Toowoomba Grammar School

Overseas Student Policies and Associated Documents
Toowoomba Grammar School

Overseas Student Entry Requirements Policy

Version V7

Date: 30 August 2016
Toowoomba Grammar School

Overseas Student Entry Requirements Policy

1. Toowoomba Grammar School will consider enrolment applications from students wishing to apply for a Student Visa, subject to compliance with minimum requirements and conditions set by the School, and with legislative requirements of the State of Queensland and the Commonwealth of Australia, including any requirements to undertake extra tuition to learn English to meet the English language proficiency standard needed to enter mainstream classes.

2. Applications for enrolment must be made on an Application for Enrolment form and must be correctly completed, and must be accompanied by the following documents to support the application:

- (a) Copies of Student Report Cards from the previous 12 months of study, including a copy of the student's latest Report Card. A completed Reference Form from the student's current or most recent school Principal is required if the student's Report Cards do not record student behaviour or commitment to studies;
- (b) A completed Subject Choices Form (if applicable);
- (c) Appropriate proof of identity and age;
- (d) Written evidence of proficiency in English as a second language;
- (e) Photocopy or scanned copy of passport page with name, photo identification, passport number and expiry date;
- (f) an Enrolment Application Fee; and
- (g) Application for Course Credit (if applicable).

3. Where the above documents are not in English, certified translations in English are required, with necessary costs to be met by the applicant.

4. An application for enrolment can only be processed when all of the above are in the hands of the Director of Enrolments.

5. Applications from overseas students are processed according to established policy and procedures, and are dealt with on their merits.

6. Assessment procedures include an evaluation of reports from previous schools and of English language proficiency. In cases where report cards are not available or are inconclusive for any reason, the school may require relevant testing of the applicant to assess the application. Minimum academic and English language requirements are as follows:

- (a) Providing evidence of satisfactory academic performance appropriate to the year level. Toowoomba Grammar School's minimum academic performance requirements are:
  - (i) for Primary School, evidence of application to school work and age-appropriate achievement in literacy and numeracy areas of the curriculum; and

Version V7

Date: 30 August 2016
(ii) for Years 8 – 12 students, a “pass” level or “C” grade or better for the majority of core subjects.

(b) Evidence of sufficient proficiency in English to successfully meet the curriculum demands of the enrolled course. This is a requirement under the 2007 National Code of Practice, Section D Standard 2.

(c) As an alternative to 6(b) above, Toowoomba Grammar School accepts results from the following test instruments:

<table>
<thead>
<tr>
<th>Acceptable Test</th>
<th>Minimum Test Result</th>
<th>For Entry to Year</th>
</tr>
</thead>
<tbody>
<tr>
<td>Overseas English Language Testing System (IELTS)</td>
<td>5</td>
<td>10</td>
</tr>
<tr>
<td>IELTS</td>
<td>5.5</td>
<td>11</td>
</tr>
<tr>
<td>IELTS</td>
<td>5.5 - 6</td>
<td>12</td>
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</tbody>
</table>

Notations on the previous Table

1. Students should note that if their language proficiency is below that outlined above, they may be required to undertake an intensive English language course before beginning mainstream studies.

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

Overseas Student Refund Policy
Toowoomba Grammar School

Overseas Student Refund Policy

1.0 Application Fee and Enrolment Fee

1.1 The Application Fee and the Enrolment Fee are non-refundable (with the exception of students whose Student Visa Application is refused). The School will refund the Enrolment Fee in circumstances where the student’s Visa Application is refused by the Department of Immigration and Border Protection.

2.0 Payment of Course Fees and Refunds

2.1 Fees are payable in accordance with Toowoomba Grammar School’s Conditions of Enrolment.

2.2 An itemised list of school fees is provided in the school’s written agreement.

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

2.4 Refunds will be paid to the person who enters into the written agreement unless the school receives written advice from the person who enters the written agreement to pay the refund to someone else.

3.0 Notification of Withdrawal and Applications for Refunds

3.1 All notifications of withdrawal from a course or applications for refunds, must be made in writing and submitted to the Chief Financial Officer.

4.0 Student Default Because of Visa Refusal

4.1 If a student’s visa application is refused by the Department of Immigration and Border Protection and the student cannot undertake the course, the school will refund within four weeks any paid tuition and non-tuition 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, minus the lesser of 5% of the amount of paid fees received or AUD 500.
5.0 Student Default

5.1 Any amount owing under this section will be paid within 4 weeks of receiving a written claim from the student (or parent(s)/legal guardian if the student is under 18).

5.2 Non-tuition fees will be refunded on a pro rata basis proportional to the amount of time the student was studying in the course, except where a non-refundable payment on behalf of the student has been made.

5.3 If the student does not provide written notice of withdrawal and does not start the course on the agreed starting date, a maximum of ten weeks’ tuition fees will be retained from tuition fees received by the School and the remainder will be refunded.

5.4 Subject to clause 5.6, if up to 1 term/1 semester/2 semesters tuition fees have been paid, and the school receives written notification of withdrawal by the student (or parent(s)/legal guardian if the student is under 18), the school will refund the amount of paid fees less the following amounts:

(a) An administration fee of $500 if written notice is received up to four weeks prior to commencement of the course.

(b) 50% of the tuition fee if written notice is received less than four weeks prior to commencement of the course.

(c) 25% of any unspent paid tuition fees, up to a maximum of one term’s fees, if written notice is received before one (1) term of the payment period has passed.

(d) No amount will be refunded if written notice is received after one (1) term of the payment period has passed.

(e) If a student’s visa changes (e.g. becomes a temporary or permanent resident) the student will continue to pay full overseas student’s fees for the duration of the year.

5.5 If more than two semester’s tuition fees have been paid in one amount, refund provisions under (d) will apply for tuition fees paid for the first two semesters, and any remaining unspent tuition fees after this will be refunded.

5.6 If a student fails to start a course on, or withdraws from the course on or before, the agreed starting date because of visa refusal, then the amount of the refund is the amount of the course fees, minus the lesser of:
(a) 5% of the amount of course fees received by the provider in respect of the student before the default day; or

(b) $500.

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

(c) Failure to maintain satisfactory course progress (visa condition 8202) in accordance with the Toowoomba School Overseas Student Course Progress and Attendance Policy.

(d) Failure to maintain satisfactory attendance (visa condition 8202) in accordance with the Toowoomba School Overseas Student Course Progress and Attendance Policy.

(e) Failure to maintain approved welfare and accommodation arrangements (visa condition 8532). Please see the Accommodation and Welfare Policy.

(f) Failure to pay course fees.

(g) Any behaviour identified as resulting in enrolment cancellation in Toowoomba Grammar School’s Behaviour Policy/Code of Conduct which is set out in the Senior School Student Diary.

6.0 Provider Default

6.1 If for any reason the school 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 school, a full refund a full refund of any unused tuition fees* received by the school with respect to the student will be made within 14 days of the agreed course starting day.

6.2 If for any reason the school 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 school, a full refund of any unused tuition fees* received by the school with respect to the student will be made within 14 days of the school’s default day.


6.3 In the event that the school 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. For information on the TPS, please see: https://tps.gov.au/StaticContent/Get/StudentInformation

7.0 Further Rights

7.1 This agreement, and the availability of complaints and appeals processes, does not remove the right of the student to take action under Australia’s consumer protection laws.

8.0 Definitions

8.1 **Non-tuition fees** – fees not directly related to provision of the student’s course, including OSHC, accommodation fees (such as boarding fees), book fees (where books are not supplied by the school) and uniform fees.

8.2 **Tuition fees** - fees directly related to the provision of the student’s course, including tuition fees, fees for compulsory course materials, and any compulsory enrolment or administration fees that apply during the entire period of enrolment.

8.3 **Course fees** – the sum of tuition fees and non-tuition fees received by the school in respect of the student in order for the student to undertake the course.

