as a second language (ESL) either prior to entry or during the enrolled course.

- Enrolment at Mackay Christian College is conditional upon the acceptance of, and adherence to the 'Conditions of Entry' listed on the Application for Enrolment, and in other school publications.

- Entry requirements vary from Junior Secondary (High) School to Senior Secondary (High) School. Refer to the details in Policy 2 for ‘Academic and English proficiency’ requirements.

- International students are excluded from enrolling in Vocational education (Nationally recognised Certificate subjects) at Mackay Christian College.
2. MINIMUM ACADEMIC AND ENGLISH LANGUAGE REQUIREMENTS

Academic Requirements

Students must provide evidence of academic performance appropriate to entry to the Year level requested on the Application for Enrolment or offered as an alternative point of entry by the College in a Letter of Offer.

Minimum Academic Requirements:

- For Year 8-12 Students:
  - A pass level “C” grade or better for the majority of core subjects

English Proficiency Requirements

Mackay Christian College requires evidence of sufficient proficiency in English to successfully meet the curriculum demands of the enrolled course. This is a requirement under the National Code of Practice, Section C 28:

This evidence may be presented as evidence of previous study in English as the medium of instruction, or as results of an acceptable English language proficiency test. For acceptable tests and results, Mackay Christian College uses as a guide tables 2.1 and 2.2. Testing may take place in their own country (through a suitably qualified person) or may take place at our College with our qualified staff supervising. Students who do not wish to complete Year 12, will be assessed by College staff (through documentation, results and phone conversations).

Students with language proficiency below that outlined above, may be required to undertake an intensive English language course before beginning mainstream studies.

Students wishing to enter the school below Year 10 level are assessed individually based on the contents of their report cards and personal references, and may also be required to undertake a language proficiency test set by the school.

The following levels are used as a guide for recommended levels of English proficiency needed by International students requesting entry into Mackay Christian College. Additional English tuition is recommended for students who acquire a band level below 5. This is discussed and negotiated with parents prior to enrolment of the student.

Students in Years 10 – 12 are ranked according to the table below.

<table>
<thead>
<tr>
<th>YEAR</th>
<th>IELTS</th>
<th>ISLPR</th>
</tr>
</thead>
<tbody>
<tr>
<td>10</td>
<td>5</td>
<td>2+</td>
</tr>
<tr>
<td>11</td>
<td>5.5</td>
<td>3</td>
</tr>
<tr>
<td>12</td>
<td>5.5 - 6</td>
<td>3</td>
</tr>
</tbody>
</table>
Students in Year 8 & 9 are ranked according to the proficiency bands below.

<table>
<thead>
<tr>
<th>BAND SCORE</th>
<th>DESIGNATION</th>
<th>DESCRIPTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>9</td>
<td>Expert User</td>
<td>Has fully operational command of the language: appropriate, accurate and fluent with complete understanding.</td>
</tr>
<tr>
<td>8</td>
<td>Very Good User</td>
<td>Has fully operational command of the language with only occasional unsystematic inaccuracies and inappropriate usage. Misunderstandings may occur in unfamiliar situations. Handles complex detailed argumentation well.</td>
</tr>
<tr>
<td>7</td>
<td>Good User</td>
<td>Has operational command of the language, though with occasional inaccuracies, inappropriate usage and misunderstandings in some situations. Generally handles complex language well and understands detailed reasoning.</td>
</tr>
<tr>
<td>6</td>
<td>Competent User</td>
<td>Has generally effective command of the language despite some inaccuracies, inappropriate usage and misunderstandings. Can use and understand fairly complex language, particularly in familiar situations.</td>
</tr>
<tr>
<td>5</td>
<td>Modest User</td>
<td>Has partial command of the language, coping with overall meaning in most situations, though is likely to make many mistakes. Should be able to handle basic communication in own field.</td>
</tr>
<tr>
<td>4</td>
<td>Limited User</td>
<td>Basic competence is limited to familiar situations. Has frequent problems in understanding and expression. Is not able to use complex language.</td>
</tr>
<tr>
<td>3</td>
<td>Extremely Limited User</td>
<td>Conveys and understands only general meaning in very familiar situations. Frequent breakdowns in communication occur.</td>
</tr>
<tr>
<td>2</td>
<td>Intermittent User</td>
<td>No real communication is possible except for the most basic information using isolated words or short formulae in familiar situations and to meet immediate needs. Has great difficulty understanding spoken and written English.</td>
</tr>
<tr>
<td>1</td>
<td>Non User</td>
<td>Essentially has no ability to use the language beyond possibly a few isolated words.</td>
</tr>
</tbody>
</table>

