Primary School Preparation Program
Course Code: 065366K

Handbook & Application Form
2014
MISSION STATEMENT

Citipointe Christian College International exists to provide high quality English language programs emphasising academic rigour, Christian values and the celebration of cultural diversity.

The College offers a range of programs for:

- primary students
- secondary students
- teachers
- and other adult groups

Those wishing to study in a Christian environment are eligible to apply for enrolment.
The College
Citipointe Christian College International exists within the framework of Citipointe Christian College, a private primary and secondary school of over 1,700 students. Established in 2002, Citipointe Christian College International offers English language preparation courses for students wishing to enrol in Citipointe Christian College but not yet able to meet the English language requirements.

Location and weather
The College is located in Brisbane on the eastern coast of Queensland, Australia. Queensland is a popular international destination due to its climate, natural attractions and friendly people. The cities are clean and safe and have a relatively low crime rate. There are three international airports and modern, efficient public transport. Due to our multicultural population, there are many supermarkets and restaurants that cater for all tastes. You can obtain almost every product you have at home including halal meats, Chinese vegetables, American style burgers, pizzas and a huge assortment of takeaway meals.

One of the many great aspects of living in Queensland is the high level of personal freedom that comes from a truly multicultural society. People here have a wide variety of philosophies and practices and live harmoniously with personal freedom and rights protected by law. The climate is very pleasant with winter being the dry season, and people can enjoy crisp, mild and sunny weather during June, July and August. Summer is warm and in some areas the weather is similar to South-East Asia and the South Pacific regions. Students will need light clothing for the hotter months (November to March) and warm clothing, including pullovers and jackets, for cold winter nights (May to August).

For more information on studying in Australia refer to http://www.studyinaustralia.gov.au/

Accommodation
International students wishing to enrol in the Primary School Preparation Program (PSPP) must live with a relative or close family friend for the duration of the course or until the student turns 12 years old. Homestay accommodation with Australian families is only available to PSPP students who are at least 12 years old.

ESOS Regulation serving overseas students in Australia
Australia has a reputation as a safe, progressive and dynamic place to study, and we maintain this reputation by providing quality education and consumer protection specifically developed for overseas students. The Education Services for Overseas Students (ESOS) Act 2000 and associated legislation is the legal framework governing the responsibility of education institutions towards overseas students.


Scholarships
The College Board will make available a limited number of scholarships each year for students who qualify. Criteria to be considered include:

- Is the student academically gifted?
- Would the student benefit from the range of experiences offered by the College?
- Would the student normally be unable to afford the College fees?
- Is the student from a missionary family?

These scholarships include the full tuition fee for up to 12 months study in one of the International College courses. Interested? Contact the College for an Application Form. Please note: The cost of airfares, homestay accommodation and living expenses is not included in the scholarship offer.
INTRODUCTION TO THE PRIMARY SCHOOL PREPARATION PROGRAM

Citipointe Christian College International is an ELICOS centre. The Primary School Preparation program is an enabling course with the objective to prepare students with the necessary English proficiency in order to commence primary school studies in the mainstream at Citipointe Christian College or another primary school. Details of mainstream studies at Citipointe Christian College can be accessed via the link at http://brisbane.coc.edu.au/curriculum/primary-school/

The student is expected to achieve the academic requirements as outlined in this handbook within the length of the course (maximum 50 weeks). Failure to attain the necessary requirements may have implications on the status of the student visa.

PRIMARY SCHOOL PREPARATION PROGRAM (PSPP)
Course Code: 065366K

Length of the course: 10 - 40 weeks of class time

Intake dates: the beginning of each term (January, April, July, October)

Completion dates: the end of each term
Note: There are 2 semesters per year (one semester = 2 terms). There are four terms per year, each of approximately 10 weeks, with 2-3 week holiday periods between terms. The long summer holiday of 7 weeks occurs during December and January.

Student Visa: The PSPP course is available to holders of appropriate student visas.

English level of the course: Beginner to Pre-intermediate

Hours of Tuition: 8:40 am to 3:20 pm Monday to Friday during Australian school term times

Entry pre-requisites for the course
Learners entering the Primary School Preparation Program are 8 to 12 years of age. They must have achieved satisfactory academic results and literacy skills for their age level in their home countries. They must live with a relative or close family friend for the duration of the course or until they turn 12 years old.

Objectives: The main objective of the course is students’ achievement of an acceptable level of English language proficiency for entry into mainstream courses. This is:

| Year 4: | at least Level 4 in listening, speaking, reading and writing |
| Years 5 & 6: | at least Level 4+ in listening, speaking, reading and writing |

on the Language Australia ESL Bandscales. By the end of the course students will have developed the language skills, social skills and study skills to be able to participate with reasonable effectiveness in the mainstream classes and school life of Citipointe Christian College.

Australia’s English speaking environment
The PSPP course is conducted on the campus of Citipointe Christian College. This provides students with access to the facilities and resources of a primary school of around 850 students. The course follows the primary school’s starting and closing times and scheduled breaks. Consequently, students have the opportunity to familiarise themselves with the day-to-day routines of an Australian primary school and to socialise with Australian students. PSPP students’ involvement in sport and other activities with mainstream students is encouraged to help them make friends with Australian students and to become comfortable with the Australian culture and lifestyle.

Facilities
The PSPP course is conducted upstairs in the International College. The classrooms have access to the College computer network. Students enrolled in the Primary School Preparation Program have access to their own common area as well as all the facilities, common areas, grounds and playing areas of Citipointe Christian College.

Teacher / Student Ratio: The average teacher/student ratio is 1:15.
Attendance
Students must attend classes for 100% of school time unless they have a medical certificate or a letter from their parent/relative/close family friend/homestay host advising that there is good reason for the student to be absent. If a student is absent without permission his/her enrolment at the College is at risk.

Teaching methods used
Teaching is face-to-face. The types of activities that students may be involved in include:
- listening: activities such as discussions, games, comprehension exercises
- speaking: role-plays, group work, discussions
- reading: use of graded readers, comprehension activities
- writing: planning, drafting, editing, proofreading, note-taking, teaching of generic structures, grammar, writing reports, short stories, short answers to test questions

Teaching materials
Teaching resources include: textbooks and other print materials, interactive whiteboard and related software, audio-visual resources, CD-ROMs and other computer software, graded readers.

Components of the course
LISTENING: The listening component of the course is comprised of a number of parts. The learners have listening tasks to perform in the reading program. The Australian/New Zealand audio models guide the students in intonation, pronunciation and stress while they are reading. The core texts and thematic Picture Dictionaries have numerous components with audio and video activities. In addition, a mix of other listening texts and resources are used to develop a wide range of specific listening skills. Listening tasks are also a part of the daily homework program set for each learner.

SPEAKING: The phonics, pronunciation and spelling component of the program will teach valuable pronunciation skills which are building blocks for speaking and oral reading. A mix of speaking texts, games and resources is used to develop a wide range of specific speaking skills, often building on those introduced in the core text. Other activities which develop the speaking component of the course are Pastoral Care and News Time classes and, for higher level students, mainstream mathematics classes. Speaking tasks are also a part of the daily homework program set for each learner.

READING: The phonics, pronunciation and spelling component of the program teaches valuable building blocks for the reading program. The young learners have a variety of reading and language tasks to perform with each of the set readers in the reading program. These provide support and consolidation in a format that the students can access independently or in groups. Reading tasks are also a part of the daily homework program set for each learner.

WRITING: The phonics, pronunciation and spelling components of the program introduce the basic building blocks of writing. The core text has writing and project activities and the thematic and cultural studies component of the course builds the vocabulary and structures for writing. This also integrates with the grammar studied in the core text and grammar component of the course. Writing tasks are a part of the daily homework program set for each learner. Handwriting is taught as part of the writing component of the course.

GRAMMAR AND VOCABULARY: The core text includes vibrant and dynamic activities which are very engaging for young learners. Audio-visual resources are used to complement the objectives of many of the units, and grammar is consolidated in various ways.

THEMATIC AND CULTURAL STUDIES: The thematic and cultural studies component of the course is a vehicle to further explore the topics introduced in the core texts as well as others of particular interest or significance. Whenever possible, culture is examined within each of these topics. All the skills are developed during these sessions but in particular vocabulary and writing are emphasised. Art and craft activities will link to these themes, providing opportunities for group work and negotiated project work.

INTEGRATED PROGRAMS WITHIN THE MAINSTREAM PRIMARY SCHOOL: The integrated programs within the mainstream Primary school encompass:
- the buddy system linking PSPP students and mainstream primary students at morning tea and lunch each day
- attendance at Primary Assembly and Chapel
• sport with Australian students
• immersion in mainstream mathematics classes for higher level students

The buddy system and sport provide opportunities for PSPP students to make Australian friends who will be their peers when they enter the mainstream school. They can practise conversation skills while learning a lot about Australian cultural and educational expectations and routines. Higher level students will also join mathematics classes in the mainstream suitable to their age levels.

Assessment
PLACEMENT TESTS: At the beginning of the course students’ English language proficiency is assessed using three tests: an interview, a writing test and a reading test.

ASSESSMENT OF PROGRESS: Student progress is assessed throughout the course in a variety of ways including observational checklists, marked bookwork and formal tests e.g. weekly phonics and spelling tests, weekly end of unit core text tests, periodic grammar tests, fortnightly thematic studies and vocabulary tests, end of term listening, speaking, reading and writing tests.

Progress reports: Parents receive a formal progress report at the end of each 10 week term.

Exiting the course:
Students may complete a maximum of 40 weeks of study in PSPP. Entrance to mainstream classes is available at the beginning of each term.

Entrance to mainstream depends on the student achieving a satisfactory level of English, showing acceptable attendance, behaviour, effort and attitude to the Christian environment of the College, and meeting the entry requirements of the Primary school.

