



FULL FEE-PAYING OVERSEAS STUDENT INFORMATION BOOKLET

Overview

Life at Penrhos is enriched by diversity – we welcome enrolments from different cultures, religions and backgrounds. The experience of sharing and developing life skills with fellow students from overseas fosters the qualities of understanding, tolerance, awareness and respect. Friendships formed at Penrhos are often friendships that last for life.

Uniting Church

Penrhos College is affiliated with the Uniting Church. It is compulsory for all girls to attend Chapel service once a week in Junior School and once a fortnight in Secondary School. Although the College is based on Christian values, we welcome students from all religions. Penrhos has students from many different faiths.

CRICOS

Penrhos College is registered with the Commonwealth Government, CRICOS listing 00444E, and offers the following courses:

- **027975M** Primary Education Years 1–6 (accompanied by parents)
- **094106A** Secondary Education Years 7-10 (boarders or accompanied by parents)
- **094119G** Secondary Education Years 11-12 (boarders or accompanied by parents)

As a provider of education and training services to overseas students, the College is required to comply with the National Code of Practice for Providers of Education and Training to Overseas Students 2018 (National Code 2018) and Education Services for Overseas Students Act 2000 (ESOS Act).

For further information to assist prospective overseas students in learning about accommodation options and indicative costs of living in Australia, please visit [Study Australia](#). Additional resources can also be located via [Study Perth](#) or [Visit Perth](#), which provide a snapshot into the wonderful city of Perth, where Penrhos College is located.

Entry procedure

Penrhos prefers to work directly with the families of our applicants to help establish a direct link early in the enrolment process. Penrhos College does not have agreements with Education Agents to formally represent the College. However, we will liaise with agents as required, on behalf of their clients, but no formal contract will be entered.

1. Application

To enrol at Penrhos College, an application form must be completed via the College website along with the following:

- Application fee \$110
- A copy of your daughter's birth certificate
- A copy of your daughter's passport
- AEAS test results
- Copies of your daughter's two most recent school reports

Penrhos College has an obligation under Standard 4 of The National Code 2018, that when accepting students from an education agent, that they act ethically, honestly and in the best interests of overseas students so as to uphold the reputation of Australia's international education sector.

2. English language ability

Penrhos College requires full fee-paying overseas students (FFPOS or overseas students) to demonstrate a sound proficiency in English, in order to achieve maximum success in the Western Australian education system. This is principally because all instruction at Penrhos is delivered in English and as a student progresses through the School, the course content becomes more complex and abstract. This is especially true in Years 11 and 12 where a strong background in the content and context of the English language is required.

Students from non-English speaking countries should submit a copy of a current Australian Education Assessment Services (AEAS) assessment as part of their application so that the College can determine the student's English language ability and the appropriate academic entry point.

For more information regarding the testing, practice testing and testing centres in and outside of Australia, please visit the AEAS website: www.aeas.com.au

After the assessment, AEAS will issue a report to you and send a copy to Penrhos College if selected in the application. The report will provide vital feedback if intensive English language instruction is required and the recommended length of the course. The College would liaise closely with the language school in monitoring progress. Penrhos College may not progress an enrolment application if it deems that a prospective student does not have, or cannot meet, the required level of English language proficiency. In this instance a refund of monies already paid will be made in accordance with the FFPOS - Refund Policy.

Students who are already studying in Australia will also be required to submit evidence of their English proficiency. Penrhos College may ask for additional testing to be undertaken, at the expense of the family, to determine a student's English proficiency.

Students commencing in Year 10 or above should have already reached an upper intermediate ESL level. Students commencing in Year 7 should have reached an intermediate level prior to commencing at Penrhos College.

The AEAS test guidelines for English proficiency are:

AEAS English Score	ESL Level	ELICOS Recommendation	ELICOS Recommendation	ELICOS Recommendation
		Upper Secondary School Entry Years 10-12	Lower Secondary School Entry Years 7-9	Primary School Entry
0 to 25	Beginners	40 to 48 weeks	30 to 40 weeks	12 to 20 weeks
26 to 35	Elementary	30 to 40 weeks	20 to 30 weeks	6 to 12 weeks
36 to 45	Pre-Intermediate	20 to 30 weeks	12 to 20 weeks	4 to 6 weeks
46 to 60	Intermediate	12 to 20 weeks	8 to 12 weeks	0 weeks
61 to 70	Upper Intermediate	8 to 12 weeks	4 to 8 weeks	0 weeks
71 to 79	Pre-Advanced	4 to 8 weeks	0 weeks	0 weeks
80+	Advanced	0 weeks	0 weeks	0 weeks

ESL Level Guideline for entering Penrhos College:

Junior School

Junior School students can demonstrate competency during an interview with the Head of Junior School and Dean of Academic Administration at Penrhos College. Following this interview, and in conjunction with the student's recent reports, enrolment is at the discretion of the College.

