

INTERNATIONAL STUDENTS **HANDBOOK FOR SCHOOLS**



This document supercedes the *International Students Handbooks for Schools – Eligibility and Procedures for the Enrolment of International Students in NSW government schools* dated July 2015.

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1. CONTEXT

1.1 Purpose

This document provides staff in NSW government schools with information on Commonwealth and NSW legislation related to international students. It provides a practical guide to the procedures for enrolling and monitoring international students in NSW government schools. Participant groups in this process are the **School, NSW Department of Education International (DE International), Homestay Providers** and **Carers**.

1.2 History and Background

NSW government schools have been enrolling international students since 1990 with a significant growth in the program since 2000. Students enrol in many schools, mostly in metropolitan areas. Students come from several countries with the main sources being China, Vietnam, Korea, Hong Kong, Germany, Thailand, Japan and Brazil.

International education is one of Australia's major export industries and is highly regulated. All state and territory Departments of Education have international student programs. NSW, Victoria and Queensland government schools have the largest number of international student enrolments in the government schools sector.

DE International is responsible for the enrolment of international students in NSW government schools and administers the following programs:

- International Students – HSC Graduate Program (571P visas and **500P**)
- International Students – Study Abroad (1 Term to 1 Year - 571P visas and **500P**)
- Temporary Resident Program (TRP) – students on visas other than a 571P student visa
- Study Tours – educational tour groups
- Student Exchange – short term enrolments based on reciprocity, registered through exchange organisations (visas 571P and 500P)
- International Delegations – high level visits from overseas ministers.

DE International is responsible for maintaining the NSW Department of Education registration on the **Commonwealth Register of Institutions and Courses for Overseas Students** (CRICOS) and assists NSW government schools with international students to meet the requirements of the **Education Services for Overseas Students Act 2000** (ESOS Act) and the National Code of Practice 2018.

1.3 Commonwealth Legislation

The ESOS Act and the National Code is federal legislation which protects the interests of people coming to Australia on student visas. It provides nationally consistent standards for registration and for the conduct of providers registered on CRICOS. The National Code 2018 contains **11 standards** which apply to all providers across all education sectors.

Under the provisions of the National Code, to recruit, enrol and teach international students, providers must comply with the ESOS Act and the National Code. There are sanctions for providers who do not comply with the requirements of the Act.

For the complete ESOS Act and National Code please refer to the federal Department of Education and Training website: <http://www.internationaleducation.gov.au>.

2. STUDENT APPLICATION AND PRE-ENROLMENT

2.1 Enquiries

Schools should refer enquiries made directly to the school from educational agents, relatives or friends to the **Admissions Team** at DE International. Schools may advise if there are places available at the school however, enquiries must be referred to DE International to obtain full information on application and enrolment procedures, fees payable and requirements for international students.

Schools or Intensive English Centres (IECs) new to the International Student Program are sent a briefing package and invited to attend scheduled DE International training days and workshops each year.

Principals new to the program are briefed on legislative requirements for all international student enrolments and are required to complete a **Declaration** prior to placement and enrolment of an international student. They must adhere to the requirements of the ESOS Act (**Appendix 2 and 3**); appoint an **International Student Coordinator** (ISC); and provide them with a duty statement (**Appendix 4**) and adequate release time to ensure that they can effectively implement the required practices and procedures which reflect the needs and size of the school's International Student Program.

2.2 Student Application Procedures

An application is submitted to DE International signed by a parent with 2 years of school reports, copy of passport or birth certificate and application fee. The terms and conditions of enrolment are included on the application form, found on the DE International website.

Applications are assessed by DE International on the following entry requirements:

- *Academic Requirements:* student has a good passing grade in their main academic subjects in their home country reports. Specific requirements exist for students from China and other main source markets.
- *Age:* a student's age is assessed against age appropriateness for each year level and student visa age requirements.
- *English Levels:* for direct entry into schools, a student must have studied in a school where English is the medium of instruction for 2 years or more and had passing grades in English.
- *Welfare:* a student must live either with a parent or a direct relative approved by the Department of Home Affairs or in homestay approved by DE International. The homestay host takes on the role of carer (**Appendix 8**).

Year Level	Permitted Living Arrangements
K – 4	Parent
5 – 6	Parent / Direct Relative
7 – 8	Parent / Direct Relative
9 – 12	Parent / Direct Relative / Nominated Carer / Homestay

- *Address:* If parents nominate a carer to be approved, the carer's address is assessed against catchment areas of the schools nominated in the application form.

APPLICATION PROCEDURES	
STEP 1	Parent submits application to DE International with required documentation.
STEP 2	<ul style="list-style-type: none"> DE International assesses the application. If successful, a request for placement is sent to the school Principal with student's academic reports. If placement at the first requested school is unsuccessful then the Early Placement Request is sent to the next appropriate school preference listed on the application form. A response from the school is required within 48 hours.
STEP 3	<ul style="list-style-type: none"> If an applicant requires intensive English, then a request for placement is sent to an IEC/IEHS. A response from the IEC/IEHS is required within 48 hours.
STEP 4	<p>DE International issues an Offer Letter which is emailed to parent/agent showing:</p> <ul style="list-style-type: none"> School placement IEC / IEHS placement (if required) Fees
STEP 5	<p>Fee payment is received by DE International:</p> <ul style="list-style-type: none"> Electronic Confirmation of Enrolment (CoE) is issued for visa, allowing at least 2 weeks for course commencement. Confirmation of Appropriate Accommodation and Welfare (CAAW) form is issued for students requiring Homestay. DE International contacts the Homestay Provider (if Homestay is requested) to advise of placement requirement for a Homestay close to school / IEC location.
STEP 6	<ul style="list-style-type: none"> Student applies to Immigration for a student visa. If the student is OFFSHORE, the student can travel to Australia once the visa is issued. If the student is ONSHORE, the student must submit their visa application to Department of Home Affairs while still in Australia.
STEP 7	Authority to Enrol (ATE) is issued and sent by email to school / IEC before enrolment can proceed.
STEP 8	<p>A school enrolment interview is organised for student and carer. Final enrolment in high school is determined by subject availability at time of enrolment and achieving required English levels. Student enrolls in school or IEC / IEHS:</p> <ul style="list-style-type: none"> Interview with student and carer – as indicated on ATE (only) Student's passport and visa sighted and copied Carer's identification sighted and copied Usual enrolment procedures completed for school or IEC ATE checked as accurate, then signed by Principal and returned to DE International by email on enrolment day or within 24 hours. IEC students are tested for English level Student meets International Student Coordinator Orientation Program is provided to student. <p>A new ATE will be issued for each new enrolment or placement for students:</p> <ul style="list-style-type: none"> Exiting IEC / IEHS progressing to high school Transferring to another government school Moving from primary to high school.

2.3 English Requirements and Intensive English Program

Students applying for **direct entry to high school** must provide evidence of their English language level through one of the following:

School Reports	High School students must have studied for at least 2 years in an English medium school and have good passing grades in English and other core academic subjects.
Results from an approved English language test	Examples include <ul style="list-style-type: none">• International English Language Testing System (IELTS)• TOEFL English Language• TOEFL Junior• Australian Education Assessment Services (AEAS)• STEP Eiken

Students who **do not meet the English requirements for direct entry into high school** must:

Have studied English in their home country for 3 years	Students must have studied English as an academic subject in school and have good passing grades in their main academic subjects in their transcripts.
Be offered a 2 term Intensive English Program before transferring to high school	Students are offered a standard 2 term intensive English program and are assessed upon enrolment at an IEC / IEHS, where a more accurate course duration is determined. This duration may vary depending on course progress: <ul style="list-style-type: none">• Extensions are considered on a case by case basis in conjunction with the destination high school• Students who require less intensive English can proceed to high school after 1 term.
Be eligible to enrol as a Study Abroad student	Students from Europe or the Americas countries usually have a high level of English. They are required to provide supporting letters from their home school or other forms of English testing.
Be eligible to enrol as a primary student	Years K – 5 students are not eligible to enrol in an IEC. They enrol directly into a primary school. However, Year 6 students may enrol in an IEC on a case by case basis in conjunction with the primary school, especially in semester 2 and applying for Year 7 the following year.

2.4 School Placement

On the DE International application form, students nominate 3 schools in a particular area, or they may request a type of school such as single sex, senior college or specialist school (e.g. sport, performing arts and music).

Nominated schools are assessed based on capacity to enrol international students and proximity to proposed living arrangements. Placement is requested at the first school that meets these criteria. If the request for placement is unsuccessful, then a request is sent to the next school preference on the application form.

Students requesting enrolment in intensive English programs in government schools are advised that requests will be made to an IEC / IEHS closest to the designated high school (if available). If the request for placement is unsuccessful, then requests will be made to the next IEC / IEHS that is most accessible by public transport.

2.5 Risk Assessment

Questions relating to risk assessment of students with a history of violent behaviour or being suspended or expelled from a school are included on the international student application form. Students with a relevant history are usually not given an Offer Letter or the school is advised of the relevant history in the request for placement.

2.6 Authority to Enrol (ATE)

The ATE is the document required for school enrolment. Before issuing an ATE, DE International checks and confirms the following:

- School placement is confirmed by the Principal
- If student is transferring from an intensive English program, final exit report has been received with satisfactory results and attendance
- Accommodation and welfare arrangements are accurate and approved
- Homestay inspection reports and Working with Children Checks are on file, where the Department is approving welfare arrangements for visa purposes
- Destination high school is notified of enrolment date, if ATE is for IEC / IEHS.

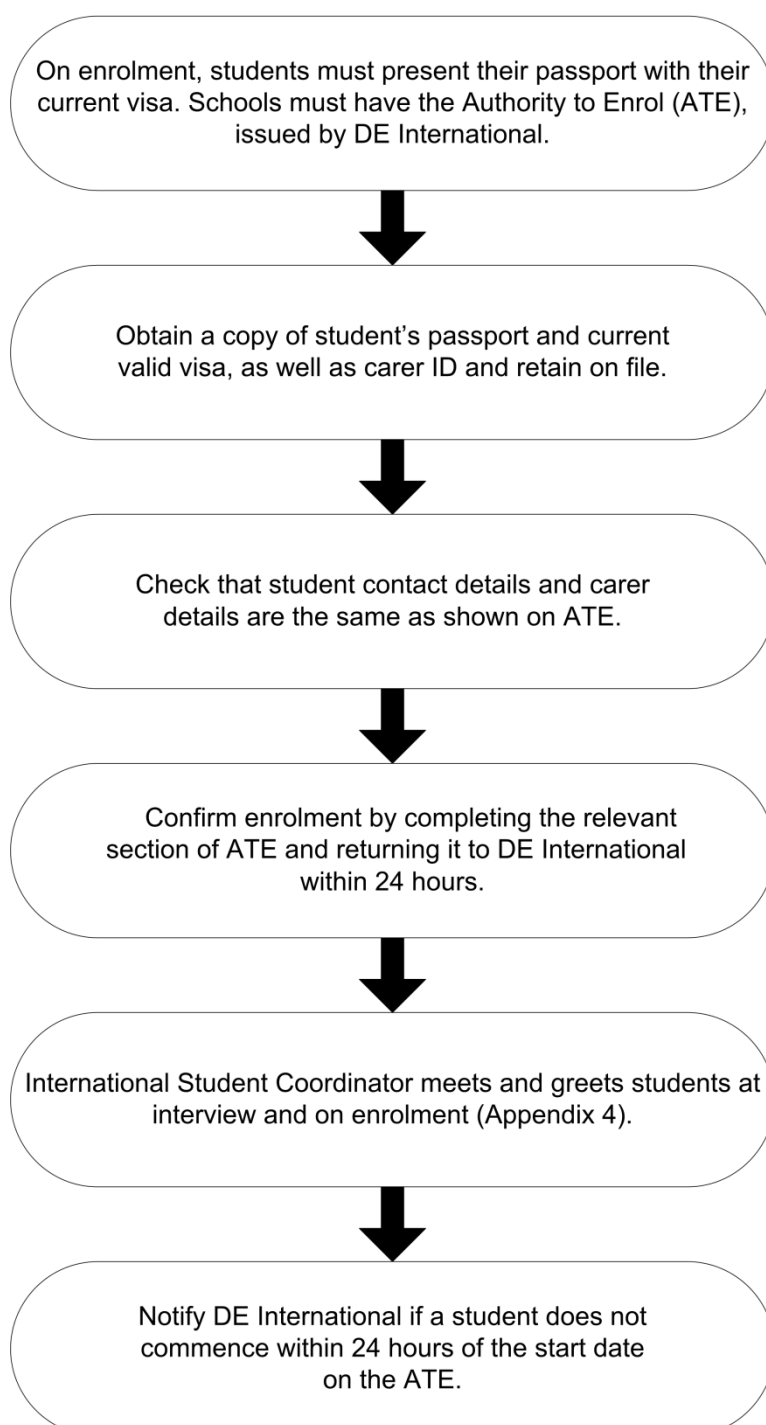
3. ENROLMENT

3.1 Enrolment Procedures

DE International must notify the Department of Home Affairs within 14 days if a student fails to commence their studies. They will follow up with a student as to the reason for the delay and notify schools and Immigration as appropriate.

Student start dates at the school will vary due to the time required for visa processing and the length of intensive English the student requires.

The **Enrolment Officer** is required to follow the procedures in the flowchart below:



3.2 Orientation Program

The National Code – Standard 5 Younger Overseas Students & Standard 6 Overseas Student Support Services

- *states that providers must assist students to adjust to study and life in Australia, through an **age and culturally appropriate Orientation Program**.*
- *specifies the information that the orientation Program must provide*
- *requires that providers provide a **safe environment on campus** and provide **information on safety** and **seek assistance for and report incidents that impact their wellbeing**.*

DE International has compiled an **orientation booklet** based on the National Code requirements to ensure NSW government Schools meet these legislative requirements. Schools should use this template to compile their international student orientation handbook **and use the front pages to specific content relevant to your school.**

School's role:

- Provide essential and helpful information VERBALLY at the orientation session
- Compile an international student orientation booklet using the orientation template provided by DE International.
- Organise a buddy to show international students around the school and assist them during their first week of school.
- Remind students of their visa conditions and requirements regularly during meetings as well as during orientation.
- Outline how international students can access both the internal and external appeals process if required.

3.3 School Transport

International students are eligible for a **student concession card** issued by the school. The Transport for NSW policy on student concessions can be found at:
<http://www.transportnsw.info/sites/en/tickets/concessions/student-child/index.page>

International students are not entitled to free travel through the **School Student Transport Scheme**. However, International students under 16 years can obtain tickets at the child fare and international students 16 years and over are **entitled** to a **student concession card**.

Refer to *the Orientation Booklet* for more specific information regarding international student travel concessions.

3.4 Overseas Student Health Cover (OSHC)

It is compulsory for student visa holders to have Overseas Student Health Cover (OSHC) usually through Medibank Private. This allows students to access medical services similar to Medicare cover. For more information on OSHC, refer to the Medibank website www.medibank.com.au.

It is suggested that schools **obtain a copy of each student's Medibank OSHC card number**, in case of accident or injury. If a student has not received their membership card or has lost their card and needs a replacement card, the student can request a new card at any Medibank Private branch by presenting their passport or online.

3.5 Student Visa Requirements

571P/ 500P student visa holders have the following conditions attached to their visa:

- Students **under 18 years of age must maintain their approved accommodation and welfare arrangements**. This may be a Homestay approved by DE International or a direct relative approved by Immigration.
- Students **must meet course and attendance requirements** including a minimum of 80% attendance for each term and semester.
- Students **over 18** or students living with parents **must notify their school of any changes to their address and contact details within 7 days**.
- Students must **not work** in paid or unpaid employment for more than 40 hours per fortnight. Schools should recommend no **more than 10 hours per week**, providing it does not interfere with their studies (IEC students are not permitted to work).
- Students must **remain** with the education provider with whom they have enrolled **for the first 6 months of their course**.
- Students must not defer, delay or suspend their studies or take extended leave except on grounds of compassionate or compelling circumstances and with approval. (**Appendix 11**).

The full list of conditions can be found on the Department of Home Affairs website: <http://www.homeaffairs.gov.au/>

3.6 **DE International – Compliance Reports**

Under the ESOS Act, NSW Department of Education is required to have complete records of international student enrolments and ensure that students comply with their visa regulations.

Schools must **return ATEs** to DE International **within 24 hours** to confirm the student has enrolled.

The return of ATEs is required, as DE International has only 14 days to report students who fail to commence to Immigration. In that time, DE International must follow up with Parents and Agents to locate students and advise that the student is at risk of breaching visa requirements, as well as notifying Immigration of new start dates.

DE International sends **Enrolment / Compliance Reports** to schools in **Terms 1, 3 and 4**. These reports ensure accurate enrolment data is updated for all international students enrolled in schools.

Schools must **return reports by the due date** to:

- Confirm student enrolment status
- Confirm all student personal details listed on the report remain the same and include correct year placement, contact details and carer details
- Advise of any student who has not met attendance requirements - forward copies of **Attendance Warning** letters or **Intention to Report** letters issued to students / carer / parents and DE International
- Advise of any student enrolled who does not appear on the report - add their name to the list for DE International to follow up.

DE International also sends an **Annual Evaluation** to schools in **Term 2**. This document reports on current practices and procedures carried out by team members involved in the school's International Student Program. It should be completed in consultation with all team members and a copy retained by each member of the team for purposes of improvement and review.

4. WELFARE AND ACCOMMODATION ARRANGEMENTS

4.1 Under 18's

International students under 18 years of age must have appropriate accommodation and welfare arrangements to obtain a student visa.

National Code Standard 5 – Younger Overseas Students

- *The federal Department of Education and Training must be satisfied that there are appropriate accommodation, support and general welfare arrangements for a student under 18 prior to issuing a student visa.*
- *If students are not being cared for by a parent or nominated relative approved by Immigration, the registered provider must ensure the arrangements made to protect the personal safety and social wellbeing of students are appropriate. The provider must nominate the dates for which they will take responsibility for approving arrangements on the Confirmation of Appropriate Accommodation and Welfare form (CAAW).*
- *If the provider terminates, suspends or cancels enrolment, the provider must continue to check suitability of arrangements until:*
 - *the student has alternative welfare arrangements approved by another provider*
 - *care of the student by a parent or nominated relative is approved by Immigration*
 - *the student leaves Australia*
 - *the provider reports to Immigration that they can no longer approve arrangements.*

Where an international student is unable to nominate a parent or suitable direct relative to be approved as a carer by Immigration, DE International issues a **Confirmation of Appropriate Accommodation and Welfare Arrangements (CAAW) form** to Immigration so that the student can apply for a visa.

Principals and school staff **must not sign any Immigration forms**, particularly a CAAW form. This is the responsibility of DE International.

Accommodation and Welfare requirements for students of different age and school years:

Students in Years K – 4	Must reside with a parent
Students in Years 5 – 8	Must reside with a parent or direct relative approved by Immigration
Students Under 18	<ul style="list-style-type: none">• May live with a parent or direct relative approved by Immigration• May live with a parent nominated carer (close friend or relative) approved by DE International• May live with a Homestay carer approved by a registered Homestay Provider (Appendix 7).
Students Over 18	May live independently but should be encouraged to remain in an approved Homestay.

Homestay Providers holding current agreements with DE International are listed in **Appendix 20** and on the DE International website. Fees for homestay placement and weekly fees are also on the website: www.internationalschool.edu.au.

DE International policy and requirements for accommodation and welfare are outlined in **Appendix 7**.

Homestay Providers provide the following services:

- Source host families
- Ensure all host family members over 18 years have obtained Working with Children Checks
- Conduct home visits to ensure the home meets the required standards, as outlined in the agreement and advised to parents (**Appendix 9**)
- Brief families on their role and responsibilities as homestay carers and provide ongoing training, newsletters and relevant regular updates (**Appendix 8**)
- Offer a 24 hour emergency contact number for students
- Airport pick up

The Homestay Host must agree to take on the role and responsibilities of carer for a student under 18 years of age (**Appendix 8**).

Alternatively, **parents** may **nominate** a close family friend or distant relative to be their child's homestay and carer. This is usually done at the time of application. Nominated families must meet all the required standards to obtain approval (**Appendix 8**).