Students who cannot yet demonstrate the required English level in each skill area by the end of the course, or whose behaviour, effort or attendance is unsatisfactory, will not be permitted to progress to mainstream study.
### A sample weekly timetable for a higher level student:

<table>
<thead>
<tr>
<th></th>
<th>MONDAY</th>
<th>TUESDAY</th>
<th>WEDNESDAY</th>
<th>THURSDAY</th>
<th>FRIDAY</th>
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</thead>
<tbody>
<tr>
<td>8.40</td>
<td>Assembly</td>
<td>Phonics, Pronunciation, Spelling &amp; Handwriting</td>
<td>Phonics, Pronunciation, Spelling &amp; Handwriting</td>
<td>Phonics, Pronunciation, Spelling &amp; Handwriting</td>
<td>Testing</td>
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<tr>
<td></td>
<td>Math - mainstream integration</td>
<td>Maths - mainstream integration</td>
<td>Maths - mainstream integration</td>
<td>Writing</td>
<td>Catch up time</td>
</tr>
<tr>
<td>10.00</td>
<td>Math - mainstream integration</td>
<td>Maths - mainstream integration</td>
<td>Maths - mainstream integration</td>
<td>Core Text and Grammar</td>
<td>Core Text and Grammar</td>
</tr>
<tr>
<td>10.40</td>
<td>Recess</td>
<td>Recess</td>
<td>Recess</td>
<td>Recess</td>
<td>Recess</td>
</tr>
<tr>
<td>11.20</td>
<td>Core Text and Grammar</td>
<td>Core Text and Grammar</td>
<td>Core Text and Grammar</td>
<td>Reading</td>
<td>Reading</td>
</tr>
<tr>
<td>12.00</td>
<td>Listening and Language Studies then Reading</td>
<td>Listening and Language Studies then Reading</td>
<td>Listening and Language Studies then Reading</td>
<td>Listening and Language Studies then Reading</td>
<td>Listening and Language Studies</td>
</tr>
<tr>
<td>12.40</td>
<td>Lunch</td>
<td>Lunch</td>
<td>Lunch</td>
<td>Lunch</td>
<td>Lunch</td>
</tr>
<tr>
<td>1.20</td>
<td>Listening and Speaking – Pastoral Care/News Talk</td>
<td>Listening and Speaking – Pastoral Care/News Talk</td>
<td>Listening activities at mainstream Chapel</td>
<td>Listening and Speaking – Pastoral Care/News Talk</td>
<td>Sport - mainstream integration</td>
</tr>
<tr>
<td>2.00</td>
<td>Thematic/Cultural Studies (mixed skills including writing)</td>
<td>Thematic/Cultural Studies (mixed skills including writing)</td>
<td>Thematic/Cultural Studies (Listening and Speaking, Art and Craft)</td>
<td>Thematic/Cultural Studies (mixed skills including writing)</td>
<td>Sport - mainstream integration</td>
</tr>
<tr>
<td>2.40</td>
<td>Thematic/Cultural Studies (mixed skills including writing)</td>
<td>Thematic/Cultural Studies (mixed skills including writing)</td>
<td>Thematic/Cultural Studies (Listening and Speaking, Art and Craft)</td>
<td>Thematic/Cultural Studies (mixed skills including writing)</td>
<td>Sport - mainstream integration</td>
</tr>
<tr>
<td>3.20</td>
<td>Home</td>
<td>Home</td>
<td>Home</td>
<td>Home</td>
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</tbody>
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### Welfare provisions and supervision arrangements

The College Welfare Counsellor, Mrs Karen Conwell, is available by appointment to provide assistance to students experiencing difficulties.

PSPP students must live with a relative or close family friend. The relative/close family friend is required to provide close supervision of the student outside of school hours. This includes supervision in the home and outside the home, homework, internet access and the management of pocket money.

The Homestay Coordinator, Mrs Thia Ferero, is responsible for ensuring that students are in suitable accommodation with a relative or close family friend. If the student's carers are already living in Brisbane, she visits them before the student arrives to confirm accommodation arrangements. Otherwise, she visits once the student has arrived. She visits on one other occasion during the first 20 weeks of the course for monitoring purposes.
PSPP TUITION AND NON TUITION FEES 2014

Note: Fees are subject to annual increase.

TUITION FEES: A$9,060 per semester
TOTAL TUITION FEES: A$18,120 per year

The total semester tuition fees include:
- Tuition Fee: A$7,260 per semester
- Language Tests: A$250 per semester
- Course Materials & Textbooks: A$650 per semester
- Computer/Library Access: A$300 per semester
- Student Services Fee: A$600 per semester

Note: PSPP tuition fees and homestay fees must be paid one semester in advance.

NON-TUITION FEES

- Application Fee: A$200 (non-refundable)
- Overseas Student Health Cover: A$492 per year x length of visa (2014 fees)
- Uniforms: approximately A$700
- Bus fees (if bus to and from school is required): A$650 per term
- Welfare Fee (if a Welfare Letter has been issued): A$480 per semester
- Homestay (for students aged 12 or older): A$6,480 per semester (A$12,960 per school year) includes accommodation, supervision and all meals
- Homestay Placement Fee: A$200
- Homestay Relocation Fee: A$200
- Accommodation Approval Fee: A$200 (if students are not living with their parents or in a College homestay)

Payment:

Payment of course fees and homestay fees should be made directly to the College, not through an agent or friend. If paying fees by telegraphic transfer, the account details are as follows:

- BANK: Westpac
- BRANCH: Garden City
- NAME: Citipointe Christian College International
- BSB: 034093
- ACCOUNT NUMBER: 187497

Please ensure that any deposit of funds includes either the student’s name or College ID number as a reference.

A note on homestay payments (applicable only to students at least 12 years old):

The homestay fee is A$6,480 per semester.

Payment:

A payment of A$6,480 must be made before the start of each semester. Homestay fees must be paid in advance.

Note: One school year = 11 months

Summer holiday homestay:
For students wishing to stay in their homestay accommodation over the long summer holidays, an additional payment of A$1,080 needs to be paid to the College before 1 December.
Transport to and from airport:
Initial airport pickup is complimentary. Parents are responsible to pay for all subsequent travel to and from the airport, e.g. when the student goes home for the holidays.

Living costs in Australia:
The average international student in Australia spends about A$360 per week on accommodation, food, clothing, entertainment, transport, telephone and incidental costs.

Procedure for Enrolment (subject to change without notice)
- Make an application on the PSPP Application Form and pay the Application Fee.
- Upon receipt of a Letter of Offer, sign the Contract of Enrolment, and return to the College.
- Pay one semester's course fees, one semester's homestay fee (if applicable) and the Overseas Student Health Cover fee.
- An electronic confirmation of enrolment (COE) will then be issued by the College.
- Apply for a student visa by taking the COE form to your nearest DIAC office.
- Advise the College of the student's expected date of arrival.
- Upon arrival in Australia the student will be issued with a Medibank Private card.

Note: Holders of student visas are required by regulation to have health insurance for the full length of their visa. The Overseas Student Health Cover (OSHC) arranged by Medibank Private is considered by the Australian Government to meet this requirement.
- Health insurance is to be renewed every 12 months (this will be done by the College) and is not normally refundable.
- 8 weeks notice is to be given of withdrawal—otherwise 8 weeks tuition fees in lieu will be charged (please refer to the Contract of Enrolment).

Staff

Headmaster: Pastor R C Woolley
BSc  DipEd  MACE  MACEA  AFAIM

Head of International: Dr Lillian Myers
BA (Hons1)  MEd (TESOL)  PhD  MACE
Grad Dip Ed  Cert TESOL (Trinity)  Cert IV A&WT

PSPP Teachers: Mrs Sue Harker
M App Linguistics (TESOL)  Dip T  RSA Cert TEFLA

Mrs Maree Makelainen
BEd  Dip T  CELTA

Homestay Coordinator: Mrs Thia Ferero
BEd  Cert PR

Welfare Counsellor: Mrs Karen Conwell
MGuid&Couns  BEd  BA

Registrar: Mrs Sue Moore
BA  LLB  Cert IV in TESOL

Assistant to the Registrar: Mrs Susanna du Plessis
BProc  LLB

Administrative Assistant: Mrs Sandy Collins
Cert III Business Admin  Cert IV in TESOL

Information sessions for parents and relatives
Information sessions for parents and relatives are held in the first week of each term. They take the form of a morning tea to meet the College staff. Interpreters will be present as needed. The following areas are covered: daily routines, starting and finishing times, uniforms, attendance rules, transport to school, homework, supervision, internet use, after school tutoring.

Parent/teacher interviews
If parents want to discuss a problem, an interview with the Head of International can be arranged during the course, with an interpreter if necessary. If there is lack of progress, the class teacher and the Head of International will advise the student and their parents of strategies such as extra tutoring.

Emergency arrangements: The 24 hour emergency contact number is 0412 304 375.

Bilingual contacts
Korean language: Mrs Monica Chin  ph: 0431 335 393 / (LG) 070 7558 0823
Chinese language: Mrs Connie Hon  ph: 3341 9241 / 0433 997 716

CODE OF BEHAVIOUR

Personal Life
Since Citipointe Christian College International is first and foremost a Christian school, students are expected to seek to honour God in every aspect of their lives and should act in a way that is pleasing to Him.

Students should strive to do everything to the best of their ability at all times.

School Life
Students should:
- show courtesy and respect towards those in authority over them
- be courteous, kind and fair to others, and treat others with respect
- seek to cooperate with each other and be tolerant of each other’s point of view
- respect and care for their own property and that of others
- follow the College rules

Public Life
All students are expected to behave like Christians in and out of school. This is especially so when wearing the College uniform since the uniform identifies them as a student of the College.

The College requires that students and their parents accept the Code of Behaviour. In matters which are not covered by the Code of Behaviour or College rules, students are required to follow the guidelines outlined here.

COLLEGE RULES

RESPECT

While Travelling
- On College buses students are under the control of the bus driver, who may be assisted by a bus prefect.
- On College buses students should always be seated, well-behaved and sufficiently quiet so as not to distract the driver.
- No eating, drinking or gum. (Chewing gum is forbidden at school and on buses.)
- On public transport students are always expected to be courteous e.g. give up a seat for adults, move in a quiet and orderly manner, refrain from loud and offensive behaviour.

While at School
- Students are required to respect teachers, other adults, student ambassadors and other students.
- Students are expected to greet staff and visitors when passing (e.g. Good morning/Good afternoon) and offer assistance to visitors.
- When an adult enters the classroom, and upon the initiation of the teacher, students are to politely greet the adult.
- Students are to step out of the way of an adult, when passing.
- Unruly or noisy behaviour in class, between lessons or before and after school is not permitted.
- All students are responsible for keeping the grounds and buildings as well as personal property free of litter or graffiti. Generally, food is not to be eaten in rooms.
• Students are not to have mobile phones on or use mobile phones during school hours. For security reasons, students who bring mobile phones to school must keep them in their lockers during the school day. In an emergency situation, parents should contact the student through College reception.

**While at Chapel, Assembly, meetings or in the Library**
• Students are expected to move to and from these venues in straight, orderly and quiet lines.
• While someone is speaking or reading, students are not to talk or be disrespectful in any way.
• When asked to participate, students are expected to do so fully.

**Classroom rules**
• Line up quietly outside rooms and wait for the teacher.
• Enter and leave classrooms in an orderly fashion.
• When an adult enters a classroom for the first time, upon the instructions of the teacher, stand and politely greet him or her.
• Sit on chairs properly and keep desks, bag racks and tidy trays neat and tidy.
• Be a good listener.
• Do not disrupt others or talk unnecessarily in class.
• Be courteous at all times.
• Keep the classroom clean and tidy.
• Do not eat or drink in class (water is the exception).
• Students should not be in classrooms without a teacher’s permission.
• No electronic gadgets (e.g. tamagotchies) are permitted at school.

**What are the penalties for causing offence?**
Penalties range from lunchtime litter duty to a student’s enrolment being deferred, suspended or cancelled, depending on the seriousness of the offence. Students must remember that their behaviour is their choice and that there are consequences resulting from that choice.

**COLLEGE PROCEDURES**

**Attendance:** Attendance is compulsory. College hours are between 8.40 am and 3.20 pm.

**Punctuality**
• Students are expected to be on time for each lesson/activity.
• The first period starts at 8.40 am
• PSPP students arriving late should sign in at College Student Reception in Grace House.

