



Cranbrook School

Information for Overseas Students

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**CRANBROOK
SCHOOL**
EST. 1918

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Headmaster's Welcome



Cranbrook is defined by a distinctive ethos and a simple yet powerful founding mission that centres upon integrity and values being over seeming to be.

We believe that a culture of broad opportunity can inspire both the growth of self-belief and a love of the pursuit of excellence. As a school we celebrate gentle strength and elevate respect for the integrity of differences. We seek to promote a love of the pursuit of excellence and to notice, and to praise, the personal best of each of our students.

We are proud of the strand of creativity which has shone brightly throughout the School's history and our pastoral system is designed to know and love each member of a House. We are pleased that ours is a balanced philosophy which enables individuals to attain high success and recognition in a broad variety of fields – and to handle that success with grace.

Our educational philosophy is of ever higher importance and relevance. We are committed to the vital task of preparing our students to flourish within an increasingly competitive environment. We also work to encourage young Cranbrookians to make the most of their talents and to discover and relish the joys of intellectual commitment and academic hunger. We want our students to explore opportunity and to make interesting connections and discoveries.

As a school we recognise the specific landscape of the twenty-first century and do our best to enable and encourage our students to be able to flourish within it.

I look forward to welcoming you to our great school.

A handwritten signature in dark ink that reads "Nicholas Sampson". The signature is written in a cursive style with a long, sweeping underline.

Nicholas Sampson
Headmaster

Living and Studying in Sydney, Australia

Sydney is the capital of New South Wales and the largest city in Australia with a population of over five million people. The city is built around one of the most beautiful harbours in the world and is bordered by a coastline of surf beaches including the famous beaches of Bondi and Manly.

The central business district features modern skyscrapers, historical buildings, museums, art galleries, vibrant shopping centres, world class sporting facilities, restaurants and theatres.

Sydneysiders enjoy a relaxed lifestyle and wonderful weather year round. The city has a pleasant climate, with warm summers (mostly below 30 degrees Celsius) and cool winters (mostly above 10 degrees Celsius).

Education standards in Australia are highly regarded globally. Over the past 50 years, 2.5 million international students have graduated from Australian educational institutions.

In New South Wales there are 13 years of formal school education. The first year is known as Kindergarten and commences at approximately five years of age, followed by Year 1 through to Year 12. Students complete their schooling at approximately 18 years of age.

The Australian school year commences in late January and concludes in early December. It is divided into four school terms of approximately 10 weeks each term. There is a two to three week vacation break between terms and a longer break in December/January of approximately eight weeks.

More information about Sydney is available at www.sydney.com and a guide to studying and living in Australia can be found at www.studyaustralia.gov.au.

Studying at Cranbrook – Key Information

Cranbrook welcomes international students from around the globe and enrolls a number of full fee paying overseas students, subject to places being available.

Cranbrook is registered on the Commonwealth Register of Courses and Institutions for Overseas Students, and complies with all legal requirements related to overseas students including the *Education Services for Overseas Students Act 2000* (Cth) and the *National Code of Practice for Providers of Education and Training to Overseas Students 2018* (Cth).

Cranbrook's CRICOS provider number is 02298E.

VISAS

A full fee paying overseas student requires a Student Visa to attend school in Australia. Information about Student Visas can be found at www.homeaffairs.gov.au.

As well as full fee paying overseas students, Cranbrook also enrolls the children of overseas visitors who hold appropriate business or temporary visas issued by the Department of Home Affairs.

Australian or New Zealand citizens, those holding permanent or appropriate temporary resident visas, or refugees, do not require a Student Visa to attend school.

EDUCATION AGENTS

The School deals directly with parents and does not deal with agencies or pay referral fees for the recruitment of students.

ENGLISH LANGUAGE PROFICIENCY

Students must have an appropriate level of English language proficiency. Applicants from a non English speaking background will be required to sit for Australian Education Assessment Services (AEAS) testing, either in their own country or Australia.

ACCOMMODATION

Full fee paying overseas students must live in Sydney with at least one of their parents, or alternatively, for students in Years 7 to 12, attend Cranbrook as a boarder.



About Cranbrook

Cranbrook School is an Anglican independent day and boarding school for boys, Pre-school to Year 12 in Sydney's Eastern Suburbs. The School is located approximately 18 kilometres from the international airport, 6 kilometres from the central business district and 3.5 kilometres from Bondi Beach.

VISION AND MISSION

At Cranbrook our vision is to be a world class school which encourages and enables our students to explore, enjoy and fulfil their potential. We lead our students to discover and make the most of their talents, give their best and thrive in and love the pursuit of excellence. As a school we energise the educational environment by offering a rich and distinctive schooling both within and beyond the curriculum and give powerful pastoral support.