Schools should contact the carer if there are any concerns about a student's progress, attendance or adjustment to school.

Similarly, schools should contact the Homestay Provider and DE International if there is a problem with the student's homestay arrangements. The Homestay Provider is listed on the student's ATE.

Students who request a change of Homestay must:

- Provide a signed request letter from parents outlining reason for the change
- Submit a **Change of Accommodation and Welfare Arrangements form - Under 18s / Over 18s** signed by a parent (**Appendix 15** and **16**)

4.2 Over 18's

Students over 18 years of age are allowed to live independently. However, it is strongly recommended that students remain in Homestay accommodation or with relatives while at high school. The school should:

- ensure that the student is **counselled about living independently**
- advise the student that a **contact person's** name and details must be provided
- advise the student that **progress and attendance** will be **monitored**.

If there are concerns about the student's progress, attendance or living arrangements, schools must notify the parents and DE International.

4.3 School Responsibilities

- 1 **Check, copy and file** all documentation on enrolment against information on ATE, including the carer's ID, showing their residential address.
- 2 The International Student Coordinator is responsible for monitoring student accommodation and welfare arrangements to ensure that students remain in approved accommodation. The process should include regular meetings with students and regular contact with carers. **Schools should retain on files written records of accommodation checks twice a term.** Relying on students or carers to advise of changes is not sufficient.
- 3 Advise DE International immediately of any changes to a student's accommodation and welfare arrangements if the student is under 18 years of age.
- 4 Ensure that over 18s complete an **Over 18 Request to Change Welfare Arrangements form** which requires them to provide an emergency contact person and their contact details.
- 5 Refer concerns about Homestay accommodation to the Homestay Provider or directly to DE International where appropriate.
- 6 Where there are current concerns for the safety, welfare and wellbeing of the student or there are reasonable grounds to suspect risk of harm, a report must be made to the Department of Family and Community Services (FACS) in accordance with the Department's Child Protection Policy as well as DE International's policies.

Regular contact with carers and parents through specific events such as carer / parent information evenings, parent/teacher nights, interviews or special information sessions assists schools to maintain contact and monitor arrangements.

5. ATTENDANCE

5.1 Attendance – Monitoring, Counselling and Reporting

National Code Standard 8 – Monitoring Attendance

Providers must have and implement appropriate documented attendance policies and procedures. The procedures must include:

- *requirements for achieving satisfactory attendance for the course which **at a minimum must be 80 per cent**—or higher if specified under state or territory legislation or other regulatory requirements—of the scheduled contact hours*
- *the method for working out minimum attendance under this standard*
- *processes for recording course attendance*
- *details of the registered provider's **intervention strategy** to identify, notify and assist overseas students who have been absent for more than five consecutive days without approval, or who are at risk of not meeting attendance requirements before the overseas student's attendance drops below 80 per cent*
- *processes for determining the point at which the overseas student has failed to meet satisfactory course attendance.*

Schools may decide not to report a student for breaching the 80% attendance requirement only in the following circumstances:

*The student is attending at **least 70%***

AND

*There are compassionate or compelling circumstances (**Appendix 11**)*

DE International may temporarily suspend the enrolment of a student on the grounds of compassionate or compelling circumstances (e.g. illness where a medical certificate states that a student is unable to attend classes). These periods are not counted as part of the attendance rate.

While the Department's attendance policy and existing school procedures for monitoring, recording and calculating attendance, contacting and counselling students and issuing absentee letters cover most of the requirements, an international student's visa conditions requires that they maintain 80% attendance for each term and semester enrolled. The following process applies to international students who breach their visa conditions:

- An **Attendance Warning** letter will be issued to students who are at risk of not meeting or who have failed to meet, 80% attendance for a term
- Students who do not meet 80% attendance for the semester (over 2 terms of enrolment) will be issued with an **Intention to Report** letter.
This can occur as soon as:
 - the student can no longer meet the 80% attendance requirements for the semester
 - the student's attendance is at least 70% and there are no compassionate or compelling circumstances (**Appendix 11**).

School's role

At enrolment:

- Advise students of attendance requirement and school procedures for recording attendance.

During enrolment:

- Forward attendance rate and relevant information immediately to DE International if the student cannot be contacted after **5 consecutive days** (a “**missing person's report**” must be made to the NSW Police by the school).

Twice per term:

- Monitor attendance records daily and formally **record student attendance rate twice per term (Appendix 18)**.
- Calculate student attendance rate twice per term. If percentage drops below 80%, issue **Attendance Warning** letter for each term and semester. Include partial school absences and **Saturday School of Community Languages** non-attendance in your calculation.
- Contact and counsel student and advise carers if the student is absent for more than 3 consecutive days and / or whose attendance is falling below 85% for the term, semester or year to date, that they are at risk of not meeting visa requirements.
- Issue and send copies of Attendance Warning letters to students, parents, carer and DE International, advising of their failure to meet the requirements of their student visa (**Appendix 14a**).
- Assess **compelling or compassionate circumstances** for students according to guidelines whose attendance is between 70% and 80% or whose enrolment may be suspended.
- Issue **Intention to Report** letter to students whose attendance is below 80% for the semester if there are no compassionate or compelling circumstances and inform the student they have 20 school days to access the school's **internal appeals process**. Copies must be sent to parents, carers and DE International (**Appendix 14b**).
- **Assess appeal** (if lodged) and provide a letter notifying the **outcome of the appeal** letter in accordance with the procedure stated in the Department's Complaints Handling Policy Guidelines (<http://www.dec.nsw.gov.au/about-us/how-we-operate/how-we-handle-complaints/>)
- Maintain on student file, copies of attendance records for the entire period of enrolment, **all correspondence** to the student and parents, records of all contacts and **counselling sessions** and all **medical certificates** or other documents relating to absences on grounds of compassionate or compelling circumstances, appeals lodged and outcomes of appeals (**Appendix 13**).
- Advise DE International as soon as practicable of students who:
 - have been issued **Attendance Warning** letters for attendance and forward copies of the warning letters
 - have been issued **Intention to Report** letters and forward copies of letters
 - have submitted an appeal to an Intention to Report letter and provide a copy of appeal and school's written response to appeal
 - are assessed as having compassionate or compelling circumstances and will not be reported for non-attendance or whose enrolment will be suspended and the criteria they satisfy.

Each Term

- Complete a report in each term:
 - **Term 1:** a DE International **Enrolment Report** at the beginning of the term.
 - **Term 2, 3 and 4:** a **Compliance report** at the end of each term, listing students who have not met attendance requirements and return before or on the due date.

Annually

- Complete DE International: Primary / Secondary Schools – **Annual Evaluation** in Term 2 each year. This evaluation is a checklist of legislative requirements to be completed by all schools annually and is one of a number of strategies to maintain compliance with ESOS legislation as an education provider to international students. This important document needs to be completed online. Schools are required to keep a printed copy before sending, as it provides a valuable strategy for reviewing school procedures and processes each year. Principals are encouraged to **complete the checklist in collaboration with their International Student Coordinator and support teams**, as it provides an opportunity to review and ensure that all compliance requirements are being implemented correctly.

5.2 DE International Enrolment and Compliance Reports

Under the ESOS Act, NSW Department of Education is required to have complete records of international student enrolments and ensure that students comply with their visa regulations.

Schools must **return ATEs** to DE International **within 24 hours of student enrolment** to confirm the student has enrolled.

DE International sends an **Enrolment Report** at the start of Term 1 and a **Compliance Report** to schools in Terms 3 and 4. The report includes a list of international students enrolled at the school, their year placement, contact details and carer details.

Schools need to return the reports by the due date with the following:

- Confirm student enrolments at the school
- Confirm and change as necessary all student details including year placement, contact details and carer details
- Advise of any students who have not met attendance requirements from the previous semester and forward copies of **Attendance Warning** letters or **Intention to Report** letters issued to students
- Advise of any students enrolled who do not appear on the report, by adding their names to the list for DE International to follow up.

DE International is required to report to Immigration within 14 days any changes to a student's enrolment including withdrawals. DE International must contact Parents and Agents to locate students and advise that the student is in danger of not meeting visa requirements, as well as sending the appropriate notification to Immigration.

6. COURSE PROGRESS

6.1 Student Welfare, Support Services and ESL Support

The National Code states that providers must offer reasonable support to overseas students to enable them to achieve expected learning outcomes, and must have sufficient student support personnel to meet the needs of the overseas students.

Students must be given the opportunity and encouraged to participate in services designed to assist them in meeting course requirements and maintaining their attendance. This may include a **study skills** or **learning centre**, **English language support programs**, **supervised study groups**, **homework centre** or other services / programs provided by the school.

Schools must provide the opportunity for students to access welfare-related support services, such as Year Adviser, School Counsellor or Welfare Head Teacher to assist with issues that may arise during their study, including accommodation issues.

International students are to have access to all support and counselling services available to other students enrolled. Areas where students may require support include:

Academic progress	Students must receive counselling on the course requirements and their progress. This may be provided by class teachers and Year Advisers. Students, their carers and parents must receive at least 2 school reports a year.
Further study	Careers advisers or other relevant staff can provide international students with information on the educational pathways open to them through universities and TAFE NSW.
ESL support	If a school has an ESL program and an international student requires support, they may be included in the school's ESL program. The school may also provide additional ESL support using funds received through fee disbursements for the enrolments of international students.

6.2 Year 11 Enrolments and Subject Choice

Students who enrol in Year 11 at the **start of the year or during Term 1** are eligible to select any available subjects offered at the school.

Students who enrol at **the start of or during Term 2** are placed in Year 11 and their progression to Year 12 depends on successful completion of the preliminary course. A student will be considered to have satisfactorily completed a course, if in the principal's view, there is sufficient evidence that the student has:

1. Followed NESA course requirements;
2. Applied themselves with diligence and sustained effort to the set tasks and experiences provided in the course by the school; and
3. Achieved some or all of the course outcomes.

The subjects typically chosen for study in Year 11 are:

- ESL English
- Mathematics
- Science subjects (Physics, Chemistry, Biology)
- The student's first language
- Business Studies

Schools should assist students with subject selection for Year 11 and advise students to study subjects that are appropriate for the student's level of English.

6.3 **Monitoring Course Progress**

National Code Standard 8 – Monitoring Course Progress

Providers are required to systematically monitor the course progress of students and to notify and counsel students who are at risk of failing to meet their course progress requirements.

Providers must have a documented intervention strategy which is known to staff and students.

*Providers must notify the student in writing of their **Intention to Report** the student to Immigration for not achieving satisfactory course progress. The written notice must inform the student that he or she is able to access the complaints and appeals process and they have 20 school days in which to do so.*

NOTE: NESA requirements cover most of this standard, however it does not include:

- **a documented** intervention strategy (**Appendix 10 & Appendix 21**) – students should be notified of course requirements at orientation and the intervention strategies that are employed when they are in danger of not meeting them, including N Warning Letters, interview with student and carer; learning contracts;
- or**
- written notification of **Intention to Report** to Immigration and student's right to access appeals process within 20 school days (**Appendix 14c**).

6.4 **Student Reports and Records**

School reports must be sent to the parents offshore as well as the carer. Schools are encouraged to communicate with parents offshore by sending school newsletters or other information with the student's report. The parent's postal and email addresses can be found on the student's ATE, issued by DE International.

Student files kept at school must contain:

- Copies of all **school reports** issued
- Copies of any **N Award** or **Intention to Report** letters sent concerning academic progress.
- Copies of any **correspondence, notes on interventions** eg. calls to parents / carers.

It is recommended that students write their home address in their vernacular script (e.g. Chinese, Korean, Thai) on a number of sticky labels when they enrol and these can be used to post reports home.

It is also recommended that at the time of enrolment, schools obtain the parent's email address (where possible) and email student reports.

Most students have an education agent (their details are on the student's ATE) whose role is to liaise with parents. Reports can also be emailed to the agent, who will then translate and inform the parents.

Schools must conduct **address checks twice per term** and file a signed document from the student as evidence that all available contacts for the student, including parent and carer addresses, are correct.

6.5 Saturday School of Community Languages (SSCL)

The SSCL provides all Year 7 – 12 students with the opportunity to study their background community language if their language is not available for study at the student's weekday school. There are 16 Centres (14 in metropolitan Sydney; 1 each in Newcastle and Wollongong).

Classes operate on a Saturday morning during the school term and run between 2 hours (Years 7 – 10) and 3 hours (Years 11 – 12, with an additional hour for Year 12 Extension).

Attendance spreadsheets are sent to schools **twice per term**. Information includes partial and full absences. Saturday School attendance rates must be incorporated into the student's attendance at the weekday school to ensure an aggregate attendance rate is calculated.

Telephone (Office): 9244 5315

Telephone (Principal): 9244 5694

Website: www.sscl.schools.nsw.edu.au

Email: Saturdaycl-h.School@det.nsw.edu.au

Post: Locked Bag 53,
Darlinghurst NSW 1300

6.6 The Open High School

The Open High School also offers courses in many languages by distance education. Placements may be very limited so students should apply as early as possible. Schools should try to offer languages at the school if they have sufficient number of students who wish to study these languages.

6.7 OTEN and VET courses

Students who are studying a full load in Years 11 – 12 and choose to enrol in **extra** subjects through OTEN or TAFE NSW must be advised that they are liable for any fees payable.

Schools will be liable to pay associated costs for OTEN or TAFE NSW courses if international students study these subjects as part of their required units for Years 11 – 12.

Alternatively, the school may discuss with the student and DE International staff about a transfer to another school that may be able to offer the subjects.

Schools should check the fees for OTEN or TAFE NSW courses as they vary for different subjects and assist students to apply for these courses. In all instances, the Principal must approve any such enrolments.

6.8 *Intensive English Centres (IECs) or the Intensive English High School (IEHS)*

Students enrolling in an IEC / IEHS are classified as regular students and are usually offered a package of 2 terms of intensive English. Some students may not require this length and may proceed to high school earlier. Request for extension of the course length are considered on a case-by-case basis in conjunction with the destination high school.

IEC / IEHS:

- **Assess** students for their **English level** on enrolment. Assessment results are to be forwarded to student, carer, parent/agent and copy retained on file.
- **Arrange enrolment** in **Saturday School of Community Languages** for students wanting to study their first language as a high school subject.
- **Maintain** regular **contact with parents and carers**, monitor student progress and **send reports** to parents and carers each term.
- **Maintain contact** with the **destination high school** coordinator on student progress.
- **Monitor** student **accommodation and welfare arrangements**.
- **Notify** DE International if there are **changes to student details** including changes to the enrolment period, student contact details, accommodation / welfare arrangements or requests for changes to high school placement or homestay.
- **Notify** DE International if there are **compliance issues** including students not making satisfactory progress, not attending classes, welfare arrangements or other issues causing concern. Requests are assessed on a case by case basis and changes to school placement are discouraged but may be permitted with the agreement of the Principal at the student's original school placement.
- **Send** a final **report** to the student, carer, parents / agents and an **Exit Report** to the destination high school and DE International at least one week prior to end date.

6.9 *Extending Visas*

Students who repeat a year or who are moving from primary to high school will need to extend their student visa. Immigration requires students to provide the following documents:

- An electronic confirmation of Enrolment (**CoE**) issued by DE International when the student pays the fees for the first semester beyond visa expiration.
- Their **attendance record** from their school showing they have met attendance requirements.
- If they are under 18 years of age a Confirmation of Appropriate Accommodation and Welfare Arrangements (**CAAW**) issued by DE International or evidence that they are still living with their relative approved by Immigration.
- A **student visa application** form from Immigration.
- Give school a copy of their new visa.
- The student visa application must be submitted to Immigration prior to the student's visa expiry date. Students who fail to do this will be considered unlawful by Immigration as they will not be residing in Australia on a valid visa and may be required to leave Australia immediately and given a 3 year exclusion period, during which they may not re-enter Australia.

7. STUDENT LEAVE

7.1 Extended Leave

National Code Standard 9 – Deferring, Suspending or Cancelling the Student's Enrolment

- Providers may only enable students to defer their studies or take extended leave if there are compassionate or compelling circumstances (**Appendix 11**).
- Students are advised that **extended leave may affect their visa** and that they should seek advice from Immigration.

Extended leave refers to periods of leave for **more than 5 days** that may be approved in **compassionate or compelling circumstances**.

Students requesting special leave for illness or to return home must meet the criteria for compassionate or compelling circumstances and obtain approval from DE International before taking leave. **Evidence of circumstances must be provided.** DE International will then report the suspension of enrolment to Immigration. Periods of absence in these circumstances are not counted in the student's attendance rate for the term.

School's Role

- Leave Request Form must be used to apply for extended leave (Appendix 17), signed by the parents and submitted to the Principal for their recommendation
- DE International then assess the application according to the guidelines provided by Immigration for compassionate and compelling circumstances (**Appendix 11**).
- If the application is approved, reasons for approval, the criteria it satisfies and dates for approved leave are formally documented and submitted to Immigration.
- If approved, the period of extended leave is **not** counted in the attendance rate for the term.
- The school advises the student of the date he/she is to return to school. The student confirms the date of their return to school including copies of flight tickets, prior to leaving the country.
- The school may advise the student to contact Immigration to seek advice on the potential impact on their visa.

7.2 Leave Requests – Holidays

Short periods of **leave** requested by the student are **recorded as non-attendance** and may be approved if the student meets the requirement of 80% attendance of scheduled classes.

Students who request leave for **extra holidays** must have met attendance requirements for the term and semester and submit an International **Student Leave Request** form (**Appendix 17**) to the Principal and have approval from DE International prior to organising flight tickets. Although granted, this leave still counts as 'absent' days in the student's attendance record.

An international student under 18 years of age is not permitted to travel independently. Travel during school holidays, other than returning home is only permitted with host families/carers, relatives or on approved school excursions/trips. Written permission from parents must be obtained and forwarded to DE International prior to any departure.

8. SUSPENSION AND EXPULSION

The National Code Standard 9 requirements on suspension of enrolment

- Student suspensions of **5 days or more** (long suspensions) must be reported to DE International.
- Students are advised that the long suspensions may affect their visa and that they should seek advice from Immigration.
- Students who receive a **long suspension** or who may be **expelled** must be advised that they have 20 school days to access the appeals process.
- Students are reported to Immigration only after the appeals process (if accessed) has been completed.
- the period of suspension is not counted in attendance rate for the term.

The Department's policy on suspension and expulsion of students applies to all students, including international students.

- The school must inform parents and carers of a student **in writing** that suspension or that expulsion is being considered.
- Inform the student, parent and carer **in writing** that they **may appeal** the decision to suspend or expel the student and that they **have 20 school days to access the appeals process**.
- DE International must be notified immediately if a student is suspended under the Department's policy for a long suspension, or if expulsion is being considered. Short suspensions do not require notifications to DE International.
- Periods of suspension are **not** to be counted in attendance rate for the term.
- Issue an **Intention to Report** letter for long suspensions or expulsions (**Appendix 14d**).
- Monitor the appeals period and act on appeals lodged according to the Department's guidelines.
- Advise DE International of any appeals lodged and the outcome, including copies of the written advice to the student, parents and carer of the **outcome of the appeal**.
- Check that accommodation and welfare arrangements are maintained for students under 18, during periods of suspension and advise DE International accordingly.
- Advise DE International immediately if any student is withdrawing from school.
- Upon receipt of the outcome of appeal from schools, DE International will advise the student of their external appeal process, and will only report the student to Immigration when the external appeal process is complete.

If the provider terminates, suspends or cancels enrolment, the provider must continue to check suitability of welfare arrangements until:

- the student has alternative welfare arrangements approved by another provider
- care of the student by a parent or nominated relative is approved by Immigration
- the student leaves Australia
- the provider reports to Immigration that they can no longer approve arrangements.

9. STUDENT TRANSFER

9.1 *Transfer to Another Government School*

Students requesting a transfer to another government high school must provide a written request signed by a parent to DE International. Reasons for the transfer, together with the most recent report from the current school, outlining the student's progress and attendance also needs to be submitted.

Schools should counsel students who wish to transfer to another NSW government school to clarify reasons for requesting a transfer.

NB: There is a fee of \$600 payable for transfer to another NSW government school.