**Absences**
• If a student is absent from school for the day, the parent/relative must phone the College before 9.30 am on 3347 5907. It is not satisfactory for the student to notify the College. If the College is not contacted by a parent or relative, the absence will be recorded as Unapproved Leave.
• If a student is to be away for an extended period of time, parents/relatives are requested to contact the College Assistant Registrar.
• Students who become unwell or injured may be prayed for by other students or the class teacher. Where appropriate, the teacher may send the student to Health Bay.

**Leaving the College grounds**
No student is allowed to leave the College grounds during school hours except:
• if a signed letter of permission from a parent has been handed to the class teacher
• if under the supervision of a teacher on an approved school excursion
• if given permission by the Head of International

Students leaving the College during school hours must sign out at Student Reception in Grace House. Students must be collected from Student Reception when leaving early. They will not be permitted to sign themselves out and wait outside the school buildings as there is no staff on duty during class times.

**Sports exemption**
Sport is a compulsory part of the school curriculum. If a student is unable to participate in a sporting activity, advice in writing must be given. The College discourages student involvement in extra curricular activities during compulsory school hours.

Homework

Homework is seen as a vital part of the overall training process for students. It can assist the development of disciplined study habits and be an effective way of revising and practising what has been learnt in the classroom.

Students have 2 hours homework five nights a week. Success with homework and study depends on establishing a routine that includes:

- a place to study
- a set time to study
- a good routine

School Uniform

The school uniform is to be worn properly, pressed and in good repair, clean and tidy. No student is to be seen in a public place wearing only part of the uniform. School shoes are to be black leather lace-ups. Suede, buckles, black sandshoes or high cut leather shoes are not allowed. All items of uniform, including socks and shoes, are to be clearly marked with the student’s name.

Hair should be kept tidy. Exaggerated styles are not acceptable. Hairspray is not to be used. Hair is not to be unnaturally dyed, tinted, coloured or streaked in any manner.

**Girls**: Shoulder length hair should be tied back or plaited. Short hair should be kept tidy above the collar and should not fall over eyes.

**Boys**: Hair length is to be kept above the collar and should not cover the eyes or ears.

Hats are to be worn at all times during recess and at lunchtime. Children without a hat will not be permitted to play outside.

CITIPOINTE CHRISTIAN COLLEGE

Citipointe Christian College is an independent Christian day school located in the south-eastern Brisbane suburb of Carindale. It caters for students from Preparatory through to Year 12 (Matriculation). Currently there are over 1,600 students at The College in Prep to Year 12.

Places for overseas students

There are normally a small number of places available at the school from Year 1 upwards for full fees paying students from outside Australia who wish to study in Australia with a view to matriculating to Australian universities. Students under the age of 12 years must be living with a relative or close family friend and have an adequate level of English language proficiency (see below).

Requirements for entry into mainstream classes for overseas students

The College accepts a limited number of overseas students into its Primary and Secondary classes. Entry into mainstream classes is dependent on the student fulfilling the following requirements.

**English language requirements:**

For entry to **Years 1 to 3**:
Students must demonstrate at least Level 3 English language proficiency on the Language Australia ESL Bandscales.

For entry to **Year 4**:
Students must demonstrate at least Level 4 English language proficiency on the Language Australia ESL Bandscales.

For entry to **Years 5-6**:
Students must demonstrate at least Level 4+ English language proficiency on the Language Australia ESL Bandscales.

For entry to **Years 7-9**:
Students must demonstrate at least Level 5+ English language proficiency on the Language Australia ESL Bandscales.
For entry to **Years 10-12**: Students must demonstrate at least Level 6 English language proficiency on the Language Australia ESL Bandscales.

**Behaviour requirements:**
Overseas students entering the mainstream must demonstrate above average academic ability and have completed the equivalent prior year level in their home country or within Australia. e.g. For a student to enter Year 10, s/he must have completed the equivalent of Year 9. To be accepted into mainstream study, students must demonstrate:

- acceptable attendance
- acceptable behaviour, including correct uniform, hairstyle etc
- consistent effort
- respectful attitude to the Christian environment of The College
- all fees due must be paid

**Monitoring of results**
Students in mainstream school programs at Citipointe Christian College receive a full school report at the end of each semester. It is expected that students will maintain an academic standard that is appropriate to their ability, or their enrolment at The College may be at risk. At the end of each year, secondary students must demonstrate at least SA in English and four other subjects to progress to the next year level.

**Attendance**
Students must attend classes for 100% of school time unless they have a medical certificate or a letter from their parent or guardian advising that there is good reason for the student to be absent. If a student is absent without permission his/her enrolment at The College is at risk.

Policy details regarding Course Progress and Attendance are found in the handbook. Satisfactory attendance and satisfactory progress are required as conditions of a student visa. Parents and students are advised to read and fully understand the implications they have on their student’s continuing studies in Australia.

**FACILITIES**

**PRIMARY SCHOOL**

**Classrooms:**
- 39 general classrooms
- specialist art room
- specialist music room
- specialist Science room
- specialist computer technology room
- Instrumental Music rooms

**Other special facilities:**
- PrepWorld
- Year 1 Centre
- LEA Centre (Learning Extension and Assistance)
- PIRC Primary Information and Resource Centre (Library) Total stock at April 2010 was 14064 items with another 45,000 items of class resources
- Outside School Hours Care

**SECONDARY SCHOOL**

**Classrooms:**
- **Kurilpa Building:**
  - 7 general classrooms, 4 specialised rooms

- **Feeney Building:**
  - 1 Film & TV studio; 1 double Drama room; 3 Hospitality kitchens; 1 dining room; 4 computer labs; 1 HOY’s Staff room; Canteen
Reformation Building:
1 double Drama room; 1 double Business room; 3 classrooms; 2 Language other than English rooms; 2 Art rooms; 1 NOVA Arts room

Old Bible College:
Design & Technology Centre: 2 Technology workshops; 1 PE classroom

Dance Studio:
1 double room

Music Studio:
2 rooms

Band Room:
1 double room

Integrated Technology Centre:
6 English rooms; 6 Mathematics rooms; 1 double Lecture room; 1 double computer lab

Science Centre:
The Science Centre includes 6 laboratories, preparation rooms; 1 computer lab classroom and a tiered lecture room.

Linke Library:
Also includes 1 tiered Audio Visual room; 4 seminar rooms and 2 general classrooms. Total stock at April 2010 was 49,943 items with another 33,800 items in the secondary textbook store.

IT Resources:
In total The College has over 1,000 networked computers with Internet access.

Outdoor Facilities:
College Oval with 8 lane 440 m running track
Rugby League field
Soccer field
25 m 8 lane outdoor covered heated swimming pool
2 outdoor Tennis courts
1 outdoor concrete covered court - Basketball/Netball
2 outdoor concrete courts – Basketball/Netball
2 outdoor Cricket practice wickets
4 Volleyball courts

Other Shared Facilities:
2 500 seat Main Auditorium of Citipointe Church
150 seat Chapel
300 seat Mini Auditorium

On Campus:
Citipointe Church Brisbane
Citipointe Christian College (Primary & Secondary schools)
Citipointe Christian College International (English Language Centre)
Christian Heritage College (an institute of higher education)
Citipointe Ministry College (Bible College)
Citipointe Child Care
POLICIES

The policies below give information pertaining to your student’s enrolment into the College. It is very important for you to read and fully comprehend their implications which potentially have a direct impact on the student’s visa and study pathway.

The term “College” when used in these policies makes reference to both Citipointe Christian College and Citipointe Christian College International.

1. COURSE PROGRESS AND ATTENDANCE POLICY

The College Course Progress and Attendance Policy is adapted from the Independent Schools Council of Australia (ISCA) National Code 2007 transition handbook for non-government schools enrolling full-fee paying overseas students at www.isca.edu.au. (This policy is available to staff and to students.)

1. Course Progress

   a) The College will monitor, record and assess the course progress of each student for the course in which the student is currently enrolled.

   b) The course progress of all students will be assessed at the end of each study period of enrolment. The College defines a study period, for the purposes of monitoring course attendance and progress, as a term in the International College and a semester in the mainstream.

   c) Students who have begun part way through a semester will be assessed after one full study period.

   d) To demonstrate satisfactory course progress for students to continue to the next year level, they will need to achieve the following

       Yr 10: Sound Achievement in English, Math, Science and History
       Yr 11: Sound Achievement in English and 4 other subjects

       In the International College:

       Year 4: Level 4 English language proficiency on the Language Australia ESL Bandscales.
       Years 5-6: Level 4+ English language proficiency on the Language Australia ESL Bandscales.
       Years 7-9: Level 5+ English language proficiency on the Language Australia ESL Bandscales.
       Years 10-12: Level 6 English language proficiency on the Language Australia ESL Bandscales.

   e) If a student does not achieve competency in the above subjects in a study period the Head of School will formally contact the parent(s) to advise that there will be a meeting with the student to develop an intervention strategy for academic improvement. This may include:

     i. After hours tutorial support
     ii. Subject tutorial support in class time
     iii. Mentoring
     iv. Additional ESL support
     v. Change of subject selection, or reducing course load (without affecting course duration)
     vi. Counselling – time management
     vii. Counselling – academic skills
     viii. Counselling – personal
     ix. Other intervention strategies as deemed necessary

   f) A copy of the student’s individual strategy and progress reports in achieving improvement will be forwarded to parents.

   g) The student’s individual strategy for academic improvement will be monitored over the following study period by the Head of Teaching and Learning, Head of Year and/or Head of School and records of student response to the strategy will be kept.

   h) If the student does not improve sufficiently academically and achieve satisfactory course progress by the end of the next study period, the College may advise the student in writing of its intention to report the student for breach of visa condition 8202, and that he/she has 20 working days in which to access the school’s internal complaints and appeals process.
i) The College will notify DIISRTE via PRISMS of the student not achieving satisfactory course progress as soon as practicable where:

   i. the student does not access the complaints and appeals process within 20 days, or
   ii. withdraws from the complaints and appeals process, or
   iii. the complaints and appeals process results in favour of the College

2. Completion within expected duration of study

   a) As noted in 1.a, the College will monitor, record and assess the course progress of each student for the course in which the student is currently enrolled.

   b) Part of the assessment of course progress at the end of each term/semester will include an assessment of whether the student’s progress is such that they are expected to complete their course within the expected duration of the course.

   c) The College will only extend the duration of the student’s visa:

      i. if there are compassionate or compelling circumstances (see Definitions below)
      ii. if there is student participation in an intervention strategy as outlined in 1.e
      iii. if an approved deferment or suspension of study has been granted in accordance with the College Deferment, Suspension and Cancellation Policy.

   d) Where the College decides to extend the duration of the student’s study, the College will report this change via PRISMS within 14 days and/or issue a new COE if required.