Secondary School

Anticipated Year of entry	Minimum ESL level AEAS test Score
Years 7 – 8	45 – 60 Intermediate
Years 9 - 10	60 – 75 Upper Intermediate
Years 11 – 12	70+ Pre-advanced

If the student is required to complete an intensive English course (ELICOS – English Language Intensive Course for Overseas Students) prior to entry to Penrhos, the College refers students to Phoenix Academy or a reputable ELICOS centre. For further information, please email info@phoenixacademy.com.au

Please carefully note the following:

- Towards the end of the ELICOS course and prior to entry at Penrhos, the student will be required to sit a follow-up AEAS assessment (and in some cases a Penrhos College assessment).
- If the student has not reached the required level of English, Penrhos will request that the student extend their ELICOS course.
- Penrhos College may not progress an enrolment application if it deems that a prospective student does not have, or cannot meet, the required level of English language proficiency.
- After commencement, if the student requires additional ELICOS to support her learning at Penrhos parents will be required to cover the supplementary cost of an external tutor.

3. Entry years/Course details

The student's level of entry (and course selection in Secondary School) will be determined in close consultation between the Principal and the Head of Secondary School or Head of Junior School. The student's age, English competency results and academic reports will also form part of the decision process.

Penrhos College aims to give international students the best Australian educational experience. We strongly advise that admission be considered no later than Year 11, which is considered the beginning of a student's senior secondary school experience. Entry at Year 12 will only be considered in exceptional circumstances.

Statement regarding course credit

Prior to entry at Penrhos College, an assessment of a student's current academic and English levels will be made. Penrhos College does not accept subject or course credits from other education providers, but every effort will be made to place a student into the most appropriate year group.

Course Details

- Students enrolled at Penrhos will follow a course of study determined by their age, their interests and their academic ability. Each academic year a course selection guide is provided to secondary students via the Dean of Academic Administration. An example of the Year 7 course selection guide is available on our website under "Overseas Students".
- All courses are fully accredited by the Curriculum Council of Western Australia and, on satisfactory completion of Years 11 and 12, a Western Australian Certificate of Education will be granted.
- The duration of secondary school education at Penrhos is six years from Year 7 to Year 12.
- Assessment methods include internal examination, assignments and tests at all levels. External examinations are held at the end of the year for Year 12 ATAR students
- All students are required to study English as a subject at an appropriate level each year whilst enrolled.
- All students at Penrhos have access to a range of support services as detailed in this document.

The School Curriculum and Standards Authority (SCSA)

SCSA is the government body responsible for all school curricula, Year 11 and 12 syllabus preparation, monitoring comparability of standards between schools, the setting and administration of the ATAR Examinations and the certification of student results.

Western Australian Statement of Student Achievement (WASSA)

At the end of Year 12 all students will receive a WASSA. The WASSA provides a formal record of the achievements of all leaving Year 12 students as a result of their school education in Western Australia.

Western Australian Certificate of Education (WACE)

The WACE is the certificate that students receive upon successful completion of their senior secondary education. It is recognised nationally in the Australian Qualifications Framework (AQF), by universities, industry and training providers.

University entry scores achieved at Penrhos College are transferrable to all Australian universities and many accredited, educational institutions across the world including in the United Kingdom, USA and Canada.

The WACE Requirements

Achievement of a WACE acknowledges a student has demonstrated at least a minimum standard in both literacy and numeracy and has at least achieved the minimum standards in an educational program of suitable breadth and depth.

The basic requirements:

- Satisfactory demonstration of the literacy and numeracy competency requirement. This is achieved from past Year 9 NAPLAN results or OLNAs tests done thereafter
- Complete at least twenty course units or the equivalent across Years 11 and 12, from ATAR and/or General courses
- Complete four or more Year 12 ATAR courses or complete a VET Certificate II or Certificate III course.

Breadth and depth requirements:

- Within the twenty course units completed across Years 11 and 12, there must be:
 - A minimum of ten Year 12 units or the equivalent
 - Two completed Year 11 English units and a pair of Year 12 English units (or Literature or EALD)
 - One pair of Year 12 course units from each of List A (arts/languages/social sciences) and List B (mathematics/science/technology)
 - Achievement standard requirements: achieve at least fourteen C Grades (or the equivalent) in units across Years 11 and 12 with at least six C Grades (or the equivalent) having been achieved in Year 12 units.

Extension to Course

Penrhos College will not extend the duration of the student enrolment if the student is unable to complete the course within the expected duration, unless the following occurs:

- There are compassionate or compelling circumstances, as assessed by the College based on demonstrable evidence, or
- The College has implemented, or is in the process of implementing, an intervention strategy for the student because the student is at risk of not meeting course progress requirements, or
- An approved deferral or suspension of the student's enrolment has occurred under National Code 2018 Standard 9 (Deferring, suspending or cancelling the overseas student's enrolment).

Visa Implications

In the event of a course extension, Penrhos will counsel the student to contact the Department of Home Affairs (DHA) to seek advice on any potential impact to their visa, including the need to obtain a new visa. This will be the sole responsibility of the student's parents/guardians.