We uphold the character of our Anglican foundation in order to promote the moral and spiritual development of each student and foster the principles of service. Cranbrook aims to build resilience and confidence so that each student can face the challenges of the twenty-first century with personal confidence, intellectual versatility, academic hunger and optimism. We inspire and support them to respect the integrity of differences, lead adventurous, courageous and generous lives contributing to the betterment of society.

STUDENT NUMBERS

Cranbrook School caters for over 1600 students: approximately 475 at the Junior School and 1170 at the Senior School. There are approximately 75 students who attend the Senior School as boarders, residing in two Boarding Houses.

OUR CAMPUSES

The Junior School campus at Rose Bay was completed in 2012 and is an outstanding, integrated educational facility.

It provides academic and creative facilities, including art rooms, music rooms, a science classroom and a library, complemented by sports grounds including tennis courts, grass playing fields and a gymnasium that is also equipped to double as a multipurpose space for rehearsals, performances and special events. The campus is flexible enough to meet changing educational needs and is both spacious and robust; an ideal combination for active students.

The Senior School campus at Bellevue Hill overlooks Sydney Harbour with facilities including specialist classrooms, a gymnasium, weights room, indoor swimming pool, library, basketball courts, playing field and recording studio. This campus is currently undergoing a process of renewal to replicate the success of our Junior School redevelopment, providing continuity of experience across our campuses. This comprehensive building development programme for our Senior School provides us the opportunity to realise our mission and give our students the life skills to respond with confidence to the challenges of an increasingly complex world.

Stage 1 has been completed, transforming many classrooms into bright, open and modern teaching spaces. Construction of Stage 2 commenced at the end of 2019 and will be completed in 2022. This stage includes replacement of buildings - some of which have been in use for over 70 years, with new facilities that include a multi-level contemporary education building, a drama and music theatre, a fitness and aquatic centre, a chapel and an underground carpark.

The School also has an outdoor education facility located in the secluded and picturesque Wolgan Valley, a three hour drive from Sydney in the World Heritage listed Greater Blue Mountains. Wolgan Valley is a residential and experiential education site that compliments the main campuses and allows learning to be undertaken in innovative ways, placing students in the natural environment and giving them an appreciation that they are part of an ecosystem, and have a responsibility to maintain it.

OUR SCHOOL

As a school we expand every student's academic horizons to ensure that breadth and balance enrich the pursuit of excellence. We offer a broad range of experiences, so that our students acquire strength of character and self-knowledge.

SPORTS PROGRAMME

Physical fitness and mental agility go hand in hand, reinforcing an acuteness of perspective. The Cranbrook sports programme is both deep and wide, and one of inclusiveness, opportunity and competition. We encourage the balance between the team and the individual as well as placing great importance on the ongoing cultivation of skills, training and conditioning. The lessons learned while playing sport at Cranbrook extend far beyond the playing fields, pitches and courts, ultimately shaping young people's personalities and lives.

THE ARTS

We place great importance on the enduring value of the arts. Participation in these programmes aims to develop skills in leadership, performance, creativity and decision-making. The performing and creative arts form a valuable part of our community life and the qualities of cooperation, as much as contest, are truly apparent within the School.

CRANBROOK IN THE FIELD

At Cranbrook, our Senior School outdoor education programme, *Cranbrook in the Field*, encourages the students to challenge themselves and to support each other, to develop a respect for the environment, to express themselves and to accept opportunities to learn and grow. These skills greatly enhance their confidence in themselves and desire to make a difference to their families, peers, schools, and communities.

ACADEMIC SUCCESS

In 2021, 13 students achieved an Australian Tertiary Admissions Rank (ATAR) of 99 or above, with 41% of students receiving an ATAR of 90 or higher. The median ATAR was 88.5. Eighteen students gained 90% or above in ten or more Higher School Certificate units and featured on the HSC 2021 All Rounders List, and 101 students were on the Distinguished Achievers List for at least one subject.

Our most senior students have access to Cranbrook's Year 12 College, housed in the beautiful historic Cranbrook building. The College provides an excellent working environment, both within and beyond the school day where students can work on their own, in quiet study groups or with a tutor utilising their expertise, strengthening their skills and approach to study which will serve them well at university and beyond.

Consistently excellent academic results at all levels of benchmark testing attest to the expertise of the staff in all year levels and subject areas. The high degree of engagement and commitment to achieving personal excellence is evident within the student body.

Programmes of Study and Curriculum

JUNIOR SCHOOL - KINDERGARTEN TO YEAR 6

There are seven years of junior schooling. Students commence in Kindergarten, the start of compulsory education in New South Wales, and continue through Years 1 to 6. Children must have turned five by 31 March to be eligible for entry to Kindergarten.

The teaching programme of the Junior School is in alignment with the NSW Education Standards Authority Curriculum, covering six key learning areas of English, Mathematics, Science and Technology, Human Society in its Environment, Physical Development/Health/Physical Education, and Creative and Practical Arts.