8.4 A **Semester** is two terms.

8.5 A **term** is 10 weeks or as published in the annual school diary.
Toowoomba Grammar School

Overseas Student Deferment, Suspension and Cancellation Policy and Associated Documents
Toowoomba Grammar School

Overseas Student Deferment, Suspension and Cancellation Policy

1.0 Deferment of Commencement of Study Requested by Student

1.1 Toowoomba Grammar School will only grant a deferment of commencement of studies for compassionate and compelling circumstances. These include but are not limited to:

(a) illness, where a medical certificate states that the student was unable to attend classes

(b) bereavement of close family members such as parents or grandparents (where possible a death certificate should be provided)

(c) major political upheaval or natural disaster in the home country requiring emergency travel that has impacted on studies

(d) a traumatic experience which has impacted on the student (these cases should be where possible supported by police or psychologists’ reports).

1.2 The final decision for assessing and granting a deferment of commencement of studies lies with the Headmaster.

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

2.0 Suspension of Study Requested by Student

2.1 Once the student has commenced the course, Toowoomba Grammar School will only grant a suspension of study for compassionate and compelling circumstances. These include but are not limited to:

(a) illness, where a medical certificate states that the student was unable to attend classes;

(b) bereavement of close family members such as parents or grandparents (where possible a death certificate should be provided);

(c) major political upheaval or natural disaster in the home country requiring emergency travel that has impacted on studies;

(d) a traumatic experience which has impacted on the student (these cases should be where possible supported by police or psychologists’ reports).

2.2 Suspensions will be recorded on PRISMS within 14 days of being granted.

2.3 The period of suspension will not be included in attendance calculations.
2.4 The final decision for assessing and granting a suspension of studies lies with the Headmaster.

3.0 **Student Initiated Cancellation of Enrolment**

3.1 All notification of withdrawal from a course, or applications for refunds, must be made in writing and submitted to the Chief Financial Officer. Please see Toowoomba Grammar School's Refund Policy for information regarding refunds.

4.0 **Assessing Requests for Deferment or Suspension of Studies**

4.1 Applications will be assessed on merit by the Deputy Headmaster.

4.2 All applications for deferment or suspension will be considered within 10 working days.

5.0 **School Initiated Exclusion from Class (1 – 28 days)**

5.1 Toowoomba Grammar School 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 Toowoomba Grammar School’s Behaviour Policy/Code of Conduct.

5.2 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 Senior School.

5.3 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.

5.4 Exclusions from class will not be recorded on PRISMS.

5.5 Periods of 'exclusion from class' for up to 5 days will not be included in attendance calculations as per Toowoomba Grammar School’s Course Progress and Attendance Policy.

6.0 **School Initiated Suspension of Studies (28 days +)**

6.1 Toowoomba Grammar School 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 Toowoomba Grammar School’s Behaviour Policy/Code of Conduct.

6.2 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 Deputy Headmaster.

6.3 Students who have been suspended for more than 28 days may need to contact Department of Immigration. (Please see contact details at: [http://www.border.gov.au/about/contact/offices-locations](http://www.border.gov.au/about/contact/offices-locations)

Version V7

Date: 30 August 2016
6.4 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 Senior School.

6.5 Suspensions will be recorded on PRISMS.

6.6 The period of suspension will not be included in attendance calculations.

7.0 School Initiated Cancellation of Enrolment

7.1 Toowoomba Grammar School will cancel the enrolment of a student under the following conditions:

(a) Failure to pay course fees;

(b) Failure to maintain approved welfare and accommodation arrangements (visa condition 8532);

(c) Any behaviour identified as resulting in cancellation in Toowoomba Grammar School's Behaviour Policy/Code of Conduct and

(d) Students who have had enrolment cancelled are advised to contact Department of Immigration. Please see contact details at: http://www.border.gov.au/about/contact/offices-locations

7.2 Toowoomba Grammar School is required to report failure to maintain satisfactory course progress and failure to maintain satisfactory attendance to DIBP, which may impact on a student’s visa.

7.3 Toowoomba Grammar School may cancel the enrolment of a student for failure to disclose a pre-existing condition requiring a high degree of specialised support or care.

7.4 School initiated cancellation of enrolment is subject to Toowoomba Grammar School’s Complaints and Appeals Policy.

8.0 Complaints and Appeals

8.1 Student requests for deferment, and suspension and cancellation of enrolment are not subject to Toowoomba Grammar School’s Complaints and Appeals Policy.

8.2 Exclusion from class is subject to Toowoomba Grammar School’s Complaints and Appeals Policy.

8.3 School initiated suspension, where the suspension is to be recorded in PRISMS, and cancellation are subject to Toowoomba Grammar School’s Complaints and Appeals Policy.

8.4 For the duration of the internal appeals process, the school will maintain the student’s enrolment and the student will attend classes as normal.

Version V7

Date: 30 August 2016
8.5 If students access Toowoomba Grammar School’s complaints and appeals process regarding a school initiated suspension or cancellation of enrolment under Standard 13, the change in enrolment status will not be reported in PRISMS until the internal complaints and appeals process is finalised, unless extenuating circumstances relating to the welfare of the student apply. NB: Students may still access the external complaints and appeals process, but the school need not await the outcome of this process before changing the student’s enrolment status in PRISMS. However, if the school has issued a CAAW for a student, welfare provisions under NC St 5.3 are applicable.

8.6 Extenuating circumstances include:

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

(b) the student is missing;

(c) the student has medical concerns or severe depression or psychological issues which lead the school to fear for the student’s wellbeing;

(d) the student has engaged or threatened to engage in behaviour that is reasonably believed to endanger the student or others;

(e) is at risk of committing a criminal offence, or

(f) the student is the subject of investigation relating to criminal matters.

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

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

9.0 Student to Seek Information from DIBP

9.1 Deferment, suspension and cancellation of enrolment can have an effect on a student’s visa as a result of changes to enrolment status. http://www.border.gov.au/Trav/Stud for further information about their visa conditions and obligations.

10.0 Definitions

10.1 Day – any day including weekends and public holidays in or out of term time
Toowoomba Grammar School

Overseas Student Transfer Request Policy and Associated Documents
Toowoomba Grammar School

Overseas Student Transfer Request 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; and

   (d) if the student is granted a Letter of Release.

2. Students can apply to the 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. Toowoomba Grammar School 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 and is no longer within a reasonable travelling time of the school;

   (b) It has been agreed by the school the student would be better placed in a course that is not available at Toowoomba Grammar School; and

   (c) Any other reason stated in the policies of Toowoomba Grammar School.

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; and
(c) Evidence that the student is always in DIBP approved welfare and accommodation arrangements.

5. **Toowoomba Grammar School 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) Toowoomba Grammar School 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; and

(e) School fees have not been paid for the current term/semester.

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 Border Protection office as soon as possible to discuss any implications.** The address of the nearest Office is:

   Department of Immigration Office

   299 Adelaide Street

   Brisbane Qld 4000

   Students can also contact the Department of Immigration through their web enquiry form

8. **In Queensland it is best practice that letters of release, whether provided by this School or by another registered provider, give information about whether the student has demonstrated a commitment to studies during the course, had a good attendance record for the course, and 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 Toowoomba Grammar School’s complaints and appeals policy.
Toowoomba Grammar School

Overseas Student Complaints and Appeals Policy and Associated Documents

Version V7

Date: 30 August 2016
Toowoomba Grammar School

Complaints and Appeal Policy

1.0 Purpose

1.1 The purpose of Toowoomba Grammar School's Complaints and Appeals Policy is to provide a student or parent(s)/legal guardian with the opportunity to access procedures to facilitate the resolution of a dispute or complaint.

2.0 Informal Complaints Resolution

2.1 In the first instance, Toowoomba Grammar School requests there is an attempt to informally resolve the issue through mediation/informal resolution of the complaint.