3. REFUND POLICY  
(ACCOMPANIES ENROLMENT FORM AND DETAILS OF FEES)

MACKAY CHRISTIAN COLLEGE REFUND POLICY

All applications for a full or part refund of course money should be made in writing to the College Principal by the person who has a signed agreement with the School. The College Principal should receive the refund application within 10 days of either the student’s failure to start the course or withdrawal from the course.

Payment of any refund due will be made within 4 weeks of receiving the written application for refund. If a refund is due, but no written application is received within 2 months of the agreed starting date or withdrawal date of the student, a cheque for the amount owing in AUD will be sent to the person who had a signed agreement with the School, at the last known address.
If there are exceptional circumstances for a student’s failure to start a course, or withdrawal from a course, a written explanation of the circumstances should be made to the College Principal. The College Principal may approve a greater amount of refund than defined below in some cases. Each individual case will be decided on merit.

Unless there are approved exceptional circumstances, course money paid to the school will be refunded in the following manner:

1. In all cases, if there is a balance owing from OSHC, the school will make application to the OSHC fund on behalf of the student for the refund of any advance premiums paid.

2. If a student does not start a course on the agreed date:
   (i) If 4 weeks’ notice of cancellation has been received:
      - Any transaction fees associated with transfer of funds will be deducted
      - All of the Tuition and Homestay Fees will be refunded
      - 100% of all other fees or payments will be refunded
      - Application and Enrolment Fees (if applicable) will not be refunded
   (ii) If less than 4 weeks’ notice of cancellation has been received:
      - No Tuition Fees will be refunded.
      - All of the Homestay Fees and will be refunded
      - 100% of all other fees or payments will be refunded
      - Application and Enrolment Fees (if applicable) will not be refunded

3. If a student withdraws from a course before the completion date:
   - No refund of the current Semester’s Tuition/Homestay Fees will be made
   - Tuition /Homestay Fees paid in advance of the current Semester will only be refunded if one terms’ notice has been given, otherwise 8 weeks’ fees will be deducted from the amount in balance for Tuition /Boarding/Homestay Fees in lieu of notice
   - Advance payments for Text book hire, subject levy and Information Technology levy will be refunded on a pro rata basis
   - Application and Enrolment Fees (if applicable) will not be refunded

4. If a student does not complete an enrolled course because of failure to comply with School conditions of enrolment or student visa conditions, Point 3, including the 10 weeks’ notice provision above, applies.

5. All refunds will be paid directly, and only to the person with whom the School has a written Agreement, unless written advice to do otherwise is received from this person. The refund will be paid in Australian dollars. Fees and Charges will not be refunded through an agency.


7. Under the National Code of Practice, Section C 43.3, a person holding a written Agreement with the School should be aware that the School’s dispute resolution processes do not circumscribe the student’s right to pursue other legal remedies.

8. This Agreement does not remove the right to take further action under Australia’s consumer protection laws.

9. It is an Enrolment Condition of the School that all School Policies, including the Refund Policy, be fully understood by the person signing an Agreement with the School, prior to signing the Agreement.

10. All refunds are made in the same currency as fees are received unless impracticable.
4. DISPUTE RESOLUTION POLICY

MACKAY CHRISTIAN COLLEGE DISPUTE RESOLUTION POLICY

a) Mackay Christian College will provide a copy of the Dispute Resolution/Grievance policy, to each International student:
   - Before course payment is made
   - And within 7 days of the International student starting their course at the College.

b) In the event of a dispute or grievance, students should first try to solve problems through the School’s internal dispute resolution processes. Students should follow this process (see flowchart).

1. The student should contact the appropriate staff member for an appointment to discuss the issue. Written notes of the discussion will be kept for the student’s record.