The Cranbrook Junior School is also an International Baccalaureate World School, authorised to teach the Primary Years Programme.

Cranbrook offers full fee paying overseas students the NSW Education Standards Authority course in Primary level (Kindergarten to Year 6) CRICOS Course Code 075829A.

SENIOR SCHOOL – YEARS 7 TO 12

There are six years of secondary schooling. Students are usually 12 years old at the start of Year 7.

The Cranbrook Senior School has chosen to enhance the Middle School years by delivering the New South Wales curriculum through the methodology of the International Baccalaureate's Middle Years Programme (MYP).

The MYP provides a rigorous framework that interacts powerfully with the local curriculum, and develops active learners and internationally minded young people who can empathise with others and pursue lives of purpose and meaning. Students are encouraged to make practical connections between their studies and the real world, preparing them for success in further study and in life.

All students in Years 7 and 8 study Design and Technology, Drama, English, Geography, History, Mathematics, Music, Personal Development, Health and Physical Education, Religious Education, Science and Visual Arts. Foreign language is also studied and options are French, Latin and Mandarin.

Students in Years 9 and 10 study English, Geography, History, Mathematics and Personal Development, Health and Physical Education. Students also choose three elective subjects for Years 9 and 10, one of which must be a foreign language.

Current elective subjects available include Commerce, Design and Technology, Geography (Elective), History (Elective), Photographic and Digital Media, Physical Activity and Sports Studies, Drama, Music, Visual Arts, Chinese, French, Latin, Industrial Technology – Timber, and Visual Design.

In Years 11 and 12 students have the option to study for either the New South Wales Higher School Certificate or the International Baccalaureate Diploma. Both courses are two years in duration with final examinations taken in October/November of Year 12. Both courses are recognised internationally and are essential for a student seeking university entry.

Current Higher School Certificate subjects available include Ancient and Modern History, Biology, Business Studies, Chemistry, Chinese, Design and Technology, Drama, Earth and Environmental Science, Economics, English (compulsory), French, Geography, Industrial Technology, Latin, Legal Studies, Mathematics, Music, Personal Development, Health and Physical Education, Photography, Video and Digital Imaging, Physics, Software Design and Development, Visual Arts, Visual Design. The School also offers Vocational Education and Training (VET) Construction and Work Studies.

There are additional options for Vocational Education courses which allow students in Year 11 or 12 to study selected vocational subjects, primarily delivered by TAFE NSW. Some of these courses involve industry placements.

All International Baccalaureate Diploma students study Theory of Knowledge and participate in a Creativity, Action and Service project and complete an extended essay.

Current International Baccalaureate subjects include: Literature, French, Latin, Chinese, Spanish, Japanese, History, Economics, Geography, Global Politics, Psychology, Biology, Chemistry, Computer Science, Design Technology, Environmental Systems and Societies, Physics, Sports, Exercise and Health Sciences, Mathematics, Music, Theatre and Visual Arts.

The Director of Year 12 College and teaching staff assist students in course and subject selection.

Cranbrook offers full fee paying overseas students the NSW Education Standards Authority courses in Junior Secondary Studies (Years 7 to 10) CRICOS Course Code 041413F, Senior Secondary Certificate of Education (Years 11 and 12) CRICOS Course Code 041414E.

Please note that Cranbrook is not yet approved to offer the International Baccalaureate Diploma in Years 11 and 12 to full fee paying overseas students, however the School intends to seek this approval as soon as possible.

Attendance and Assessments

SCHOOL HOURS AND ATTENDANCE

School hours are generally between 8.15am and 3.15pm Monday to Friday. Strict attendance is required, including for sport training and fixtures, and various compulsory events which may occur before or after normal school hours or on weekends.

It is a visa requirement that full fee paying overseas students must attend a minimum of 80 per cent of scheduled classes. The Department of Home Affairs may be notified in the case of failure to meet this requirement.

STUDENT ASSESSMENT AND REPORTING

All students are expected to attend all classes and complete and submit all homework tasks on time and as required. Students are allocated home study programs and assessment tasks to be completed outside school hours. This homework is compulsory and contributes to the student's overall assessment.

Students are assessed both formally and informally throughout their years at Cranbrook. Formal assessments include classroom tests, assignments and formal exams. Progress is assessed on a continual basis throughout the academic year including using practical and class work.

Student progression from one year to the next is based on teacher evaluation of individual performance and ability.

Parents are provided with either half yearly and yearly school reports outlining academic progress, or continuous reporting, depending on a students' year level.

If a full fee paying overseas student's performance falls below the required level, even though all steps have been made to assist the student, including advising parents/nominated guardians, the Department of Home Affairs may be notified.

COURSE CREDIT

Other than as outlined below, the School does not offer course credit and entry into any course is subject to the assessment of the School.