4. Interview

Once the College has received the application and supporting documentation and information, an interview with the Principal or applicable Head of School will be scheduled. The student, and her parents or guardian must attend. A video interview is also available if the student is unable to visit Penrhos. Please advise the Enrolment Manager if a translator is required.

5. Offer for Enrolment

Following the outcome of the interview, confirmation that the College can support the applicant's needs and provided that a place at the appropriate year level is available, an offer for enrolment will be made by the College.

If an ELICOS course is required prior to entry, the offer will be conditional upon the student reaching the required level.

If your daughter is offered a place at Penrhos College, you will be asked to sign specific conditions of enrolment and pay a confirming fee, as per the terms and conditions of enrolment. Specific refund conditions apply to overseas students which are outlined in the College's FFPOS - Refund Policy.

6. Confirmation of Enrolment (CoE) & Student Welfare Letter (CAAW)

The College will issue an electronic CoE and CAAW upon receipt of the following:

- Signed Acceptance of an Enrolment Place– the written agreement between Penrhos and the family
- Signed and completed confirmation of student and parent details form
- Payment of Family Confirming Fee
- Overseas Health Cover certificate (or fee if Penrhos is purchasing on behalf of the student)
- Payment of tuition fees (and boarding, if applicable).

If the enrolment does not proceed, a refund will occur as per the College's FFPOS – Refund Policy.

7. Applying for a Student Visa

Families are required to submit a student visa application to the DHA, and details of the application process are available at your nearest Australian Embassy or High Commission. They are also available on the DHA website.

- The CoE and CAAW are required for submission with the student visa application, along with proof of Overseas Health Cover.
- Penrhos College staff are not qualified to assist with the visa process, or to influence or guarantee the outcome of an individual application.
- Penrhos cannot guarantee the outcome of a visa application. If the visa application is refused, the College's Refund Policy will apply.
- Undertaking a course at Penrhos College is strictly for Primary or Secondary Education studies – and the courses in no way provide a pathway to Australian residency.

8. Health Cover

All Overseas students studying on student visas must have Overseas Health Cover (OSHC). OSHC is an insurance that provides cover for the costs of medical and hospital care which international students may need while in Australia. OSHC provides a safety net for overseas students, similar to that provided to Australian Citizens through Medicare and includes access to some private hospitals, day surgeries, ambulance cover and benefits for pharmaceuticals.

- This information is intended as a guide only. For the latest information, please visit the www.health.gov.au website.
- Penrhos College will arrange OSHC through Medibank Private for the full period of the student visa unless advised otherwise. In this instance, the fee will be included in the initial tuition fee account.

9. Orientation

Once enrolment has been confirmed, your daughter will join with other new students and their parents and guardians in an age appropriate Orientation Program held in November, the year prior to the commencement. For boarding students, this includes Boarding House orientation run by the Head of Boarding. This provides an opportunity for parents and local carers/guardians of overseas students to meet Boarding House staff and to become familiar with the policies and routines of the Boarding House. Students, parents and local carers/guardians also have an opportunity to become familiar with the campus and for Secondary students meet the Head of Year or Junior students meet the Deputy Head of Junior School, who,

upon commencement, is the main contact person for the family. Students and families are introduced to the pastoral care system at Penrhos.

After the orientation program, if parents require further information, they are able to contact the Head of Year (Secondary School students) or Deputy Head of Junior School (Junior School students), and if required other members of the Pastoral Care Team.

10. School Uniform

All Penrhos College students are required to wear the formal school uniform during school hours as well as to and from school. All items of uniform, with the exception of shoes, can be purchased at our Uniform Shop. The Uniform Shop is the exclusive outlet for all articles of the Penrhos College uniform. The shop is conveniently located within the College campus near the Administration Building. New families will be contacted to make an appointment at the uniform shop. Opening days and hours are published on the website <https://penrhos.wa.edu.au/uniformshop/>.

Tuition fees and charges

Tuition fees and charges are set by the College Council prior to the start of the academic year. The Schedule of Fees and Charges for Full-Fee Paying Overseas Students are distributed to current and future parents via email each year as well as being available on our website.

Families are invoiced for fees prior to the start of the academic year. Parents are then able to elect their preferred payment option and communicate this to the College's finance department who will liaise with families for all tuition, boarding and sundry charges during the year.

Payment Options

We offer the following payment options for the payment of tuition fees.

- Option 1: (optional) One Annual payment. **OR**
- Option 2 (default option): Two equal instalments due prior to the commencement of Term 1 & Term 3.

As the College is unable to claim government funding for overseas students, a levy is included to cover this shortfall and the costs associated with the overseas student program. Year 11 and Year 12 students are also required to enrol with the Curriculum Council for the purposes of secondary graduation. At present, these charges are approximately \$200 for Year 11 and \$450 for Year 12. These costs will be added to your sundry account.

Penrhos College Academic Year

The College's academic year consists of two semesters with two terms in each semester.

- Semester 1 consists of Term 1 and Term 2
- Semester 2 consists of Term 3 and Term 4

The College publishes the annual term dates in the previous year and it is emailed to current families and available on our website.