2.2 Students should contact the Deputy Headmaster in the first instance to attempt mediation/informal resolution of the complaint.

2.3 If the matter cannot be resolved through mediation, the matter will be referred to the Headmaster and Toowoomba Grammar School's internal formal complaints and appeals handling procedure will be followed.

3.0 Formal Complaints Handling Procedure

3.1 The student must notify the school in writing of the nature and details of the complaint or appeal.

3.2 Written complaints or appeals are to be lodged with the Headmaster.

3.3 Where the internal complaints and appeals process is being accessed because the student has received notice by the school that the school intends to report him/her for unsatisfactory course attendance, unsatisfactory course progress or suspension or cancellation of enrolment, the student has 15 working days from the date of receipt of notification in which to lodge a written appeal.

3.4 Complaints and appeals processes are available to students at no cost.

3.5 Each complainant has the opportunity to present his/her case to the Headmaster.

3.6 Students and / or the School may be accompanied and assisted by a support person at all relevant meetings.
3.7 The formal grievance process will commence within 10 working days of the lodgment of the complaint or appeal with the Headmaster.

3.8 Once the Headmaster has come to a decision regarding the complaint or appeal, the student will be informed in writing of the outcome and the reasons for the outcome, and a copy will be retained on the student's file.

3.9 If the grievance procedure finds in favour of the student, Toowoomba Grammar School will immediately implement the decision and any corrective and preventative action required, and advise the student of the outcome.

3.10 Toowoomba Grammar School undertakes to finalise all grievance procedures within 10 working days.

3.11 For the duration of the appeals process, the student's enrolment and attendance must be maintained.

4.0 External Appeals Processes

4.1 If the student is dissatisfied with the conduct or result of the complaints procedure, he may seek redress through an external body at minimal or no cost.

4.2 If the student wishes to complain or to lodge an external appeal about a decision made or action taken by Toowoomba Grammar School, he/she may contact the Overseas Students Ombudsman at no cost and within 10 working days. The Overseas Students Ombudsman offers a free and independent service for overseas students. Please see: http://www.ombudsman.gov.au/about/overseas-student-ombudsman-landing-page or phone 1300 362 072 for more information.

5.0 Other Legal Redress

5.1 Nothing in the School's Complaints and Appeals Policy negates the right of an overseas student to pursue other legal remedies.
Toowoomba Grammar School

Accommodation and Welfare Policy
Toowoomba Grammar School

Accommodation and Welfare Policy

1. The student will live with a parent or relative approved by the Department of Immigration.
   In this case:
   i. The School does not provide a welfare letter (CAAW) via PRISMS. The student’s family completes Form 157N and provides proof of relationship to Department of Immigration at the time of visa application for approval of these arrangements. The Department of immigration must also approve any further change of welfare arrangements.
   ii. If the adult responsible for the welfare, accommodation and other support arrangements for a student under 18 years holds a Guardian visa (subclass 580), all obligations and conditions of this visa must be met, including:
      • not leaving Australia without the nominating student unless the School has first approved alternative welfare and accommodation arrangements for the student for the adult’s period of absence, and
      • advising the Department of Immigration of any change of address, passport or other changes of circumstances.

2. The student will live in school approved accommodation and care arrangements and the School will generate the welfare letter (CAAW) via PRISMS to accompany the student’s Confirmation of Enrolment (CoE).
   In this case:
   i. Any accommodation, welfare and other support arrangements for the student must be approved by the School, including arrangements provided by third parties. Visits to friends residences which include an overnight stay are limited to two in any twelve-month period.
   ii. Any changes to approved arrangements must also be approved by the School. [Optional] This includes any requests by students under 18 years of age to attend “Schoolies Week” on completion of Year 12.
   iii. If a student for whom the School has issued a CAAW refuses to maintain approved arrangements, the School will report this to the Department of Immigration and advise the student to contact the Department of Immigration to ensure visa implications are understood. (See Department of Immigration office addresses at: http://www.border.gov.au/about/contact/offices-locations/australia.)

School approved accommodation options for full fee paying 571 visa subclass students under 18 years of age include:
   i. School Boarding House

3. For School vacation periods, the following accommodation options are available to full fee paying 571 visa subclass students under 18 years of age for whom the School has issued a CAAW:
   i. Student returns home to parents
Additional Information

STUDENT GUARDIAN VISAS

Toowoomba Grammar School requires holders of Student Guardian Visas to:

i. maintain Overseas Visitor Health Cover for themselves and any dependent children living with them in Australia

ii. immediately advise the School of any change to address or contact details

iii. immediately advise the School if there are any compassionate or compelling reasons to travel overseas or not be at home for an extended period of time to care for the student.

If there is a valid reason for travelling overseas, and the School is able to approve alternative accommodation and care arrangements for the student for the period of student guardian visa holder's absence, the School will provide documentation approving temporary care arrangements for the student for the Department of Immigration.

If there is not a valid reason for travelling overseas, or if the School is not able to approve alternative accommodation and care arrangements for the student for the period of student guardian visa holder’s absence, the student will need to travel overseas with the holder of the student guardian visa. In this case, the School will advise if compulsory attendance requirements will or will not be affected by the student’s absence.
Toowoomba Grammar School

Overseas Student Letter of Offer and Written Agreement

Version V7  Date: 30 August 2016
Toowoomba Grammar School

Letter of Offer

The Board of Trustees of the Toowoomba Grammar School trading as Toowoomba Grammar School

CRICOS Provider Code:

00525D

Date

[Insert Parent Name and Address]

Re: [Insert Student Name, DOB]

Dear [insert name]

Toowoomba Grammar School has assessed [insert student’s name] Application for Enrolment for [insert year group] and is pleased to confirm an offer of enrolment.

[insert name’s] continuing enrolment will depend on:

(a) meeting any student visa conditions, including satisfactory course progress and attendance requirements;

(b) agreeing to Toowoomba Grammar School’s policies, including maintaining approved welfare and accommodation arrangements, and any further conditions of enrolment detailed in Acceptance of Enrolment / Written Agreement attached; and

(c) payment of tuition and non-tuition fees by the due date.

To accept this Offer, please kindly sign and return the attached Confirmation of Enrolment Form and Written Agreement and arrange for fees to be paid in accordance with the attached invoice by [insert date].

Before you accept this Offer, please ensure that all contact details on the Confirmation of Enrolment Form and Written Agreement are correct, and ensure that the detailed information about any medical conditions or learning needs has been provided.
Once the School receives the completed Confirmation of Enrolment Form and Written Agreement, and the fees have been paid in accordance with the invoice, Toowoomba Grammar School will issue a Confirmation of Enrolment for [insert name of student]'s student visa application (which is a separate document to Toowoomba Grammar School’s Confirmation of Enrolment Form).

Please kindly advise me of the date of visa grant and [insert name of student]'s arrival details so final arrangements can be made in preparation for entry into Toowoomba Grammar School.

Yours sincerely

Ben Foley

Director of Enrolments
Toowoomba Grammar School
Written Agreement

The Board of Trustees of the Toowoomba Grammar School trading as Toowoomba Grammar School
CRICOS Provider Code 00525D

1. Contact Details
   (a) Student details

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<tbody>
<tr>
<td>1.</td>
</tr>
<tr>
<td>2.</td>
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</table>

<table>
<thead>
<tr>
<th>Current Year Level of Schooling</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
</tr>
</tbody>
</table>

   (b) Parent(s)/legal guardian details:

<table>
<thead>
<tr>
<th>Parent/Legal Guardian Name:</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
</tr>
<tr>
<td>2</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Address:</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
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</tbody>
</table>

   |                              |
   | 2                            |

<table>
<thead>
<tr>
<th>Phone no:</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
</tr>
</tbody>
</table>

   |                              |
   | 2                            |
2. Change of Address and Current Contact Details

(a) The student is obliged to notify the school of any change of address while enrolled at the school. This is to ensure that any notifications sent to the student advising of visa breaches are sent to the student’s current address.