For the Senior Secondary Certificate of Education course credit may only be offered for students transferring from another Australian school in Year 11 and the beginning of Year 12. In this case, the student may receive course credit for units completed based on evidence provided of studies undertaken under the relevant state or territory curriculum assessment authority or nationally accredited framework.

Should Cranbrook School be approved to offer the IB Diploma Programme to overseas students, course credit may only be available when the student is transferring from another IB Diploma Programme course in first term of Year 11, where the student has undertaken the same subject configuration they are able to take at Cranbrook, they have been studying those subjects for a period equivalent to the time missed at Cranbrook and they have met all of the internal IB Diploma Programme deadlines at their previous school.



Welfare and Accommodation

ACCOMMODATION OPTIONS

Students must either live in suburban Sydney with at least one parent on a permanent basis, or if in Years 7 to 12, board at the School in the residential accommodation available for students in two Boarding Houses.

Cranbrook does not permit homestay, or accept full fee paying overseas students living with a relative other than a parent.

BOARDING

Cranbrook has accommodation for approximately 75 boarders in two Boarding Houses named Rawson and Street. Both Houses have a residential Housemaster, plus four other residential staff, both male and female.

Boarders live in a caring, nurturing and disciplined environment maintained by the Director of Boarding, the Boarding Housemasters and resident boarding staff, the School Psychologists, and the Director of Students. A member of the resident staff is appointed as a dedicated Overseas Student Liaison.

All meals and bedding are provided, and there is a laundry service for boarders. Meals are provided by a professional caterer seven days a week, with a nutritionally balanced and varying menu. The School Health Centre is located on site with dedicated nursing staff to respond to emergencies and care for students if they are unwell.

Cranbrook provides a range of activities for boarders. Some of the activities that boarders can be involved in include:

- Getting to know Sydney
- Visits to the theatre, art galleries and museums
- Visits to the zoo, cinema and theme parks
- Attending rugby league, rugby union, football, AFL and cricket matches
- Socials with other schools
- Swimming, surfing, ice skating, ten pin bowling, golf, indoor rock climbing, go-karting and laser skirmish
- Attendance at School productions and concerts.

Boarders have access to the School's facilities, including the gymnasium, the weights room and the swimming pool, when supervisory staff are on duty. Boarders also have access to some music rooms for practice during their free time at night.

Televisions, Foxtel, DVD players, a pool table, table tennis, chess sets and some board games are available in each Boarding House for use in free time.

Cranbrook is committed to caring for boarders with particular regard to each student's:

- Physical needs
- Security and safety level of belonging
- Self-esteem
- Self-realisation.

Boarding at Cranbrook offers students a strong supportive home in an educational environment epitomising creativity and exploration. We are committed to providing students with an all-encompassing boarding experience teaching them to be independent, responsible for themselves and others, so they grow into self-confident young people.

Boarders participate in a range of wellbeing initiatives which are age and stage appropriate. These initiatives aim to develop specific skills to assist the students to strengthen their relationships, improve their emotional literacy, boost personal resilience, encourage mindfulness and promote a healthy lifestyle. There is a strong emphasis upon teaching positive education principles through physicality, experiential learning activities and play-based experiences. This is supplemented with fortnightly yoga and meditation classes to improve health and wellbeing in physical, emotional, mental and social aspects.

The Boarding Housemaster is the main contact person between school and home. Boarding Housemasters send out weekly emails to all parents and contact parents/nominated guardians in the case of emergency.

The Boarding Houses are open during school terms only. Accommodation is not available on campus during holiday periods.

HOLIDAYS

Housemasters and Class Teachers will require notification from parents prior to each holiday period, as to where and with whom the student will be spending that holiday.

If the student is not spending that holiday with parents or nominated guardian, the School may require further information. This may include a valid Working With Children Check from the hosts and written confirmation of parental permission.

ORIENTATION

The aim of the orientation is to welcome new students to the Cranbrook community and provide information and personal assistance so that they settle into their environment as quickly and smoothly as possible, both academically and socially.

Cranbrook has a dedicated orientation programme in place in the second half of the year for all new students in Year 7 commencing at the School the following year. This programme involves various members of staff and helps the students experience what life as a Cranbrook student involves. In addition to the orientation programme, new Year 7 boarders experience a 'sleep over' in the Boarding House with the opportunity to meet current boarders.

As part of the orientation, extensive information will be available to parents of new students in a dedicated section of Cranbrook Connect, the parent portal, towards the end of the year.

For students entering mid-year, or entering in non-intake years, an individual orientation is organised.

Additional orientation is provided for overseas students, recognising that the challenge of starting at a new school is much larger when in a different country. This includes regular follow-ups during their initial weeks at the School to assist with any questions and identify any issues or concerns.

For boarding students, the Director of Boarding supervises the settling in process, assisted by the other Boarding Housemaster and the International Student Liaison Resident.

For overseas students attending the Junior School, this supervision is undertaken by the Class Teacher, and for overseas students attending the Senior School and not boarding, this supervision is undertaken by the student's Housemaster.