<table>
<thead>
<tr>
<th>For Academic/Subject concerns</th>
<th>For Personal Problems</th>
<th>For Homestay/Boarding Problems</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Head of Teaching &amp; Learning</strong>&lt;br&gt;Available school hours</td>
<td><strong>Year Level Coordinator or Relevant Head of School</strong>&lt;br&gt;Available school hours</td>
<td><strong>Registrar</strong>&lt;br&gt;Available school hours&lt;br&gt;After hrs phone number provided</td>
</tr>
</tbody>
</table>

2. If there is no resolution, the student should make an appointment to discuss the issue with the Head of School or the Deputy Principal. The student should take a written statement outlining any issues or concerns to this meeting. The Head of School or Deputy Principal will refer to previous notes from the student’s record.

3. The Principal will be informed in writing of the dispute and concerns.

4. If there is no resolution, the student will be made aware of other steps available to them, and their rights under legislation in the State of Queensland and the Commonwealth of Australia.

Students should also be aware:

1. They may nominate a support person to accompany him/her at any stage of the dispute resolution process.

2. Independent mediation will be requested if it is not possible to resolve the dispute internally, via the process above. In this case, the student may discuss further options with the Head of School, or the College will arrange for assistance from the Dispute Resolution Branch, Department of Justice and Attorney-General, to look at mediation. There are six Dispute Resolution Centres throughout Queensland. The Brisbane Centre is located on the 13th Floor, Central Courts Building, 170 North Quay, Qld 4000. Contact details are: Tel: +61 7 3239 6269; Fax: +61 7 3239 6284. Students outside Brisbane may use the Toll Free No: 1800 017 288. At present there is no fee for use of this service, but this may change.

3. Nothing in the School's Dispute Resolution Policy negates the right of any overseas student to take action under Australia’s consumer protection laws in the case of financial disputes.

4. Nothing in the School's Dispute Resolution Policy negates the right of any overseas student to pursue other legal remedies.

5. If a student is concerned about the actions of Mackay Christian College, they may approach the State Authority for CRICOS Registration. In Queensland this is the Department of Education. The Director General of the Department of Education has the power to suspend or cancel Mackay Christian College’s registration or a course if a breach of the requirements of registration provision is proved. Concerns about the conduct of the College should be addressed to The Senior Education Officer, Office of Non-State Education, Queensland Department of Education, PO Box 15033, City East, Qld 4002. Complaints must be made in writing.
If you wish to lodge an external appeal or complaint about any decision that has been made you can contact the Overseas Student Ombudsman. The Overseas Student Ombudsman offers a free and independent service for overseas students who have a complaint or want to lodge an external appeal about a decision made by their private education or training provider. See the Overseas Students Ombudsman website [www.oso.gov.au](http://www.oso.gov.au) or phone 1300 632 072 for more information.
5. ARRANGEMENTS FOR UNACCOMPANIED CHILDREN

MACKAY CHRISTIAN COLLEGE STUDENT ACCOMMODATION POLICY

- It is a student visa condition that students under 18 years of age live with
  - a parent, or
  - a person who has legal custody of them, or
  - a relative aged at least 21, as defined by DIAC of good character and with permission to reside in Australia for the duration of the student’s visa or until the student turns 18, nominated by either the parent or person having custody of them, or
  - in School approved care arrangements.

- If a student is not able to live with a parent, a person who has custody of them, or a relative nominated by either the parent or person having custody of them meeting DIAC requirements (see attached), the School will make appropriate accommodation and care arrangements for the student, which the student is obliged to maintain as a Condition of Enrolment.

- Students moving to a new address, with School approval, must inform the school in writing and complete the appropriate forms advising of their new address within 7 days of taking up residence at that new address. Students will be advised in writing, on arrival, of the need to comply with this requirement as a condition of their student visa.

- Where students are staying in homestay arrangements under the care of adults who are not their parents, carers are required under government legislation in Queensland to hold 'Suitability Cards' which allow them to have the supervision of children.

- Selection of Homestay arrangements:
  - Homestay parents complete an application form
  - Homestay parents are then interviewed and home environment investigated
  - Homestay arrangements are selected to meet the needs of the student and the Homestay parents.
  - New Homestay parents complete an induction process. All Homestay parents and arrangements are monitored by the College Registrar each term.