Parents or guardians will need to finalise their daughter's travel arrangements. If she returns to her home country each holiday you will need to make bookings well in advance. To meet your daughter's student visa requirements, it is important that she does not leave school before the end of term or return after the new term has begun. Permission for students to arrive after term starts or leave before term ends will only be given by the Principal in exceptional circumstances, and notification must be received at least three weeks in advance. The Principal's decision in such circumstances is final.

Accommodation and welfare arrangements

Secondary school age overseas students are expected enrol as Boarding students. The Principal may permit an overseas student to reside with a parent or suitable nominated relative. This is dependent on an interview with the Principal and proof of identity and relationship to the student.

Primary school age overseas students are required to reside with a parent who has a guardianship visa, following an interview with the Principal or Head of Junior School and provided the parent lodges a written undertaking to remain in Perth at all times during term time.

Guardian

In relation to a child, "guardian" means a person who:

- has responsibility for the long-term welfare of the child;
- has all the powers, rights and duties that are vested by law or custom in the guardian of the child, other than:
 - the right to have the daily care and control of the child; and
 - the right and responsibility to make decisions concerning the daily care and control of the child.

(see Reg 1.03 of the Migration Regulations 1994)

All boarders and, in particular full fee-paying overseas students, must have an adult relative or family friend, at least 30 years of age and living in Perth, to act as their guardian whilst attending Penrhos. The guardian will be required to supply a recent photograph and a current Australian Police Clearance Certificate and a Working with Children Check. If necessary, the guardian should be able to meet your daughter on arrival in Australia and accommodate her until the Boarding House opens and when it is closed during mid-term breaks and school holidays. For practical reasons, the guardian should be available at all times during the school term in case your daughter needs a place, other than Penrhos to stay. Should your daughter be unable to remain in the Boarding House due to illness or infection or during a critical incident she will need to stay with her guardian. It is therefore extremely important that the guardian informs the College if he or she will be leaving Perth for any reason and informs the College immediately of any changes in his or her contact details.

Prior to the accommodation being approved and at a minimum of every 6 months thereafter, a representative of the College (normally the Principal, Dean of Pastoral Care, Head of Boarding or Enrolment Manager) will be required to meet with the nominated guardian/local carer at their home to ensure the appropriateness of accommodation and welfare arrangements during term breaks etc. whilst the student is enrolled at the College.

Support for Overseas Students

Overseas students at Penrhos College are supported by all College staff in a caring and welcoming environment. The College's Pastoral Care team are a designated group of staff that assess, monitor, intervene and manage student's welfare in conjunction with Head of Boarding, Head of Secondary School or Head of Junior School.

Head of Boarding

The Head of Boarding is responsible for the academic and pastoral welfare of the girls living in the Boarding House and is supported by the Dean and Assistant Dean of Pastoral Care and the Head of Year.

The Head of Boarding is kept informed of each girl's progress with attention focused on effort and attitude towards studies.

Secondary School - Head of Year

Each year group in the Secondary School has a specific Head of Year. This teacher is the main contact point for the student, upon commencement, and also liaises with parents/guardians and local carers of boarders. The Head of Year helps the girls settle into their new school, is available to answer questions, and provides support in all aspects of day to day life.

Secondary School - Form Teacher

Each secondary school student attends a regular form group during school hours. Tutors are responsible for overseeing the pastoral and academic aspects of each girl during school activities and are in regular contact with the Head of Year and Head of Boarding.

Junior School – Classroom Teacher

Each Junior School student attends a regular class, with a consistent classroom teacher. Classroom teachers are responsible for overseeing the pastoral and academic aspects of each girl during school activities and are in regular contact with the Head of Junior School and Deputy Head of Junior School.

College Psychologists

Penrhos College has two full-time Psychologists in Secondary School and a part time Psychologist in Junior School who are available to provide support to students as required.

College Chaplain

The College has a full time Chaplain. All students must attend Chapel services once a week for Junior School students and fortnightly for Secondary School students, so that girls soon come to know the Chaplain and to seek support when needed.

Health Centre

Penrhos College has a Health Centre that is staffed by Registered Nurses. The Health Centre is staffed during school hours and a Registered Nurse is available on-call for boarding students for emergencies after hours.

Co-Curricular activities

Co-Curricular activities are managed by the Director of Operations and Co-curricular and align with the College's Round Square membership. Round Square is an internationally diverse network of 200 like-minded schools in 50 countries on six continents that connect and collaborate to offer world-class programmes and experiences, developing global competence, character and confidence in our students.

Students at Penrhos are encouraged to participate in diverse co-curricular activities offered by the College, including sport, speech & drama, music, debating, community service, future problem solving, photography, interstate and overseas tours.

Part-time employment and the Fair Work Ombudsman

Overseas students have the same workplace rights as all other workers in Australia. Pay rates and workplace conditions are set by Australian Law. The Fair Work Ombudsman provides free advice and assistance to all workers to help them understand their rights, and translated information is available in multiple languages in the 'Language Help Section' of the website.