(b) Where Toowoomba Grammar School has approved the student’s welfare and accommodation arrangements, the student requires both the school’s and the parent’s approval for any changes to welfare and accommodation arrangements.

(c) The school is required by law to request confirmation of current address and contact details in writing for each student (and parent or legal guardian if a student is under 18 years of age) at least every six months.

3. Preferred method of contact for confirming contact details in writing every six months, as required by law:

<table>
<thead>
<tr>
<th>Fax</th>
<th>Email</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>

4. Course enrolment details

(a) CRICOS Course Codes, Type and Entry level (course name as registered on PRISMS):

<table>
<thead>
<tr>
<th>CRICOS Course Code</th>
<th>Type</th>
<th>Entry Level</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
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</tbody>
</table>

5. Course Start and End Date

(a) Course Code -
Course start date: __________________
Course end date: __________________

(b) Course Code:
Course start date: __________________
Course end date: __________________

Course Location
6. **Conditions on enrolment/preliminary requirements**

(a) Depending on the student’s English language ability, the student may be required to successfully complete an ELICOS course as set out below:

<table>
<thead>
<tr>
<th>Acceptable Test</th>
<th>Minimum Test Result</th>
<th>For Entry to Year</th>
</tr>
</thead>
<tbody>
<tr>
<td>Overseas English Language Testing System (IELTS)</td>
<td>5</td>
<td>10</td>
</tr>
<tr>
<td>IELTS</td>
<td>5.5</td>
<td>11</td>
</tr>
<tr>
<td>IELTS</td>
<td>5.5 - 6</td>
<td>12</td>
</tr>
</tbody>
</table>

(b) As a condition of enrolment, from Year 10 onwards, the student agrees to allow Toowoomba Grammar School to open a learning account in the student’s name with the Queensland Studies Authority, and for the student to be assigned a Learning Unique Identifier (LUI) for certification of studies purposes.

(c) As a condition of enrolment, the student agrees to abide by all school policies for the duration of their enrolment and to disclose any medical or health conditions that may affect studies or student welfare. These could include the Toowoomba Grammar School:

(i) Accommodation Policy;
(ii) Complaints and Appeals Policy;
(iii) Senior School Student Diary which contains behaviour expectation and school rules;
(iv) Student Transfer Request Assessment Policy;
(v) Deferment, Suspension and Cancellation Policy;
(vi) Refund Policy; and
(vii) Course Progress and Attendance Policy.

(d) As a condition of enrolment, the student / parent / legal guardian agrees to disclose any essential information relating to additional support or the care the student might require because of an existing medical condition, including the need for prescribed medication; disability, including learning disorder, or other need for specialised support. Failure to do this may result in cancellation of enrolment.

(e) As a condition of enrolment, the student authorises Toowoomba Grammar School to log into the Department of Immigration website to check visa entitlements electronically via VEVO for the duration of enrolment on [http://www.border.gov.au/Busi/Visa](http://www.border.gov.au/Busi/Visa)

(f) As a condition of enrolment, the student / parent / legal guardian agrees that all students for whom the provider holds a Confirmation of Accommodation and Welfare (CAAW) must maintain approved arrangements for the entire duration of the enrolment irrespective of the age of the student.
7. **Course fees and other charges**

(a) **Tuition and Non-Tuition Fees:**

<table>
<thead>
<tr>
<th>Year</th>
<th>Semester 1</th>
<th>Tuition Fees A$</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Semester 2</td>
<td>Tuition Fees A$</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Year</th>
<th>Semester 1</th>
<th>Tuition Fees A$</th>
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<tbody>
<tr>
<td></td>
<td>Semester 2</td>
<td>Tuition Fees A$</td>
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<tr>
<th>Year</th>
<th>Semester 1</th>
<th>Tuition Fees A$</th>
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</thead>
<tbody>
<tr>
<td></td>
<td>Semester 2</td>
<td>Tuition Fees A$</td>
</tr>
</tbody>
</table>

(b) **NON-TUITION FEES (Customise as necessary)**

<table>
<thead>
<tr>
<th>Overseas Student Health Cover (OSHC):</th>
<th>ASX per semester for visa duration</th>
<th>A$</th>
</tr>
</thead>
<tbody>
<tr>
<td>Boarding fees</td>
<td>Provide details</td>
<td>A$</td>
</tr>
<tr>
<td>Any other course related fees (e.g., excursion fees, course material, year level camps etc.,)</td>
<td>Provide details</td>
<td>A$</td>
</tr>
<tr>
<td>Queensland Curriculum and Assessment Authority fees (if applicable Years 11 and 12 students only):</td>
<td>Once only fee</td>
<td>A$</td>
</tr>
<tr>
<td>Estimated cost of school uniforms:</td>
<td>See .....</td>
<td>A$</td>
</tr>
<tr>
<td>Fees for special/medical needs (if applicable)</td>
<td>Provide details</td>
<td>A$</td>
</tr>
<tr>
<td>Other</td>
<td>Provide details</td>
<td>A$</td>
</tr>
<tr>
<td>Sub-total Non-Tuition Fees</td>
<td></td>
<td>A$</td>
</tr>
</tbody>
</table>

(i) Overseas Student Health Cover (OSHC): [insert $AUD] per semester for visa duration;

(ii) Boarding fees (where applicable): [insert $AUD] per semester;

(iii) Any other course related fees (if not compulsory, e.g., excursion fees, course material, etc.,) [insert $AUD] per semester;

(iv) Estimated cost of school uniforms: [insert $AUD]; and

(v) Fees for special/medical needs (if applicable): [insert $AUD] per semester.

(c) **Estimated Cost of Total Course:**

<table>
<thead>
<tr>
<th>Course Type:</th>
<th>Entry Level, Code &amp; Estimated Total Course Cost:</th>
</tr>
</thead>
<tbody>
<tr>
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</table>

*Figures are stated as outlined in the 2014 Overseas Student Fee Information. Toowoomba Grammar School reserves the right to vary or alter the abovementioned fees as determined by the Board of Trustees.*

Version V7 Date: 30 August 2016
2. Payment of Fees and Refunds

(a) Fees are payable in accordance with Toowoomba Grammar School’s Conditions of Enrolment;

(b) All fees must be paid in Australian dollars;

(c) Any refund of tuition fees in the event of visa refusal or school default is prescribed by legislation (Education Services for Overseas Students (ESOS Act 2000 and Regulations 2001). Annexed to this Written Agreement is the School’s Refund Policy. Please initial below to confirm that the Refund Policy is attached to this Written Agreement and that you have sighted it.

| Parent/s Initials | Initial of Principal’s delegate |

(d) Any refund of tuition fees or non-tuition fees for student default will be paid in accordance with Toowoomba Grammar School’s Refund Policy, which is part of this agreement;

(e) Refunds will be reimbursed in Australian dollars and the payment sent to the student or the person specified in the written agreement unless otherwise requested in writing.

3. Welfare Arrangements

(a) Subject to clause 9(c), the student will reside in one of Toowoomba Grammar School’s Boarding Houses or with his parents for the duration of his schooling. In circumstances where the student is residing in one of Toowoomba Grammar School’s Boarding Houses, then the School will provide the Confirmation of Appropriate Accommodation/Welfare Arrangements (CAAW) letter via PRISMS to accompany the Confirmation of Enrolment upon return of this agreement.

(b) The CAAW Course start and end dates are:
Course Code –
Course start date: ____________________
Course end date: ____________________

(c) The School will not accommodate nor care for the student during school holidays. The student’s parents/legal guardians will arrange appropriate school holiday accommodation and care.