3. Monitoring course attendance

   a) Satisfactory course attendance for visa purposes is attendance of 80% of scheduled course contact hours. The National Code St 11 specifies a minimum attendance requirement of 80% or, under certain conditions, 70% as outlined in St 11.9. The College policy requires 100% attendance unless valid and approved reasons are provided.

   b) Student attendance is:

      i. checked and recorded daily
      ii. assessed regularly
      iii. recorded and calculated over each study period.

   c) Late arrival to school and early departures from school will be recorded and will be included in attendance calculations.

   d) All absences from the College will be included in absentee calculations and should be accompanied by a medical certificate, an explanatory communication from the student’s carer or evidence that leave has been approved by the Headmaster/Head of School.

   e) Any absences longer than 5 consecutive days without approval will be investigated.

   f) Student attendance will be monitored by the Registrar/Registrar’s assistants every 2 weeks over a study period to assess student attendance using the following method:

      i. Calculating the number of days the student would have to be absent to fall below the attendance threshold for a semester/term e.g. the number of study days x 20%. [For example, a 20 week semester with 98 study days would equal 19 days (mainstream study); a 10 week term with 48 study days would equal 9.5 days (International College)]

      ii. Any internal period of exclusion from class will not be included in student attendance calculations and external exclusions from class will be included. [See College Deferment, Suspension and Cancellation Policy]

   g) Parents of students at risk of breaching the College’s attendance requirements will be contacted by email or phone and students will be counselled and offered any necessary support when they have absences totalling 10% of any study period.

   h) If the calculation at 3.f indicates that the student has passed the attendance threshold for the study period, the College will advise the student of its intention to report the student for breach
of visa condition 8202, and that s/he has 20 working days in which to access the school's internal complaints and appeals process except in the circumstances outlined in 3.i.

i) The school will notify DIISRTE via PRISMS of the student not achieving satisfactory course attendance as soon as practicable where:
   i. the student does not access the complaints and appeals process within 20 days
   ii. withdraws from the complaints and appeals process
   iii. the complaints and appeals process results in a decision for the College.

j) Students will not be reported for failing to meet the 80% if
   i. the student produces documentary evidence clearly demonstrating compassionate or compelling circumstances e.g. medical illness supported by a medical certificate or as per Definition, below, and
   ii. has not fallen below 70% attendance.

k) The method for calculating 70% attendance is the same as that outlined in 3.f with the following change: the number of study days x 30%.

l) If a student is assessed as having nearly reached the threshold for 70% attendance, the Headmaster or Registrar will assess whether a suspension of studies is in the interests of the student as per the College Deferment, Suspension and Cancellation Policy.

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

4. Definitions

a) Compassionate or compelling circumstances: circumstances beyond the control of the student that are having an impact on the student’s progress through a course. These could include but are not limited to:
   i. serious illness, where a medical certificate states that the student was unable to attend classes
   ii. bereavement of close family members such as parents or grandparents
   iii. major political upheaval or natural disaster in the home country requiring emergency travel that has impacted on the student’s studies
   iv. a traumatic experience which has impacted on the student (where possible, these cases should be supported by police or psychologist reports)
   v. where the College was unable to offer a pre-requisite unit
   vi. inability to begin studying on the course commencement date due to delay in receiving a student visa.

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

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

c) School day: any day for which the school has scheduled course contact hours.

d) Study period: a discrete period of study within a course which cannot exceed 24 weeks. The College defines a study period, for the purposes of monitoring course attendance and progress, as a term in the International College and a semester in the mainstream.

2. DEFERMENT, SUSPENSION and CANCELLATION POLICY

The Policy below for deferring, suspending or cancelling a student’s enrolment is based on the ISCA 2007 National Code Transition handbook at www.isca.edu.au.

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

b) The final decision for assessing and granting a deferment of commencement of studies lies with the Registrar/Headmaster.

c) Deferment will be recorded on PRISMS within 14 days of being granted.

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

3. Student initiated cancellation of enrolment
   e) All notification of withdrawal from a course, or applications for refunds, must be made in writing and submitted to the Registrar/Headmaster. Please see the College Refund Policy for information regarding refunds.

4. Assessing requests for deferment or suspension of studies
   a) Applications will be assessed on merit by the Headmaster.
   b) All applications for deferment or suspension will be considered within 14 working days.

5. School initiated exclusion from class (1-28 days)
   a) The College may exclude a student from class studies on the grounds of misbehaviour by the student. Exclusion will occur as the result of any behaviour identified as resulting in exclusion in the College Behaviour Management Policy/Code of Conduct in the Primary and Secondary Parent Handbooks, International College Handbooks and Student Diaries.

   b) Excluded students must abide by the conditions of their exclusion from studies which will depend on the welfare and accommodation arrangements in place for each student and which will be determined by the Head of School/Headmaster.

   c) Where the student is provided with homework or other studies for the period of the exclusion, the student must continue to meet the academic requirements of the course.

   d) Exclusions from class (internal suspension) will not be recorded on PRISMS.

   e) Periods of exclusion from class (internal suspension) will not be included in attendance calculations as per the College Course Progress and Attendance Policy.
6. School initiated suspension of studies (28 days +)
   a) The College may initiate a suspension of studies for a student on the grounds of misbehaviour by the student. Suspension will occur as the result of any behaviour identified as resulting in suspension in the College Behaviour Management Policy/Code of Conduct.
   b) Suspended students must abide by the conditions of their suspension from studies which will depend on the welfare and accommodation arrangements in place for each student and which will be determined by the Head of School/Headmaster.
   c) Students who have been suspended for more than 28 days may need to contact DIAC. (Please see contact details at: http://www.immi.gov.au/contacts/australia/index.htm.)
   d) If special circumstances exist, the student must abide by the conditions of his or her suspension which will depend on the welfare and accommodation arrangements in place for each student and which will be determined by the Head of School/Headmaster.
   e) Suspensions will be recorded on PRISMS.
   f) The period of suspension will not be included in attendance calculations.

7. School initiated cancellation of enrolment
   a) The College will cancel the enrolment of a student under the following conditions:
      i. Failure to pay course fees
      ii. Failure to maintain approved welfare and accommodation arrangements (visa condition 8532)
   b) Any behaviour identified as resulting in cancellation in the College’s Behaviour Management Policy/Code of Conduct in the Primary and Secondary Parent Handbooks, International College Handbooks and Student Diaries.
   c) The College is required to report failure to maintain satisfactory course progress and failure to maintain satisfactory attendance to DIAC, which may impact on a student’s visa.

School initiated cancellation of enrolment is subject to the College Complaints and Appeals Policy. Please see item 8 below.

8. Complaints and Appeals
   a) Student requests for deferment, and suspension and cancellation of enrolment are not subject to the College Complaints and Appeals Policy.
   b) Exclusion from class (internal suspension) is not subject to the College Complaints and Appeals Policy.
   c) Exclusion from the College (external suspension) is subject to the College Complaints and Appeals Policy.
   d) School initiated suspension, where the suspension is to be recorded in PRISMS, and cancellation are subject to the College Complaints and Appeals Policy.
   e) For the duration of the appeals process, the student will remain enrolled and must attend as required to maintain enrolment and attendance at all classes. The Head of School/Headmaster will determine if participation in studies will be in class or under a supervised arrangement outside of classes.
   f) If students access the College’s complaints and appeals process regarding a school initiated suspension, where the suspension is recorded in PRISMS, or cancellation, the suspension or
cancellation will not be reported in PRISMS until the complaints and appeals process is finalised, unless extenuating circumstances relating to the welfare of the student apply.

g) Extenuating circumstances include:

i. the student refuses to maintain approved welfare and accommodation arrangements (for students under 18 years of age)

ii. the student is missing

iii. the student has medical concerns or severe depression or psychological issues which lead the College to fear for the student’s wellbeing

iv. the student has engaged or threatened to engage in behaviour that is reasonably believed to endanger the student or others

v. the student is at risk of committing a criminal offence, or

vi. the student is the subject of investigation relating to criminal matters.

h) The use of extenuating circumstances by the College to suspend or cancel a student’s enrolment prior to the completion of any complaints and appeals process will be supported by appropriate evidence.

i) The final decision for evaluating extenuating circumstances lies with the Headmaster.

9. Student to seek advice from DIAC

a) Deferment, suspension and cancellation of enrolment can have an effect on a student’s visa as a result of changes to enrolment status. Students will be notified to contact the Department of Immigration for advice. (Please see [http://www.immi.gov.au/contacts/australia/index.htm](http://www.immi.gov.au/contacts/australia/index.htm)).

10. Definitions

a) Day: any day including weekends and public holidays in or out of term time

3. REFUND POLICY
   For Student Visa Holders

A copy of this policy is provided to the student (or parent(s)/legal guardian if the student is under 18) at a reasonable time prior to a written agreement being signed.

Introduction

As a registered provider, the College requires prepayment of fees in advance as specified in the Course Handbook and/or Letter of Offer. Only then is a Confirmation of Enrolment (eCOE) issued. The eCoE is needed to apply for a student visa.

PROVIDER Default is covered by the provisions of the ESOS Act 2000 and the ESOS Regulations 2001.

In the unlikely event that the College is unable to deliver the course in full, you will be offered a refund of the portion of unused pre-paid tuition fees. The refund will be paid to you within 14 days of the day on which the course ceased being provided.

Alternatively, you may be offered enrolment in an alternative course with another CRICOS registered provider at no extra cost to you. You have the right to choose whether you would prefer a refund of the portion of unused pre-paid tuition fees, or to accept a place with another CRICOS registered provider. The student is advised to seek assistance from the Australian Government’s Tuition Protection Service (TPS); see [https://tps.gov.au/Information/Students](https://tps.gov.au/Information/Students). If you choose placement with another CRICOS registered provider, we will ask you to sign a document to indicate the placement. Calculation of refunds for prepaid tuition fees in these circumstances will be in accordance with legislative instruments.

Scope

This policy outlines refunds applicable to:

1. Course fees paid to the College including any course fees paid to an education agent to be remitted to the College. e.g. in the case of course fees collected by IDP.

2. Fees paid to the College for the organisation of homestay accommodation
Note: Any service fees a student (or parent(s)/legal guardian if the student is under 18) pays directly to a third party are not within the scope of this refund policy.

Notification

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

Student Default

The application fee is non-refundable.

Payment of Course Fees and Refunds

a) Fees are payable according to the fees schedule published annually on the College website, Handbooks and/or the College invoice to parents.

b) An itemised list of College fees is provided in the College’s written agreement [as per NC Standard 3.1.b].

c) All fees must be paid in Australian dollars unless requested otherwise. Refunds will be reimbursed in the same currency as fees were received.

d) Refunds will be paid to the person who enters into the written agreement unless the College receives written advice from the person who enters the written agreement to pay the refund to someone else. Details of the account into which the refund is to be paid must be provided with the written notice.

Refund Policy – Tuition Fees

A. Student default because of visa refusal

If a student’s visa application is refused by the Department of Immigration and Citizenship and the student cannot undertake the course, the College will refund within 4 weeks any unspent pre-paid fees where the student produces evidence that the application made by the student for a student visa has been refused by the Australian immigration authorities.