- Students will remain in Homestay accommodation unless parents or legal guardians are issued with Student Guardian visas. In this case, parents will sign for Mackay Christian College a release form and will take over the responsibility of welfare and accommodation for the student. Prisms and DIAC will be notified of the changes in welfare and accommodation arrangements for the student.

- Information about living in homestay is provided in the Information booklet included in the Enrolment Package.

6. ENROLING ONSHORE OVERSEAS STUDENTS

MACKAY CHRISTIAN COLLEGE

POLICY FOR TRANSFER TO AND FROM OTHER EDUCATIONAL INSTITUTIONS

Requests from students for a transfer between registered providers prior to the student completing six (6) months of the principal course of study in accordance with their documented procedures.

- Mackay Christian College will not knowingly enrol the student wishing to transfer from another registered provider’s course prior to the student completing six months of his or her principal course of study except where:
  a. the original registered provider has ceased to be registered or the course in which the student is enrolled has ceased to be registered
  b. the original registered provider has provided a written letter of release
c. the original registered provider has had a sanction imposed on its registration by the Australian Government of state or territory government that prevents the student from continuing his or her principal course, or
d. any government sponsor of the student considers the change to be in the student’s best interest and has provided written support for that change.

Mackay Christian College has and implements its documented student transfer request assessment policy and procedure, which is available to staff and students. The policy specifies:

a. the circumstances in which a transfer will be granted
b. the circumstances the registered provider considers as providing reasonable grounds for refusing the student’s request, including when a transfer can be considered detrimental to the student, and
c. a reasonable timeframe for assessing and replying to the student’s transfer request having regard to the restricted period.

Mackay Christian College will grant a letter of release only where the student has:

a. provided a letter from another registered provider confirming that a valid enrolment offer has been made, and
b. where the student is under 18:
   i. the registered provider has written confirmation that the student’s parent or legal guardian supports the transfer, and
   ii. where the student is not being cared for in Australia by a parent or suitable nominated relative, the valid enrolment offer also confirms that the registered provider will accept that responsibility for approving the student’s accommodation, support and general welfare arrangements as per Standard 5 (Younger students).

A letter of release, if granted, will be issued at no cost to the student and will advise the student of the need to contact DIAC to seek advice on whether a new student visa is required. Where Mackay Christian College does not grant a letter of release, the student will be provided with written reasons for refusing the request and will be informed of his or her right to appeal the Mackay Christian College’s decision in accordance with Standard 8 (Complaints and appeals).

Mackay Christian College will maintain records of all requests from students for a letter of release and the assessment of, and decision regarding, the request on the student’s file.

An overseas student wishing to transfer to another educational institution or School after one year will be provided with a ‘Letter of Release’ detailing attendance, payment of fees and an assessment of attitude and behaviour whilst a student at Mackay Christian College.

Mackay Christian College will not accept enrolment of a student from another school if that student does not have a ‘Letter of Release’ confirming that he/she has demonstrated commitment to their studies, has a good attendance record and has paid all required fees.

Applicants should note that from 1 November 2000, the Department of Immigration and Citizenship (DIAC) applies Condition 8206 to all initial student visas. This conditions requires students to remain with the educational provider with whom they originally enrolled for the first 12 months of their course, or, if the course is less than 12 months, for the duration of the course. If the overseas student does wish to change education provider within the first 12 months of study, he/she needs to obtain written approval from the Department of Immigration and Citizenship or where exceptional circumstances exist (eg. Education provider ceases operations).
7. ENROLMENT APPLICATIONS PROCESS

<table>
<thead>
<tr>
<th>Applicant (Parent/Agent/Both)</th>
<th>Mackay Christian College (Admissions / Accounts / Other)</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>STEP 1: ENROLMENT APPLICATION AND LETTER OF OFFER</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Applicant requests / receives an enrolment package. School should take steps to ensure the content is understood.</td>
<td>College answers queries, works through any issues. This is done on a case by case basis to assist parents and students.</td>
<td>Clarity of communications, efficiency and response times are very important at this stage. It helps to have a temporary file started for each enquiry.</td>
</tr>
<tr>
<td>Application completed and submitted.</td>
<td>College checks documentation is complete, including signatures.</td>
<td>For DIAC purposes, the Letter of Offer must contain:</td>
</tr>
<tr>
<td>Application includes a section for Agreement / Acceptance / Understanding of Conditions and Policies, Indemnity, etc., and be signed by the parent / person who has custody of the student i.e. the person to whom the School would pay a refund if necessary.</td>
<td>Requests further information, signatures, as necessary to complete application.</td>
<td></td>
</tr>
</tbody>
</table>