DE International will assess as appropriate and, if approved, will:

- request placement at the new school
- if accepted at the new school, issue an invoice for \$400
- issue an ATE for the new school when the transfer fee has been paid
- advise the current school of the transfer in writing.

9.2 *Transfer from IEC / IEHS to High School*

- IEC/IEHS must notify DE International that the student is ready to transfer in **week 3** of the student's final term.
- A final report is sent to the student, carer, parents/agents and DE International with information about the student's progress.
- A more detailed **exit report** is provided to both DE International and the destination high school on the student's English language progress as well as, specific skills and knowledge in all subjects studied at the IEC / IEHS.
- A new Authority to Enrol (ATE) is issued by DE International and sent to the destination high school for students exiting an IEC / IEHS.

9.3 *Transfer from Primary to High School*

- Students exiting primary school who have expressed an interest in enrolling in a NSW government high school must be referred by the primary school to DE International to arrange their high school placement. They **must not be included** with Australian citizen and permanent resident students being referred to high schools.
- Parents are requested to provide preferences for their child's high school placement. DE International then request placement at the preferred high school.
- Students must have an ATE issued by DE International to enrol in high school.

9.4 *Transfer to another education provider*

Under the National Code, students cannot transfer to another education provider **until at least 6 months after the initial course (either an IEC program or school program)**. If they wish to transfer to another provider during the restriction period, they must seek approval of release from DE International.

If a student advises that he/she intends to change to another education provider, the following procedure should occur:

1. Parents submit the following to DE International:
 - a signed **Change of Education Provider Request form**, together with any **supporting documentation**. They must outline reasons for the transfer to another provider and proposed start date. The request form must be signed by a parent, not an agent, carer or relative
 - a valid **Offer Letter** from the new provider
 - request that the new provider contact DE International to negotiate a welfare arrangement transfer date
2. School **counsels** the student about their decision, and inform them of the advantages of the Higher School Certificate and the support found in NSW government schools, as well as the flexibility and portability of this qualification.
3. School forwards to DE International information on the student's **attendance and course progress** and the **recommendation for release** based on the guidelines (see back page of **Change of Education Provider Request form**).
4. School must **remind students of their obligation to maintain attendance and approved welfare arrangements** until DE International has given approval for the change in education provider and until they change provider. **There must be no gap in study time.**
5. DE International will then **assess** the transfer request and advise school of the outcome.
6. If the transfer is approved, DE International will report the change to Immigration and inform student to contact Immigration for visa advice if they transfer during the first 6 months of their enrolment.
7. After the approval from DE international, student must submit the new **Confirmation of Enrolment (CoE)** and **Confirmation of Appropriate Accommodation and Welfare Arrangements (CAAW)** from the new provider.
8. If a transfer is not approved, DE International will inform the student of his or her **right to appeal** internally and externally. DE International will not finalise the outcome until the appeals process is complete.

Schools MUST NOT issue release letters for students at any time.

9.5 *Students Withdrawing from School (Return to Home Country)*

International students should **not be allowed to sign out** of schools without first:

- contacting DE International
- checking that all documentation required has been collected and forwarded to DE International
- final approval from DE International has been given to the school.

The following process applies if a student wishes to withdraw to return to their home country:

1. If students advise they intend to withdraw, they should be **counselled** by their school about their reason for withdrawing from the program.
2. **School must notify DE International immediately** and provide copies of the following documentation:
 - **A written notification** signed by parents outlining reasons for withdrawal request. Retain a copy on student file and forward a copy to DE International; and
 - **A copy of flight ticket.** Retain a copy on student file and forward a copy to DE International
3. **DE International will** assess accordingly **and inform school when a student can be signed out.**

Schools / IECs must continue to monitor that students under 18 maintain the approved welfare arrangements until:

- the student has alternative welfare arrangements approved by another provider
- care of the student by a parent or nominated relative is approved by Immigration
- the student leaves Australia
- DE International reports to Immigration that they can no longer approve arrangements.

10. COMPLAINTS AND APPEALS

National Code – Standard 8 – Complaints and Appeals

As an education provider, NSW Department of Education – DE International is required to have a complaints and appeals process that is independent, easily and immediately accessible and inexpensive for parties involved.

At orientation, international students must be made aware of the complaints procedure.

10.1 Informal Complaint

Attempts should be made by the staff concerned at the school or DE International to resolve, through negotiation any problem(s) raised by a student before a written complaint is made.

10.2 Formal Complaint or Appeal

If the student is not satisfied with the informal negotiation, then a written complaint or appeal can be lodged. In general, a complaint should be lodged where the problem occurred (e.g. at the school for issues relating to attendance, student behaviour or course requirements; or DE International for issues relating to fees or Homestay Providers and application for release).

Upon receipt of the written complaint, an investigation must be commenced within 10 school days and completed by the appropriate delegate in accordance with the Department's *Complaints Handling Policy Guidelines*.

In addition, the following conditions apply as per the National Code:

- 1) *The complainant must be given a written statement of the outcome, including details of the reasons for the outcome. If the complaint or appeal process results in a decision that supports the student, the decision and/or corrective and preventative action required must be implemented immediately and the student is to be advised of the outcome.*
- 2) *Students must be advised of their right to appeal against a provider's intention to report them to Immigration on the grounds of suspension / cancellation of enrolment which could lead to cancellation of their student visa.*

*All appeals must be lodged within 20 school days of the date on the **Intention to Report** letter to the student.*

NOTE: A student's enrolment must be maintained throughout a complaints

- Appeals relating to student discipline will be considered as outlined in the Department's policy and procedures for the **Suspension and Expulsion of School Students**.
- Appeals relating to **attendance** should be handled by the school, in accordance with the internal appeals procedure.
- Appeals relating to student progress or failing to meet course requirements are handled through the NSW Education Standards Authority (**NESA**) procedures. (Refer to Section 6 on Course Progress).
- If the student is not satisfied with the outcome of the internal appeal process they must be given access to an external appeals process, through DE International.

10.3 External Appeals Process

The purpose of the external appeals process is to consider whether the provider has followed its policies and procedures. It is not to make a decision in place of the provider.

The **NSW Ombudsman** is the external body which will receive complaints and appeals for all international students.

Where a student has been issued an **Intention to Report** to Immigration for unsatisfactory attendance, the student cannot be reported before they have been given access to an external appeal process and the process has either not been accessed or the appeal has been unsuccessful. DE International are responsible for informing students of their rights to an external appeals process.

Where a student is notified of an **Intention to Report** to Immigration for suspension or cancellation of enrolment, they are also given access to an external appeal process by DE International. The student's enrolment may only be suspended or cancelled after the internal appeal concludes, but DE International will not report them until the external appeals process has exhausted.

School's Role:

- **Monitor appeals period** and act on appeals lodged according to the Department's guidelines
- **Advise DE International of any internal appeals** lodged and the outcome, including copies of the written advice to the student, parents and carer of the outcome of the appeal. (If the student is not satisfied with the result of the internal complaint handling and appeals process, DE International will advise the student of their right to access the external appeals process).
- **Maintain the student's enrolment** while the complaints and appeals process is ongoing.
- **Check that accommodation and welfare arrangements are maintained** for students under 18, during periods of suspension and advise DE International accordingly.
- **Advise DE International immediately if a student indicates that they wish to withdraw** from their studies.

11. ROLES AND RESPONSIBILITIES

The requirements outlined in this Handbook contain **additional** Departmental requirements related to international students, to ensure compliance with the ESOS Act and the National Code of Practice.

11.1 *Principal's Role and Responsibilities*

1. Prior to international students enrolling for the first time in a school, the **Principal must agree to adhere to the requirements of the ESOS Act** and the **National Code of Practice 2018** and return a signed declaration (Appendix 2). It should be noted that Departmental policies and procedures which are applicable to all students in NSW government schools generally also apply to international students.
2. Where a new Principal is appointed to a school with an existing International Student Program (**Appendix 3**), the Principal is required to attend a scheduled DE International Training Day and also return a signed declaration (**Appendix 2**).
3. The Principal must appoint a full-time International Student Coordinator (**ISC**) and **allocate release time** for them to meet regularly with team members and effectively implement and manage the international student program at the school (**Appendix 4**).

11.2 *The International Student's Responsibilities*

Once enrolled, **international students have the same responsibilities as local students** as well as the **additional requirements under the ESOS Act**:

- **Attendance** is a **minimum of 80%** for each term enrolled.
- Provide **medical certificates** from a registered medical general practice (GP) for absences from school.
- Maintain satisfactory course progress.
- **Notify the school** immediately of any **changes to accommodation or welfare arrangements (Appendix 6)**.
- Provide the school with a letter of consent from parents if working part-time (Max 40 hours per fortnight) and apply for an Australian Tax Office (ATO) Tax File number to give to their employer (Apply online through the ATO website).
- IEC students must not work at all.
- High school students should only be working 10 hours per week during the term and only if attendance and progress is satisfactory.

11.3 *Homestay Carer's Role and Responsibilities*

All students under 18 years of age must have appropriate accommodation and welfare arrangements approved by either Immigration or DE International. Where a student does not have a direct relative or nominated carer, parents must request that DE International arranges Homestay accommodation.

The Homestay carer is responsible for the welfare, care and supervision of the student at all times. The carer's role and responsibilities are detailed in **Appendix 8**. The standards for accommodation are detailed in **Appendix 9**.

If the student lives with a direct relative, the relative must provide required police checks and evidence of the family relationship directly to Immigration for approval. The parents and relative agree in writing to the relative caring for the student (**Appendix 9**).

11.4 School's Role and Responsibilities

The National Code – Standard 6 also states that all staff interacting with international students must be aware of the school's obligations under the ESOS Act.

Enrolling Students

<p>1. Prior to enrolling international students Principals must:</p> <ul style="list-style-type: none"> ✓ agree to adhere to the requirements of the ESOS Act ✓ return signed declaration to DE International ✓ appoint a teacher as International Student Coordinator (ISC) at the school ✓ Establish a team to support ISC (Appendix 19) 	<ul style="list-style-type: none"> • Principal receives a briefing package and must sign and return the declaration in Appendix 2. Staff involved in the program to attend DE International training days held twice a year in March and July (Appendix 21). • Appendices 1 and 3 – overview of legislative requirements for enrolling international students in NSW government schools. • The International Student Coordinator is the official point of contact for students. All students and staff must be made aware of the International Student Coordinator's role and responsibilities (Appendix 4). • All staff interacting with international students must be aware of the school's obligations under the ESOS Act and National Code (Appendix 3).
<p>2. At enrolment ISC & SAO must:</p> <ul style="list-style-type: none"> ✓ Sight, copy and file required documents 	<ul style="list-style-type: none"> • Copy student's passport, visa, address and carer's ID. Check details against information provided on ATE. Do not enrol student if ID does not match ATE. • Provide a comprehensive Orientation Program. (Refer to section 3.2 and give students an orientation booklet).

Monitoring Students

<p>1. Monitor student attendance:</p> <ul style="list-style-type: none"> ✓ maintain attendance records and record twice per term ✓ calculate attendance rate daily ✓ issue Attendance Warning and Intention to Report letters 	<ul style="list-style-type: none"> • Advise students at orientation of attendance requirements. • Follow up students who have been absent for 3 consecutive days and report to DE International and NSW Police if missing for 5 consecutive days. • Provide proactive counselling to students with falling attendance rates (less than 85%). • Issue Attendance Warning letters for students at risk of not meeting 80% attendance requirement for the term (Appendix 14a). • Issue Intention to Report letter to students who have not met 80% attendance for 2 consecutive terms (Appendix 14b). • If a student appeals, assess according to guidelines (refer to section 10). • Maintain records of attendance, counselling, letters issued and appeals if accessed (Appendix 18). • Send copies of all Attendance Warning, Intention to Report and Outcome letters to DE International. (Refer to section 5 and Appendix 12).
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<p>2. Monitor student course progress</p>	<ul style="list-style-type: none"> • Advise parents and carers of student progress by sending school reports each semester. • Identify students who are at risk of not meeting course requirements and implement an intervention strategy. • Notify parents if the intervention strategy is activated (Appendix 10). • Maintain file with student reports, record all interviews/counselling sessions and retain copies of all correspondence on student files including 'N' Award Warnings. • Advise DE International of students who fail to meet course requirements (Appendix 14c).
<p>3. Monitor accommodation arrangements and maintain student contact details</p>	<ul style="list-style-type: none"> • On enrolment, check that accommodation arrangements are approved as on ATE. • Advise students under 18 years of age of the requirement to obtain approval from DE International for any change to accommodation arrangements (refer to section 4). • Monitor student accommodation and welfare arrangements and keep a formal record at least twice a term ensuring students remain in approved accommodation (Appendix 18). • Report all changes of address to DE International and ensure that students are fully aware of requirements and seek approval prior to making any change in their accommodation and welfare arrangements. Use Appendix 15 and 16. • Maintain student contact details and advise students over 18 years of visa requirement to notify changes within 7 days.
<p>4. Provide student support services</p>	<ul style="list-style-type: none"> • Provide student support services which include advice on academic progress; counselling related to welfare issues and other support services provided to all students. • Provide students with access to support programs including welfare related support that assists students to meet course requirements and adjust to studies and school life. • Report risk of harm concerns to the Child Wellbeing Unit.
<p>5. Ensure access to relevant curriculum offerings</p>	<ul style="list-style-type: none"> • Provide information to international students on the range of curriculum offerings and programs available to international students in the school. • If an international student requires ESL support, they may be included in the school's ESL program. The school may also provide additional ESL support funded through fees disbursed for international students.

6. Report to DE International	<ul style="list-style-type: none"> • Return ATEs within 24 hours of enrolment. • Return: <ul style="list-style-type: none"> ○ Enrolment Report – Term 1 ○ Compliance Reports – Term 3 and 4 by due dates as specified in the accompanying instructions. • Approve student short leave only if students will meet attendance requirements of 80%. • Advise DE International of student requests for long term leave – <u>evidence of compassionate or compelling</u> circumstances must be provided (Appendix 11). • Notify DE International of students whom you suspend or who take unauthorised leave. • Provide DE International with school information for print and web promotional publications.
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Leaving / Withdrawing Students

1. Counsel students who ask to leave or change schools and refer them to DE International	<p>Advise DE International of students who wish to:</p> <ul style="list-style-type: none"> ○ transfer to another government school ○ withdraw from the program ○ transfer to another education provider ○ request approval of release.
<p>2. Ensure students do not leave or sign out unless all documents have been checked</p> <p>DE International must provide approval for withdrawal or transfer to proceed</p> <p>Students must be enrolled in their course for at least 6 months before approval to withdraw or transfer can be considered by DE International</p>	<p>Students who have been given approval by DE International to withdraw or leave school must provide the following documents and copies should be kept on the student's file and forwarded to DE International for approval:</p> <ul style="list-style-type: none"> ○ Flight tickets to show date of departure if returning to their home country ○ Confirmation of Enrolment (CoE) issued by the next education provider (refer to Section 9) if seeking transfer to another provider. ○ Additionally, students under 18 who will not be residing with a direct relative approved by Immigration must provide a Confirmation of Accommodation and Welfare Arrangements (CAAW) form issued by the next education provider.
3. Manage complaints and appeals process for services delivered	<p>Generally, the complaint should be lodged where the problem occurred:</p> <ul style="list-style-type: none"> ○ Informal – attempts made to resolve the problem through negotiation ○ Formal – written complaint or appeal lodged, followed by an investigation and response (Section 10).

11.5 DE International's Role and Responsibilities

DE International is the central office for the administration of the International Students Program in NSW government schools. DE International's role is comprehensive and involves actions at every step of the process from recruitment through to evaluation and reviewing the effectiveness of the program.

1. Recruit international students	<ul style="list-style-type: none"> • Develop and distribute print and web promotional material and information packages to students, parents and agents. • Ensure all publications comply with ESOS Act requirements, including CRICOS provider name and number listed on all publications, websites and letters. • Ensure that all publications contain information required under the National Code. • Maintain and manage agent contracts. • Develop marketing plans, conduct marketing activities and recruit international students.
2. Provide information and advice to students and parents	<ul style="list-style-type: none"> • Assess applications for enrolment. • Advise students and parents of course requirements, visa conditions and requirements, school placements and educational pathways available to them. • Issue students with visa documents including electronic Confirmation of Enrolments (CoE) and ensure Overseas Student Health Cover (OSHC) is paid. • Provide information on English language requirements and arrange for enrolment in intensive English courses at IEC / IEHS as requested.
3. Monitor and report enrolment data to Immigration	<ul style="list-style-type: none"> • Follow up on students who do not commence or defer enrolment; report to Immigration as required. • Issue Enrolment/Compliance Reports to schools to confirm student enrolments, contact details, accommodation/welfare arrangements and to monitor student compliance. Collate enrolment returns from schools, update student records as required and follow up on non-compliance.
4. Collect and disburse fees	<ul style="list-style-type: none"> • Collect international student fees and disburse fees to schools based on enrolment returns. • Manage student complaints and refunds, ensuring refund policy and terms and conditions of enrolment are compliant.
5. Assess and process complaints and appeals	<ul style="list-style-type: none"> • Handle appeals process for services delivered by DE International. • Notify students of external complaints or appeals process.

<p>6. Liaise with schools and IECs</p>	<ul style="list-style-type: none"> • Request school placement based on student choice, subject selection, individual student needs and address (if onshore application). • Forward a Request for Placement form to schools with student reports for decision by Principal (or nominee). • Issue Authority to Enrol (ATE) forms required for enrolment in school. • Review effectiveness of DE International procedures through surveys of students and Principals. • Liaise with schools on program development. • Provide information to schools through email broadcasts, newsletters, training days/workshops and briefings to Executive Directors of the 4 Networks.
<p>7. Monitor and report student non-compliance to Immigration</p>	<ul style="list-style-type: none"> • Monitor Intention to Report letters issued by schools and appeals process. • Monitor assessment of compassionate or compelling circumstances and report to Immigration where the enrolment has been suspended under these guidelines. • Report to Immigration students who have not met attendance requirements after the Attendance Warning letter and Intention to Report letter has been issued and after the appeals process is completed. • Report to Immigration students who have not met course requirements after an intervention strategy has been implemented and after the appeals process is completed. • Retain all correspondence and outcomes of any appeals on DE International student database. • Report to Immigration changes to student enrolment including leave (under approved circumstances) or student suspension and advise student to consult Immigration on their visa status.
<p>8. Process student withdrawal requests, termination of enrolments and requests to transfer to another provider</p>	<ul style="list-style-type: none"> • Check the accommodation and welfare arrangements with schools during periods of suspension or after cancellation of enrolment. • Report student withdrawals or cancellation of enrolment after appeals process is completed to Immigration. • Assess requests for transfer to another provider. • Issue a letter of release to the student if transfer approved and supported. • If the request is not approved, advise the student, parent and carer within 10 working days of reasons for refusal and rights to appeal. • Advise students who do not pay tuition fees that they may have their enrolment cancelled. They may be reported to Immigration only after the exhaustion of the internal and external appeals process, if accessed.

<p>9. Provide briefings for new Principal's and conduct Training Events & Workshops</p>	<ul style="list-style-type: none"> • Organise induction training for new staff. • Invite school teams to the Annual Conference. • Provide updates on legislation. • Update Handbook on legislation changes.
<p>10. Manage accommodation and welfare arrangements</p>	<ul style="list-style-type: none"> • Approve accommodation, support and general welfare arrangements for students who will not be living with a parent or direct relative approved by Immigration. • Nominate dates for which responsibility is taken for approving arrangements. The end date for approved arrangements must be either: <ul style="list-style-type: none"> ○ The date the student turns 18 years old, if this is during their enrolment period; OR ○ The end date on the Confirmation of Enrolment (CoE) plus 7 days to allow the student time to leave the country. This situation would apply to students who enrol for Study Abroad programs of 6 to 12 months, OR ○ The 15th of March of the year following completion of Year 12 if the student is still under 18 after the completion of the HSC. Contact the school and carer to ensure arrangements are maintained after the HSC. • Ensure these arrangements meet minimum requirements, as outlined in agreements with Homestay Providers and comply with federal and state legislation and policy on child protection. • Access requests to change accommodation and welfare arrangements for students under 18 years of age. • Facilitate assessment by Homestay Providers and approve changes if appropriate. • Maintain agreements with Homestay Providers to ensure student accommodation and welfare arrangements are appropriate and meet minimum requirements. • Issue documents via PRISMS, a shared database between Immigration and the Department of Education and Training for student accommodation and general welfare arrangements. • Check accommodation and welfare arrangements of students under 18 whose enrolment has been terminated. • Report through PRISMS changes to students' living arrangements or if accommodation and welfare arrangements can no longer be approved.