B. Student default in other cases

a) Any amount owing under this section will be paid within 4 weeks of receiving a written claim from the person who entered into the written agreement (the parent(s)/legal guardian of the student, whether under 18 or not), with sufficient details to refund to the person who entered into the written agreement, or within 2 months if a written claim is not received, provided the College has sufficient details to refund to the person who entered into the written agreement.

b) 8 tuition weeks notice in writing must be given when withdrawing a student from the College. Otherwise 8 tuition weeks will be charged. If notice of less than 8 tuition weeks is given then a charge will be applied for the difference between the notice given and the 8 weeks required e.g. 5 weeks notice would result in a 3 weeks tuition charge. Any balance will be refunded to the person who entered into the written agreement. Notice must be given to the Headmaster or Registrar in writing signed by the person who entered into the written agreement (the parent/guardian of the student, not the student themselves). Details of the account where the refund is to be paid must be provided.

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

   i. Failure to maintain satisfactory course progress (visa condition 8202). #
   ii. Failure to maintain satisfactory attendance (visa condition 8202). #
   iii. Failure to maintain approved welfare and accommodation arrangements (visa condition 8532). #
   iv. Failure to pay required fees.
   v. Any behaviour identified as resulting in enrolment cancellation in the College Behaviour Policy/Code of Conduct. #

# Reference:

Please see the Primary Parent Handbook, Secondary Parent Handbook, International College Handbooks for the College’s policies on satisfactory course progress.
Refund Policy – Non Tuition Fees

Non-tuition fees will be refunded as follows:

Overseas Student Health Cover (OSHC) can be cancelled at the student's request through the OSHC Provider. Refunds will be given based on the OSHC Provider’s terms, provided the student has already paid for the cover.

Homestay fees will be refunded provided a minimum 2 weeks notice of the change is provided. Otherwise 2 weeks homestay fees will be retained.

The following fees are non-refundable:
- Homestay Placement Fee
- Accommodation Approval fee
- Welfare fee - for the semester in which it is applied.
- School uniforms and stationery

Provider Default

a) If for any reason the College is unable to offer a course on an agreed starting day for the course, and the student for some reason cannot be placed or refuses placement in an alternative course arranged by the College, a full refund of any unspent pre-paid tuition fees* paid to the College will be made within 14 days of the agreed course starting day.

b) If for any reason the College is unable to continue offering a course after the student commences a course, and the student for some reason cannot be placed or refuses placement in an alternative course arranged by the College, a full refund of any unspent pre-paid tuition fees* paid to the College will be made within 14 days of the course default day.

c) In the event that the College is unable to fulfil its obligations of providing an agreeable alternative course for the student, or a refund, the student will receive assistance from the Australian government’s Tuition Protection Service.

Note: Details of a bank account to which a refund should be paid should be provided in writing by the person who entered into the written agreement (parent/guardian of the student, whether or not the student is under 18 years of age.)

For information on the TPS, please see: https://tps.gov.au/Information/Students/How. This agreement and the availability of complaints and appeals processes do not remove the right of the student to take action under Australia’s consumer protection laws.

Definition

a) Non-tuition fees: fees not directly related to provision of the student’s course, including but not limited to overseas student health cover, homestay fees, homestay placement fee, accommodation approval fee, welfare fee, uniform costs, stationery costs.

b) Pre-paid fees: tuition fees received by the College for a study period of the student’s course before the student begins the study period.

c) Tuition fees: fees directly related to the provision of the student’s course, including term/semester tuition fees

* Unspent pre-paid fees: in the case of the College not being able to provide the course in which the student is enrolled, unspent prepaid tuition fees will be calculated according to a legislative instrument: http://www.comlaw.gov.au/Details/F2012L01351. If the student has a change of visa status e.g. from a student visa to a temporary or permanent resident visa, applicable fees will be calculated from the date the student/parent/guardian provides a copy of the new passport/visa.

4. TRANSFER POLICY

The College anticipates that a student will complete their course of study as indicated on their Confirmation of Enrolment (CoE). Students wishing to transfer from the College will need to comply with this Transfer Policy.
1. Overseas students are restricted from transferring from their principal course of study for a period of six months. This restriction also applies to any course(s) packaged with their principal course of study. Exceptions to this restriction are:
   a) If the student’s course or school becomes unregistered
   b) The school has a government sanction imposed on its registration
   c) A government sponsor (if applicable) considers a transfer to be in the student’s best interests
   d) If the student is granted a Letter of Release.

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

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

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

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

6. In order to apply for a letter of release, all students must first have a letter of offer from the receiving provider.

7. Applications to transfer to another registered provider may have visa implications. The student is advised to contact the Department of Immigration and Citizenship office as soon as possible to discuss any implications. The address of the nearest DIAC office is: Ground Floor, 299 Adelaide Street Brisbane. Other contact details for DIAC are 131 881 and student.centre@immi.gov.au.

8. It is a requirement under Queensland legislation that letters of release, whether provided by the College or by another registered provider, give information about whether the student has demonstrated a commitment to studies during the course, has had a good attendance record for the course and has paid all fees for the course.

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

10. Students whose request for transfer has been refused will be notified in writing of the reasons for refusal and may appeal the decision in accordance with the College Complaints and Appeals Policy. The Complaints and Appeals Policy is available under International Students on the College website.
STUDENT GRIEVANCES

Internal Complaints Process

The process of this grievance procedure is confidential and any complaints or appeals are a matter between you and those concerned or directly involved in the complaints handling process.

You must notify the College in writing of the nature and details of the complaint or appeal.

Written complaints or appeals are to be lodged with the Head of School and then the Headmaster.

Where the internal complaints and appeals process is being accessed because you have received notice by The College that The College intends to report you for unsatisfactory course attendance, unsatisfactory course progress or suspension or cancellation of enrolment, you have 20 working days from the date of receipt of notification in which to lodge a written appeal.

Complaints and appeals processes are available to you at no cost.

You will have the opportunity to present your case to the Headmaster. You may be accompanied and assisted by a support person at all relevant meetings.

The formal grievance process will commence within 10 working days of the lodgement of the complaint or appeal with the Headmaster. Once the Headmaster has come to a decision regarding the complaint or appeal, you will be informed in writing of the outcome and the reasons for the outcome, and a copy will be retained on your file.

If the grievance procedure finds in your favour, The College will implement the decision and any corrective and preventative action required within 14 days, and advise you of the outcome. The College undertakes to finalise all grievance procedures within 20 working days.

For the duration of the appeals process, your enrolment and attendance must be maintained.

External Appeals Processes

If you are dissatisfied with the conduct or result of the complaints procedure, you may, within 2 weeks, seek redress through an external body at minimal or no cost. If you wish to complain or to lodge an external appeal about a decision made or action taken by The College, you may contact the Overseas Students Ombudsman at no cost.

The Overseas Students Ombudsman offers a free and independent service for overseas students. Please see: www.oso.gov.au or phone 1300 362 072 for more information.

If you are concerned about the actions of The College you may approach the chief executive of the Department of Education, Training and Employment, who, under part 2, division 2 of the Education (Overseas Students) Act 1996, may suspend or cancel the registration of a provider or a course if a breach of the requirements of registration provision is proved.

Concerns or complaints about the conduct of a registered provider should be addressed in writing to:

The Manager
International Quality (Schools) Unit
DETE
LMB 527
BRISBANE QLD 4001

Other legal redress

Nothing in The College’s Complaints and Appeals Policy negates the right of an overseas student to pursue other legal remedies.

The above processes do not stop students from exercising their rights to other legal remedies. A copy of this policy will be displayed on a noticeboard in the English Language Centre, Student Reception in Grace House and Secondary Reception and every student will be given a copy at Orientation in his/her first week of study.
CONTRACT OF ENROLMENT
WRITTEN AGREEMENT

By choosing to accept the offer of a place in the College for your student, you the parents commit, under this Contract of Enrolment, to work with the College in a supportive, positive relationship conducive to the best interests of the student and the College. Please read the contractual conditions carefully.

The College has Terms and Conditions for all students in paragraphs 1-40 below. Under legislation the College must have additional Terms, Conditions and Policies for international 570 and 571 Student Visa Holders. These are outlined from Clause 41 onwards and where there is any inconsistency, legislative requirements will apply.

I/We agree to the following conditions:

MATTERS OF FAITH

1. I/We accept that the College is a faith-based school. I/We understand that the College is founded on the basis of Biblical Christian values with the Bible as the inerrant word of God.

2. I/We confirm that I am/we are seeking a Biblical Christian education for the student and will support the College in its faith endeavours and accept that the student will participate fully through attendance and effort in faith-based activities and subjects as presented and planned by the College.

ACADEMIC ATTAINMENT

3. The College does not guarantee a particular level of achievement for each student. Achievement depends greatly on the individual talents of the student and the student’s willingness to work for their own education. The College will act in the best interests of the student and student body generally. This may mean that the College does not always act in accordance with the parents’ requests.

4. It is the expectation of the College that parents will be responsive to the informed educational recommendations of the school in regard to the student’s educational progress.

RELATIONSHIP

5. I/We agree to:
   • work in partnership with the school in support of College policies and expectations that are available to us in hard copy as well as on the College website;
   • ourselves support and comply with published College policies and expectations, in the best interests of our student and the other students;
   • encourage the student to uphold College policies and expectations;
   • accept that any failure by us or our student in this commitment may lead to serious enrolment consequences;
   • accept that we are liable to indemnify the College for any damage that may arise from such breach, including any arising from wilful defiant behaviour of the student or refusal to follow reasonable directions;
   • accept that the policies and rules may need to change from time to time in line with the best interests of staff and students.
   • It is expected that, except in exceptional circumstances, the student will live in the care and control of the parents/guardians while enrolled at the College.

6. I/We accept that the College is obliged under law and ethos to act in the best interests of the individual student and the student body generally. Although the College values consultation with parents and guardians, this may mean that the College may not always act in accordance with our preferences and requests.

UNIFORM

7. I/We support the College uniform policy, and accept that the student must present appropriately (e.g. natural hair) and must wear the correct College uniform as a proud student of the College and to implement the College motto “I press towards the goal” in all aspects of College life.

DISCIPLINE

8. I/We accept that the Headmaster (or by delegation the Head of School) has authority to:
• apply whatever **reasonable** disciplinary measure is deemed necessary in relation to the conduct of the student both inside and outside the College precincts;

• require the removal of the student for any cause judged by the Head of School to be sufficient;

• discipline any students should they, at any time, bring the College into disrepute, including through the misuse of social media and other technologies.

9. Disciplines may range from classroom disciplines to expulsion and will include mandatory reporting of behaviours to State Authorities, Police and Department of Communities (where matters of child harm are involved).

10. Where discipline may involve suspension or expulsion of the student, the Headmaster or Head of School (or Delegate) will not expel or suspend the student until the allegations of misconduct have been put to the student and the student has been allowed an adequate opportunity to respond.

11. The College may search lockers, bags and property, including electronic devices in the possession of the student, where it is reasonable for us to do so or as part of a general or random search of a place where we conduct our activities. We may therefore confiscate forbidden or dangerous property.

12. The College reserves the right to exclude any person, irrespective of whether they are a parent or not, from entering or remaining on College property or participating in College activities, where the College reasonably believes it is in the best interests of the students of the College that the person be excluded.