The Department of Home Affairs provides a Translating and Interpreting Service which can be contacted on 131 450.

If you are enrolled as a boarding student and in Year 12, you may undertake part-time work over the weekend. Arrangements to attend would be discussed with the Head of Boarding, prior to accepting a job offer. If you are residing with a parent or guardian these arrangements would be at their discretion.

The conditions of your visa should also be checked through the Department of Home Affairs.

Refund policy

The aim of this policy is to ensure that parents are aware of fees and charges payable in the event their child is unable to commence at the College, withdraws from the College, or enrolment is terminated by the College.

Reason for Refund	Notification Period	Tuition Fee Refund
Tuition & Boarding Fees		
Student's application for a student visa is unsuccessful	Prior to agreed starting day <i>Refer ESOS Act 2000 Subdivision B – Student Defaults Section 47D and 47E</i>	A full refund of unspent pre-paid fees, less \$500 for administration expenses will be made
Student issued with a student visa withdraws	Between acceptance of Offer and 10 weeks or more prior to agreed starting date	A full refund of unspent pre-paid fees, less \$500 for administration expenses will be made
	Between acceptance of Offer and less than 10 weeks prior to agreed starting date	Full refund of unspent pre-paid fees less 25% of the current FFPOS annual tuition fees
	After course commences and provides one term or the equivalent of 10 weeks' notice	Unexpended course fees, calculated on a pro rata basis
	After course commences and does not provide one term or the equivalent of 10 weeks' notice	Course fees received, less 25% of the current annual Tuition Fee for FFPOS

Reason for Refund	Notification Period	Tuition Fee Refund
If Penrhos College withdraws the offer, fails to provide the course offered or terminates an Education Service	Prior to agreed starting date at the College <i>Refer ESOS Act 2000 Subdivision A – Provider Defaults Section 46A and 46B</i>	Full Refund of total tuition fees, or refund of unexpended course fees, calculated on a pro rata basis, proportional to the amount of time the student is at Penrhos College. <i>Refund will be made within 14 days of the College’s default day.</i>
If Penrhos College cancels a student’s enrolment because the student has seriously breached international student visa conditions or Conditions of Enrolment, Business Regulations or Penrhos Policies & Procedures, after the semester commences	After course commences	No refund of the current semester’s tuition fees or annual boarding fees will be made. Full refund of any subsequent course fees paid in advance.
Other Charges		
The following fees are non-refundable:		
<ul style="list-style-type: none"> • Application Fee, Family Confirming Fee and Sundry Charges 		

Exceptions to the Refund Policy may be made when the reason for student withdrawal is of a compassionate nature:

- Death or serious illness of a family member, serious illness or disability of the student
- Political or civil event, or natural disaster in home country that prevents continuation of studies

Terms of Refund

- Fees are as per the Penrhos College Schedule of Fees and charges for Full-Fee Paying Overseas Students and all refunds will be made to the payee in Australian Dollars by electronic transfer within two weeks of confirmation of the reason for withdrawal. Refunds will normally be made payable to the designated debtor for the student.
- Any refund of course fees in the event of visa refusal or school default is prescribed by Sections 47D (4) and 46D of the ESOS Act.

Role of the Tuition Protection Service (TPS)

In the unlikely event Penrhos ceases to provide a course of study and Penrhos is at fault, all unspent, pre-paid tuition fees (and associated fees) to date, will be made to the payee in Australian Dollars by electronic transfer within two weeks of the default day. The TPS ensures that international students are able to either:

- Complete their studies in another course or with another education provider; or
- Receive a refund of their unspent tuition fees.

This written agreement, and the right to make complaints and seek appeals of decisions and action under various processes, does not affect the rights of the student to take action under the Australian Consumer Law if the Australian Consumer Law applies.

Obtaining a Refund

Notice of withdrawal can only be given in writing to the Penrhos College Principal by the student's parents or legal guardian(s). Verbal notification is not considered due notice.

For students who are forced to withdraw for reasons of a compassionate nature or where the reasons are deemed to be reasonable and genuine, Penrhos College may give consideration to increasing the amount of refund otherwise due or waiving the requirements. This will be considered on a case-by-case basis at the discretion of the Director of Finance and Administration and the Principal.

Student Visa Requirements

Student Visa Requirements

Penrhos College must be informed immediately of any change of living circumstances, including change of accommodation details and local carer/guardian details. The College is legally required to inform DHA of poor attendance, suspension or deferment, all of which will have implications for the ongoing viability of the student's visa.

Change of Living Circumstances

The local carer and/or guardian must inform Penrhos College within 7 days of any change of living circumstances, including change of accommodation details and Local Carer and/or Guardian details.

Satisfactory Attendance and Course Progress

Overseas students must make satisfactory attendance and course progress in order to maintain a student visa.