12. CRITICAL INCIDENT POLICY

12.1 *Additional Actions Required for International Students Involved in an Emergency*

The Department's policy, procedures and **Emergency Management Guidelines** applies to all students enrolled in schools including international students. When developing a serious incident management plan, Principals must be aware of the additional compliance requirements of international students enrolled in their school. These include:

- Students under 18 years - contact family in the student's home country and carer in Australia.
- Students 18 years and older - contact the student's family in their home country and the carer (if still living with a carer) or emergency contact.
- Notify DE International of the emergency and actions taken by the school.
- Record on the student's file all actions, interviews and conversations.
-

*Examples of emergencies (or "critical incidents") given by the **National Code** are:*

- *Missing students*
- *Severe verbal or psychological aggression*
- *Death, serious injury or any threat of these*
- *Natural disaster*
- *Issues such as domestic violence, sexual assault, drug or alcohol abuse.*

The Department's Emergency Management Guidelines; Student Welfare Policy; Child Protection Policies; Drugs in Schools Policy; and Suspension and Expulsion of School Students Procedures address these and other situations, **except for "missing students"**.

Students who cannot be located or contacted and have been **absent for 5 consecutive days** would be considered **"missing"** and the Principal is required to:

- Contact the student, carer or emergency contacts after 2 days
- Follow up with other students and friends to locate the student after 3 days
- Contact parents overseas after 3 days
- Notify DE International of the missing student and actions taken by the school
- Report the student as a missing person to the police and notify DE International of the Police **Event Number**.

DE International will notify Immigration, Consulate or Embassy as required.

NOTE: Any reports of emergencies / critical incidents should be made known with full details of action taken to the Chief Education Officer, DE International in addition to regular Departmental incident reporting requirements.

12.2 Emergency Management Plan

Principals must include the additional compliance requirements for international student enrolments in the school's Emergency Management Plan under "Process for Notifying, Alerting and Reporting Emergencies".

An example is provided below:

Critical Incident Policy Relating to International Students		
..... High School's Critical Incident Policy incorporates the Department's Policy, Procedures and Emergency Management Guidelines and applies to all students. In the case of international students enrolled at the school, the following also applies.		
Incident	Action	Contact numbers
<p>Any emergency involving international students Including:</p> <ul style="list-style-type: none"> Severe verbal or psychological aggression Death, serious injury or any threat of these Natural disaster Issues such as domestic violence, sexual assault, drug or alcohol abuse 	<ul style="list-style-type: none"> For students under 18 years, contact family in the students home country and carer in Australia. For students 18 years and older, contact the students family in their home country and the carer (if they have one) and emergency contact. Notify DE International of the emergency and actions taken by the school. Record on the students file all actions, interviews and conversations. 	<ul style="list-style-type: none"> Student Adviser at DE International: 8293 ----- Elvia Cacciotti: 8293 6965
<p>Missing students:</p> <ul style="list-style-type: none"> Students who cannot be located or contacted and have been absent for 5 consecutive days 	<ul style="list-style-type: none"> Contact the student's carer or emergency contact. Follow up with other students and friends to locate the student. Contact parents overseas. Report student as a missing person to police and obtain an Event Number. Notify DE International of this number. Notify DE International of the missing student and actions taken by the school; DE International will notify Immigration as required. 	<ul style="list-style-type: none"> Student Adviser at DE International: 8293 ----- Elvia Cacciotti: 8293 6965 Local Area Police
<p>NB: Any reports of emergencies/critical incidents should be copied for information or action as necessary to Elizabeth Webber, Chief Education Officer, DE International in addition to regular Departmental reporting requirements.</p>		

13. FEES, DISBURSEMENTS AND REFUNDS

13.1 Fees

International students pay full fees which cover:

- the cost of tuition at schools
- text book hire
- compulsory excursions up to \$300 per year.

Students are advised that fees do not include school uniforms, although some schools may choose to include uniforms. Principals have the discretion to pay for any extra costs from the funds disbursed by DE International for the enrolment of international students.

13.2 Disbursements to Schools

International student funds can also be used to cover the cost of **teacher release time** for the **International Student Coordinator** to help effectively implement the required legislative enrolment, attendance and course requirements specific to all international students. The role and responsibilities of this mandatory position are available in **Appendix 4**.

DE International disburses **25%** of student fees paid directly to schools each semester. The disbursements are based on the **ATE** returns and **Enrolment / Compliance Reports** sent to schools. Schools confirm student enrolments by returning the reports and ATEs to DE International by the due date. If returns are late, then disbursements will be delayed.

Fee schedules for international students are available on the DE International website and reviewed every 2 years.

13.3 Refunds

The refund policy and procedure is outlined on the application form. All requests for withdrawal and refund must be made in writing to DE International. If one term's notice is not given, one term's fee will be deducted in addition to an administration fee which is equal to 20% of the annual fee.

13.4 NSW Legislation – Education Act 1990

Pursuant to Section 31A (1) and (2) of the *Education Act 1990* overseas students (including international students) are subject to the payment of fees prior to initial or continuing enrolment in a NSW government school each year. The Director-General may terminate the enrolment of an international student if fees have not been paid and may take action to recover any outstanding debts.

After 3 invoices have been sent, DE International may terminate a student's enrolment for failure to pay fees. The school, student, parents and carers are advised of possible termination if overdue fees are not paid within seven days. If payment is not received, the student is excluded from classes and given another 7 days to pay before Immigration is advised of the termination of enrolment.

14. PROMOTION AND MARKETING

14.1 *Promotional Materials*

DE International is responsible for the publication of all promotional and marketing materials related to international student recruitment, Study Tours and information regarding enrolment through the Temporary Residents Program.

School materials developed specifically for international students, such as an **International Student Handbook** must include the Department's CRICOS registration name and code, either as a footnote, under the DE International contact address or at the end of the publication.

CRICOS Provider Name: NSW Department of Education
CRICOS Provider Code: 00588M

The CRICOS name and number must appear on:

- All official Warning letters
- All letters to parents that are on a school letterhead
- The school website

A hyperlink to the DE International website: www.internationalschool.edu.au must also be included on the school website.

14.2 *Marketing*

DE International develops a marketing plan and submits travel plans for offshore marketing activities to the Minister for approval.

School Principals may attend approved offshore marketing activities. Each semester DE International sends an 'Expression of Interest' (EOI) to Principals to join planned marketing trips. Principals who are selected to travel overseas obtain approval from their Executive Director. Principals who travel represent NSW government schools.

14.3 *Publications and Website*

The ESOS Act requires all education providers to provide students with appropriate information before enrolment. This information is given to students through publications listed below, the DE International **website**, in the Terms and Conditions set out in the International **Students Application Form** and in the **Offer Letters** sent to applicants.

Schools also publish their own promotional material, including website content specifically aimed at international students. Under ESOS legislation, DE International is required to monitor print and electronic information to ensure that ESOS requirements are met.

The major promotional material developed by DE International to promote NSW government schools consists of:

- A brochure and application form for international students
- School profiles on the website
- The NSW government schools' international website
- Posters and flyers
- Translated documents and information.

14.4 Contact Us

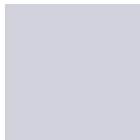
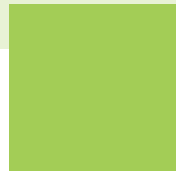
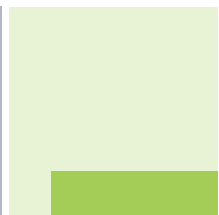
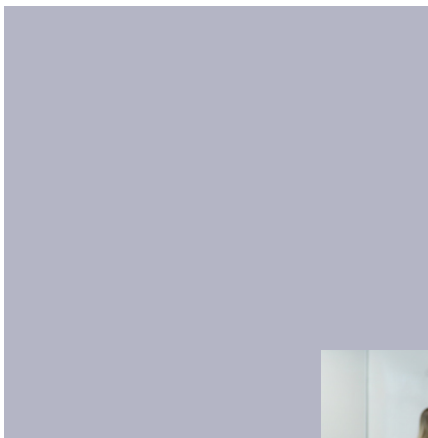
All international student related enquiries should be directed to **1300 300 229 (Option 2)**. Depending on your enquiry, you will be referred to an adviser from one of the teams listed below:

- Admissions
- Support and Compliance
- Marketing
- Study Abroad
- Study Tours
- Finance
- Temporary Residents Program

DE International
Locked Bag 53, Darlinghurst NSW 1300
Australia

Email: isc@det.nsw.edu.au

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Federal Government Regulations

The Australian government, through the Department of Education and Training administers the **ESOS Act** and is responsible for maintaining the Commonwealth Register of Institutions and Courses for Overseas Students (**CRICOS**). To be registered on CRICOS, providers must be approved by the education authority for the state. In NSW, the education authority for registering schools is the NSW Education Standards Authority (**NESA**). It conducts audits for all CRICOS registered school providers in NSW for compliance with ESOS and the **National Code 2018**.

The NSW Department of Education is the registered provider for all international students enrolled in NSW government schools. DE International is responsible for maintaining the Department's registration with the Commonwealth and administering the International Student Program in NSW government schools.

The Department of Home Affairs administers all immigration-related legislation, policies, and procedures. This Department is responsible for issuing visas and establishing conditions attached to visa categories. The Department of Home Affairs monitors student enrolment and compliance with visa regulations and requires registered providers to report on student enrolment, changes to enrolment and student non-compliance. Reporting is through the Provider Registration and International Student Management System (**PRISMS**) an Immigration-restricted access website.

NSW Government Regulations

In addition to complying with Commonwealth legislation, **DE International** must comply with state legislation including NSW Child Protection Legislation and regulations for CRICOS registration.

Department of Home Affairs Visa Regulations and Requirements

- Students must **attend a minimum of 80%** of all scheduled classes for each term and semester. Students under 18 years old must maintain their **approved accommodation/welfare arrangements**. Arrangements are approved by Immigration (if the carer is a direct relative) or DE International.
- Students **must not defer** their enrolment or **take extended leave without approval from** DE International. Approval will only be granted in compelling or compassionate circumstances.
- Students over 18 years old or living with parents must **notify changes of address and contact details within 7 days**. Students under 18 years **must have written approval** to change accommodation arrangements.
- **Age restrictions:** students must be less than 17 years when they commence **Year 9**, less than 18 years when they commence **Year 10** and less than 19 years when they commence **Year 11**.
- While students have automatic work rights, they **must not work more than 40 hours per fortnight** during the school term. Schools should recommend no more than 10 hours per week and no work for students enrolled in an IEC.
- Students must remain with a NSW government school for **a minimum of 6 months** from the date of enrolment
- Students **must be enrolled in a full-time course** of study of not less than 20 hours per week.

DE International is required by legislation to report to Immigration those students who break visa conditions

PRINCIPAL'S REGISTRATION AND DECLARATION FORM

2

Initial Process for Schools / IECs Enrolling International Students

- Initial contact with school to enrol international students.
- Principal discusses program and requirements with school community.
- Principal receives the Registration Declaration form and are briefed on requirements, legislation and procedures for enrolment of international students at the school.
- Principal agrees to meet all requirements and return signed declaration.
- All team members of the school's International Student Program attend the next scheduled training day conducted by DE International.

Requirements for Schools / IECs

- The **NSW Department of Education** is the registered provider of educational services to overseas students in NSW government schools.
- The Department is registered on the Commonwealth Register of Institutions and Courses for Overseas Students (**CRICOS**).
- Government schools deliver educational services on behalf of the NSW Department of Education.
- International students should not displace local students. International student numbers should not, as a rule, exceed 10% of the total school population, unless supported by the school community and Executive Director.
- International students are to receive the same level of instruction and services as normally provided to other students enrolled in the school.

Legislative and Policy Requirements

Schools enrolling international students must comply with all federal legislation, state legislation and NSW Department of Education policy and procedures. This includes:

- The Education Services for Overseas Students (**ESOS**) Act and the **National Code**
- Child Protection Policies
- Student Welfare Policy
- Suspension and Expulsion of School Students Procedures
- Drugs in Schools Policy

Enrolment of International Students

Schools enrolling international students must:

- Only enrol international students with appropriate travel documents and an Authority to Enrol (ATE) issued by DE International
- Respond to requests for international student placement within two working days
- Interview students prior to enrolment and assist with subject interviews
- Advise DE International of the outcome of enrolment interviews
- Establish and maintain student files including copies of passport, visa, ATE student attendance records, school reports and other relevant documents.

Student Support Services

Schools must provide the following service for international students:

- Appoint an **International Student Coordinator (ISC)** and establish selection criteria and a duty statement for the position (**Appendix 4**).
- The teacher must be aware of his/her role and responsibilities and be known to international students and the wider school community.
- It is best practice for the ISC to lead and liaise regularly with team members of the International Student Program to ensure that legislative requirements are being met (**Appendix 16**).
- Conduct **Orientation Program** which includes verbal presentation of the content as listed on the DE International orientation booklet (**section 3.2**).
- Advise on study options and careers
- Provide appropriate support services and interventions strategies (**Appendix 10**).

Accommodation and Welfare Arrangements (ESOS Act)

Schools must be aware of the responsibilities for the accommodation and welfare arrangements for students under 18 years old.

Schools must:

- Monitor the accommodation and welfare arrangements of international students. This includes **twice per term** formal regular checks of student address and contact details.
- Ensure students **under 18 years do not change accommodation** and welfare arrangements **without prior approval from DE International (Appendix 17)** and **over 18s** complete a change of address form if they choose to move out of homestay and live independently (**Appendix 18**).
- Assist students to resolve issues with accommodation, by counselling the student, advising DE International and the homestay provider if applicable.
- Advise students over 18 years of their visa obligations to **notify** the school of any **changes** to their address or contact details **within 7 days** of any change.
- Advise DE International of any changes to accommodation and welfare arrangements or of any student welfare concerns.
- Maintain contact with carers and parents overseas on welfare issues and refer students to counsellors, Year Advisers or other staff as required.

Student Attendance (ESOS Act)

- Schools must keep **accurate** records of student attendance and maintain **attendance records** on the student's file for each year of enrolment.
- Record and calculate attendance **percentage rate twice per term**.
- Attendance records must be monitored **at least every fortnight**.
- Schools must contact and counsel students who have been absent for **five consecutive days** and contact carers and parents with concerns
- Record all reports and interviews on student file and report to DE International. If a student is uncontactable, immediately report to police as a '**missing person**' and advise DE International of the event number.
- Students who request leave must still meet 80% attendance requirements for each term or have compassionate or compelling circumstances. All **leave** requests must be **approved by DE International** before being taken.
- Schools must not allow students to defer or suspend studies unless they meet guidelines for compassionate or compelling circumstances and provide evidence to DE International for approval.
- Schools must notify DE International as soon as practicable of students who fail to meet the visa attendance requirements.

- Schools must issue **Attendance Warning** letters and **Intention to Report** letters for students not meeting requirements (within required timeframes).

Course Progress

- Schools must **monitor student progress** and provide advice to students on course requirements.
- Schools must **counsel students** who are not meeting requirements and implement **intervention strategies** to support students.
- Schools must send two school **reports** per year to parents and carers and keep copies on the student's file.

Compliance and Reporting to DE International

DE International sends **Enrolment / Compliance Reports** to schools in Terms 1, 3 and 4. Fees are disbursed to schools based on information collected from these reports. Schools must:

- **Return** the compliance reports **before or on due date**, confirming student enrolments at the school, student contact details and student compliance.
- Provide DE International with **Attendance Warning** letters for students who have not met visa requirements as soon as practicable and report these in the reports.
- Complete and return the **Annual Evaluation** sent to schools in Term 2 as part of compliance requirements for the enrolment of the international student.

Complaints and Appeals Process

- Handle complaints and **appeals process** for services delivered.
- Handle appeals against **Intention to Report** letters for non-attendance or expulsion issued by the school.

Marketing

- Schools may wish to publish their own promotional material including website content specifically aimed at international students.
- Under ESOS legislation, DE International is required to monitor print and electronic information to ensure compliance.
- Schools producing enrolment and school materials for international students such as an **International Student Handbook**, in either print or electronically, must include the Department's CRICOS name and registration number on the publication:

<p>CRICOS Provider Name: NSW Department of Education CRICOS Provider Code: 00588M</p>
--

PRINCIPAL'S DECLARATION

I acknowledge receipt of the NSW government schools **International Students Handbook** – *Eligibility and Procedures for the Enrolment of International Students in NSW Government Schools* and agree to adhere to the requirements set by legislation and the Department as outlined in this document.

Principal Name:

School:

Signature:

Date:

Return via email to:
Milton.Wan@det.nsw.edu.au

PRE-ENROLMENT

- ☐ Return enrolment requests within 48 hours.

Enrolment Procedures

- ☐ Authority to Enrol (ATE) issued by DE International.
- ☐ Principal or delegate to check details against ATE:
 - date of enrolment
 - carer details and ID (carer must be present at enrolment interview)
 - all student information is correct.
- ☐ If the ATE is issued and the student does not arrive, notify DE International within 24 hours.
- ☐ If the student arrives without an ATE, **do not enrol**, contact DE International immediately.
- ☐ International Student Coordinator meets student and identified as student contact person.
- ☐ All required information is provided to the student at orientation and in student handbook.

POST-ENROLMENT

Accommodation and Welfare Arrangements

- ☐ The Department is responsible for student welfare during the entire period of enrolment if arrangements are approved by DE International. Arrangements can be:
 - Immigration approved (for direct relatives)
 - Parent Nomination Request (to DE International for distant relatives and family friends)
 - Homestay Placement (via a registered DE International Homestay Provider).
- ☐ Approved arrangements must be maintained until student is 18 years old. This includes during school vacations unless student is returning home.
- ☐ A parent must reside with a Primary school student in Years K - 4. Students in Years 5 – 8 must reside with a parent or direct relative (approved by Immigration).
- ☐ Schools monitor arrangements:
 - Schools check arrangements are maintained
 - Contact DE International and parent/carers immediately if arrangements change and advise of visa breach.
- ☐ Students completing Year 12 and under 18 years of age – contact DE International for arrangements post-HSC.

Attendance

- ☐ **Minimum 80% attendance** required for student visa.
- ☐ Calculate **attendance rate twice per term** and record term percentage rate on file each term.
- ☐ Issue **Attendance Warning** letter/s if student attendance is below 80% for any one term.
- ☐ Issue **Intention to Report** letter if students attendance is below 80% for the semester or over 2 consecutive terms and advise DE International.
- ☐ Notify DE International immediately if student attendance is below 70%.

- ☐ Apply internal and external appeals process as required.

Transfers, Withdrawals and Leave

- ☐ Students transferring to / from another NSW government school must not take leave or have gaps in the enrolment period.
- ☐ Students **cannot sign out** or leave the school **without prior approval from DE International**. If student requests a transfer to another provider after 6 month enrolment, notify DE International immediately.
Collect required documents, such as **Offer Letter**, **CoE** and **CAAW** form from next provider and forward documents to DE International for assessment. A **Change of Education Provider Request** form signed by parent must be included. Student to remain enrolled until start date of new CoE.
- ☐ If a student does not return to school after vacation, contact carer and notify DE International within 5 days.
- ☐ Students cannot take holidays or leave during school term unless there are **compassionate or compelling circumstances (Appendix 11)** and obtain approval from DE International prior to taking leave.
- ☐ Students under 18 years of age cannot travel independently during **school holidays** unless they return to their home country. A signed parent letter and flight ticket must be sent to DE International for approval prior to departure.
- ☐ Students under 18 years of age can travel during school holidays with their carer or parent. A signed parent letter and flight ticket (if travelling interstate) must be sent to DE International for approval prior to departure.
- ☐ Students over 18 must also provide a signed letter from parents and copy of flight ticket prior to leaving the country or holidaying interstate during vacation periods.