**DISCLOSURE OF INFORMATION**

13. I/We have supplied all documentation and information requested at the time of application for each student as a condition of enrolment, including the following:

   • Full and frank disclosure of the student’s previous education or interrupted education, disabilities and learning difficulties

   • Behaviour issues

   • Medical condition and safety issues

   • Court orders and parenting arrangements

14. I/We accept that failure to disclose all relevant information may result in cancellation of an enrolment.

15. I/We accept that we have an obligation to keep the school informed of any changes that may affect the student’s life at the College, including:

   • changes to family circumstances (e.g. separation or divorce);

   • changes to the address or addresses or contact details of the parents/guardians;

   • changes to emergency contacts;

   • any court orders, including Family Court orders, which deal with parental responsibility for the student, the education of the student or otherwise limit the contact or communication which one parent or other person has with the student.

16. Changes in marital circumstances can cause confusion for the College when dealing with parents or guardians. The College will presume that, at all times, parents (including step-parents) are entitled to participate in College activities (whether or not those activities involve the student).

17. However, if there is a Court Order or other agreement which specifically alters or prevents a person/parent from spending time with, communicating with or otherwise having contact with the student, that must be provided to the College. The obligation of providing such a Court Order lies with parents.

18. Despite the College being provided with copies of any such orders, the College does not assume responsibility for the parents complying with those orders.

**COMMUNICATION**

19. The College will provide information about the student to the parents/parties signing this contract of enrolment, residing at one address. You may request or approve other arrangements relating to the provision of information about the student by giving written notice to the College, and paying any additional fees that may be required. The College will provide such information to natural birth parents unless reasonable justification (Court Order) is provided for doing otherwise.
20. Where the College seeks to communicate with the entire College community or with identifiable sections of the College community, it may communicate through the school website, intranet or via the regular College newsletter.

**FEES/LEVIES PAYMENT**

21. At the time of application, a non-refundable Application Fee is payable.

On acceptance of a place, a non-refundable Acceptance Fee is payable.

22. I/We understand that under this contract both parents/guardians are jointly and severally liable for payment of College fees and levies. The College relies on the payment of fees to fund its educational services to students.

23. Parents who have difficulty in paying fees must inform the College Business Manager as soon as possible to discuss options.

24. The following guidelines and rules apply:

- The College determines the fees for each year before the commencement of the year to which the fees relate;
- fees must be paid in advance of the term to which they apply; if fees are not paid by the due date for payment, interest may be charged on the fees from the due date for payment until they are paid; non-payment of monies owing will also entitle the College to cancel this contract of enrolment and terminate your student’s enrolment;
- any fees or monies outstanding will remain the liability of both parents or guardians, jointly and severally;
- should unpaid or overdue fees be referred externally for debt collection, parents/guardians will be liable for the costs of such fee collection;
- if fees for a year are increased by more than 10% of the fees payable for the preceding year, parents/guardians may terminate this contract of enrolment without penalty and by notice in writing to us within 14 days of the date on which we notify you of the increase.

**LEAVING THE COLLEGE**

25. Written notice of a student leaving should be provided to the Head of School at the earliest opportunity.

26. I/We acknowledge that if I/ we do not provide the College with 8 tuition weeks notice, we may be required to pay 8 tuition weeks fees. The College commits resources on the basis of confirmed and continuing enrolments and will most likely suffer loss from early termination. The College may have difficulty filling the student’s position at short notice.

In the event of cancellation of enrolment by the College, fees are payable for the whole of the term in which the student's enrolment is cancelled.

The condition of 8 tuition weeks notice does not apply if this Contract of Enrolment is terminated for a breach by the College, or if 14 days notification of withdrawal is received following an annual increase in tuition fee greater than 10%.

**REFUND POLICY**

27. Refunds, if applicable, will be calculated using school tuition weeks remaining in the year. An adjustment will be applied to take into account failure to provide sufficient notice of withdrawal. (See paragraph 52 for full details of the Refund Policy).

**TERMINATION**

28. The College may terminate this contract when:

- the student is excluded or enrolment cancelled;
- mutual trust and the condition that both we and you work in partnership and cooperation in the best interests of the College breaks down;
- there is a breach of contract by parents/guardians (including non-payment of fees and failure to support the faith or ethos of the College);
- there is a failure of the student to attend College on a regular basis.

29. Parents/Guardians may terminate when:

- written notice is provided to the College;
• they consider the College is not providing the educational experience or opportunities they contracted for;
• they fail to, or are unwilling to pay fees or to honour payment options entered into.

It is expected that termination by either party would follow only after communications and efforts to remedy the issues of concern.

PARTICIPATION
30. Students are required to participate in all College activities unless reasonable excuse is provided.

31. Parents/Guardians agree to make every effort to ensure that the student will not be absent (including lateness) from the College without leave of absence being granted by the College and that the term dates, as advertised by the College will be strictly adhered to.

32. Students absent from College without leave being granted may forfeit any credit for assessments missed during their absence. The College office should be advised before 9:30 am on any day of absence and a note sent to the College on the student’s return to school.

EMERGENCIES
33. In the event of any medical or other emergency arising in which the College considers it impossible or impractical to communicate with the parents/guardians of the student or any other nominated emergency contacts, I/we authorise the staff responsible to act as they may think necessary or expedient. I/We accept that the College will have no liability for its reasonable actions.

34. The College will take all reasonable care of the student but will not be responsible for the costs of any medical or dental attention or treatment administered to the student in such event nor will it be responsible directly or indirectly for any act or omission of any medical or dental practitioner or medical officer attending or treating my/our daughter including attention provided at the College Health Bay.

IDENTIFICATION OF STUDENTS
35. I/We consent to the student being identified (photographed/videoed and/or named) in College-related publications, including the College Annual, newsletters and celebrations of achievement.

Yes ☐ No ☐

36. A separate consent will be sought from parents if a student is asked to be identified for promotional or marketing purposes.

PRIVACY
37. The College collects personal information about students at the school, their parents and people who care for them. The primary purpose of collecting the information is to enable the College to use the information for all actions connected with educating our students.

38. The Privacy Policy may be viewed on the College website. A hard copy of the Privacy Policy will be provided to anyone who requests it.

GENERAL
39. This contract of enrolment is governed by the law of Queensland and represents the entire agreement between the Parents/Guardians and the College relating to the student’s enrolment. Any warranty, representation, guarantee or other term or condition not contained in this contract is of no force or effect.

40. This contract (as amended from time to time) will be binding and remain in force for the duration of the student’s enrolment at the College.

CONDITIONS RELATING TO FULL FEE PAYING OVERSEAS STUDENTS/SUBCLASS 570/571 STUDENT VISA HOLDERS

CODE OF ETHICS
41. The College complies with the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2007 as amended.
ACCESS OF INFORMATION
42. In signing this document parents give permission to the College to access information regarding student visa and immigration matters for enrolment purposes through Visa Entitlement Verification Online (VEVO) and/or DIAC or any other authorised sites.

USE OF PERSONAL INFORMATION
43. The information provided may be made available to Australian Commonwealth and State agencies and the Tuition Protection Service, pursuant to obligations under the ESOS Act 2000, the National Code, the TPS and other related legislative instruments. This may include contact details for parents, the student and other relatives or persons connected to the student.

ACCOMMODATION
44. It is a condition of a student visa that students under the age of 18 years old must maintain adequate welfare and accommodation arrangements. The parents may be nominated as the guardian for Visa purposes, in which case a Confirmation of Accommodation and Welfare Approval (CAAW) letter will not generally be issued by the College.

If parents arrange accommodation for the student independently of the College, this arrangement must be with family or friends who are over 18 years of age, resident in the state of Queensland and who are not overseas students themselves. If such arrangements are not deemed satisfactory by the College, the student will be moved to a homestay family arranged by the College.

Where a welfare letter is issued by the College, the student should not travel to Australia before the start date on the welfare arrangements. Parents agree to be satisfied with the homestay arrangements made by the College for the student.

ACADEMIC PERFORMANCE
45. In accordance with the ESOS Act 2000 students are required to maintain satisfactory progress in their academic studies. Failure to do so will breach their visa conditions. (See Handbook for full details of Course Progress and Attendance Policy.)

CHANGE OF ADDRESS
46. In accordance with the ESOS Act 2000 students are required to advise the College of any change in address and contact details within 7 days of any change. Failure to notify the College will jeopardise the student’s visa. /We acknowledge that the College may be required to provide addresses and contact details of the parents and student to government bodies.

COMPLAINTS and APPEALS POLICY
47. Dispute Resolution Process / Student Grievances

Internal Complaints Process

The process of this grievance procedure is confidential and any complaints or appeals are a matter between you and those concerned or directly involved in the complaints handling process.

You must notify the College in writing of the nature and details of the complaint or appeal.

Written complaints or appeals are to be lodged with the Head of School and then the Headmaster.

Where the internal complaints and appeals process is being accessed because you have received notice by the College that the College intends to report you for unsatisfactory course attendance, unsatisfactory course progress or suspension or cancellation of enrolment, you have 20 working days from the date of receipt of notification in which to lodge a written appeal.

Complaints and appeals processes are available to you at no cost.

You will have the opportunity to present your case to the Headmaster. You may be accompanied and assisted by a support person at all relevant meetings.

The formal grievance process will commence within 10 working days of the lodgement of the complaint or appeal with the Headmaster. Once the Headmaster has come to a decision regarding the complaint or appeal, you will be informed in writing of the outcome and the reasons for the outcome, and a copy will be retained on your file.
If the grievance procedure finds in your favour, the College will implement the decision and any corrective and preventative action required within 14 days, and advise you of the outcome. The College undertakes to finalise all grievance procedures within 20 working days.

For the duration of the appeals process, your enrolment and attendance must be maintained.

**External Appeals Processes**

If you are dissatisfied with the conduct or result of the complaints procedure, you may, within 2 weeks, seek redress through an external body at minimal or no cost. If you wish to complain or to lodge an external appeal about a decision made or action taken by the College, you may contact the Overseas Students Ombudsman at no cost.

The Overseas Students Ombudsman offers a free and independent service for overseas students. Please see: [www.oso.gov.au](http://www.oso.gov.au) or phone 1300 362 072 for more information.

If you are concerned about the actions of the College you may approach the chief executive of the Department of Education, Training and Employment, who, under part 2, division 2 of the Education (Overseas Students) Act 1996, may suspend or cancel the registration of a provider or a course if a breach of the requirements of registration provision is proved.

Concerns or complaints about the conduct of a registered provider should be addressed in writing to:

The Manager
International Quality (Schools) Unit
DETE
LMB 527
BRISBANE QLD 4001

**Other legal redress**

Nothing in the College Complaints and Appeals Policy negates the right of an overseas student to pursue other legal remedies.

The above processes do not stop students from exercising their rights to other legal remedies. A copy of this policy will be displayed on a noticeboard in the International College, Student Reception in Grace House and Secondary Reception and every student will be given a copy at Orientation in his/her first week of study.

National Code Standard 8

**DEFERMENT, SUSPENSION and CANCELLATION POLICY**

48. Deferment of commencement of study requested by student:

The College will generally re-issue a Confirmation of Enrolment with a new start date if the student does not arrive within 10 school days of the expected start date. Absences will be recorded during this period.