Information provided during various orientation activities includes information on:

- Student support services
- Legal services
- Emergency and health services
- Facilities and resources
- Leave and absentee procedures
- Complaints and appeals processes
- Role of key staff
- Expectations regarding academic performance and achievement, course progress, attendance and behaviour
- Range of co-curricular programs, activities and opportunities available for students
- Uniforms, textbooks, laptops and other student equipment needs
- Communication with parents and nominated guardian
- For boarding students, information regarding the local area, bank accounts, public transport and similar matters
- Student visa conditions relating to course progress and/or attendance
- Various School policies.

The School Diary, Canvas (our learning management system) and other related documents also assist overseas students to understand the facilities and resources, emergency and health services, complaints and appeals process, visa conditions, local area and staff who may be able to help.

NOMINATED GUARDIANS

Irrespective of age, overseas students that are not residing in Sydney with at least one parent are required to have a suitable nominated guardian.

Where an overseas student resides with at least one parent in Sydney, but neither of the parents are proficient in English, a suitable nominated guardian is also required.

A nominated guardian must be a person who can act on behalf of the parents and be contacted by Cranbrook to give written, or in the case of an emergency, telephoned permission for outings and medical assistance. Nominated guardians are expected to attend School events such as parent/teacher meetings and information evenings, and to collect and deliver students at the end and beginning of terms, if the parents cannot.

A nominated guardian must be over 25 years of age, be proficient in both speaking and understanding English, be a permanent resident or have permission to reside in Australia for the duration of the student's enrolment, and reside in or close to Sydney. The nominated guardian should be known to the student and be willing to assist the student with support and advice whilst attending Cranbrook.

Parents and nominated guardians must complete the Guardianship Form, and nominated guardians must provide a valid Working With Children Check. Further information about the Working With Children Check and how to apply can be found at www.ocg.nsw.gov.au

The School must be notified in writing immediately if there is a change of nominated guardian contact details, and must approve in advance any change of nominated guardian.

OVERSEAS STUDENT HEALTH COVER

Students applying to study in Australia must meet health requirements outlined in the Migration Regulations. Australia's national health care program, Medicare, does not cover overseas students.

As a condition of a Student Visa, all full fee paying overseas students must have medical and hospital insurance cover for the duration of their visa. Further information about Overseas Student Health Cover (OSHC) can be found at www.privatehealth.gov.au/health_insurance/overseas/overseas_student_health_cover.htm.

Parents may arrange OSHC themselves, or alternatively the Admissions Department will arrange this on their behalf through Medibank Private. Where arranged by Cranbrook, the full amount of the OSHC for the duration of enrolment will be required to be paid upon acceptance of an offer of a place. A printed acknowledgement of the cover will be provided to the student.

Children of overseas visitors who hold appropriate business or temporary visas must be covered by their parents' health insurance and proof of cover must be provided prior to commencement at the School.

SUPPORT SERVICES

Cranbrook has a comprehensive programme to support the academic care and wellbeing of all students.

Students in the Junior School are primarily cared for by their classroom teacher who should be the first point of contact for any questions about welfare issues.

In the Senior School, students are allocated to Houses with a Housemaster and Year Level Mentor who are responsible for their day-to-day welfare. The welfare of all students is overseen by the Director of Students and Director of Student Wellbeing, as well as by the Director of Boarding for students who reside in the Boarding Houses.

Students also have access to Learning Support staff, the Health Centre and the School Psychologists.

Cranbrook takes seriously the personal safety and wellbeing of its students. The School will contact parents in a timely fashion if the welfare of a student is of concern to the School, or contact the nominated guardian if the parents cannot be reached or are not proficient in English. Parents are also welcome to contact the School at any time if they are concerned about their child's welfare or any other matters.

CHANGE OF ADDRESS AND CONTACT DETAILS

Cranbrook requires current contact and address details for students and parents are required to provide these to Cranbrook every six months.

The student is obliged to notify the School of a change of address within seven days while enrolled at the School. This is to ensure that any notifications sent to the student advising of visa breaches are sent to both the student's and the parents' current address.

Any changes to welfare and accommodation arrangements must be approved by the School prior to that change.

CRANBROOK SCHOOL POLICIES

As a condition of enrolment, students must abide by all School policies and codes of behaviour for the duration of their enrolment. These include policies in relation to discipline, attendance, homework and bullying.