For DIAC purposes, the Letter of Offer must contain:
- Provider CRICOS number
- Course name
- Course CRICOS number
- Course start and end dates
- Total course fees
- Name of student
- DOB of student
- Conditions of the offer

The Letter of Offer should also include payment details and conditions. If applicant is from AL3 or AL4 country, the Letter of Offer will be used for the student’s visa application. |

Applications are faxed/sent electronically in the first instance, with original documents to follow by registered post. |  |  |
| Applications are faxed/sent electronically in the first instance, with original documents to follow by registered post. | If unsuccessful, advises a.s.a.p. | If applicant is from AL3 or AL4 country, the Letter of Offer will be used for the student’s visa application. |
| If successful, sends Letter of Offer a.s.a.p. | | |

If any delays in processing occur, the School should keep parents / agents updated on reasons for delays and times for completion of the process. An enrolment may be lost during this time if not dealt with as quickly as possible. Even if the enrolment is not accepted, agents and parents will appreciate knowing a.s.a.p. as they will have an opportunity to make other arrangements. It is also possible applications will have been made to several institutions, and the first offer received will be accepted.
<table>
<thead>
<tr>
<th>STEP 2 : CONFIRMATION OF ENROLMENT</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>If from an AL3 or AL4 country, the Applicant will submit the Letter of Offer to DIAC as part of the student's visa application. If Pre-Visa Approval (PVA) is granted, the Applicant undergoes medical checks as required, and pays fees as requested.</strong></td>
</tr>
<tr>
<td>Accounts immediately confirms with Admissions receipt of fees from Applicant.</td>
</tr>
<tr>
<td>The Applicant should advise the College of details of T/T or other payment method, and include identification of sender.</td>
</tr>
<tr>
<td>The College should receive ample notice of the student's arrival details to make necessary arrangements for start of the course, and should ensure safe arrival is confirmed with parents.</td>
</tr>
<tr>
<td><strong>If from an AL1 or AL2 country, the Applicant pays fees on receipt of the Letter of Offer.</strong></td>
</tr>
<tr>
<td>The College confirms arrangements for pick up if necessary, starting date, etc.</td>
</tr>
<tr>
<td>CRICOS registered courses and contact hours are outlined to parents and students.</td>
</tr>
<tr>
<td>The applicant advises the College the visa is granted and confirms arrival details.</td>
</tr>
</tbody>
</table>
8. TRUST ACCOUNT OPERATING PROCEDURES

Mackay Christian College may withdraw or transfer from the trust account the following amounts for an overseas student or intending overseas students:

(a) an amount to pay for a service that has been delivered to the student;

(b) in the period of 2 weeks before the scheduled start of the registered course in which the student is enrolled-an amount that is not more than 20% of the student’s tuition fee for the course;

(c) on the day the course starts-an amount that is not more than 45% of the total of the student’s tuition fee for the course.

9. RECOGNITION OF PRIOR LEARNING (RPL)

Students are advised during the induction process of:

- The recognition of subjects attempted and completed which are recognised by the Queensland Studies Authority (QSA). Evidence will need to be supplied from previous school/s. This will need to be signed by the student and a copy filed (student file).

- Visa duration for courses will be amended subject to the time of student entry. Granting of RPL which leads to a shortening of the student’s course:
  - If the RPL is granted before visa grant, Mackay Christian College will indicate the actual net course duration (as reduced by RPL) in the eCoE issued for that student for that course.
  - If the RPL is granted after visa grant, Mackay Christian College will report the change of course duration via PRISMS under s19 of the ESOS Act 2000. Mackay Christian College will remind the student that it is a condition of their visa that they be enrolled in full time study.

- Where Mackay Christian College grants an overseas student RPL which leads to a reduced study load, ie. Contact hours per week, Mackay Christian College will not allow the student to study less than a full-time load.

Equity considerations are also given for International students, requiring recognition of prior learning (refer to the QSA document dated 2001, ‘Equity Considerations for the development of curriculum and test materials).