Student/Parent request for deferment: A deferment of study commencement may be granted where family matters, illness, natural disasters or travel/visa difficulties mean a student cannot attend on the agreed starting date.

Suspension after commencement of studies will be assessed on an individual basis at the written request of the student's parents. The final decision for assessing and granting a suspension of studies lies with the Headmaster. Requests will be assessed on merit within 10 working days.

Compassionate or compelling grounds are required and the suspension will be recorded on PRISMS. The period of suspension will not be recorded in absence calculations.

The College may initiate a suspension of studies on the grounds of misbehaviour by the student. Grounds for suspension are contained within the College Behaviour Policies as amended from time to time. Suspensions of more than 10 days will be recorded on PRISMS and contact with parents/guardians regarding welfare during the suspension period will take place.

**Cancellation of Enrolment**

The College may cancel the enrolment of a student for:

- Non-payment of course fees by the due date
- Failure to maintain approved welfare and accommodation arrangements
- Behavioural issues under the College Behaviour Management system that warrants exclusion
- The College is required to report on PRISMS failure to maintain satisfactory course progress and failure to maintain satisfactory attendance which may result in cancellation of the student visa.

HOLIDAYS

49. If the student wishes to travel to any destination other than home during holidays, parents must apply to the College in writing, specifying welfare, travel and accommodation arrangements. Permission for such travel will not be granted unless the College is satisfied with these arrangements. No student is permitted to attend Schoolies Week celebrations. At the end of Year 12, students are required to return home within one week of graduation.

INTERVENTION STRATEGY

50. The College Intervention Strategy identifies students at risk of failing to demonstrate satisfactory course progress, behaviour or attendance. Parents will be notified if their student is at risk.

It is a requirement under the terms of the National Code 2007 that the College identifies students at risk of failing to demonstrate satisfactory course progress, and to undertake an intervention strategy to attempt to resolve the problem.

In Citipointe Christian College:

A student will initially be identified as at risk from his/her Semester 1 report. This report is reviewed by the Head of Primary or Secondary and/or the Director of Studies. An “at risk student” is one whose report indicates that they are not achieving a Sound Achievement or above in English and in at least 4 other subjects, or such other definition of satisfactory progress set out in the College Academic Handbook that allows entry to the next year level. Modified courses are not generally offered to international students, except in exceptional circumstances.

If a student has been identified as being at risk from the Semester 1 report, a comment will be made on the report. The student may be counselled at this stage by the teacher, Head of Department or the Director of Studies regarding additional work or tasks to overcome an area of weakness e.g. homework tasks, assignment work, oral presentations. Additional tuition may be recommended.

In Secondary, an interim report may be obtained at the end of Term 3 in Semester 2 and teachers asked to recommend to the Director of Studies a strategy or strategies which will benefit the student at risk, with a view to having the student achieve the academic requirements for the next year level.

Intervention strategies may include:

* The student may be moved to another class at a lower level.
* The student may be advised to change subject choices.
* Student counselling – the student may be counselled by the Head of Year, Head of Department or Director of Studies to ascertain any personal issues affecting course progress. Behavioural issues would be discussed at this time.
* In Year 11 or 12, the student may be advised to change subjects or do one less subject.

Written documentation* will be kept of the procedures undertaken with the student and their outcomes. Progress may then be monitored on a monthly basis by the teacher responsible and reported to the Director of Studies.

Mark books, samples of the student’s work, written comments on class participation and other records will be kept.

After the interim report and prior to the Semester 2 results and report, the student will be interviewed by the Head of Year, Director of Studies, Director of Pathways or Head of Secondary and made aware that alternatives should be pursued for further study in Australia as their enrolment at the College is at risk.

The Semester 2 report will indicate if a further review of the enrolment is an option or if the student has failed to meet course requirements.

*Documentation may include digital records.
In Citipointe Christian College International:

It is a requirement under the terms of the National Code 2007 that the College identify students at risk of failing to demonstrate satisfactory course progress, and to undertake an intervention strategy to attempt to resolve the problem.

A student may be at risk for one or more of the following reasons:
- academic progress
- attendance
- behaviour

Attendance

A student may be at risk if his/her attendance falls below 80% in any term. (See Handbook for full details of Course Progress and Attendance Policy.)

Behaviour

A student may be at risk due to unacceptable behaviour, effort and attitude to the Christian environment of the College. Unacceptable behaviour includes persistent uniform infringements such as inappropriate jewellery, make-up, hairstyle etc.

Academic progress

A student will initially be identified as at risk from his/her initial term report. This report is reviewed by the Head of International. A student at risk is one whose report indicates that s/he has not made sufficient progress in the term to achieve his/her ultimate goal of entering the mainstream school within the timeframe set. For most students this is 4 terms, but for some students it may be less e.g. students wishing to enter Year 11 can only do so in January of the following year, so the timeframe for ELICOS study will be constrained by this date. (See Handbook for full details of course progress and attendance policy.)

Students identified as being at risk

If a student is identified as being at risk:
- the student is counselled by the Head of International
- the student’s parents and education agent are notified in writing

If the student continues to show a lack of progress, the above process is repeated each term.

Intervention strategies

Intervention strategies may include:
- counselling
- setting of additional tasks to overcome an area of weakness
- recommended extra tutoring after hours
- recommended English speaking homestay if little English is spoken currently at home
- recommended involvement in the College Holiday Homestay Tutoring Program

A record will be kept in the student’s file* of procedures undertaken with the student and their outcomes. Progress will be monitored term by term.

*Note: The student’s file includes digital records.

LEARNING ACCOUNT

51. I/We give permission for a Learning Account to be opened for my/our student to satisfy the requirements of the Queensland Certificate of Education. A Learning Account is a list of school subjects the student has completed successfully.

REFUND POLICY

52. As a Registered Provider, the College requires prepayment of fees in advance as specified in the Course Handbook and/or Letter of Offer. Only then is a Confirmation of Enrolment (eCOE) issued. The eCoE is needed to apply for a student visa.

Refunds, if applicable, will be calculated using school tuition weeks remaining in the year. An adjustment will be applied to take into account failure to provide sufficient notice of withdrawal.
Unless otherwise stated, refunds will be paid within 4 weeks of receiving written notice and sighting a Letter of Offer with compliant welfare arrangements where applicable.

All refunds will be paid directly to the person who has entered into the contract with the College, unless s/he directs the College in writing to pay the refund to someone else. A refund will be paid in the same currency in which fees were paid, unless this is not practical.

Visa refusal: If a student’s visa application is refused by the Department of Immigration and Citizenship (DIAC) prior to commencement and the student cannot undertake the course, the School will refund within 4 weeks all pre-paid fees (except the application fee) where the student produces evidence that the application for a student visa has been refused by the Australian Immigration Authorities. If the student has studied at the College, the College will refund the unused portion of tuition and non-tuition fees calculated on remaining tuition weeks. Refunds will be calculated in accordance with the relevant legislative instrument as per ESOS Act 2000, Section 47E(4).

**Pre-paid Tuition Fees:**

**Provider Default**

In the unlikely event that the College is unable to deliver the course in full, you will be offered a refund of the portion of unused pre-paid tuition fees. The refund will be paid to you within 14 days of the day on which the course ceased being provided.

Alternatively, you may be offered enrolment in an alternative course with another CRICOS registered provider at no extra cost to you. You have the right to choose whether you would prefer a refund of the portion of unused pre-paid tuition fees, or to accept a place with another CRICOS registered provider. The student is advised to seek assistance from the Australian Government’s Tuition Protection Service (TPS): see [https://tps.gov.au/Information/Students](https://tps.gov.au/Information/Students). If you choose placement with another CRICOS registered provider, we will ask you to sign a document to indicate the placement. Calculation of refunds for prepaid tuition fees in these circumstances will be in accordance with the relevant legislative instrument as per the ESOS Act 2000 Section 46D(7).

This agreement and the availability of complaints and appeals processes do not remove the right of the student to take action under Australia’s consumer protection laws. The College’s dispute resolution processes do not circumscribe the student’s right to pursue other legal remedies.

**Student Default**

In general, Clauses 26-28 will apply to all refunds.

If the student wishes to cancel their enrolment prior to commencement, they must give the College at least 4 weeks written notice before the course start date. If 4 weeks written notice is given, the semester’s pre-paid tuition fees, but not the application fee, will be refunded. If less than 4 weeks written notice is given, no refund will be made except in exceptional circumstances.

If a student is intending to leave the College prior to completing the course or courses offered, the students’ parents must give written notice of the withdrawal. This notice should be provided to the Head of School at the earliest opportunity. I/We acknowledge that if I/we do not provide the College with at least 8 tuition weeks notice, we may be required to pay 8 tuition weeks fees. The College commits resources on the basis of confirmed and continuing enrolments and will most likely suffer loss from early termination. The College may have difficulty filling the student’s position at short notice. The condition of 8 tuition weeks notice would not apply if this contact of enrolment is terminated for a breach by the College, or if 14 days notification of withdrawal is received following an annual increase in tuition fees greater than 10%.

After commencement, if the student breaches a visa condition relating to satisfactory progress or attendance of less than 80% or non-payment of fees by the due date or behavioural issues warranting cancellation of enrolment, the College may cancel the enrolment and I/we may be required to pay 8 tuition weeks fees.

In the event of cancellation of enrolment by the College, fees are payable for the whole of the term in which the student’s enrolment is cancelled.

**Non-Tuition Fees:**

The Application Fee is non-refundable.
Homestay Fees, Homestay Placement Fee and Welfare Fee: If cancellation is more than 4 weeks before the course start date, the Homestay Fee, Homestay Placement Fee and Welfare Fee will be refunded. If cancellation is less than 4 weeks before the start date, or after the start of the course, the College will refund the balance of the pre-paid amount less 2 week’s homestay fees, but no refund of the Homestay Placement Fee or Welfare fee will be made.

Overseas Student Health Cover: The College pays OSHC to the Health Care Provider at the time of issuing the Confirmation of Enrolment. If the student cancels their enrolment either prior to commencement or after commencement, the College will cancel the OSHC with the Provider and refund the amount refunded. In some circumstances, the student/student’s parents may need to contact the OSHC Provider themselves to obtain a refund.

Bus Fees: 4 weeks notice of withdrawal from the bus is required, otherwise 4 weeks fees can be charged.

Refunds, where applicable, will be paid within 4 weeks of the signed written request by parents, provided sufficient details of the account to which the refund is to be paid are given at that time.