KEY PERSONNEL

Current staff who provide support for all students at Cranbrook include:

- The Headmaster, Mr Nicholas Sampson, is the Chief Executive Officer of Cranbrook and is responsible to the School Council for the quality of education provided to all students.
- The Head of Senior School and Deputy Headmaster, Mr Bob Meakin, is responsible for the wellbeing, attendance and academic care of all students from Years 7 to 12 and efficient functioning of relevant staff.
- The Head of Junior School, Mrs Michele Marquet, is responsible for the wellbeing, attendance and academic care of all students in the Junior School and efficient functioning of relevant staff.
- The Chief Operating Officer, Mr Andrew Moore, is responsible for all financial matters relating to a student's enrolment at the School.
- The Director of Students, Mr Peter Young, has oversight of pastoral care of students in the Senior School.
- The Director of Student Wellbeing, Ms Angelique Sanders, works with the Director of Students focusing on wellbeing of the students in the Senior School.
- The Deputy Head of Student Wellbeing P to 6, Mr Grant Andrews, has oversight of pastoral care of students in the Junior School.
- The Director of Academics and Deputy Head of Senior School, Mr Nick Jolly, has oversight of academic progress for students in the Senior School.
- The Deputy Head of Curriculum P to 6, Ms Genet Erickson-Adam, has oversight of academic progress for students in the Junior School.
- The Deputy Head of Operations and Staffing P to 6, Mr Richard Baker, is responsible for the efficient functioning of the Junior School and its staff.
- The Director of Boarding, Mr Matthew Banes, is responsible for student welfare and attendance of boarding students.

- The International Student Liaison Resident, Mr Ben Smith, assists with the orientation and settling in of overseas boarding students and with their welfare.
- Year Coordinators are responsible for the academic welfare of students in each year group in the Junior School.
- Housemasters are responsible for pastoral care of students in their house in the Senior School.
- Heads of Department are responsible for issues associated with student progress in their area of responsibility in the Senior School.
- Class Teachers are responsible for the welfare and progress of students in a particular class in the Junior School.
- The School Nurses are responsible for the healthcare of all students. A School Nurse will attend the student and make the necessary arrangements should further medical attention be required. The School Nurse will also inform the parents and/or nominated guardian of the situation.
- The School Psychologists provide a confidential counselling service to students that supports and promotes the growth and wellbeing of all students.
- The Director of Admissions, Ms Meredith Stone, is responsible for student recruitment and enrolment.

Key and emergency contacts for overseas students are:

- The Director of Admissions, Ms Meredith Stone, from enquiry to commencement stage (+61 2 9327 9420 and mstone@cranbrook.nsw.edu.au).
- The Deputy Head of Student Wellbeing P to 6, Mr Grant Andrews, for overseas students attending the Junior School (+61 2 9327 9100 and gandrews@cranbrook.nsw.edu.au).
- The Director of Boarding, Mr Matthew Banes, Boarding Housemaster, Mr Bradley Gill and the International Student Liaison Resident, Mr Ben Smith, for overseas students attending the Senior School as boarders (Mr Matthew Banes: +61 2 9327 9501 or mbanes@cranbrook.nsw.edu.au; Mr Bradley Gill: +61 2 9327 9511 or bgill@cranbrook.nsw.edu.au; Mr Ben Smith: +61 2 9327 9517 or bsmith@cranbrook.nsw.edu.au).
- The relevant Master on Duty for the boarding houses are also emergency contacts for overseas students attending the Senior School as boarders (Street MOD: 0427 485 418 and Rawson MOS 0427 665 296)
- The Director of Students, Mr Peter Young, for overseas students attending the School but residing in Sydney full time with their parents (+61 2 9327 9510 or pyoung@cranbrook.nsw.edu.au).

In an emergency, students and parents can also contact the local Police at Rose Bay on +61 2 9362 6399.

Students are encouraged to seek assistance and report any incident or allegation involving alleged physical, sexual or other abuse to any of these staff. Students can also report matters via complaints@cranbrook.nsw.edu.au or whistleblower@cranbrook.nsw.edu.au.



Fees and Charges

Current fees for tuition and boarding, including for full fee paying overseas students, are available on the School's website at www.cranbrook.nsw.edu.au.

Full fee paying overseas students pay a higher fee as the School receives no Government per capita grants for these students.

Additional fees are payable for optional subject tuition such as private music lessons and elite sports programs, and for activities such as excursions. The Cranbrook In The Field outdoor education program does not incur additional fees. Costs for activities such as excursions are advised prior to the event.

In addition to tuition and boarding fees, students will be required to purchase uniforms (approximately A\$1,500 for the initial purchase), and textbooks (approximately A\$700 per annum). The School does not provide stationery, and students will need to supply their own as required.

For boarding students, there will be additional costs for incidental items not provided by the School. This includes travel (such as to and from the airport, to medical appointments or weekend leave), personal care items such as toiletries and mobile phones, as well as any amounts for "pocket money". These amounts are at the discretion of the parents.

Overseas Student Health Cover costs are currently approximately A\$575 for single cover for 12 months.

Students in the Senior School are required to provide their own laptop (from A\$1000 approximately).

Year 11 and Year 12 courses undertaken through external providers incur an additional cost. For example, courses at the NSW School of Languages cost approximately A\$800 per year.