4. Privacy

(a) Information is collected on this form and during your enrolment in order to meet our obligations under the ESOS Act and the National Code 2007; to ensure student compliance with the conditions of their visas and their obligations under Australian immigration laws generally. The authority to collect this information is contained in the Education Services for Overseas Students Act 2000, the Education Services for Overseas Students Regulations 2001 and the National Code of Practice for Providers of Education and Training to Overseas Students 2007. Information collected about you on this form and during your enrolment can be provided, in certain circumstances, to the Australian Government and designated authorities and, if relevant, the Tuition Protection Service. In other instances, information collected on this form or during your enrolment can be disclosed without your consent where authorised or required by law.
b) For more information on privacy, please refer to Toowoomba Grammar School’s Privacy Policy.

5. Complaints and Appeals Processes

(a) This Agreement, and the availability of complaints and appeals processes, does not remove the right of the student to take action under Australia’s consumer protection laws.

6. Declaration

(The student’s parent(s)/legal guardian must read and sign this written agreement.)

(a) I confirm I have received and understood information from the School regarding the following:
   (i) the course(s) in which I am to be enrolled;
   (ii) conditions on enrolment in the course(s);
   (iii) tuition and non-tuition fees;
   (iv) Toowoomba Grammar School’s Refund Policy and other policies in 6, above;
   (v) the sharing of personal information; and
   (vi) change of address obligations;
   (vii) grounds on which my enrolment may be deferred, suspended or cancelled; and
   (viii) permission to use VEVO to check visa entitlements during period of enrolment.

(b) I hereby declare that the information supplied by me is true and correct;

(c) I agree to pay all fees owing and by the due date in accordance with Toowoomba Grammar School’s Conditions of Enrolment; and

(d) I have read, understood and agree to be bound by the above conditions of enrolment.

<table>
<thead>
<tr>
<th>Signed (Principal’s delegate)</th>
<th>Date</th>
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<tbody>
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</table>

<table>
<thead>
<tr>
<th>Signed (parent(s)/legal guardian)</th>
<th>Date</th>
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</table>
Toowoomba Grammar School

Critical Incident Policies
Introduction

Toowoomba Grammar School recognises that if a critical incident were to occur, planning and management is essential to prevent further distress and reduce the physical and emotional impact. A critical incident is a traumatic event, or the threat of such (within or outside Australia) which causes extreme stress, fear or injury. This may include but is not limited to:

- Serious injury, illness or death of a student or staff.
- Students or staff lost or injured on an excursion.
- A missing student.
- Severe verbal or psychological aggression.
- Physical assault.
- Student’s or staff witnessing a serious accident or incident of violence.
- Natural disaster e.g. earthquake, flood, storm or tempest.
- Malicious threat to staff or students.
- Fire, bomb threat, explosion, gas or chemical hazard, and
- Social issues e.g. drug use, sexual assault.

In some cases, a critical incident may require the evacuation of the School and or the initiation of a lockdown procedure, in which case the existing emergency and evacuation procedures are to be initiated immediately.

Sponsor

The sponsor of this document is the Headmaster.

Initiation

All members of the School staff and general School community are encouraged to report occurrences that may be declared a critical incident. This reporting should be done as soon as practicable to the Headmaster or a member of the Schools Executive, who will then determine the requirement to convene a Critical Incident Management Team and set up an incident management room.

In making the report the member of staff/community should identify:

- location of incident;
- nature of the incident;
- number and names of those involved;
- name of person reporting the emergency;
- time of report;
- emergency service contacted and by whom;
- phone contact if incident off campus.

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1 The term “sponsor” is used with the intent of identifying positions to assist in developing and amending respective policies. It is not intended to imply any other legal responsibility.
Critical Incident Management Room

Once a critical incident has been reported the Headmaster or a member of the executive will determine if there is a need to establish a Critical Incident Management room. If it is determined that such a management room is to be established the Business Manager is to co-ordinate the preparation of the Board room. This configuration is to be facilitated through the pre-prepared Critical Incident Management box (CIM box) which is located in the School strong room. The CIM box is to contain as a minimum those items listed in Annex A.

In the event that access to the Library and/or School House is unavailable a duplicate CIM box can be accessed from the WHS&CO, and a management room established in another suitable area. If this occurs, the provision of photocopier and fax services must be considered.

Procedures

When the Headmaster or member of the School Executive is notified of an emergency situation they should:

- Direct the person providing the information not to repeat it anywhere in the school.
- Direct office staff not to repeat or give out information within or outside the school unless directed by the Headmaster.
- Inform the Headmaster, if member of the School Executive.
- Verify the reported incident with police. Verify the timing of notification to the family and the school if there has been a death. This notification will be made by police and it is critical that no announcements are made by the school until the families of victims are notified.
- Notify the Critical Incident Management Team who immediately initiates the actions assigned to their roles.
- Notify the Chairman of the Board of Trustees.
- Direct Deputy Headmaster to locate, gather and inform closest friends of the deceased or injured BEFORE any general announcement, and AFTER parents/families have been notified.
- Prepare a formal and factual statement to use for initial notification to the whole school. Include minimal details and note that additional information will be forthcoming.
- Prepare a factual statement for telephone inquiries directed to office staff.
- Decide on a time for an emergency staff meeting at which the injured/deceased student/staff member is identified, if applicable, the facts of the crisis are to be reviewed, support to staff should be offered and guidelines provided for helping students. Consideration as to separate staff meetings for the Junior School and Support staff may be required.
- Encourage staff to return to normal routine as soon as possible and whenever possible, to dispel rumour and discourage sensationalising of the crisis.
- Ask staff to identify those students who may require additional support.
- Provided that the privacy of members of the school community is not infringed, send home a letter at the end of the day/crisis outlining what has occurred and what action has been undertaken.

Critical Incident Management Team

The Critical Incident Management Team comprises the following personnel:

- Headmaster
- Deputy Headmaster
- Director of Studies
- Head of the Junior School
- Director of Boarding
- Director of Sport and Activities
- Chief Financial Officer
Director of Enrolments
Business Manager
School Counsellor
Sister on Duty

Role

The Critical Incident Management team has the specific role of assisting the Headmaster to manage critical incidents involving the school. These incidents may be either on or off campus or involve an overseas student for whom the school has undertaken care responsibilities.

Responsibilities

Critical Incident Management team
The responsibilities of the Critical Incident Management Team are:

- Manage School activities and responses to identified critical incidents.
- Conduct risk assessments of hazards and situations which may require emergency action, analyse and document the requirements to address these hazards.
- Establish liaison with relevant emergency services e.g. police, fire brigade, ambulance, hospital, poisons information centre, community health services.
- Ensure 24-hour access to contact details for all students and their families (for overseas students this will also include agents, home stay families, carers, consular staff, embassies and interpreting services if necessary).
- Ensure 24-hour access to contact details for all relevant staff members that may be required in the event of a critical incident e.g. school counsellor, legal services, school security.
- Regular review of critical incident plans.
- Implementation of required critical incident plan if required.
- Budget allocation for emergencies.

Specific responsibilities for team members are:

Headmaster

- Have legal advice obtained regarding the school’s policies and procedures and adjust accordingly.
- Mobilise the Critical Incident Management Team quickly.
- Direct the team and take charge of the situation.
- Be visible, available and supportive to all.
- Dispel rumours by giving everyone the facts.
- Communicate with the Board of Trustees.
- Contact families of students involved in the crisis.
- Initiate message to be displayed on School’s Web site.
- Liaise with media.
- Liaise with the Police or Emergency Services if required. This may be delegated to the Director of Sport and Activities after initial contact.
- Provide updated information to all concerned.
- Compile Critical Incident report (example layout attached).