Suspending or Cancelling Enrolment

- ☐ Notify DE International if any student is given a **long suspension** (5 days or more)
- ☐ Enrolment may be cancelled for serious or persistent **misbehavior** and **failure to pay fees**.
- ☐ Internal and External **appeals process** applies.

Course Progress

- ☐ **Intervention strategy** for students at risk of not meeting course requirements.
- ☐ Notify DE International if student does not meet NESA course requirements for Years 10, 11 or HSC.

Complaints and Appeals Process

- ☐ Students have 20 school days to appeal an **Intention to Report** to Immigration.
- ☐ Appeals should be considered as soon as possible after submission and the outcome made known to the student and carer in writing.
- ☐ Notify DE International of the **outcome (Appendix 14b)** and send a copy of **Outcome Letter** to DE International. DE International will notify students of their external appeal right.

STATEMENT OF DUTIES: INTERNATIONAL STUDENT COORDINATORS AND OTHER SUPPORT TEAM MEMBERS

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Conduct Enrolment Interviews with Students and Carers

- ☐ After request for placement by DE International arrange interview date and time.
- ☐ Advise student and carer of school enrolment procedures, requirements and expectations.
- ☐ Arrange subject selection – counsel students on subject of choice.
- ☐ Check and file copies of student and carer contact details.
- ☐ Advise DE International of interview outcome by email.

Enrol Students with Correct Documents

- ☐ Authority to Enrol (ATE), Carer ID, passport and visa for student.
- ☐ Copy and keep in student file.

Conduct Orientation Program

- ☐ Refer to Section 3.2 for Orientation Program requirements.
- ☐ DE International Orientation Booklet (USB).

Year 11 Student Enrolments

- ☐ Counsel students on subject choice. Subjects must match those previously studied for enrolments from start of term two.
- ☐ Advise students of preliminary course requirements for progression to Year 12.
- ☐ International students are **not eligible for pathways** due to visa requirements. They must be enrolled in full time studies.

Monitor Attendance

- ☐ Keep attendance records on student file for each year of enrolment.
- ☐ **Monitor attendance** records twice per term. A fortnightly check is recommended. Keep on file.
- ☐ **Calculate a percentage of attendance for each term** and records in student file.
- ☐ Contact and counsel students who have been absent for three days. Contact carer and parents with serious concerns. Note contact, interviews and counselling on student file.
- ☐ Report students who are unreachable and do not attend school for more than **5 consecutive days**. File a '**missing student**' report with the police and provide DE International with a police event number.
- ☐ Issue **Attendance Warning** and **Intention to Report** letters and send copies to DE International.

Monitor Accommodation and Welfare Arrangements

- ☐ Check address and contact details at least **twice a term**.
- ☐ Maintain contact with carer.
- ☐ Advise DE International of changes to welfare arrangements.
- ☐ Refer students to counsellors/careers advisers/other staff as required.

Monitor Student Progress

- ☐ Counsel/advise students concerning NESA and visa requirements.
- ☐ Provide advice on options for further study through the Careers Adviser.
- ☐ Send half-yearly and yearly **school reports** and other relevant information to student's parents and carer. Keep a copy of school reports on student file.
- ☐ Identify students who require further assistance and activate **intervention strategy**.
- ☐ Issue Intention to Report letter and inform student's right to access appeals process. Notify DE International of the Outcome.

Report to DE International

- ☐ Students who do not commence, take unapproved leave or intend to withdraw from school before end date on ATE.
- ☐ Students who have been granted leave under guidelines provided in Appendix 11.
- ☐ Return ATEs for each student enrolment within 2 days.
- ☐ Return **Enrolment / Compliance Reports** – confirming student enrolments and student contact details. Sent to school email address in Terms 1, 3 and 4.
- ☐ Return **Annual Evaluation** survey emailed to principals in Term 2.
- ☐ Students who have received **Attendance Warning** letters and **Intention to Report** letters and **outcomes** of appeals process if accessed.
- ☐ Students who have not met visa requirements in compliance returns each semester.

Marketing

- ☐ School **websites or printed materials** produced for international students must display the words:

CRICOS Provider Name: NSW Department of Education
CRICOS Provider Code: 00588M

- ☐ The school website must contain **a link to the DE International website:**
www.deinternational.nsw.edu.au

Allocation

- ☐ **Up to 10 students:** ISC with (.1 release), clerical support for admin load PLUS access to CLO translator support
- ☐ **Up to 40 students:** ISC with (.3 release) /senior executive support/ clerical support for admin load PLUS .2 CLO translator support
- ☐ **Up to 80 students:** ISC with (.4 release) /senior executive support/ clerical support for admin load PLUS .3 CLO translator support
- ☐ **Over 100 students:** ISC with (.5 release) /senior executive support/ clerical support for admin load PLUS .4 CLO translator support

Australia's laws promote quality education and consumer protection for overseas students. These laws are known as the ESOS framework and they include the Education Services for Overseas Students (ESOS) Act 2000 and the National Code 2018.

For a summary of the ESOS framework see: <http://www.internationaleducation.gov.au>

For information about student visa requirements refer to the Department of Home Affairs website: <https://www.homeaffairs.gov.au>

Contact the **International Student Coordinator** at your school if you have any concerns or questions about your school, personal issues or other problems. The Coordinator will assist you or refer you to the appropriate staff member.

The following regulations apply to your studies at a NSW government school:

Attendance and Course Requirements

- You must attend a minimum of 80% of all scheduled classes. If you do not meet attendance requirements you may be reported to Immigration, unless there are compassionate or compelling circumstances (refer to guidelines below).
- You must provide a doctor's certificate for any absences of 3 days or more. The doctor must be a registered medical practitioner. If you are absent for 1 or 2 days, a letter of explanation must be provided by your carer or if you are over 18 years, you can provide your own written explanation to the principal.
- You must meet course progress requirements. Your school will provide you with information about course requirements as outlined by the NSW Education Standards Authority (NESA). Further information about course requirements is available at www.boardofstudies.nsw.edu.au

Accommodation and Welfare Arrangements

- All students must be accompanied to their approved accommodation upon arrival in Australia.
 - If you have requested a Homestay family be arranged, then a compulsory airport transfer will be arranged for you.
 - If a relative or close family friend has been approved as your carer then arrangements must be made for them to meet you at Sydney International Airport.
- If you are under 18 years, you must **maintain your approved accommodation, support and welfare arrangements**. If these arrangements are approved by the NSW Department of Education, you must not change those arrangements without prior written approval. Requests to change the arrangements must be made in writing to DE International and signed by your parents.
- If you want to change your Homestay, you should contact the International Student Coordinator at your school.

- NSW Department of Education recommends that students over 18 continue to live with relatives or Homestay families. Changes to accommodation should be within reasonable travelling distance to your school.
- Your parent or relative (approved carer) must notify your school of your residential address within 7 days of arriving in Australia and notify any changes of address and contact details within 7 days. Students over 18 years who change address must also notify their school within 7 days.

Conditions of Enrolment

- You must commence school enrolment on the date stated on the ***Confirmation of Enrolment*** (CoE) and if this is not possible, notify DE International in writing within 24 hours of the start date on the CoE.
- You must adhere to school rules and the terms and conditions of enrolment as stated on the international student application form. You will receive information about school rules and expected behaviour at orientation.
- Your school may suspend or cancel your enrolment on grounds of misbehaviour. For further information about student behaviour and suspension and expulsion of students, refer to the International Students Coordinator at your school.
- Travel during school holidays, other than returning to your home country, is only permitted if you are travelling with your carer or relatives or on an approved school excursion. Written permission from your parents is required.
- If you want to transfer to another government school you must provide a written request to your school signed by your parents.
- If you want to change provider you must provide a written request to your school signed by your parents. For further information concerning visa regulations about change of provider, refer to the Department of Home Affairs website and the coordinator at your school.

Taking Leave

- If you are going to be absent for a week or more during school term, your parents must request approval from the principal and DE International. Approval is only granted on compassionate or compelling grounds (refer to guidelines below).

Complaints and Appeals

- NSW Department of Education has a complaints and appeals process which is available on the website. If you wish to make a complaint or appeal a decision made concerning your enrolment, course progress or other decision, you should contact the International Student Coordinator at your school. Your carer (if you are under 18) or support person (if you are over 18) must be present with you in any appeal interviews.
- If you are not satisfied with the outcome of internal complaint and appeal process, you will be given access to the external appeals process through the NSW Ombudsman.

Work

- Students attending an Intensive English program are not permitted to work part time.
- To work part-time, DE International requires that you must have been enrolled for at least six months in your current school, have a satisfactory attendance record and provide your school with a letter of consent from your parents before beginning part-time work.
- Any part-time work during school term must not interfere with your school studies and must not exceed 40 hours per fortnight. You should not work more than 10 hours per week in school terms as any more hours may impact on your learning.

Guidelines for Compassionate or Compelling Circumstances

Leave approved on grounds of compassionate or compelling circumstances is not counted in attendance records. Compassionate or compelling circumstances are generally those beyond your control and which have an impact upon your course progress or wellbeing. These could include, but not limited to:

- illness, where a medical certificate states that you are unable to attend classes
- bereavement of close family members such as parents or grandparents (where possible a death certificate or other evidence should be provided either prior to departure or on return)
- major political upheaval or natural disaster in the home country requiring their emergency travel and this has impacted on your studies
- a traumatic experience which could include, but is not limited to:
 - involvement in, or witnessing of an accident
 - witnessing or being the victim of crime and this has impacted on you (these cases should be supported by police or psychologists' reports or advice)
- inability to begin studying on the course commencement date due to delay in receiving a student visa.

Deferment of Course Commencement Date

Any request for a deferment must be submitted in writing and signed by your parents to DE International. A request for deferment after your student visa has been issued will only be approved where evidence of compelling and compassionate circumstances can be provided. A deferment may affect your visa so please consult Immigration before submitting a request.

Suspension of Studies

If you are required to take leave from attending school due to compassionate or compelling circumstances, a suspension of your studies may be possible, whereby your absence is not counted towards your attendance rate.

Prior to taking leave, a signed request from your parents must be submitted to DE International along with evidence of compassionate or compelling circumstances.

A suspension of studies may affect your visa so please consult Immigration before submitting a request.

INFORMATION FOR PARENTS OF INTERNATIONAL STUDENTS IN PRIMARY SCHOOLS

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Australia's laws promote quality education and consumer protection for overseas students. These laws are known as the ESOS framework and they include the Education Services for Overseas Students (ESOS) Act 2000 and the National Code 2018.

For a summary of the ESOS framework see: <http://www.internationaleducation.gov.au>

For information about student visa requirements refer to the Department of Home Affairs website: <https://www.homeaffairs.gov.au>

Contact the **International Student Coordinator** at your child's school if you have any concerns or questions about the school, personal issues or other problems. The Coordinator will assist you or refer you to the appropriate staff member.

The following regulations apply to your child's studies at a NSW government school:

Attendance and Course Requirements

- Your child must attend a minimum of **80%** of all scheduled classes. If your child does not meet attendance requirements he/she may be reported to Immigration, unless there are compassionate or compelling circumstances (guidelines are provided below).
- You must provide a doctor's certificate for any of your child's absences of 3 days or more. The doctor must be a registered medical practitioner. If your child is absent for 1 or 2 days, a letter of explanation must be provided.

Welfare Requirements

- You must notify your child's school of your residential address within 7 days of arriving in Australia and notify any changes of address and contact details within 7 days.

Conditions of Enrolment

- You are required to remain with your child while he/she is enrolled in primary school Years K – 4. If you need to return to your home country, your child must accompany you. If your child is in Years 5 – 8 he/she must reside with a direct blood relative (approved carer).
- Your child must adhere to school rules and the terms and conditions of enrolment as stated on the international student application form. Your child will receive information about school rules and expected behaviour at orientation.
- Your child's school may suspend or cancel your child's enrolment on grounds of misbehaviour. For further information about student behaviour and suspension and expulsion of students, refer to the International Student Coordinator at your child's school.
- If you want to transfer your child to another government school, you must provide a written request to your child's school.
- If you want to change provider you must provide a written request to your child's school. For further information concerning visa regulations about change of provider refer to the Immigration website and the coordinator at your child's school.

Taking Leave

- If your child is going to be absent for a week or more during school term, you must request approval from the principal and DE International. Approval is only granted on compassionate or compelling grounds (guidelines below).

Complaints and Appeals

- NSW Department of Education has a complaints and appeals process. If you wish to make a complaint or appeal a decision made concerning your child's enrolment, course progress or other decision, you should contact the International Student Coordinator at your school who will explain the process.

Guidelines for Compassionate or Compelling Circumstances

Leave approved on grounds of compassionate or compelling circumstances is not counted in attendance records. Compassionate or compelling circumstances are generally those beyond your control and which have an impact upon your child's course progress or wellbeing. These could include, but not limited to:

- illness, where a medical certificate states that your child is unable to attend classes or
- bereavement of close family members such as parents or grandparents (where possible a death certificate or other evidence should be provided either prior to departure or on return) or
- major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on your child's studies or
- a traumatic experience which could include, but is not limited to:
 - involvement in, or witnessing of an accident
 - witnessing or being the victim of crime
 - and this has impacted on your child (these cases should be supported by police or psychologists' reports or advice)
- inability to begin studying on the course commencement date due to delay in receiving a student visa.

1. **The student has a suitable relative (as defined by Immigration).** Parents may accompany their child, usually on a guardian visa, or parents may nominate a **direct blood relative** to be the carer. The relative must provide a police check and evidence of the family relationship directly to Immigration for approval. The relative's name, address and contact details are provided to DE International on the application form and the parents and relatives complete the Direct Relative Nomination form. The student must live with this relative.

OR

2. The parents request NSW Department of Education to arrange Homestay.

DE International will then issue the **Confirmation of Appropriate Accommodation and Welfare Arrangements (CAAW) form** for the student's visa. If a CAAW form has been issued, the student **must live in a Homestay approved by NSW Department of Education**.

Homestay families must be registered with a Homestay Provider with a current agreement with the Department, have a Working with Children Check for every adult residing in the home, and the home must meet minimum requirements. Please refer to **Appendix 12 Homestay Information for Parent** for the minimum requirements of an approved Homestay.

The Homestay host must agree to take on a carer role for a student under 18 years old (refer to **Appendix 11: Homestay Carer Agreement** for the responsibilities of the Homestay host).

Students applying for Years K – 4 must live with a parent.

Students applying for Years 5 – 8 must reside with a direct blood relative.

Can the student live with another more distant relative or close family friend if the parents request this?

To obtain approval, the nominated family must meet all the requirements of a registered Homestay, as stated above. The following procedure is required:

- Parents complete the **Parent Nomination for Homestay** form (available at <https://www.deinternational.nsw.edu.au/living-in-nsw/accommodation-options>). This form is to be forwarded to DE International. Parents should check with the nominated family that they have the time and are willing to take on the carer role for their child and that their home will meet requirements.
- DE International will forward the family details to a Homestay Provider for a home inspection and registration.
- All adults (over 18 years) residing at the address are to have a Working With Children Checks.
- The home is to be inspected and must meet the same minimum requirements as outlined in **Appendix 12**.
- The Homestay Provider will send a report on the Homestay and copies of the Working with Children Checks to DE International.
- If all requirements are met, the Homestay will be approved.

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HOMESTAY - CARER DECLARATION

Students under 18 years are required by the Department of Home Affairs to have adequate welfare arrangements as a condition of their student visa.

The New South Wales Department of Education (the Department) approves arrangements for student's accommodation, support and general welfare, if the student is not to be accompanied by a parent or suitable relative as defined by Department of Home Affairs. This approval requires accommodation to meet minimum standards and homestay hosts to take on a carer role for students under 18 years.

Recognising the importance of proper child protection, homestay hosts must ensure Working With Children Check (WWCC) clearances are current for all adults residing in the house and arrange for a WWCC for any new adults residing at the premises or minors who become an adult during the year.

As a Homestay Host registered with

.....
(Homestay Provider name)

I/we agree and undertake to the Department and to the parents of the student to become a carer to the student. I/We understand that I/we are responsible for the welfare, support, care and supervision of the student and agree to perform the following:

1. Provide photos of my family and my home to be included in a welcome letter sent by the Homestay Provider to students prior to their arrival;
2. Send an email to the Homestay Provider advising that the student has arrived safely at the host family home.
3. Welcome the student into my home and include the student in family activities. Ensure the student is treated in exactly the same manner as all other members of my family regarding access to food, the provision of three meals per day, including food for making lunch.
4. Maintain regular contact and liaise between the student, the school, and if possible the student's parents
5. Ensure the student is cared for and supervised by me at all times while in residence, including holiday periods if the student does not return to home country. If I need to be away, I will notify the Homestay Provider and the Department prior to my departure and seek approval from DE International for any temporary alternative arrangements.
6. Familiarise the student with the local area including the location of shops, banks, medical centres / hospitals and local transport, specifically transport to and from school

7. Ensure the student is aware of emergency numbers including 000, location of police stations and Australian laws pertaining to under 18 year olds

8. Attend school meetings including enrolment interviews, parent/teacher interviews, subject selection meetings and other school or college meetings deemed necessary by the Principal on behalf of the parents

9. Ensure that the student attends regularly and punctually and advise the school in writing of any student absences or lateness with an explanation. Student visas for school students require a minimum of 80% attendance

10. Actively care for the student's wellbeing and assist the student to seek any necessary medical attention and ensure proper medical certification is obtained. In case of absence from school due to illness ensure the medical certificates are provided to the school

11. Provide in writing requests for short leave to the school for the student to attend medical/dental appointments or other leave, specifying the dates and times of the absence.

12. In case of accident/serious illness or medical emergency, contact immediately the Homestay provider, school and the parents, if possible

13. Liaise with the school concerning the student's behaviour, or issues affecting the student's course progress

14. Assist the student to understand school rules, expectations and visa requirements and abide by them

15. Ensure there are adequate accommodation and welfare arrangements for students during vacation periods, if the student is not returning to their home country. Students under 18 years are not to undertake independent travel or holidays without adult supervision. Written approval must be obtained from parents if students are taking holidays with adult relatives. such holidays must be within the vacation periods

16. Notify the Homestay Provider and the school of any intended changes to my address or living arrangements prior to those changes occurring or as soon as practicable. This notification must be in writing and provide full details of the new arrangements, and must comply with the Department's and Department of Home Affairs requirements

17. Notify the Homestay Provider if I no longer wish to act as homestay host and carer for the student;

18. Notify the Homestay Provider and the school immediately if the student intends to move from your address;

HOMESTAY - CARER DECLARATION

19. Inform the parents and/or homestay provider in the event of any problems or issues, discuss solutions and act promptly on their advice;

20. Agree to provide accommodation and care in accordance with the Required Standards set out on the

Homestay Information for Parents Form attached, including fees charged and no more than 3 overseas students of any age residing in my home;

21. Ensure I have appropriate insurance policy to cover students residing in my home.

Please print Carer details in ENGLISH

Family Name.....

Given Names.....

Address.....

Suburb/town.....Postcode.....

Telephone No (Home).....(Work).....

(Fax).....(Mobile).....

Email.....

Homestay Carer Declaration

I/We have read, understood and agree to undertake the responsibilities of the Homestay Carer

as set out above for.....
(Name of student)

.....
Signature

.....
Date

Note: If the Carer is in Australia on a visa, please provide a copy of the passport and current visa.

Student Detail

The student referred to in this Homestay - Carer Form is

Student name.....

Parent name.....

Parent contact details.....

Homestay Provider Detail

The Homestay Provider relevant to this Homestay - Carer Form is

.....

Contact details.....

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HOMESTAY INFORMATION FOR PARENTS

NSW Department of Education (the Department) assists in the accommodation and welfare arrangements for students as requested by parents, who do not have a relative residing in NSW who meets the Department of Home Affairs requirements.

As requested by you, the Department will issue the Confirmation of Appropriate Accommodation and Welfare (CAAW) form to Department of Home Affairs for your child's visa. As such, your child must live in the homestay accommodation and with the homestay carer arranged through the Department.