- Satisfactory attendance is defined as attending a minimum of 80% of classes
- Satisfactory course progress is defined as attaining a 'C' average across a semester

Where Penrhos assesses an overseas student as not achieving satisfactory progress across a semester, the parents (and student if appropriate) will be contacted and an intervention strategy will be agreed and implemented in order to maximise the student's opportunity for success. Further guidance can be found in the College's FFPOS- Monitoring Procedure available on our website or from the Enrolment Manager.

Deferral, suspending or cancelling a student's enrolment

Penrhos College must appropriately manage the enrolment of their overseas students and ensure all necessary information about enrolments has been provided to the relevant government department by maintaining updated information in the Provider Registration and International Student Management System (PRISMS) database.

Overseas students are required to have a current student visa. Holders of a student visa must comply with a number of visa conditions.

An important visa condition is 8202 – *Meeting Course Requirements*. This relates to issues such as poor attendance or unsatisfactory academic progress. Any absenteeism will be documented as per College policy including informing the Enrolment Manager of any unauthorised absences. The College must also be notified of any change of address or living circumstances of the student or guardian, failure to do so may affect the viability of her on-going visa. Unsatisfactory academic progress may also result in your daughter's enrolment being cancelled, which would mean she would be in breach of this visa condition. Breaching this condition has serious implications for your daughter's visa and will affect her possibilities for future study in Australia.

In general, if your daughter fails subjects or is identified as a student at risk of making unsatisfactory progress, the Head of Secondary School or Head of Junior School will inform you in writing and seek a meeting. This meeting will provide you and your daughter with the opportunity to explain your daughter's circumstances and discuss strategies to assist her with achieving satisfactory results. If your daughter continues to make unsatisfactory progress, the College will ask you to make a written submission and/or attend a meeting with the Principal. It is important that you make every attempt to attend this meeting and provide all the relevant information as to why your daughter is not progressing satisfactorily as it is at this meeting that the College may recommend cancellation of your enrolment. A decision will be made, even if you do not attend.

The College will notify you in writing if it decides to recommend cancellation of your daughter's enrolment. This letter will include information about appealing the recommendation and the College's obligation to make a report to the WA Department of Education (DoE) and the DHA, if your daughter has not made satisfactory academic progress. When you receive this letter, you have 20 working days to decide on one of the following options:

1. You discontinue your daughter's enrolment within 20 working days of having received the letter; or
2. You appeal the College's decision within 20 days of having received the letter.

If you do not respond, the Principal will make a decision in your absence. The Principal's decision is final, and no further review will be made available from within the College.

The College's *Complaints Management Policy* contains information about the appeal process. Should you choose to appeal the Principal's decision, you will need to inform her, in writing, within 10 working days. During this process you will be given a chance to formally present your case, at no cost, and be accompanied by a support person, of your choice, to any relevant meetings.

If you are dissatisfied with the result or conduct of the internal complaint appeals process, you have the right to access the external appeals process by contacting the Overseas Students Ombudsman at www.oso.gov.au. This service is free and independent for external appeals and complaints about decisions made by the College.

Whilst you will need to inform the Principal within 10 working days of your intention to appeal, your right to appeal to the ombudsman is not limited to 10 working days. If no evidence of an appeal is received the College will notify the Commonwealth Department of Education, Skills and Employment (DESE) and DHA that your daughter has not achieved satisfactory academic progress. If your daughter's enrolment is suspended or cancelled, the College will provide relevant course material and ensure she is in the care of her nominated guardian until the appeals process is concluded.

Cancellation of your daughter's visa can have serious implications. If she discontinues her course after you have received the written notice from the College, the College will cancel your daughter's CoE and inform DESE and DHA that your daughter has ceased her studies. If you want to extend your daughter's stay in Australia for further study, you will need to apply for a new student visa. If you have chosen to access the College's appeals processes and you withdraw from the process or the process is completed in support of the College, the College must notify DESE and DHA that your daughter has not achieved satisfactory academic progress. Your daughter will be sent a non-compliance notification with instructions to report to a DHA office and information about the consequences of failing to do so. DHA must cancel your daughter's visa if she has breached visa condition 8202 relating to academic progress and the breach of the condition is not due to exceptional circumstances. In addition, your daughter may not be granted another temporary visa for a period of three years. If you wish to lodge an external appeal or complain about this decision, you can contact the Overseas Students' Ombudsman. The Overseas Students' Ombudsman offers a free, impartial and independent service for overseas students who have a complaint or want to lodge an external appeal about a decision made by the College.

For information, visit the Overseas Students' Ombudsman website www.oso.gov.au or call 1300 362 072 within Australia or call +61 2 6276 0111 from outside Australia.

Complaints and appeals process

Any serious breach of the 'Student Code of Conduct', unsatisfactory course progress/poor attendance (across a semester), or non-payment of fees, may ultimately lead to the cancellation of the student's enrolment at Penrhos College, and a report to the Secretary of DESE via PRISMS. If this occurs, the student may need to seek advice from DHA on the potential impact, as there may be implications for the ongoing viability of the student's visa.

It is always the intention of the College to work constructively and cooperatively with students, parents and legal guardians, and we expect that regular communication through the College's well-established pastoral and academic care systems will allow the majority of issues to be resolved. However, if an issue is unable to be resolved through the normal course of communication, and the student enrolment is to be suspended, they may access the College's Complaints Handling process.