Deputy Headmaster:

- Decide who should receive information and how information will be disseminated to staff and students. i.e. note to each class, assembly, alarm system or if a lockdown procedure is warranted.
- Be aware of privacy and confidentiality in releasing information and remind staff of privacy and confidentiality issues.
• Release follow up information as agreed with the Headmaster, following the initial announcement.
• Release only necessary details and make sure information is factual.
• Include in communication information with regard to when and how students will be released to parents/caregivers, if applicable.
• Maintain School routine if required.
• Check that substitute teachers are in place in classes where Critical Incident Team members were rostered to teach or rostered on duty.

**Director of Studies:**
• Provide direct assistance to the Deputy Headmaster.
• Develop a plan for emergency coverage of classes.
• Assist in briefing substitute teachers and visitors to the school as to their requirements.

**Head of the Junior School:**
• Oversee the operation of the Junior School responses.
• Ensure any parent/caregiver notification that may occur in the senior school is replicated in the Junior School.
• Provide advice to the Critical Management Team on matters pertaining to the Junior School.

**Director of Boarding:**
• Co-ordinate parent and/caregiver communication in conjunction with Director of Sport and Activities.
• Ensure parents receive a succinct and factual statement about the situation approved by Headmaster.
• Remind parents of the importance of confidentiality, where possible, and of dispelling rumour and speculation.
• Organise and manage a hotline for parents to provide information and control rumour.
• Inform office staff that parent inquiries are to be directed to the hotline.

**Director of Sport and Activities:**
• Assist the Director of Boarding in co-ordinating parent and/caregiver communication where required.
• Be prepared to provide direct liaison with members of the Police and Emergency Services if required.

**Chief Financial Officer:**
• Develop necessary information sheets; such as incident report forms, sign-in/out out forms, lists of personnel to be notified (including siblings, bus drivers, feeder schools where students may have friends), de-briefing sheets etc.
• Maintain communication with support staff and contractors if applicable, this is to include any external sporting or co-curricular staff.
• Act as coordinator for the acquisition and storage of goods as required, eg bed linen for students etc.
• Assist the Headmaster.
• Commence and continue to record actions and events as they develop.

**Director of Enrolments:**
• Identify any overseas student that may require additional support requirements
• Ensure 24-hour access to student and staff contact details is available.
• If required notify any agents, home stay families, carers, consular staff or embassies.

**Business Manager:**
• Undertake an immediate and ongoing security assessment to instigate additional security procedures where required.
• If requested co-ordinate the instigation of a Critical Incident Management room.
• If required initiate a parent’s refreshment and waiting room at the Pavilion.
• Notify police if the need for extra security requires police knowledge.
• If required, ensure that personnel are in place to prevent encroachments onto school campus.
• Assist in co-ordinating any infrastructure support that may be required. Eg. telephone rooms, catering, photocopy access.

**School Counsellor:**
• Be available. Cancel other activities and appointments.
• Designate a counselling space. e.g. Assembly Hall, Old Hall, Classroom etc.
• Seek additional assistance if warranted through reciprocal arrangements.
• Provide counselling where required or referral to other external agencies.
• Support the school staff and students; and offer assistance to parents, if appropriate, after the Headmaster has made initial contact.

**Sister on Duty:**
• Provide medical support where required.
• Be available to parents who may need assistance/advice or referrals to health services.

**Staff not on the Critical Incident Management Team**
Staff not on the Critical Incident Management Team will comprise of Teachers, Support and Casual Staff. Their responsibilities are:

**Teachers:**
• Remain calm.
• Follow directives/instructions from the appropriate members of the Critical Incident Management Team or members of the Police or Emergency services.
• Provide accurate information to students, answer questions and lead class discussion if appropriate.
• Dispel rumours and discourage speculation.
• Actively discourage the use of mobile phones.
• Model an appropriate response to the crisis.
• Identify students who may need extra support.
• If possible provide activities, through sport, art, music and writing, to reduce stress and express emotions; and, as much as possible, ensure that students feel secure and remain calm.

**Housemasters and Assistants:**
In addition to the responsibilities for teachers listed above:
• Be prepared to contact parents if required to provide factual statement about the situation approved by Headmaster.
• Remind parents of the importance of confidentiality, where possible, and of dispelling rumour and speculation.

**Support Staff**
• Remain calm.
• Follow directives/instructions from the appropriate Senior Staff or members of the Police or Emergency services.
• Dispel rumours and discourage speculation.
• If necessary brief contractors or visitors to the School.
• Model an appropriate response to the crisis.
Students

- Remain calm.
- Obey directives/instructions from the appropriate members of the Critical Incident Management Team or Staff.
- Dispel rumours and discourage speculation.
- Actively discourage the use of mobile phones.
- Model an appropriate response to the crisis.

Conclusion

Through the management of critical incidents Toowoomba Grammar School aims to reduce the impact of any such situation on members of the School community. Attached is an example layout for a Critical Incident Report and individual Critical Incident Plans developed to assist.

Review

This policy is to be reviewed annually by WHS&C Officer and the sponsor in January.

- Key telephone contacts list
- Critical incident contingency boxes list & contents.
- Developed Critical Incident Plans
- Risk Management Assessments

A review of the Critical Incident Procedures and Plans is also to be undertaken as near as practicable after any incident is resolved.

Annexes:

A. Critical Incident Management Box
B. Critical Incident Plans
   - Injury to Overseas Student
   - Death of Current Student at School
   - Serious Bus Accident
   - Shooting or Aggressive Action Towards Students
   - Sudden Death of a Member of Staff on Campus
   - Staff Member or Student lost on Excursion/Tour
   - Buildings Destroyed by Fire or Other
   - Significant Media Coverage Regarding Bullying
   - Major Industrial Relations Action e.g. Teachers Strike
Local Area Counselling Services

As a general rule if staff or students request recommended counselling services they should contact their respective family GP for referral. Telephone counselling is provided by:

- Lifeline 13 1114
- Kids Help Line 1800 551 800

If the need arises counselling services may be accessed through reciprocal agreements with other organisations in the local area.
Toowoomba Grammar School

Overseas Student Course Progress and Attendance Policy and Associated Documents
Toowoomba Grammar School

Overseas Student Course Progress and Attendance Policy

1. Course Progress

(a) The School 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 (semester) of enrolment;

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

(d) To achieve satisfactory course progress at Toowoomba Grammar School, a student must:

   (i) for CRICOS Course Number 082952F (Years 5 – 6) be capable of progressing on to the next year level;

   (ii) for CRICOS Course Number 082953E (Years 7 – 10) and CRICOS Course Number 004981C (Years 11 – 12) achieve either;

       (A) a minimum of a Sound Achievement (SA) for every subject undertaken; or

       (B) a minimum of “Good” for Worth Ethic and a minimum of “Good” for Behaviour for every subject undertaken.

(e) If a student does not achieve satisfactory course progress in at least 50% of units studied in a study period, the Deputy Headmaster will formally contact the parent(s) to advise 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; and

   (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 Director of Studies 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, Toowoomba Grammar School will 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. Following the outcome of the internal process, if the student wishes to complain or lodge an external appeal about a decision made or action taken by Toowoomba Grammar School, he/she may contact the Overseas Student Ombudsman at no cost. This must be done within 10 working days. Please see Toowoomba Grammar School’s Complaints and Appeals Policy for further details.

(i) The school will notify the NATIONAL ESOS AUTHORITY 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 school.

2. Completion within expected duration of study

   (a) As set out in clause 1(a) the school 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 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 school will only extend the duration of the student’s study where it is clear the student will not be able to complete their course by the expected date because of:

      (i) compassionate or compelling circumstances are applicable;

      (ii) the student participates in an intervention strategy as outlined in 1(e); and

      (iii) an approved deferment or suspension of study has been granted in accordance with Toowoomba Grammar School’s Deferment, Suspension and Cancellation Policy.