The NSW Education Standards Authority also charge for overseas students enrolled in the Higher School Certificate. In 2022 this charge is A\$1,251 per student and is paid once, when the student is in Year 12.

These estimates will vary according to the age of the student. All fees and estimates are current as at March 2022, and are subject to change without notice.



General Information

INSURANCE

The School is not responsible for, and does not insure for accidental loss or damage to a student's personal items, such as mobile phones, laptops, cameras, iPads etc. Parents should take out private insurance for such matters.

UNIFORMS, STATIONERY AND TEXTBOOKS

The Uniform Shop, located in the Senior School grounds, sells all items of school uniform except school and sports shoes. Information about the uniform requirements is provided prior to commencement.

Stationery supplies and textbooks can be purchased online or from a number of retailers. Further information can be provided if required.

PRESCRIPTION MEDICATION

If a student has been prescribed any medication, a letter must be provided by a doctor with details of the medication and the medication and dosage to be taken. This information must be given to the Health Centre as soon as possible after diagnosis.

Prescription medications are available at the local chemist and are only available with a doctor's prescription. The Health Centre can provide assistance to students to organise an appointment to see a doctor when needed.

ALCOHOL AND SMOKING

It is illegal in Australia for persons under 18 years of age to consume alcohol, cigarettes or other tobacco products.

Smoking is prohibited in Australian airports, on buses, trains, ferries and in most public places. Cranbrook is a non-smoking campus.

WATER

The quality of water in Sydney and Australia is greater than the standards for safe drinking water set by the World Health Organisation. You can drink water straight from the tap in Sydney.

Australia is a much drier country than others, and many areas experience drought on a regular basis. Water usage must be managed carefully.

ELECTRICITY

The electrical current in Australia is 220-240 volts, AC 50Hz. The Australian three-point pin power outlet is different from any other countries. You may need an adaptor that you can purchase from electrical shops and at airports. You may also need a voltage converter for 110-volt appliances.

CUSTOMS AND QUARANTINE

Australia has strict customs and quarantine rules. Strict rules prohibiting or restricting the entry of drugs, weapons, firearms, protected wildlife and associated products apply. Please refer to www.info.australia.gov.au for further information.

Australia prides itself in being free from many pests and diseases found in other parts of the world. Luggage may be inspected on arrival in Australia. It is important that you declare items of quarantine concern to avoid prosecution for bringing forbidden items into the country. Please refer to www.agriculture.gov.au for further information.

ROADS AND TRAFFIC

In Australia, people drive on the left hand side of the road. It is important to be careful when crossing the road if this is different to your country.

LIFESTYLE

Australians value their leisure time. Our air quality is rated 'good' by international standards and Australians enjoy their environment by participating in many outdoor activities.

More information about living and studying in Australia can be found at www.studyaustralia.gov.au.

You can find information about the indicative cost of living in Sydney can be found this and other websites.

COVID-19 IN AUSTRALIA

The latest information regarding COVID-19 in Australia, including requirements regarding vaccination, can be found at www.australia.gov.au and www.health.gov.au.

Application Process

Further information about the application process is available in the Admission Policy on the website www.cranbrook.nsw.edu.au.

The Director of Admissions at Cranbrook manages the application process. The Director of Admissions can be contacted during school hours at + 61 2 9327 9420 or enrol@cranbrook.nsw.edu.au.

If you are interested in applying for a position for your child at Cranbrook, a guided tour of the School is recommended.

Details of tours and other events are available on the School's website www.cranbrook.nsw.edu.au. Personal tours can also be organised for overseas families.

MAKING AN APPLICATION

Applicants must complete the *Application for Admission Form – Overseas Students* available on the website www.cranbrook.nsw.edu.au.

The completed form should be returned to the Director of Admissions (enrol@cranbrook.nsw.edu.au) together with the A\$300 non-refundable application fee and all other documentation requested on the form, including a copy of the first pages of the student's passport showing personal details, and translated copies of the student's most recent school reports.

Please note that students applying to commence the Junior Secondary Course (Years 7 to 10) in Year 10 must begin the course at the beginning of Year 10 to meet course requirements. Similarly, students applying to commence the Senior Secondary Course (Years 11 and 12) must begin at the start of Year 11.

ACCEPTING AN OFFER

If an offer of enrolment is made following interview and assessment, to accept the offer parents must sign the offer documents, including the *Enrolment Terms and Conditions – Overseas Students*, and return these to the Director of Admissions, together with the necessary payments outlined in the offer letter.

On acceptance of an offer of a place, an Enrolment Fee is payable. This is non-refundable (except in limited circumstances as outlined in the Overseas Students: Refund Policy) and is not credited against tuition fees. A current schedule of fees is available on the website at www.cranbrook.nsw.edu.au.