Internal process

The College's complaint handling policy and guide are reviewed and endorsed by the College Council regularly. This policy and guide are available on our website (<https://penrhos.wa.edu.au/policies/>). Penrhos College is committed to handling complaints effectively and efficiently. Our internal complaints handling process is available at no cost and the College is committed to maintaining the confidentiality of information throughout the complaints process.

Student Enrolment during the Complaints Process

The College will uphold Standard 9 and 10 of the National Code 2018 during the Complaints processes.

- During the internal process, the College will maintain the student enrolment.
- Dependent on the nature of the suspension, the Principal will decide whether the student is allowed to attend classes and/or remain in the Boarding House. In the event the overseas student is required to be removed from the College Boarding House, the Local Carer will be asked to accommodate the student. Under these circumstances it is preferable, and is an expectation, that a parent or guardian will fly to Perth as soon as possible in order to discuss and resolve the situation.
- The College will await the outcome of the complaints process before notifying the Department of Education through PRISMS of any change to the student enrolment. The student will only be reported in PRISMS after:
 - The internal process has been completed and the breach has been upheld.
 - The student has chosen not to access the internal complaints and appeals process within the 20-working day period.
 - The student withdraws from Penrhos College (in writing). Following the internal complaints process, if the student (and family) is not satisfied with the outcome or the recommendations made, Penrhos will advise the student (and parents) within 10 days, that they may appeal the decision through the Overseas Student Ombudsman – an impartial, external body.

Overseas Student Ombudsman

In the unlikely event that an issue is unable to be resolved through either the College's internal complaints process, the student may appeal through the Overseas Students Ombudsman. Family or friends of the student may also contact the Ombudsman. The Ombudsman is independent and impartial. If required, the parent/guardian/student can make a complaint in their own language, and the Ombudsman will pay for the interpreter.

External Appeal in favour of the Overseas Student

If the external appeal is against the College's decision to report the student for poor attendance, progress, serious breach of school code of conduct, or failure to pay fees, Penrhos will immediately implement the decision or recommendation and/or take the preventive or corrective action required by the decision, and advise the student of that action (in writing).

Student Welfare Arrangements – Cancellation or Suspension of Enrolment

If a student is suspended, or their enrolment is cancelled, Penrhos will continue to approve the welfare arrangements for that student until any of the following applies:

- the student has alternative welfare arrangements approved by another registered Provider
- care of the student by a parent or nominated relative is approved by Immigration
- the student leaves Australia
- Penrhos College has notified Immigration under Standard 5.3.6 that it is no longer able to approve the student's welfare arrangements or under Standard 5.5 that it has taken the required action after not being able to contact the student.

Student Record of Complaint or Appeal

A written record of the complaint or appeal, including a statement of the outcome and reasons for outcome will be provided by the Principal (or her representative) to the student's parents and the record will be maintained on the student file, in perpetuity.

Student transfer policy

The National Code of Practice for Providers of Education and Training to Overseas Students (Standard 7) sets out that registered providers must not knowingly enrol an overseas student wishing to transfer from another registered provider's course until after they have completed the first six months of their first school course, not the principal course.

Penrhos College will not consider or accept an application from an overseas student unless the transfer

reason meets an exception under the National Code (Standard 7). It is the intention of Penrhos College to consider the best interests of the student when considering a request to transfer either from or to a new provider and in accordance with Standard 7 of the ESOS National Code of Practice for Providers of Education and Training to Overseas Students.

Transfer from Penrhos College to another Provider

If a student wishes to transfer to another provider, the request should be made in writing by the student's parents and/or legal guardian to the Principal, outlining the reasons for the transfer. A release letter will only be provided if the Principal gives permission for the release letter to be issued, and the student has a valid enrolment offer from a new provider. The new provider will also need to indicate their willingness to accept welfare responsibility for the student if she is under 18.

- I. transfer to another provider is approved when the College has assessed that the transfer is in the student's best interest and that either:
 - a. the student's enrolment has been suspended or cancelled
 - b. the student wishes to gain access to greater support (including academic, cultural and personal) with a new provider
 - c. other circumstances as outlined in Standard 7.2.2 of the National Code.

Penrhos College can only permit a transfer to another provider once the College is assured that the new provider has accepted responsibility for the student's safety, accommodation and welfare support. Documentation evidencing this will be required prior to permission for transfer being given.

2. transfer to another provider may not be approved if:
 - a) The student is unable to provide an offer letter and welfare arrangements from the new provider
 - b) The student does not have permission from her parents or legal guardian
 - c) The student is trying to avoid being reported to Department of Home Affairs (DHA) for failing to meet attendance and progress requirements

If a release letter is not provided, Penrhos College will confirm this in writing and outline the reasons for this decision. The student and her family may appeal this decision via the College's complaints and appeals process for FFPOS.