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

(a) To advise satisfactory course attendance at Toowoomba Grammar School, a student must attend 95% of scheduled course contact hours for the Study Period. If a student’s attendance:

(i) drops below 95% of scheduled course contact hours for a Study Period, but not less than 80%, then the Student is deemed to be “at risk”;

(ii) drops below 80% of scheduled course contact hours for a Study Period, then clause 3(g) of this policy will apply; and

(iii) is calculated as being “at risk” as set out in clause 3(a)(i) above, then the Head of Senior School for the Senior School, Head of Junior School for the Junior School, will activate an intervention strategy depending on the year level and support needs of the student as set out in the table below:

<table>
<thead>
<tr>
<th>Strategy</th>
<th>Contact for Junior School Students</th>
<th>Contact for Middle School Students</th>
<th>Contact for Senior School Students</th>
</tr>
</thead>
<tbody>
<tr>
<td>Counselling - academic skills</td>
<td>Jason Locke</td>
<td>Cathy Keeton</td>
<td>Cathy Keeton</td>
</tr>
<tr>
<td>Counselling – time management</td>
<td>Scott Campbell</td>
<td>Alison Young</td>
<td>Alison Young</td>
</tr>
<tr>
<td>Counselling - personal</td>
<td>Scott Campbell</td>
<td>John Anderson</td>
<td>John Anderson</td>
</tr>
<tr>
<td>Seeking medical opinion</td>
<td>Scott Campbell</td>
<td>John Anderson</td>
<td>John Anderson</td>
</tr>
<tr>
<td>Interview with accommodation provider</td>
<td>Scott Campbell</td>
<td>Jim Noble</td>
<td>Jim Noble</td>
</tr>
<tr>
<td>Change of subject selection, or reducing course load (without affecting course duration)</td>
<td>Scott Campbell</td>
<td>Alison Young</td>
<td>Alison Young</td>
</tr>
</tbody>
</table>

(b) Student attendance is:

(i) checked and recorded daily;

(ii) assessed regularly; and

(iii) recorded and calculated over each study period.

(c) All absences from school 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 Deputy Headmaster.

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

(e) Student attendance will be monitored by the Head of Senior School or Head of Junior School (as the case may be) every 4 weeks over a study period to assess student attendance using the
following method:

(i) Calculating the number of hours, the student would have to be absent to fall below the attendance threshold for a semester e.g. number of study days x contact hours x 20%.

(ii) Any period of exclusion from class will not be included in student attendance calculations.

(f) Parents of students at risk of breaching Toowoomba Grammar School’s attendance requirements will be contacted by phone and students will be counselled and offered any necessary support when they have absences totalling 5% of any study period.

(g) If the calculation at 3(e) indicates that the student has passed the attendance threshold for the study period, Toowoomba Grammar School will advise the student 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 except in the circumstances as set out in clause 3(i).

(h) The School will notify the NATIONAL ESOS AUTHORITY 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 working days;

(ii) withdraws from the complaints and appeals process; and

(iii) the complaints and appeals process results in a decision for the school.

(i) If a student is assessed as having nearly reached the threshold for 70% attendance, the Deputy Headmaster will assess whether a suspension of studies is in the interests of the student as per Toowoomba Grammar School’s Deferment, Suspension and Cancellation Policy.

(j) If the student does not obtain a suspension of studies under Toowoomba Grammar School’s 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 set out in clause 3(h).

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:

(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 (with evidence of death a certificate if possible);

(iii) major political upheaval or natural disaster in the home country requiring their emergency travel that has impacted on their studies;
(iv) a traumatic experience which has impacted on the student (these cases should be where possible supported by police or psychologists’ reports);

(v) where the school was unable to offer a pre-requisite unit; or

(vi) inability to begin studying on the course commencement date due to delay in receiving a student visa.

(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; and

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 a course.
Toowoomba Grammar School

Other Intervention and Support Processes for Overseas Students
Toowoomba Grammar School

Letter of Notification that Enrolment will not be Cancelled

Date:

Student name:

Grade:

Current Address:

Phone no:

Email address:

This letter is to inform you that your appeal against reporting you to Department of Immigration and Border Protection for failing to meet satisfactory [insert as applicable course progress / attendance] has been successful.

Your enrolment will not be cancelled because of the following reasons:

- 

You are reminded that you need to continue to abide by the conditions of your student visa, including maintaining enrolment in a registered course, and maintaining satisfactory attendance and course progress for your visa to remain valid.

Yours sincerely

Peter B Hauser
HEADMASTER
Toowoomba Grammar School

Letter of Notification that Enrolment will be Cancelled

Date:

Student name:

Grade:

Current Address:

Phone no:

Email address:

This letter is to inform you that your appeal against reporting you to Department of Immigration and Border Protection for failing to meet satisfactory [insert as applicable course progress / attendance] has not been successful.

Your enrolment will be cancelled as of --/--/-- because of the following reason:

- You have chosen not to access Toowoomba Grammar School’s complaints and appeals process within 20 working days

- The outcome of Toowoomba Grammar School's complaints and appeals process has found in favour of the Toowoomba Grammar School

- You have advised you are withdrawing from Toowoomba Grammar School’s complaints and appeals process

Toowoomba Grammar School will now notify Department of Immigration and Border Protection that your enrolment has been cancelled for failure to meet [insert as applicable course progress / attendance] requirements.

Prior to leaving the school, please ensure all borrowed textbooks are returned.

You are reminded that you need to continue to abide by the conditions of your student visa, including maintaining enrolment in a registered course. If you wish to seek re-enrolment with another education provider, you should do this within 28 days of your termination of enrolment at Toowoomba Grammar School to avoid possible visa cancellation.

Version V7

Date: 30 August 2016
Even though you will no longer be enrolled with Toowoomba Grammar School as of --/--/--, you will need to maintain approved arrangements for welfare and accommodation until another education provider enrolls you and takes over responsibility for approving arrangements, or until you depart Australia.

Yours sincerely

Peter B Hauser
HEADMASTER
### Toowoomba Grammar School

A Member of the G.P.S. Association of Qld - ESTABLISHED 1875

<table>
<thead>
<tr>
<th>Select year of entry:</th>
<th>Select year level (circle which year level is applicable):</th>
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</thead>
<tbody>
<tr>
<td>20....................</td>
<td>7 8 9 10 11 12</td>
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</tbody>
</table>

Select the course *(Please note all courses are Boys Only)*:

- [ ] Primary Years 5 - 7
- [ ] Secondary Junior Years 8 - 10
- [ ] Secondary Senior Years 11 - 12
- [ ] Boarder or [ ] Dayboy *(please tick one)*

ABN 86 510 299 250  Cricos No. 0052SD

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### APPLICATION FOR ENROLMENT - International Student

**Return this form and direct all enquiries to:**

The Director of Enrolments
Toowoomba Grammar School
24 Margaret Street, Toowoomba Qld 4350 AUSTRALIA

**Telephone:** +61 7 4687 2517  **Fax:** +61 7 4687 2582  **Email:** enrol@twgs.qld.edu.au  **Website:** www.twgs.qld.edu.au

---

### STUDENT DETAILS

- [ ] Are you an **Australian Citizen**?
- [ ] Are you an **Australian Permanent Resident**?
- [ ] Are you a **New Zealand Citizen**?
- [ ] Are you a **Temporary Resident**?
- [ ] Are you a **Non-Resident**?

- [ ] **Do you have a Visa?** *(Please specify type of Visa - eg: Student, Visitor, Temporary/Permanent Resident etc)*

  Yes [ ]  No [ ]

Surname / Family Name .................................................................
First Name ......................................................................................
Second Name ...................................................................................
Preferred Name ................................................................................
Date of Birth ...................................................................................
Nationality ......................................................................................
Country of Birth .............................................................................
Languages spoken at home (other than english) ..........................
Present Year at School .................................................................
Current School ...............................................................................  
Passport Number ...........................................................................
Passport Expiry Date ........................................................................
Visa Number ...................................................................................