Homestay accommodation is arranged through independent Homestay Providers who have agreements with the Department to provide such service. Your child will be placed in accommodation that meets the following required standards:

1. The home must be clean and have appropriate furnishings suitable for students up to and including the age of 18 years;
2. The homestay hosts must reside at the homestay premises;
3. Each student is to have as a minimum their own room, bed, desk or if a shared room no more than two persons per room (same gender) each of whom must have separate bed and desk;
4. Students are not to share rooms with host family members and sharing arrangements will only be provided if the parents of the student(s) so request;
5. Rooms assigned to students are solely for the student's use and not for the use of other family members that requires regular access, such as storage;
6. There are to be no more than three overseas students residing in the home;
7. Students are to be given a key to the home so that the student can gain access to the home at any time;
8. There must be adequate lighting for study purposes;
9. There must be heating in winter and some means of cooling in summer;
10. There must be access to bathroom, with reasonable time allowed for showers (10 minutes);
11. There must be access to kitchen and laundry facilities and use of shared living areas of home;

12. The homestay host is to provide three meals a day including a self-served breakfast, food being made available for students to make themselves a light lunch (a sandwich and piece of fruit) and a cooked meal for dinner to be eaten with the rest family. Students may also have access to an after school snack. In providing meals, the homestay host must be aware of and take account of cultural differences and dietary needs;

13. House rules are to be discussed and explained to the student by the host parents, (including, but not limited to, friends visiting, use of phone and incoming calls, cleaning of own room or other household tasks, meal times and rules for behaviour, such as going out with friends and times for arriving home, manners and courtesy);

14. Use of telephone and/or computer facilities is to be at students' own expense. However, charges to the student should only cover the actual cost of phone or internet usage. Use of homestay internet will be restricted, including restrictions on downloads. Internet access is not permitted between 11pm and 6am. Personal items and their insurance to be at the student's own risk;

15. Students may change homestay if there is a medical reason to do so or the placement in particular homestay is not compatible. A written request from the parents of the student is required. Changes to homestay placement may incur an additional fee;

16. Overseas requests for homestay placement require compulsory airport pickup to be organised by the Homestay Provider arranging homestay placement. Friends and relatives are not permitted to pick up the student from the airport and deliver to the homestay. There is a fee payable to the Homestay Provider for this service.

The present cost of homestay accommodation ranges from A\$300 to A\$330 per week, including the Homestay Carer role. All homestay payments must be paid monthly and in advance. The Department takes no responsibility for variations or increases from time to time.

Students will be placed at a homestay within reasonable travelling time to their high school. Parents may request two separate homestay placements if the student is also attending an intensive English course located farther away from the high school. This request must be received with payment of fees and will incur an additional cost. To assist students settle into life and study in NSW, only one placement is recommended.

HOMESTAY INFORMATION FOR PARENTS

Recognising the importance of child protection, Homestay Providers and hosts ensure that all adult individuals residing at any homestay premises will have passed a Working With Children Check.

Homestays are visited and inspected by Homestay Providers regularly to ensure that standards are being met.

Homestay hosts take on the carer role for students under 18 years of age. Homestay hosts take on a parental role in communication between the student, schools, the Department and parents. They provide care and support for students and assist students to settle into life and study in school.

In the event that the Department suspends, terminates or cancels the enrolment of the student, it is a

requirement that the student must remain in accommodation approved by the Department until one of the following occurs:

1. the student is accepted by another CRICOSregistered provider and that registered provider takes over responsibility for approving the student's accommodation, support and general welfare arrangements
2. the student leaves Australia
3. other suitable arrangements are made that satisfy migration regulations
4. the Department reports to the Australian government Department of Education and Training that it can no longer approve of the welfare arrangements for the student.

I, , parent of the student
(name of parent) (name of student)

agree to the above conditions for my child's accommodation and welfare.

.....
Signature

.....
Date

INTERVENTION STRATEGY FOR INTERNATIONAL STUDENTS

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Consistent with NES requirements for satisfactory completion of a course, the following strategy is to be implemented for those international students at risk of not meeting course requirements.

Identifying and assisting students at risk of not meeting course requirements:

Years 11 and 12

- If a student is at risk of being given an "N" (Non-completion of course requirements) determination in any course, the Principal must warn the student as soon as possible and in time for the problem to be corrected. Advice should be provided about possible consequences.
- **Parents**, who may be overseas, and **carers must be advised** in writing of an "N" warning.
- An **intervention strategy is activated** when a student receives a **second "N" warning** in a subject. The student must be counselled by the relevant subject teacher and the International Student Coordinator.
- If it is determined that the student requires further assistance to complete a task or specific course requirement, then the student must be referred to the appropriate support service. This may include:
 - Homework or Learning Centre
 - School counsellor
 - Study skills program
 - Additional ESL support.
- **Records of counselling and advice** provided to the student should be placed on the student's file.
- Personal contact should be made with parent / carer in the event of 3 or more 'N' warnings.

Years 7 – 10

- As with all students enrolled in secondary school, if an international student is achieving course outcomes for Years 7–10 only to a **limited level or grade E**, in one or more Key Learning Areas, this alerts the school, including the Learning Support Team, that the student may require further assistance. The Learning Support Team consists of at least a member of the school executive, the school counsellor and the Support Teacher Learning Assistance.
- The outcomes of the National Assessment Program – Literacy and Numeracy (NAPLAN) in Years 7 and 9 are also useful sources of information regarding student needs.
- If the **Learning Support Team** recommends further action, then the **intervention strategy is activated**. The Support Teacher Learning Assistance tests the student and may then develop, in consultation with the classroom teacher, an Individual Learning Program in one or more Key Learning Areas.
- Parents and carer are notified of students identified as requiring learning assistance.
- **Records of counselling and advice** provided to the student must be placed on the student's file.

Primary School K – 6

- As with all students enrolled in primary school, if an international student is achieving course outcomes for K–6 only to a **limited level or grade E**, in one or more Key Learning Areas, this alerts the school, including the Learning Support Team, that the child may require further assistance. The Learning Support Team consists of a member of the school executive, the school counsellor and the Support Teacher Learning Assistance.
- The outcomes of the National Assessment Program – Literacy and Numeracy (NAPLAN) in Years 3 and 5 are also a useful source of information regarding students' needs.
- If the **Learning Support Team** then recommends further action, then the **intervention strategy is activated**. The Support Teacher Learning Assistance tests the student and may then develop, in consultation with the classroom teacher, an **Individual Learning Program** in one or more Key Learning Areas.
- Parents are notified of students identified as requiring learning assistance.
- **Records of counselling and advice** provided are to be recorded on student's file.

Students enrolled in IECs

- Student progress is monitored and discussed each term. Student achievement of required English language outcomes is referenced to **ESL Scales**.
- As with all students enrolled in IECs, if an international student is achieving English language outcomes only to a **limited level**, this alerts the IEC, including the Learning Support Team, that the student may require further assistance. An **intervention strategy may be activated** to provide targeted support to the student. This can include
 - in class support
 - pronunciation support
 - computer-assisted language learning
 - after school tuition
 - welfare support through the school counsellor program.
- Students are advised in their **Offer Letter** that progression to high school is dependent upon meeting English language requirements and an extension may be needed. At the time of the student's participation in a high school transition program, teachers in the IEC and school liaise about students identified as having specific ongoing ESL needs.
- Students who fail to progress and do not have sufficient English to progress to high school with additional support, will have received **Progress Warnings**, written notification of the **Intention to Report** and will have 20 school days to access the **appeals** process.
- Parents and carers notified in writing at all stages of student progress and informed of any required intervention strategy or variation to length of required intensive English program support.

Students who fail to meet course requirements

Students in Years K–10 will not be reported for failing to meet course progress requirements as they will be progressed with individual learning programs or referred to providers who have programs for international students with special learning needs.

Students in Year 11 Preliminary Course

- Students who commence Year 11 (after Term 1) are advised in their **Offer Letter** that progression to Year 12 depends on meeting Year 11 preliminary course requirements. Such students have generally completed at least one semester of the equivalent of Year 11 in their home country.
- Students who are advised that they have failed to meet Year 11 Preliminary Course

requirements must have received the warning letters and counselling and will be advised by the school principal to either:

- repeat Year 11

OR

- proceed to the HSC course provisionally, while concurrently satisfying any outstanding Preliminary course requirements. Consistent with NESA guidelines, principals who recommend this option will be required to confirm at the time of HSC entries, that the student has now satisfactorily completed preliminary course requirements.
- Students who have received an “N” determination must be advised of their right of appeal according to the NESA guidelines.
- Students who repeat Year 11 and again fail to meet course requirements must be notified in writing of the intention to report them to Immigration. They can then access the internal and external appeals process.

Students in Year 12 – Higher School Certificate

- Students in Year 12 who will not meet requirements for the HSC, must receive “N” warnings and counselling.
- Students who have received an “N” determination must be advised of their right of appeal in accordance with the NESA guidelines.
- Students must be advised that they will receive a **Record of School Achievement** for Year 12 courses successfully completed.
- Students who fail to successfully complete at least 6 units in the **Record of School Achievement** must be advised in writing that they will be reported to Immigration for not achieving satisfactory course progress and that they can access the internal and external appeals process.

School’s Role

- **Advise students of course requirements** at the start of the course.
- For Years 11-12 **issue “N” warnings**.
- **Identify students** who are **at risk** of not meeting course requirements and if recommended, implement an intervention strategy for appropriate school year.
- Advise parents and carers in writing of **intervention strategy** after second “N” warning issued in a subject.
- Interview and **counsel students**, provide options.
- Refer students to appropriate **support services** in the school, if appropriate.
- **Record all interviews / counselling sessions** and retain copies of all correspondence on student files.
- Issue **Intention to Report** letter in accordance with guidelines outlined in the Intervention Strategy to students, parents and carers and send copies to DE International. This letter must be issued in time for students to access the NESA appeals process. (**Appendix 14c**).
- Handle appeals process through NESA.
- **Advise DE International** of:
 - students for whom an intervention strategy has been activated and who have received counselling and further support
 - students who will repeat Year 11 or Year 10
 - students who will not meet course requirements for Years 10 or 11 after repeating the year and who have been issued Intention to Report letters
 - students who will not meet course requirements for at least 6 units of the HSC and an Intention to Report letter has been issued
 - outcomes of any student appeals to NESA
- Forward copies of all **Intention to Report** letters to DE International.

GUIDELINES FOR COMPASSIONATE OR COMPELLING CIRCUMSTANCES

11

Extended leave, student initiated suspension or deferment of studies may only be granted in compassionate or compelling circumstances and is not counted in attendance records.

Compassionate or compelling circumstances are generally those beyond the control of the student and which have an impact upon the student's course progress or wellbeing. These could include, but not limited to:

- illness, where a medical certificate states that the student is unable to attend classes
- bereavement of close family members such as parents or grandparents (where possible a death certificate or other evidence should be provided either prior to departure or on return) or
- major political upheaval or natural disaster in the home country requiring their emergency travel and this has impacted on their studies
- a traumatic experience which could include, but is not limited to:
 - involvement in, or witnessing of an accident
 - witnessing or being the victim of crimeand this has impacted on the student. These cases should be supported by police or psychologists' reports or advice.
- inability to begin studying on the course commencement date due to delay in receiving a student visa

Claims of compassionate, compelling or extenuating circumstances must be supported by documentary evidence.

Guidelines for extenuating circumstances relating to the welfare of the student

Students who are suspended or will be expelled have 20 days to access the appeals process unless extenuating circumstances relating to the welfare of the student apply.

These may include but are not limited to, when the student:

- refuses to maintain approved care arrangements (under 18);
- is missing;
- has medical concerns, severe depression or psychological issues which lead to fears for the student's wellbeing;
- has engaged or threatens to engage in behaviour which is reasonably believed to endanger the student, other students or staff at the school;
- is at risk of committing a criminal offence.

Attendance Monitoring and Reporting

The school must inform students of its attendance policy and procedures during orientation. It should be clear that the school expects students to attend at least 80% of classes and that less than this level of attendance may result in the student being reported for unsatisfactory attendance.

The school should tell students to inform it if at any stage there is a legitimate reason for the student not attending class

100%

While attendance is good – the school monitors and no need to intervene.
As attendance starts to drop, the school must monitor attendance closely.

If the student is absent for more than 5 consecutive days without approval OR the student is a risk of not maintaining the 80% attendance level, the school must contact and counsel the student about their attendance

This is a chance to deal with causes of absence.
Schools may CHOOSE to issue warning letters at multiple points e.g. 95%, 90% and 85%.

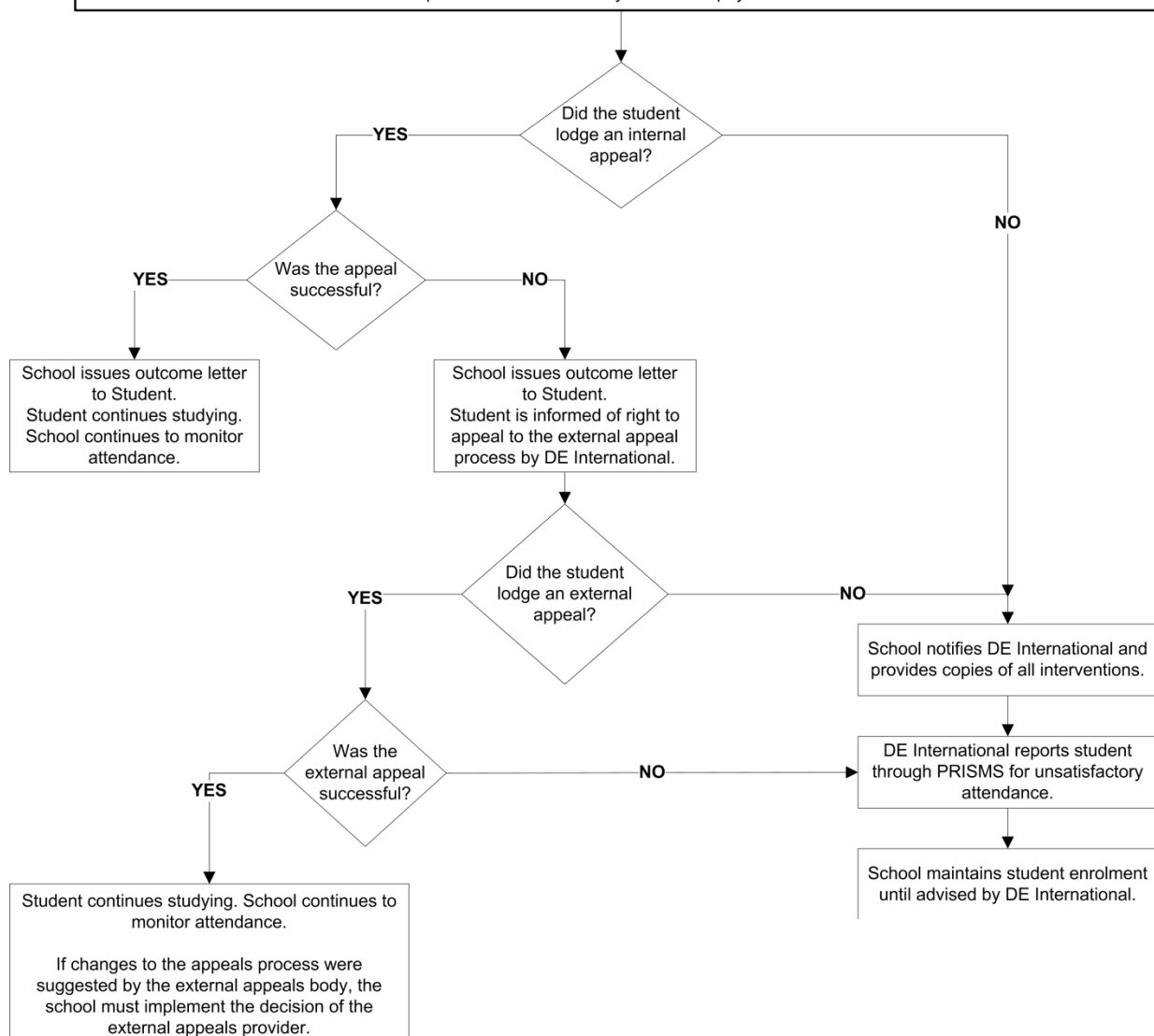
When a student's failing attendance is due to medical or compelling circumstances, DE International may suggest that the student suspend enrolment until they are able to pay full attention to their studies.

80%

Issue a Notice of Intention to Report

If a warning letter has been issued and attendance continues to fall below 80% for two consecutive terms or the rate of decline is such that attendance falls below 60% in one term, the school must issue a notice of **Intention to Report** for unsatisfactory attendance. The notice must inform the student that he / she has 20 school days to access the school's complaints and appeals processes. Unless there are other behavioural issues to consider (i.e. suspension), the student is told to attend all scheduled classes while the appeal process is ongoing so their attendance rate will not drop further.

When a student's failing attendance is due to medical or other compelling or compassionate circumstances, DE International may suggest that the student suspend enrolment until they are able to pay full attention to their studies.



APPEALS PROCESS – CHECKLIST FOR UNSATISFACTORY ATTENDANCE

13

- ☐ **Student counselled** on student visa and school requirements for attendance Record interview on file.
- ☐ **Warning letter** issued for attendance after 1 term below 80% and student counselled on visa requirements. Retain copy on file. **(Appendix 14a)**
- ☐ **Intention to report** letter issued after 2 consecutive terms of non-compliance, advising of 20 school days to access appeals process. **(Appendix 14b)**. Attendance is below 80% and no doctor's certificates or other evidence of compassionate or compelling circumstances provided.
- ☐ Student and carer interviewed and advised of appeals process, both sign copy of letter and retained on student file. Copy of letter sent to carer, parents and DE International. Contact parent / carer by phone to acknowledge receipt of letter and record phone call on file.

After 20 school days

No appeal lodged:

- Interview student and advise that appeal period is over and the report to Immigration will proceed. Phone carer / parent to advise report to Immigration will proceed.
- Notify DE International to submit the non-compliance report to Immigration.

OR

Appeal lodged:

- Assess appeal against guidelines for compassionate and compelling circumstances.
 - **Appeal accepted:** Provide **Outcome Letter** of successful appeal (**Appendix 14b**). Attendance **MUST be over 70% and evidence compassionate and compelling circumstances** is provided and copies kept on file and sent to DE International.

OR

- **Appeal not accepted:** Provide **Outcome Letter** of unsuccessful appeal and send copy to DE International who provides student with access to external appeal process (**Appendix 14b**).

NOTE:

- Retain copies of all letters and documentation on file.
- Schools must notify DE International of students with genuine reasons for non-attendance (below 80%) and evidence provided. DE International notifies Immigration and suspends their studies for the period of non-attendance.
- The process above does NOT apply to students who fail to maintain their approved accommodation and welfare arrangements.
- Appeals for transfer of provider during the first six months are handled by DE International.
- DE International handles external appeal process and notifies school of outcome.

Unsatisfactory Attendance Warning TEMPLATE

14a

Place on school letterhead

Insert:

Student **Full Name (as shown on passport)**

Address

ATE Number (**S0**.....)

Dear «Student_Given_Name»

Re: Unsatisfactory Attendance Warning

I refer to your attendance in Year (insert year) at (insert school name).

It has come to our attention that you are at risk of failing to satisfy the attendance requirements of your student visa.

Student visa regulations set out conditions for your enrolment, including the requirement that you attend **80% of all scheduled classes**. There are concerns that you are failing to meet this requirement as your attendance is as follows:

(insert year)	(insert term)	(insert percentage)
2018	Term 1	XX%

If your attendance falls below 80% without an acceptable reason, including evidence of compassionate or compelling circumstances, then a notification of the intention to report you to the Department of Home Affairs will be issued.

Reports to the Department of Home Affairs for failure to comply with attendance requirements may lead to the cancellation of your student visa.

Your poor attendance is also affecting your progress. You must ensure you attend all classes to make satisfactory course progress.

If you and your parents or carer would like to discuss your attendance, please contact (insert name of teacher) on (insert date). You may also want to check the conditions of your student visa on: <https://www.homeaffairs.gov.au/trav/stud/more/visa-conditions>

Yours sincerely

Principal Name

Principal

Date

Cc: parents, carer, DE International

CRICOS Provider Name: NSW Department of Education | CRICOS Provider Code: 00588M

Signed by student and carer on receipt of letter

Date:

Date:

Student Signature:

Carer Signature:

Lilysmith

HIGH SCHOOL

Phone: 9000-0022; 9000-0023
Fax: 9000-0024
email: lilysmith-h.school@det.nsw.edu.au

12 Lilysmith Street,
Lilysmith, 2991

Principal: Ms J Smith

YiYi (Bruce) LEE (S011223)
12 Lilysmith Street
LILYSMITH NSW 2991

Dear YiYi

Re: Unsatisfactory Attendance – **First** Warning

I refer to your attendance in Year **10** at **Lilysmith** High School.