The Principal or Enrolment Manager must receive written notification of withdrawal at least one term in advance to be eligible for any refund. Please refer to the [FFPOS - Refund Policy](#).

Transfer from another Provider to Penrhos College

Penrhos College will not knowingly enrol a student wishing to transfer from another registered provider prior to the student completing six months of her school course 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 or a State or Territory government that prevents the student from continuing her principal course
- 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

Students who wish to transfer from another registered provider to Penrhos College should provide a copy of the release letter showing that the previous provider will release them to study at Penrhos College. At which point the Enrolment Manager will contact the previous provider to negotiate the transfer date for welfare arrangements to ensure that there is no gap.

Penrhos College will inform the student of their visa obligation to maintain their current welfare arrangements until the agreed transfer date.

Penrhos College may be unable to enrol a student if the previous provider will not provide a release and/or a change of provider is not approved by DHA.

Timeframe

The College is committed to assessing and replying to a student transfer request in a reasonable timeframe. Where the request meets the above criteria and is in accordance to Standard 7 of the ESOS National Code, then a response should be received by the student's parents and/or legal guardian within 10 business days.

Record keeping

The College maintains records of student transfer requests, approvals and rejections to ensure that this policy is implemented fairly. These requests are filed electronically on the student's record and retained as per our Records Management policy.

Child Safe Program

The College's Child Protection Program and Child Safe Policy as well as documented procedures for reporting child safety incidents or concerns are available on the College's website -

<https://penrhos.wa.edu.au/policies/>

Child Safety statement of commitment

All children and young people who come to Penrhos College have a right to feel and be safe. We are committed to providing a child safe and child friendly environment, where children and young people are safe and feel safe and are able to actively participate in decisions that affect their lives.

We have a zero tolerance for child abuse and other harm and are committed to acting in students' best interests and keeping them safe from harm.

The College regards its child protection responsibilities with the utmost importance and as such, is committed to providing the necessary resources to ensure compliance with all relevant child protection laws and regulations and maintaining a child safe culture.

Each member of the College community has a responsibility to understand the important and specific role that they play individually and collectively to ensure that the wellbeing and safety of all students is at the forefront of all that they do and every decision that they make.

Raising concerns about safety

Students are provided with information about and encouraged to use multiple pathways to raise child safety concerns about, or at the College, including concerns about the safety, wellbeing and behaviour of other students.

If a student has concerns about their safety or wellbeing, or the safety, wellbeing or behaviour of others, it is important that they tell a trusted adult. This could be a parent or carer, a trusted teacher or a College Child Protection Officer.

Our Staff are committed to ensuring that all students feel empowered to speak up and be heard and will take all concerns raised by students seriously and ensure that the student receives ongoing support

Other Important Information

To make your daughter's transition to Penrhos College as smooth as possible it is important to note:

- All students are expected to uphold the values of Penrhos College: Respect, Integrity, Empathy, Knowledge, Growth, Synergy. These values are to be upheld in the way you conduct yourself not only at the College, but also in the community.
- Overseas students may not drive or have access to any form of motor transport while a student at Penrhos College.
- The possession, distribution or use of any form of illegal substance under Australian law will lead to the immediate dismissal of the student from the College.
- Overseas students are expected to participate fully in the academic and co-curricular life of the College. They are expected to speak English wherever possible and to observe Australian customs of social courtesy and behaviour. In return, Australian students are expected to respect the different cultural backgrounds and experiences of their overseas peers.

ESOS Framework

The National Code of Practice for Providers of Education and Training to Overseas Students and ESOS Framework is important documentation and exists for the protection of all FFPOS students and their parents as consumers. If you would like to access further information about the ESOS framework please follow this link: <https://www.dese.gov.au/esos-framework>

Personal Information

Personal information may be made available to Commonwealth and State Agencies pursuant to obligations under the ESOS Act 2007 and the National Code of Practice for Providers of Education and Training to Overseas Students. The College's Privacy Policy can be read here: <https://penrhos.wa.edu.au/privacy-policy/>

Education Services

Parents and staff are encouraged to read pertinent information regarding the Education Services for Overseas Students (ESOS), and visit the website <https://www.dese.gov.au/international-education>

Overseas Agents

In accordance with Section 21A of the ESOS Act, Penrhos College does not engage or employ agents to attract overseas students.

What to do in the event of an Emergency

Dependent on the nature or urgency of the emergency, the following steps are available to the student and parent:

- Telephone Boarding House Reception 9368 9563, or Penrhos College Reception 9368 9500
- Telephone the Head of Boarding (*College mobile number provided prior to commencement*)
- If the emergency is life-threatening or time-critical, in Australia you telephone 000 (Triple Zero) An operator will answer your call and ask whether you need police, fire and rescue, or ambulance.

Additional Information

Additional information on enrolling at Penrhos College can be made by contacting:

The Enrolment Manager
Penrhos College
Locked Bag 680
COMO WA 6952

Telephone: +61 8 9368 9672
Facsimile: +61 8 9368 9677
Email: enrol@penrhos.wa.edu.au
Web: www.penrhos.wa.edu.au