*(Please provide a copy of your Passport and Visa)*

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### OFFICE USE ONLY:

<table>
<thead>
<tr>
<th>Student Number:</th>
<th>Date Received:</th>
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<tbody>
<tr>
<td>Family Number:</td>
<td>Receipt Number:</td>
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<tr>
<td></td>
<td>Date of Receipt:</td>
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</table>
FAMILY DETAILS

PARENT (1)

<table>
<thead>
<tr>
<th>Mr □</th>
<th>Mrs □</th>
<th>Ms □</th>
<th>Dr □</th>
<th>Other □</th>
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<tbody>
<tr>
<td>Surname / Family Name</td>
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<td>Work Tel: ( )</td>
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<td>Mobile No: ( )</td>
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</table>
| Occupation | | | | (If self employed - please also provide details)

PARENT (2)

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<tr>
<th>Mr □</th>
<th>Mrs □</th>
<th>Ms □</th>
<th>Dr □</th>
<th>Other □</th>
</tr>
</thead>
<tbody>
<tr>
<td>Surname / Family Name</td>
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<td>First Name</td>
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</tbody>
</table>
| Occupation | | | | (If self employed - please also provide details)

BOY CURRENTLY RESIDES WITH

- [□] Father & Mother
- [□] Father Only
- [□] Mother Only
- [□] Guardian
- [□] Grandparents
- [□] Other

Are there any Court Orders or formal agreements relating to Guardianship, Custody/Residence or Access/Contact? If so, please provide a copy of relevant Orders or Agreements. Yes □ No □

ENROLMENT FEE

I enclose the Enrolment fee of $............................... I understand this fee is non-refundable once accepted.

Payment is by: □ Cheque  □ Cash  □ Credit Card  □ Visa  □ Master Card  □ AMEX

Card No: ___________________________ Expiry Date: / __________

Name on Card: ___________________________ Amount $______________

Cardholder’s Signature: ___________________________

I/we undertake to pay, in addition to the Enrolment Fee, such School Fees and Sundries as may be applicable from time to time on behalf of my/our son. I/we give our consent for Toowoomba Grammar School to make any enquiries at any previous school(s) attended by my/our son. I/we accept the conditions contained in the Conditions of Enrolment booklet, a copy of which has been supplied.

Date: ___________________________ Signed: ___________________________ (Father/Guardian)

Date: ___________________________ Signed: ___________________________ (Mother/Guardian)

NOTE: ► Both parents should sign this form.
► If not already completed, the Form “Application for the Enrolment of a New Pupil” must be completed to provide the boy’s personal details.

Return this form, completed and signed to: The Enrolments Assistant - Toowoomba Grammar School PO Box 2900 TOOWOOMBA QLD 4350

INDEMNITY/DECLARATION

We also agree to Toowoomba Grammar School accessing visa information pertaining to our son for the duration of his course of study either through the Department of Immigration and Citizenship or VEVO (Visa Entitlement Verification Online)

Date: ___________________________ Signed: ___________________________ (Parent/Guardian)

Date: ___________________________ Signed: ___________________________ (Student)
Overseas Students

Toowoomba Grammar School is registered by the Commonwealth Department of Education, Employment and Workplace Relations to accept the enrolment of boys from overseas to undertake any of the full-time courses listed below:

Application Fee
A non-refundable Application Fee of AUD $185.00 (incl. GST) is charged for both boarders and dayboys.

<table>
<thead>
<tr>
<th>Course Code</th>
<th>Course Name</th>
<th>Course Level</th>
<th>Duration (weeks)</th>
</tr>
</thead>
<tbody>
<tr>
<td>082952F</td>
<td>Primary Year 5 - 6 Boys</td>
<td>Primary School Studies</td>
<td>104</td>
</tr>
<tr>
<td>082953E</td>
<td>Secondary Junior Years 7 - 10 Boys</td>
<td>Junior Secondary Studies</td>
<td>208</td>
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<tr>
<td>004981C</td>
<td>Secondary Senior Years 11 - 12 Boys</td>
<td>Senior Secondary Studies</td>
<td>104</td>
</tr>
</tbody>
</table>

Tuition Fees 2017

All amounts in Australian dollars

Enrolment Fee
A non-refundable fee of AUD $3,535 is required to confirm an enrolment.

Tuition Costs
- Course Code - 082952F: $26,080 per year
- Course Code - 082953E: $26,080 per year
- Course Code - 004981C: $26,080 per year

General Purpose Levy
- Years 5 - 6: $620.00 per year
- Years 7 - 12: $1030.00 per year

This levy covers such items as the School Diary, some class text books, academic aptitude testing, student accident insurance, Old Boys’ Association Life Membership, Senior School Outdoor Pursuits & Activities Week, bus fares for local academic excursions, for Toowoomba, Darling Downs and G.P.S. Sport.

Technology Levy
- Years 12: $500.00 per year

This levy is used to support the Laptop Program, including insurance, servicing and provision of software.

Non-Tuition Fees 2017

All amounts in Australian dollars

Boarding Fee
Years 5 - 12 (subject to interview) - $21,240 per year
This fee includes board, laundry, the provision of linen etc. and is additional to the Tuition Costs.
*Includes GST on food where applicable.

Health Cover
The International Student Health Cover (approx. $585 per year) required by the Australian Government, must be paid direct to your nominated health fund at the same time as school fees are paid.

Uniforms (estimate)
Available at the Toowoomba Grammar School Uniform Shop:
- $1,780 per year (new student - Years 5-12 Dayboy)
- $2,230 per year (new student - Years 5-12 Boarding).

Payment is required on purchase, no accounts will be issued.

Text/Materials and Resources
including iPads and laptops (estimate)
Available at the cost of approx. $3,150 per year
Payment is required on purchase, no accounts will be issued.

Field Trips
Years 7 - 12 (estimate) - $520.00 per year

Airfare Bond
$1,780 - Payable at time of entry and held in trust in case of emergency. Fully refundable if not expended.

Queensland Curriculum and Assessment Authority (QCAA) Fees
Years 11 - 12 (estimate) - $423.40 per year

Continued overleaf
Payment of Fees

In person
Cash, cheque or EFTPOS (credit or debit card)

By mail
The Chief Financial Officer
Toowoomba Grammar School
PO Box 2900
Toowoomba QLD 4350
(Please do not send cash by mail)

Through School Web Page/Parent Lounge
Contact the Enrolments Office for log-in details.

By Telephone or fax
Contact the accounts office (see below) and have your school account and credit card details ready. If faxing please quote the Card No., the Expiry Date and the details of your Toowoomba Grammar School account and the amount to be paid.

Electronic Funds Transfer
You may arrange a transfer direct to the School’s account. If paying by EFT, you must advise the accounts office by telephone, fax or email on the date the transfer takes place.

Details as follows:
Bank .......................................................... Heritage Bank
B.S.B................................................................. 638 170
Account No. ..................................................... 0046 39855
A/c Name......................... Trustees of Toowoomba Grammar School
Reference...................... Ask your bank to include your name
or school number with the transfer.

TGS Accounts Phone No. + 61 7 4687 2527

By BPAY
Contact your bank, credit union or building society to make this payment from your cheque, savings or credit card account by telephone or internet banking.

Building Fund
A request for voluntary donations to the Toowoomba Grammar School Public Building Fund appears on school accounts. Parents are encouraged to support the Capital Works Appeal (which gathers funds for improvements and additions to the School’s physical infrastructure) through this facility. Donations are tax deductible in Australia.

Variance
The Board of Trustees reserves the right to vary or alter these conditions as circumstances may warrant from time to time and upon notice of such change to the parents such conditions as amended or varied shall take the place of these conditions.

Graham N. Woolacott
Chief Financial Officer