It has come to our attention that you are at risk of failing to satisfy the attendance requirements of his student visa.

Student visa regulations set out conditions for your enrolment, including the requirement that you attend **80% of all scheduled classes**. There are concerns that you are failing to meet this requirement as your attendance is as follows:

2015 Term 1 76%

If your attendance falls below 80% without an acceptable reason, including evidence of compassionate or compelling circumstances, then a notification of the intention to report you to the Department of Home Affairs will be issued.

Reports to the Department of Home Affairs for failure to comply with attendance requirements may lead to the cancellation of your student visa.

Your poor attendance is also affecting your progress. You must ensure you attend all classes to make satisfactory course progress.

If you and your parent or carer would like to discuss your attendance, please contact **Mrs Lily on 9000 0022**. You may also want to check the conditions of your student visa on: <http://www.homeaffairs.gov.au>

Yours sincerely

J Smith

Ms Smith
Principal
30/03/2018

Cc: parents, carer, DE International
CRICOS Provider Name: NSW Department of Education | CRICOS Provider Code: 00588M

Signed by student and carer on receipt of letter

Date:

Date:

Student Signature:

Carer Signature:

Lilysmith

HIGH SCHOOL

Phone: 9000-0022; 9000-0023
Fax: 9000-0024
email: lilysmith-h.school@det.nsw.edu.au

12 Lilysmith Street,
Lilysmith, 2991
Principal: Ms J Smith

YiYi (Bruce) LEE (S011223)
12 Lilysmith Street
LILYSMITH NSW 2991

Dear YiYi

Re: Unsatisfactory Attendance – **Second** Warning

I refer to your attendance in Year **10** at **Lilysmith** High School.

It has come to our attention that you are at risk of failing to satisfy the attendance requirements of his student visa.

Student visa regulations set out conditions for your enrolment, including the requirement that you attend **80% of all scheduled classes**. There are concerns that you are failing to meet this requirement as your attendance is as follows:

2018 **Term 2** **72%**

If your attendance falls below 80% without an acceptable reason, including evidence of compassionate or compelling circumstances, then a notification of the intention to report you to the Department of Home Affairs will be issued.

Reports to the Department of Home Affairs for failure to comply with attendance requirements may lead to the cancellation of your student visa.

Your poor attendance is also affecting your progress. You must ensure you attend all classes to make satisfactory course progress.

If you and your parent or carer would like to discuss your attendance, please contact **Mrs Lily on 9000 0022**. You may also want to check the conditions of your student visa on: www.homeaffairs.gov.au

Yours sincerely

J Smith

Ms Smith
Principal
18/05/2018

Cc: parents, carer, DE International
CRICOS Provider Name: NSW Department of Education | CRICOS Provider Code: 00588M

Signed by student and carer on receipt of letter

Date:

Date:

Student Signature:

Carer Signature:

Intention to Report Unsatisfactory Attendance TEMPLATE

14b

Place on school letterhead

Insert:

Student Full Name

Address

ATE Number (S0.....)

Dear «Student_Given_Name»

Re: Intention to Report to Immigration for Unsatisfactory Attendance

I refer to your attendance in Year (insert year) at (insert school name).

At the start of your course you were advised that you must attend a minimum of 80% of classes as a condition of your student visa. Your attendance record shows that you have not met this minimum requirement and your attendance over the past 2 terms is (insert percentage average for 2 full terms) XY%.

2018	Term A	XX% (full term)
	Term B	XY% (full or midterm)

You have also been counselled about this matter and you have been given warnings in writing about your attendance on (insert dates of 2 letters).

However, despite these warnings your attendance has not improved. I must now inform you of the **intention to report** you to the Department of Home Affairs for unsatisfactory attendance.

If you think there are reasons why you should not be reported, you may appeal this decision. You may appeal if you consider that there are compassionate or compelling circumstances beyond your control which have affected your attendance. These could include, but are not limited to:

- *illness, where a medical certificate states that you are unable to attend classes or*
- *bereavement of close family members such as parents or grandparents (where possible a death certificate or other evidence should be provided either prior to departure or on return) or*
- *major political upheaval or natural disaster in your home country requiring your emergency travel and this has impacted on your studies or*
- *a traumatic experience which could include, but is not limited to:*
- *involvement in, or witnessing of an accident*
- *witnessing or being the victim of crime and this has impacted on you (these cases should be supported by police or psychologists' reports or advice).*

If you choose to appeal the decision, your appeal must be addressed to the school Principal and must be received **within 20 school days**, by (insert date).

You must continue to attend classes and work towards completing course requirements and continue to maintain your approved welfare arrangements.

If you wish to discuss this matter, please make an appointment with (insert teacher's name). Your carer should attend the appointment or if you are over 18 years old, you should bring a support person.

Yours sincerely

Principal Name

Principal

Date

Cc: parents, carer, DE International

CRICOS Provider Name: NSW Department of Education | CRICOS Provider Code: 00588M

Signed by student and carer on receipt of letter

Date:

Date:

Student Signature:

Carer Signature:

Template

Lilysmith HIGH SCHOOL

Phone: 9000-0022; 9000-0023
Fax: 9000-0024
email: lilysmith-h.school@det.nsw.edu.au

12 Lilysmith Street,
Lilysmith, 2991
Principal: Ms J Smith

Yiyi (Bruce) LEE
12 Lilysmith Street
Lilysmith NSW 2991

S011223

Dear **Yiyi**

Re: Intention to Report to Immigration for Unsatisfactory Attendance

I refer to your attendance in Year **10** at **Lilysmith** High School.

At the start of your course you were advised that you must attend a minimum of 80% of classes as a condition of your student visa. Your attendance record shows that you have not met this minimum requirement and your attendance over the past 2 terms is **(insert percentage average for 2 full terms) 69%**.

2018	Term 1	76% (full term)
	Term 2	72% (midterm)

You have also been counselled about this matter and you have been given warnings in writing about your attendance on **30/03/18 and 18/05/18**.

However, despite these warnings your attendance has not improved. I must now inform you of the intention to report you to the Department of Home Affairs for unsatisfactory attendance.

If you think there are reasons why you should not be reported, you may appeal this decision. You may appeal if you consider that there are compassionate or compelling circumstances beyond your control which have affected your attendance. These could include, but are not limited to:

- *illness, where a medical certificate states that you are unable to attend classes or*
- *bereavement of close family members such as parents or grandparents (where possible a death certificate or other evidence should be provided either prior to departure or on return) or*
- *major political upheaval or natural disaster in your home country requiring your emergency travel and this has impacted on your studies or*
- *a traumatic experience which could include, but is not limited to:*
- *involvement in, or witnessing of an accident*
- *witnessing or being the victim of crime and this has impacted on you (these cases should be supported by police or psychologists' reports or advice).*

If you choose to appeal the decision, your appeal must be addressed to the school Principal and must be received **within 20 school days** by **3 August 2018**.

You must continue to attend classes and work towards completing course requirements and continue to maintain your approved welfare arrangements.

If you wish to discuss this matter, please make an appointment with **Mrs Lily**. Your carer should attend the appointment or if you are over 18 years old, you should bring a support person.

Yours sincerely

J Smith

Ms Smith

Principal

22/06/2018

Cc: parents, carer, DE International

CRICOS Provider Name: NSW Department of Education | CRICOS Provider Code: 00588M

Signed by student and carer on receipt of letter

Date:

Date:

Student Signature:

Carer Signature:

EXAMPLE

Outcome of Appeal – NOT ACCEPTED TEMPLATE

Place on school letterhead

Insert:

Student **Full Name (as shown on passport)**

Address

ATE Number (**S0.....**)

Dear «**Student_Given_Name**»

Re: **Outcome** of Intention to Report to Immigration – **Unsatisfactory Attendance**

I refer to your attendance in Year (**insert year**) at (**insert school name**).

At the start of your course you were advised that you must attend a minimum of 80% of classes as a condition of your visa. You were issued with a letter dated (date), that informed you of my intention to report you to Department of Home Affairs for continued unsatisfactory attendance (even after warning letters and counselling).

You were given up to 20 school days to appeal this decision. **My intentions are to now report you to the Department of Home Affairs for unsatisfactory attendance.**

You did make an appeal during the 20 school days and my decision is made as a result of:

- Your **written appeal was not accepted** by the Principal
- **No Medical Certificates** or compassionate grounds for unexplained absences presented
- **Returned to home country without approval and missed days over Termand Term ... 20....**
- **Continued poor attendance.** Present attendance rate is ...% as at (date)
- N Award warning letter issued due to non attendance in (subjects) has not been redeemed and **second warning letter has been issued**

I will now request that DE International does report you to the Department of Home Affairs for unsatisfactory attendance.

Yours sincerely

Principal Name

Principal

Date

Cc: parents, carer, DE International

CRICOS Provider Name: NSW Department of Education | CRICOS Provider Code: 00588M

Signed by student and carer on receipt of letter

Date:

Date:

Student Signature:

Carer Signature:

Outcome of Appeal – ACCEPTED TEMPLATE

Place on school letterhead

Insert:

Student **Full Name (as shown on passport)**

Address

ATE Number (**S0**.....)

Dear «**Student_Given_Name**»

Re: **Outcome** of Intention to Report to Immigration – **Unsatisfactory Attendance**

I refer to your attendance in Year (**insert year**) at (**insert school name**).

At the start of your course you were advised that you must attend a minimum of 80% of classes as a condition of your visa. You were issued with a letter dated (**date**), that informed you of my intention to report you to Department of Home Affairs for continued unsatisfactory attendance, even after warning letters and counselling.

You were given up to 20 school days to appeal this decision. **My intentions are to accept your appeal.**

You did make an appeal during the 20 school days and my decision to accept your appeal is made as a result of:

- Your **written appeal** was **accepted** by the Principal
- You **provided Medical Certificates** or compassionate grounds for unexplained absences presented
- **Improved attendance.** Present attendance rate is greater than 70% as at (**date**)

I will now request that DE International does not report you to the Department of Home Affairs.

Yours sincerely

Principal Name

Principal

Date

Cc: parents, carer, DE International

CRICOS Provider Name: NSW Department of Education | CRICOS Provider Code: 00588M

Signed by student and carer on receipt of letter

Date:

Date:

Student Signature:

Carer Signature:

Intention to Report Unsatisfactory Course Progress TEMPLATE

14c

Place on school letterhead

Insert:

Student Full Name

Address

ATE Number (S0.....)

Dear «Student_Given_Name»

Re: Intention to Report to Immigration for Unsatisfactory Course Progress

Your enrolment at (insert school name) as an international student requires that you meet course requirements as a condition of your student visa.

You have been advised of the course requirements as outlined by the NSW Education Standards Authority to meet course requirements for the **Preliminary Higher School Certificate Year 11 / the Higher School Certificate** (delete one as appropriate).

You have received warnings of possible “N” Awards for (insert subjects) and an intervention strategy was implemented for you to assist you to meet the course requirements.

However you have failed to meet: (delete one as appropriate)

- **Year 11 preliminary course requirements for a second year**
- **The requirements for at least 6 units in your Higher School Certificate.**

As a result, I must now inform you of the intention to report to the Department of Home Affairs that you have failed to meet course requirements.

If you wish to appeal this decision, you must lodge a written appeal to (insert school name) within **20 school** days by (insert date).

Yours sincerely

Principal Name

Principal

Date

Cc: parents, carer, DE International

CRICOS Provider Name: NSW Department of Education | CRICOS Provider Code: 00588M

Signed by student and carer on receipt of letter

Date:

Date:

Student Signature:

Carer Signature:

Lilysmith HIGH SCHOOL

Phone: 9000-0022; 9000-0023
Fax: 9000-0024
email: lilysmith-h.school@det.nsw.edu.au

12 Lilysmith Street,
Lilysmith, 2991
Principal: Ms J Smith

Zizi (Lilian) LEE
12 Lilysmith Street
LILYSMITH NSW 2991

S011222

Dear **Zizi**

Re: Intention to Report to Immigration for Unsatisfactory Course Progress

Your enrolment at **Lilysmith** High School as an international student requires that you meet course requirements as a condition of your student visa.

You have been advised of the course requirements as outlined by the NSW Education Standards Authority to meet course requirements for the Higher School Certificate.

You have received warnings of possible "N" awards for **Physics, Mathematics, Mathematics Ext. 1, Economics, Chemistry, ESL and Music** and an intervention strategy was implemented for you to assist you to meet the course requirements.

However, you have failed to meet:

- **The requirements for at least 6 units in your Higher School Certificate.**

As a result, I must now inform you of the intention to report to the Department of Home Affairs that you have failed to meet course requirements.

If you wish to appeal this decision, you must lodge a written appeal within **20 school** days by **26 June 2018**.

Yours sincerely

J Smith
Ms Smith
Principal
29/05/2018

Cc: parents, carer, DE International
CRICOS Provider Name: NSW Department of Education | CRICOS Provider Code: 00588M

Signed by student and carer on receipt of letter

Date:

Date:

Student Signature:

Carer Signature:

Outcome of Appeal – Course Progress TEMPLATE

Place on school letterhead

Insert:

Student **Full Name (as shown on passport)**

Address

ATE Number (**S0**.....)

Dear «**Student_Given_Name**»

I write in relation to the recent **Intention to Report** letter dated (**insert date**), issued to you in relation to your unsatisfactory course progress.

I note that:

- ☐ An appeal has been lodged.
- ☐ No appeal was lodged within the allocated period

As a result:

- ☐ I have upheld your appeal, and you will not be reported to Immigration.
Reason:.....
.....
You must be aware that your progress and attendance will continue to be monitored.
- ☐ I have declined your appeal or no appeal was lodged.
Reason:.....
.....
I have referred the matter to DE International for reporting to Immigration. DE International will contact you and outline your rights to an external appeal and options following this outcome.

If you have any further enquiries about this matter please contact DE International on 1300 300 229 (option 2) or email isc@det.nsw.edu.au

Yours sincerely

Principal Name

Principal

Insert Date

Cc: parents, carer, DE International

Provider name: NSW Department of Education – schools. Provider Code: 00588M

Signed by student and carer on receipt of letter

Date:

Date:

Student Signature:

Carer Signature:

Intention to Report Long Suspension TEMPLATE

14d

Place on school letterhead

Insert:

Student Full Name
Address

ATE Number (S0.....)

Dear «Student_Given_Name»

Re: Intention to Report to Immigration for Long Suspension

Your enrolment at (insert school name) as an international student requires that you comply with school regulations and the terms and conditions of enrolment.

You have failed to (insert information on student behaviour - guidelines under DE policy on long suspension of students)

As a result, I must now inform you of the **intention to report** to the Department of Home Affairs that your enrolment may be terminated.

If you think there are reasons why you should not be reported, you may appeal this decision. If you choose to appeal the decision, your appeal must be received within **20 school** days of the date of this letter by (insert date). During this time you must maintain approved accommodation and welfare arrangements, if you are under 18 years.

Yours sincerely

Principal Name
Principal
Date

Cc: parents, carer, DE International
CRICOS Provider Name: NSW Department of Education | CRICOS Provider Code: 00588M

Signed by student and carer on receipt of letter

Date:

Date:

Student Signature:

Carer Signature:

Lilysmith HIGH SCHOOL

Phone: 9000-0022; 9000-0023
Fax: 9000-0024
email: lilysmith-h.school@det.nsw.edu.au

12 Lilysmith Street,
Lilysmith, 2991
Principal: Ms J Smith

Xixi (Katie) LI
10 Lilysmith Street
LILYSMITH NSW 2991

S011224

Dear Xixi

Re: Intention to Report to Immigration for Long Suspension

Your enrolment at **Lilysmith High School** as an international student requires that you comply with school regulations and the terms and conditions of enrolment.

You have failed to **treat others with respect due to your physical violence, consistent with the procedures of the Department of Education Policy for Suspension and the School's Discipline Code.**

As a result, I must now inform you of the intention to report to the Department of Home Affairs that your enrolment may be terminated.

If you think there are reasons why you should not be reported, you may appeal this decision. If you choose to appeal the decision, your appeal must be received within **20 school** days of the date of this letter by **26 June 2018**. During this time you must maintain approved accommodation and welfare arrangements, if you are under 18 years.

Yours sincerely

J Smith

Ms Smith
Principal
29/05/2018

Cc: parents, carer, DE International
CRICOS Provider Name: NSW Department of Education | CRICOS Provider Code: 00588M

Signed by student and carer on receipt of letter

Date:

Date:

Student Signature:

Carer Signature:

Outcome of Appeal – Long Suspension TEMPLATE

Place on school letterhead

Insert:

Student **Full Name (as shown on passport)**

Address

ATE Number (**S0**.....)

Dear «**Student_Given_Name**»

I write in relation to the recent **Intention to Report** letter dated (**insert date**), issued to you in relation to your long suspension.

I note that:

- ☐ An appeal has been lodged.
- ☐ No appeal was lodged within the allocated period

As a result:

- ☐ I have upheld your appeal, and you will not be reported to Immigration.
Reason:.....
.....
You must be aware that your attendance and behaviour will continue to be monitored.
- ☐ I have declined your appeal or no appeal was lodged.
Reason:.....
.....
I have referred the matter to DE International for reporting to Immigration. DE International will contact you and outline your rights to an external appeal and options following this outcome.

If you have any further enquiries about this matter please contact DE International on 1300 300 229 (option 2) or email isc@det.nsw.edu.au

Yours sincerely

Principal Name

Principal

Insert Date

Cc: parents, carer, DE International

Provider name: NSW Department of Education – schools. Provider Code: 00588M

Signed by student and carer on receipt of letter

Date:

Date:

Student Signature:

Carer Signature:

DE INTERNATIONAL

15

UNDER 18 - REQUEST TO CHANGE WELFARE ARRANGEMENTS

Student Family Name Student Given Names.....

Student Reference No SO..... Passport No..... Date of Birth.....

Student's New Address

.....Postcode:.....

Student's Personal Email Telephone No.....

School (or school preferences if school not confirmed).....

Please indicate if accommodation is:

- Living with direct relative (approved by Immigration) ☐
- Homestay family ☐
- Shared accommodation ☐
- Parent with a guardian visa ☐

Reason for changing address

.....

Name, age and gender of people residing at this address

Name.....Age..... M/F Name..... AgeM/F

Name Age M/F Name..... AgeM/F

Name.....Age..... M/F Name..... AgeM/F

CARER CONTACT DETAILS

Given Name Family Name.....

Address

..... Postcode.....

Email Address.....

Telephone: Home Mobile.....Work.....

Carer Signature.....Date.....

ADDITIONAL EMERGENCY CONTACT (over 21 years old)

Name: Home/Work:Mobile:

Name: Home/Work:Mobile:

Student's Signature:

Parent's Signature:

DE INTERNATIONAL

16

OVER 18 - REQUEST TO CHANGE WELFARE ARRANGEMENTS

Student Family Name Student Given Names.....

Student Reference No SO..... Passport No..... Date of Birth.....

Student's New Address

.....Postcode:.....

Student's Personal Email Telephone No.....

High School (or school preferences if school not confirmed).....

Please indicate if accommodation is

- Living with direct relatives (approved by Immigration) ☐
- Homestay family ☐
- Shared accommodation ☐
- Other ☐

Reason for changing address

Name, age and sex of people residing at this address

Name.....Age..... M/F Name..... AgeM/F

Name Age M/F Name..... AgeM/F

EMERGENCY CONTACT DETAILS

(Must be completed and signed by contact person over 21)

Given Name Family Name (Mr/Mrs/Ms).....

Address

.....Postcode.....

Email Address.....

Telephone: Home Mobile.....

Signature..... Date

ADDITIONAL EMERGENCY CONTACT (over 21 years old)

Name: Home/Work: Mobile:

Name: Home/Work: Mobile:

(MUST BE SIGNED BY STUDENT)

Student Signature..... Date

DE INTERNATIONAL

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LEAVE REQUEST

Student visa conditions require that you must attend school every day during the school term. All **unapproved** short or extended leave is recorded as non-attendance and **may affect your visa**.