TRANSFER POLICY
53. If a student wishes to transfer to another school or institution, written notice of intention to withdraw should be provided by the student’s parents at least 8 tuition weeks prior to the transfer. A reason for the transfer should be provided. (See Handbook for full details of Transfer Policy.)
A non-refundable application fee of A$200 must accompany this application form.
PLEASE PRINT CLEARLY. PLEASE USE ONE FORM PER STUDENT

<table>
<thead>
<tr>
<th>STUDENT DETAILS</th>
<th>STUDENT NUMBER (Office Use Only)</th>
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<tbody>
<tr>
<td>FAMILY NAME</td>
<td>PERSONAL NAMES</td>
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<tr>
<td>DATE OF BIRTH</td>
<td>COUNTRY OF BIRTH</td>
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<td>Day / month / year</td>
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<tr>
<td>COUNTRY WHERE VISA APPLICATION WILL BE LODGED</td>
<td>RELIGION</td>
</tr>
<tr>
<td>ARE YOU AN AUSTRALIAN RESIDENT?</td>
<td>Yes/No (Please circle)</td>
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<tr>
<td>DATE OF ARRIVAL IN AUSTRALIA</td>
<td>COURSE START DATE</td>
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<tr>
<td>OVERSEAS HEALTH COVER REQUIRED?</td>
<td>Yes/No</td>
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Please note: Entrance to mainstream depends on the student achieving the required English level, showing acceptable attendance, behaviour, effort and attitude to the Christian environment of The College, and meeting the mainstream entry requirements including the payment of all fees due.

SCHOOLS PREVIOUSLY ATTENDED – PLEASE INCLUDE PRESENT SCHOOL

PLEASE ATTACH STUDENT’S MOST RECENT ACADEMIC REPORTS TRANSLATED INTO ENGLISH
PLEASE ATTACH COPY OF PASSPORT & VISA IF AVAILABLE

If the student is currently enrolled in another school or college in Australia, this application cannot be processed until a Letter of Release is obtained from the current school.

SPECIAL INSTRUCTIONS FOR COLLEGE MAIL

Who should Fee Accounts and School Reports be sent to?   Father   Mother   Agent

Email address 1:   (circle two or more)

Email address 2:

Note: The College only sends accounts and reports by email.
## FAMILY DETAILS

### FATHER

<table>
<thead>
<tr>
<th>FAMILY NAME</th>
<th>PERSONAL NAMES</th>
<th>ENGLISH NAME</th>
<th>TITLE</th>
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<tr>
<td>COUNTRY OF BIRTH</td>
<td>LANGUAGE SPOKEN AT HOME</td>
<td>RELIGION</td>
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<tr>
<td>OCCUPATION</td>
<td>BUSINESS NAME &amp; ADDRESS</td>
<td>FIELD/INDUSTRY (e.g. Printing, Health, Building, Finance, Computer, Welfare, etc)</td>
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</table>

### MOTHER

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<tr>
<th>FAMILY NAME</th>
<th>PERSONAL NAMES</th>
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### HOME ADDRESS

- Home phone: 
- Work phone: 
- Home fax: 
- Email: 
- Mobile: 
- Work fax: 

### HOW DID YOU HEAR ABOUT THE COLLEGE?

Please tick:

- QH1  Word of mouth
- 2 Media
- 3 Schools’ fair
- 4 Prospectus
- Agent (please write name below)

### REASONS FOR SEEKING ENROLMENT AT THE COLLEGE

Please rate 1 or more (1 being of most importance):

- QR1  Academic excellence
- 2 Broad/balanced program
- 3 Co-education
- 4 Discipline
- 5 Friends in school
- 6 Location
- 7 Christian foundation & influence

- Home phone: 
- Work phone: 
- Home fax: 
- Email: 
- Mobile: 
- Work fax:
### ACCOMMODATION DETAILS

<table>
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<tr>
<th>Will the student be living with mother and/or father in Australia?</th>
<th>Yes / No</th>
</tr>
</thead>
<tbody>
<tr>
<td>If yes, circle: Mother / Father</td>
<td></td>
</tr>
</tbody>
</table>

If yes, address in Australia

- **POSTCODE:**
- **Home phone:**
- **Work phone:**
- **Home fax:**
- **Email:**
- **Mobile:**
- **Work fax:**

**OR**

If the student will not live with parents or in a College homestay, please give the names and address of the relative or close family friend the student will live with. All accommodation must be approved by The College.

<table>
<thead>
<tr>
<th>FAMILY NAME</th>
<th>PERSONAL NAMES</th>
<th>ENGLISH NAME</th>
<th>TITLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>RELATIONSHIP</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Please circle one: Relative / Close Family Friend</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>If close family friend, please indicate how long you have known them and the nature of your relationship e.g. same church, work together, neighbour:</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>COUNTRY OF BIRTH</th>
<th>LANGUAGE SPOKEN AT HOME</th>
<th>RELIGION</th>
</tr>
</thead>
<tbody>
<tr>
<td>OCCUPATION</td>
<td>BUSINESS NAME &amp; ADDRESS</td>
<td>FIELD/INDUSTRY (e.g. Printing, Health, Building, Finance, Computer, Welfare, etc)</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>ADDRESS</th>
<th>POSTCODE:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Home phone:</td>
<td></td>
</tr>
<tr>
<td>Work phone:</td>
<td></td>
</tr>
<tr>
<td>Home fax:</td>
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<td></td>
</tr>
<tr>
<td>Mobile:</td>
<td></td>
</tr>
<tr>
<td>Work fax:</td>
<td></td>
</tr>
</tbody>
</table>

**OR**

If the student is at least 12 years of age, do you want The College to arrange Homestay accommodation?

- **Yes / No**

If yes, please fill out the Homestay Application Form on the next page.
PSPP HOMESTAY APPLICATION FORM

If you want The College to arrange homestay accommodation for you, please fill out this form.

FAMILY NAME ________________________ PERSONAL NAME _________________________

DATE OF BIRTH __________________ RELIGION ________________________ MALE / FEMALE

PLACE OF BIRTH __________________ MOBILE PHONE __________________________

MOTHER’S NAME ________________________ FATHER’S NAME ________________________

ADDRESS IN HOME COUNTRY ____________________________________________________

___________________________________________ ______________________________________

HOME TELEPHONE NUMBER ______________________________ FAX ___________________

EMAIL _________________________________________________________________________

WHAT IS YOUR LEVEL OF ENGLISH? (circle one)
Beginner          Elementary          Intermediate          Advanced

WHAT OTHER LANGUAGES DO YOU SPEAK?
______________________________________________________________________________

DO YOU SMOKE? YES / NO (circle one)

ARE YOU ALLERGIC TO CATS / DOGS / OTHER PETS (circle)

DO YOU HAVE ANY ALLERGIES? __________________________________________________

CAN YOU SWIM? YES, VERY WELL / YES, A LITTLE / NO (circle one)

ARE YOU TAKING ANY MEDICATION AT THE MOMENT? WHAT IS IT AND WHAT IS IT FOR?
______________________________________________________________________________

WHAT ACTIVITIES DO YOU ENJOY?
______________________________________________________________________________

______________________________________________________________________________

DESCRIBE YOUR FAMILY AND FRIENDS
______________________________________________________________________________

______________________________________________________________________________

______________________________________________________________________________

______________________________________________________________________________

______________________________________________________________________________
PSPP STUDENT MEDICAL INFORMATION

STUDENT’S NAME: ___________________________ family name _______________ personal names _______________
MALE / FEMALE

DATE OF BIRTH (day/month/year): ______________ STUDENT’S MOBILE: __________________________

STUDENT’S HOME PHONE NUMBER IN AUSTRALIA: __________________________

ADDRESS IN AUSTRALIA: __________________________

PARENTS’ FULL NAMES: __________________________

HOW CAN THE COLLEGE CONTACT YOU IN CASE OF EMERGENCY:

FATHER: TELEPHONE (WORK): __________________ MOBILE: __________________________

TELEPHONE (HOME): __________________ EMAIL: __________________________

MOTHER: TELEPHONE (WORK): __________________ MOBILE: __________________________

TELEPHONE (HOME): __________________ EMAIL: __________________________

Has your child had a Tetanus Booster in the last five years? YES / NO IF YES, DATE ______________

DOES YOUR CHILD SUFFER FROM ANY OF THE FOLLOWING:

YES / NO If YES, please give details

1. Heart Problems __________
2. Asthma __________
3. Respiratory problems __________
4. Drug Allergies __________
5. Food Allergies __________
6. Diabetes / Hypoglycaemia __________
7. Recent Operations __________
8. Recent Illness __________
9. Phobias __________
10. Visual Problems __________
11. Hearing Problems __________
12. HIV, Hepatitis A, B, C etc. __________
13. ADD, ADHD etc. __________
14. Eczema __________
15. Headaches / Migraines __________
16. Travel Sickness __________
17. Immunisations __________
18. Other: please list details __________

MEDICINES: Students must give all medicine to their homestay parents on arrival. At school, the only medicine students may keep with them is asthma medicine. Any other medicine they need at school must be given to Health Bay at the start of the day. Please give details of any regular medicines taken (dosage, frequency etc.): __________________________________________________________

I give permission for Paracetamol / Antihistamine or any medical assistance The College feels necessary at the time to be administered to my child.

Parent’s Signature: __________________________ Date: __________________________
I have been given a copy of the PSPP Handbook before signing this application. I have read the policies and the contract of enrolment. I have read the fees list in the PSPP Handbook and I understand the fees are as follows:

<table>
<thead>
<tr>
<th>TUITION FEES</th>
<th>NON-TUITION FEES</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tuition A$7,260 per semester</td>
<td>Application Fee A$200</td>
</tr>
<tr>
<td>Language Tests A$250 per semester</td>
<td>Overseas Student Health Cover A$492 per year (2014)</td>
</tr>
<tr>
<td>Course Materials &amp; Textbooks A$650 per semester</td>
<td>Uniform A$700</td>
</tr>
<tr>
<td>Computer/Library Access A$300 per semester</td>
<td>Welfare Fee A$480 per semester</td>
</tr>
<tr>
<td>Student Services Fee A$600 per semester</td>
<td>Homestay Fee A$6,480 per semester</td>
</tr>
<tr>
<td><strong>Total Tuition Fees A$9,060 per semester</strong></td>
<td>Homestay Placement Fee A$200</td>
</tr>
<tr>
<td></td>
<td>Accommodation Approval Fee A$200</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Father’s Signature</th>
<th>Date:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mother’s Signature</td>
<td>Date:</td>
</tr>
<tr>
<td>Agent’s Signature</td>
<td>Date:</td>
</tr>
</tbody>
</table>

**AGENT DETAILS/STAMP:**

**FINAL PROCEDURES**

<table>
<thead>
<tr>
<th>Send:</th>
<th>Send to:</th>
</tr>
</thead>
<tbody>
<tr>
<td>APPLICATION FORM</td>
<td>The Registrar</td>
</tr>
<tr>
<td>RECENT SCHOOL REPORTS TRANSLATED INTO ENGLISH</td>
<td>Citipointe Christian College International</td>
</tr>
<tr>
<td></td>
<td>322 Wecker Road Carindale Qld 4152 Australia</td>
</tr>
<tr>
<td></td>
<td><a href="mailto:mail@brisbane.coc.edu.au">mail@brisbane.coc.edu.au</a></td>
</tr>
<tr>
<td></td>
<td><a href="http://www.brisbane.coc.edu.au">www.brisbane.coc.edu.au</a></td>
</tr>
<tr>
<td></td>
<td>PHONE: + 61 7 3347 5864</td>
</tr>
<tr>
<td></td>
<td>FAX: + 61 7 3347 5900</td>
</tr>
</tbody>
</table>

| APPLICATION FEE OF A$200                          |                                                      |