All leave requests must:

- be submitted **at least 4 weeks prior** to planned departure date
- be submitted to **DE International for approval prior to booking flights**
- have attached **signed parent consent letter**
- provide evidence of **medical** or **compassionate / compelling circumstances** if applicable

Travel during school holidays (other than returning to your home country) is only permitted if you are accompanied by a parent, guardian, homestay carer, close relative or on an approved school excursion.

You must submit a **copy of your flight ticket** to DE International, if approval has been granted by DE International.

School _____

Student reference no: **SO** _____ DOB: _____ Date: _____

Student given name: _____ Known as: _____ Family name: _____

Student mobile number: _____ Email: _____

Parent mobile number: _____ Parent email: _____

Expected **departure date**: _____ Expected **return date**: _____

Total number of schools days that you would be missing: _____

Reason for leave request: _____

ATTACH WITH APPLICATION

- ☐ Signed parent letter
- ☐ Translation of letter
- ☐ Supporting documents

Signature - **International Student Coordinator**

*Attendance rate at date of application ____%

Principal ☐ Recommended ☐ Not Recommended

Comment _____

DE International Office Use Only

☐ Approved

☐ Not Approved

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The **Attendance Spreadsheet** allows International Student Coordinators to electronically calculate and keep track of student attendance over the term and year. The columns are set up to calculate the percentage rates saving a great deal of time.

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Records

This **record** spreadsheet logs and captures specific information pertaining only to International Student Enrolments. The information contained within this sheet is separate (but not always) to that of the regular school records system.

FILE HOME INSERT PAGE LAYOUT FORMULAS DATA REVIEW VIEW ADD-INS				
D9	:		Student was interviewed about their falling attendance and the importance of ensuring that their guardian calls in	
	A	B	C	D
1	Date	Time	Student	Record
2	30/01/2015	9:47am	Peter Smith	The student is not at school today, despite receiving an email from his guardian informing the school that he would be attending as of the 29/01/2015. A phone call was made to the student's mobile, however a "not available" message was received. A subsequent phone call was made to the guardian who would check to see where the student is.
3	30/01/2015	9:51am	John Snow	A phone call was made to the student who has yet to return to school. He has not informed the school that he would be returning late. There was no answer (the phone rang out)
4	30/01/2015	9:54am	Justine Bieber	The student is not at school as yet. A phone call was made directly to the student, however the phone rang out. A subsequent phone call was made to the student's guardian. The guardian did not know why she was not at school, and will have the student call the ISC as soon as possible.
5	30/01/2015	10:02am	Peter Jones	This student has yet to return to school. A phone call was made to the student's guardian, and she has stated that this student will return to school on 02/02/2015
6	2/02/2015	12:21pm	Richard Roberts	A phone call was made to the student who has yet to return to school. He has not informed the school that he would be returning late. There was no answer (the phone rang out). A letter was sent to Aiden via his friend (the letter was snap shotted and sent via message) informing him that he had until the 6th Feb, to come to school, otherwise the police
7	6/02/2015	8:45am	Patrick Samson	Aiden was interviewed by the Principal and the ISC about his attendance and academic performance. He was warned that he is currently in danger of not receiving a HSC, and reminded that his IR appeal is due.
8	6/02/2015	2:24pm	Dennis Pertson	A phone call was made to the students aunt, and discussed this matter with her, and asked her to contact the students father in regards. She was reluctant to contact the father, but asked that the school attempt to do so. A phone call was made to DEC International to ask them to contact the father.
9	24/02/2015	8:50am	Samuel Paterson	Student was interviewed about their falling attendance and the importance of ensuring that their guardian calls in sick, and brings a note when they are away.
10	19/02/2015	12:00pm	Patrick Sampson John Snow	This student has already received a Warning Letter #1. Interview with the ISC to discuss why their attendance has not improved.
11	19/02/2015	12:10pm		This student has already received a Warning Letter #1. Interview with the ISC to discuss why their attendance has not improved.
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Details

The **student details** spreadsheet allows you to keep track of each student's current personal contact details. When it comes to checking details for your twice per term check, you simply ask the students to go through the sheet one by one and change where necessary (and hand out the Under or Over 18 Request to Change Welfare Arrangement form if you discover that there is a change) or provide them with a slip to fill in as a way of confirming that they are still living at the same known address on their original ATE or previously recorded approved change of address.

<div> <div>FILE</div> <div>HOME</div> <div>INSERT</div> <div>PAGE LAYOUT</div> <div>FORMULAS</div> <div>DATA</div> <div>REVIEW</div> <div>VIEW</div> <div>ADD-INS</div> </div> <div> <div>S1</div> <div>✕ ✓ fx</div> </div> <div>Sign in</div>												
	A	B	C	D	E	F	G	H	I	J	K	L
1	Int #	Surname	First Name	Preferred Year	Start Date	Sign Out Date	StudentAddress	StudentSuburb	PostCode	StudentMobile	Student E-mail	
2	SO36913	Smith		Amy	11		19 Kirk Street	Ultimo	2007	04256348562	john.smith@gmail.com	
3	SO35960	Jones		David	10		Unit 37 20 -34 Albert Rd	Strathfield	2135	0428462940	john.smith@gmail.com	
4	SO37256	Lopez		Martin	9		39 Brunner Rd	Yagoona	2199	04256348562	john.smith@gmail.com	
5	SO35141	Beiber		Justine	10		26 Lecicest ave	Strathfield	2135	04834108597	john.smith@gmail.com	
6	SO34431	Dep		Aiden	11		Unit 82/ 20-34 Albert Road	Strathfield	2135	04256348562	john.smith@gmail.com	
7	SO34356	Peters		Leo	12		137 Hillcrest Ave	Greenacre	2130	04834128597	john.smith@gmail.com	
8	SO35123	Paterson		Will	11		Unit 11/ 24 Alt st	Ashfield	2131	04256348562	john.smith@gmail.com	
9	SO34916	Nguyen			12		220 Edgar St	Condell Park	2200	04834128597	john.smith@gmail.com	
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Records

Attendance

Details

DE INTERNATIONAL

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YOUR INTERNATIONAL STUDENT PROGRAM

ROLES AND RESPONSIBILITIES - ALLOCATION CHECKLIST

International Student Team :

1. Principal
2. IS Coordinator
3. Executive teacher (DP or HT)
4. SAO
5. LST

NUMBER OF INTERNATIONAL STUDENTS ENROLLED AT YOUR SCHOOL (1- 100)	ACTION	PERSON RESPONSIBLE	FOLLOW UP	TICK
Early placement request	Return signed request	Principal	Keep enrolment place for student	
Coordinator appointed by principal	Duty statement developed – include appropriate allocation to perform all Coordinator responsibilities (Refer to Appendix 4)	Principal	<ul style="list-style-type: none"> -Inform all staff in school -Meet all new IS on enrolment -Develop process to maintain accurate records -regularly liaise with DEI Advisers -attend all Network meetings and training days 	
ATE issued	Use during enrolment process	-	keep in student file	
Enrolment Procedures (DO NOT ENROL WITHOUT an ATE)	<ul style="list-style-type: none"> -enrolment interview -use ATE to check all carer details -copy all student & carer ID documents -parent/carers sign ERN form -Notify DEI if student does not commence within 24 hours of the start date on the ATE -Sign & return ATE within 48 hrs to confirm enrolment 	<ul style="list-style-type: none"> - - - - - Principal	<ul style="list-style-type: none"> -keep updated and accurate documentation in student file -Inform DEI immediately of any changes 	
Orientation Program	Develop an International Student Handbook and welcome program (Refer to Appendix 7 & Section 3.2 of DEI Handbook)	ISC	Ensure all students regardless of start date receive an Orientation Program	

YOUR INTERNATIONAL STUDENT PROGRAM

Monitor student attendance	<ul style="list-style-type: none"> -Formal checks twice per term -Attendance percentage end of each term (include Saturday School attendance) -Warning Letters/Intention to Report -Daily checks to monitor 2 consecutive absences -Leave / travel requests 	ISC - ISC & SAO ISC -	<ul style="list-style-type: none"> -Record in spreadsheet -Keep in student file -Issued using correct timeframe -Student sign to confirm receipt/Send copies to carer & parent overseas -Contact parent/carers regularly -Seek DEI approval first 	
Monitor student progress	<ul style="list-style-type: none"> -Follow NESA requirements - Refer students to LST -Implement and record all intervention strategies (refer to Appendix 13) -Record all interviews & counselling support 	Head Teachers ISC ISC & others	Keep paper trail in student file and contact DEI re: progress concerns	
Monitor student welfare arrangements	<ul style="list-style-type: none"> -Formal carer/address checks twice per term -Daily/weekly informal meetings -Refer to counsellor, careers adviser -Support student that requires improvement program -Report risk of harm concerns 	ISC	<ul style="list-style-type: none"> -Ask students to sign & confirm info re: personal details/ keep in student file. -Contact DEI re: all homestay issues or changes of any sort 	
Critical Incidents	Include additional steps in School Management Plan that relates to International Students (Refer to 3.21 of DEI Handbook)	DP /Principal (ISC)	<ul style="list-style-type: none"> -Ensure all staff are aware of this additional part of the policy in your school -Inform DEI of matters relating to student illness/accidents/missing person if absent 5 consecutive days) - obtain & provide Police Event Number 	
Enrolment Return – Week 1 Term 1	Complete and return before due date	ISC & SAO	Keep copy in school file	
Annual Evaluation – Term 2	Complete and return before due date	ISC & DP	Keep copy in school file & use to prepare if Compliance Visit is requested	
Compliance Reports - Term 2, 3 & 4	Complete and return before due date	ISC & SAO	Keep copy in school file	
Compliance Visits – Term 3	Prepare to demonstrate documented practices & procedures re: your 'International Student Program'	DE International staff & all school team	Debrief together after Principal receives Compliance Report	
Year 12 - Exit Survey	Encourage students to complete this survey	ISC	Ensure T3 Compliance Report includes accurate student personal email addresses for Yr12	

YOUR INTERNATIONAL STUDENT PROGRAM

DE International Student Award nominations for Year 12	Nominate worthy candidates for SERVICE, LEADERSHIP or ACADEMIC awards	ISC	Ensure that applications satisfy the criteria for nomination (especially ACADEMIC for Yr 12)	
Training Day - March	Register on MyPL	ISC & new staff	Debrief & review current practices and processes	
Annual Conference - August	Register on MyPL	All ISP team	Implement and incorporate BEST PRACTICE models	
Network Meetings	Register on MyPL	ISC	Create smaller Network groups if required	

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HOMESTAY PROVIDERS CONTACT DETAILS

Auzzie Families Homestay Care Pty Ltd

Managing Director: Jun Zheng

Contact Person: Gloria Wang

Address: 3 & 4 /1-3 Trelawney St, Eastwood NSW 2122

Postal/Mailing Address: PO Box 112, Rose Bay NSW 2029

Phone: (+612) 9804 4700

After hours emergency: 0419 628 168

Email: jun@auzziefamilies.com

Website: www.auzziefamilies.com

Global Experience

Managing Director: Ms Sonia Ortega

Contact Person: Agnes Ong & Chelsea Li

Address: Level 1, 141 York Street, Sydney NSW 2000

Postal/Mailing Address: PO Box Q680, Sydney NSW 1230

Phone: (+612) 9264 4022

Fax: (+612) 9264 9322

After hours emergency: 0420 530 112

Email: agnes@globalexperience.com.au; chelsea@globalexperience.com.au

Website: www.globalexperience.com.au

OZ Homestay

Managing Director: Ms Elizabeth Walmsley

Contact Person: Sarah Walmsley

Postal/Mailing Address: PO Box 416, Sydney Markets NSW 2129

Phone: (+612) 9325 6988

Fax: (+612) 9325 6960

After hours emergency: 0421 556 374

Email: lizwalmsley@ozhomestay.com.au

Website: www.ozhomestay.com.au

Stay DownUnder

Managing Director: Mr Gerard Whyte and Mrs Rachel Whyte

Contact Person: Mrs Rachel Whyte

Postal/Mailing Address: PO Box 423, Killara NSW 2071

Phone: (+612) 8901 4499

Fax: (+612) 8901 4599

After hours emergency: 0410 761 499

Email: info@staydownunder.com.au

Website: www.staydownunder.com.au

Note:

Fees apply for Working With Children Check (apply online)

Fees are payable directly to the Homestay Provider for home inspections

INTERNATIONAL STUDENTS

COURSE PROGRESS FLOWCHART & APPEALS PROCESS

Consistent with NESA requirements for satisfactory completion of a course, the following strategy must be implemented by the school for those international students at risk of not meeting course requirements.

IDENTIFYING AND ASSISTING STUDENTS AT RISK OF NOT MEETING COURSE REQUIREMENTS:

PRIMARY

Students are continually monitored for their social, emotional and academic progress and will be referred to the Learning Support Team and counsellor for further investigation if they are not performing or lag behind in their progress. Adjustments to classroom work and parent interviews are arranged with ongoing support and monitoring to ensure student learning needs are being met.

Years 7 – 10

- If any student, including an international student, is only achieving course outcomes to a limited level or grade E in one or more Key Learning Areas, this alerts the school's Learning Support Team that the student may require further assistance.
- If the Learning Support Team recommends further action, then an intervention strategy (refer to definition below) is activated. The Support Teacher Learning Assistance tests the student and may then develop, in consultation with the classroom teacher, an Individual Learning Program in one or more Key Learning Areas.
- Parents and carer are notified of students identified as requiring learning assistance.
- Records of counselling and advice provided to the student must be placed in the student's file.

Years 11 and 12

Students in Year 11 - Preliminary HSC

- Must course complete a minimum of 12 units (including English)
- If commencing Year 11 after Term 1, progression into Year 12 depends on meeting Year 11 preliminary course requirements.
- If unsuccessful:
 - may repeat Year 11
 - may proceed to the HSC course provisionally, while concurrently satisfying any outstanding prelim course requirements (usually only in subjects that will be dropped in Year 12).
- Consistent with NESA guidelines, principals who recommend this option will be required to confirm at the time of HSC entries that the student now satisfactorily completed preliminary course requirements. International Students cannot access pathways option that extends their study period without DE International approval or offers part time course completion of their HSC.
- Must receive "N" warnings and counselling if at risk of meeting course requirements
- Must be advised that they will receive a **Record of School Achievement** for Year 11 courses successfully completed.
- Must be advised of NESA guidelines re: appeals process
- Must be advised in writing in the event that they fail to satisfactorily complete **6 units** in the Record of School Achievement, they will be reported to Immigration for unsatisfactory course progress.
- They must be advised that they can access the **internal appeals process** if issued with an *International to Report for Unsatisfactory Course Progress* and can lodge an appeal (within 20 working days) to the principal, who will provide a written outcome of their decision.
 - If the appeal is successful, DE International is provided with copy of the outcome letter and no further action is required
 - If the appeal is unsuccessful, **DE International** will then advise the student in writing that they can also access the **external appeals process** through the NSW Ombudsman (within 10 working days)

Students in Year 12 - HSC

- Must course complete a minimum of 10 units (including English) to attain HSC
- Must receive "N" warnings and counselling if at risk of meeting course requirements
- Must be advised that they will receive a **Record of School Achievement** for Year 12 courses successfully completed.
- Must be advised of NESA guidelines regarding its appeals process
- Must be advised in writing in the event they fail to satisfactorily complete **6 units** in the Record of School Achievement that they will be reported to Immigration for unsatisfactory course progress.
- Must be advised they can access an **internal appeals process** if issued with an *International to Report for Unsatisfactory Course Progress* and can lodge an appeal (within 20 working days) to the principal who will provide a written outcome of their decision.
 - If the appeal is successful, DE International is provided with copy of the outcome letter and no further action is required.
 - If the appeal is unsuccessful, **DE International** will then advise the student in writing that they can also access the **external appeals process** through the NSW Ombudsman (within 10 working days)

'N' Warnings

Issued to students who do not meet course requirements (e.g assessment tasks or coursework)

'N' warning activates

INTERVENTION STRATEGY

A meeting is held with the International Student Coordinator to discuss course progress, current areas of concern and to establish a strategy for responding to poor progress. This meeting may include a CLO to assist with translation; carers/guardians and parents (if in Australia) are also invited to the meeting. If student is over 18, parents will be informed of the outcome. A work plan and timeframe for outstanding work is provided. If it is determined that further assistance to complete a task or specific course is required, a referral to the appropriate support service will be made. This may include:

- The school Homework Centre
- School Counsellor
- Study Skills program
- Additional ESL support

Carers and parents overseas will be contacted in the event of 3 or more 'N' warnings.

'N' Determination

If a student continues to fail to complete course requirements by the due dates, despite the activation of the intervention strategies above, they must be advised in writing by the principal that they will be **'N' determined** for that subject/s.

Students who are issued with an 'N' determination (date in September, set by NESA) in one or more subjects must be advised by the principal of their right of appeal to the principal and thus gain access to the internal appeals process in accordance with the NESA guidelines.

- If successful, the student will be cleared of the "N" determination and may proceed to sit the exams but will receive zero scores for the work submitted.
- If unsuccessful, students must be advised by the principal of their right of appeal directly to NESA thus gaining access to the external appeals process. While waiting for a response from NESA, they may proceed to sit the exams. International Students, however are also issued with an **Intention to Report to Immigration for Unsatisfactory Course Progress** if they have been **"N" determined for 50% or more of their coursework**. The principal advises them that they again have a right to an internal appeal process to the principal within 20 working days.
 - If successful, they will not be reported to Immigration for Unsatisfactory Course Progress
 - If unsuccessful, they will be advised in writing by **DE International** of their right of appeal directly to the NSW Ombudsman within 10 working days.

IN SUMMARY

If Year 12 student appeals to principal – **internal appeals** process is activated: 2 possible outcomes

If student is redeemed /successful:

- Will receive 'O' marks for completed work
- Will be cleared of 'N' determination
- Will sit HSC exams

If student appeal is unsuccessful:
Student will be 'N' determined

- Principal advises student that they may **appeal directly to NESA**
- Student can sit HSC exams
- Student must wait NESA appeal OUTCOME

- An 'Intention to Report to Immigration for Unsatisfactory Course Progress' letter is issued to student if they are "N" determined in 50% or more of the coursework
- DE International receives a copy of the Intention to Report from the principal
- Student is given 20 working days to access the internal appeals process. The principal then forwards the outcome letter to both the student and DE International.
- DE International issue student with a letter outlining **external appeals** process to the NSW Ombudsman if the student's internal appeal is not upheld by the principal.

ATE	Authority to Enrol
CAAW	Confirmation of Appropriate Accommodation and Welfare arrangements – form required by the Department of Home Affairs for students under 18 years old
eCOE	electronic Confirmation of Enrolment – document issued by the DE International on the Department of Home Affairs website; required for a student visa
CRICOS	Commonwealth Register of Institution and Courses for Overseas Students
DET	Department of Education and Training (Federal Government)
DE	Department of Education (NSW Government)
ELICOS	English Language Intensive Courses for Overseas Students
ESOS	Education Services for Overseas Students – a Federal Government Act
IEC	Intensive English Centre – attached to 14 government high schools in Sydney and Wollongong
IEHS	Intensive English High School – Cleveland Street
IELTS	International English Language Testing System
MRT	Migration Review Tribunal
National Code	The National Code of Practice for the Registration of Authorities and Providers of Education to Overseas Students 2018
OSHC	Overseas Student Health Cover – required by the Department of Home Affairs for all student visa holders
PRISMS	Provider Registration International Students Management System is an Immigration secure website with restricted access for issuing eCoE, reporting student course changes and non-compliance – accessed by DE International staff

NSW Department of Education:

www.education.nsw.gov.au

DE International:

www.deinternational.nsw.edu.au

Transport for NSW:

<http://transportnsw.info>

Department of Home Affairs:

www.homeaffairs.gov.au

ESOS Act and National Code:

www.internationaleducation.gov.au

International Students Advisers National Association (ISANA):

www.isana.org.au

Medibank Overseas Student Health Cover:

www.medibankoshc.com.au