For full fee paying overseas students, on receipt of all documentation and payment of the relevant fees and any Overseas Student Health Cover amount, Cranbrook will issue the electronic Confirmation of Enrolment (eCoE) and, for boarding students the Confirmation of Appropriate Accommodation/Welfare Arrangements (CAAW) documents the student will need to apply for a Student Visa.

ENGLISH LANGUAGE REQUIREMENTS AND YEAR GROUP PLACEMENT

Classes are in English and as such students must have a suitable English speaking and comprehension level. If a student does not have a satisfactory level of English proficiency, they will not be able to meet the demands of the curriculum.

Overseas students from non-English speaking backgrounds must be tested in English, Mathematics and general ability. Cranbrook uses Australian Education Assessment Services (AEAS) for this procedure. Please refer to their website (www.aeas.com.au) for more information including international test centres and test dates. Test results must be provided before any offer will be made. Organisation of, and payment for, the AEAS testing is the responsibility of the parents.

As an indication, a minimum of Stanine 6 for Years 7 to 8, Stanine 7 for Years 8 to 9 and Stanine 8 for Years 11 and 12 would be required. Further assessment will be made of the student's English proficiency at interview.

Based on the recommendation of the AEAS report, or following an interview, overseas students may be required to attend additional studies at a reputable English language college prior to commencing at Cranbrook.

In some cases, the School will issue an offer of place, conditional upon the student reaching a certain level of English proficiency prior to commencement within a specified period. The Enrolment Fee and any Overseas Student Health Cover amount is payable to accept a conditional offer, however these will be refunded if the student does not reach the required level of English proficiency. When the student attains the required level of English proficiency, they can commence at Cranbrook.

Year placement is at the School's discretion. Cranbrook will make a determination of the appropriate year group based upon a student's age, test results, previous school reports, interview and other information related to the student's academic profile and the student having a satisfactory level of English proficiency to meet the demands of the curriculum for that year group.

Privacy and Sharing Information

PAYMENT OF SCHOOL FEES

Parents are jointly and individually responsible for the payment of fees.

Payment of fees may be made by direct deposit, BPay or credit cards. Payment by credit card attracts a merchant fee surcharge.

Cranbrook provides a Schedule of Fees on the School website at www.cranbrook.nsw.edu.au. Fees are reviewed annually by the School Council and are subject to change.

All fees are payable in Australian dollars.

Financial arrangements are handled by the Finance Department.

Should a student withdraw from Cranbrook, parents are required to give a full term's written notice before the removal of the student or pay a full term's fees in lieu.

TERMS AND CONDITIONS OF ENROLMENT

A copy of the full Enrolment Terms and Conditions – Overseas Students that parents are required to sign upon accepting an offer of a place at Cranbrook School is available on the School's website at www.cranbrook.nsw.edu.au.

EDUCATIONAL AGENTS

The School is not currently affiliated with any College or Overseas Student Placement Centre. Cranbrook does not have agent agreements or commission policies with any educational agents or centres. The School deals directly with parents and does not pay referral fees for the recruitment of students.

Information is collected on the *Application For Admission Form – Overseas Students* and during enrolment in order to meet Cranbrook School's obligations under the *Education Services for Overseas Students Act 2000* (Cth) and the *National Code of Practice for Providers of Education and Training to Overseas Students 2018* (Cth), and 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* (Cth), the *Education Services for Overseas Student Regulations 2019* (Cth) and the *National Code of Practice for Providers of Education and Training to Overseas Students 2018* (Cth).

Information collected about students and parents on the *Application For Admission Form – Overseas Students* and during enrolment can be provided, in certain circumstances, to the Australian Government and designated authorities and, if relevant, the Tuition Protection Scheme. This information includes personal and contact details, course enrolment details and changes, and the circumstance of any suspected breach by the student of a Student Visa condition.

In other instances, information collected on the *Application for Admission Form – Overseas Students* and during enrolment can be disclosed without consent where authorised or required by law.

The School's Privacy Policy and Privacy Information Collection Notice – Parent and Student, available on the School's website, www.cranbrook.nsw.edu.au, provide additional information about how the School deals with personal information.



Full Fee Paying Overseas Students: Compliance Information Statement

The Education Services for *Overseas Students Act* 2000 (Cth) (*ESOS Act*) and related legislation is designed to protect the interests of students coming to Australia on student visas.

The legislation aims to protect and enhance Australia's reputation for quality education, to provide tuition protection and support the integrity of the student visa program.

The Australian Government is committed to ensuring overseas students have a great education experience in Australia. The ESOS Act and related legislation, known as the ESOS framework, protect international students through:

- The *ESOS Act* and associated regulations
- The *National Code of Practice for Providers of Education and Training to Overseas Students 2018* (Cth)
- The Office of the Commonwealth Ombudsman
- The Tuition Protection Service.

Further information about students' right and obligations under the ESOS Framework can be found in ESOS Framework Student Fact Sheet, which can be found at www.dse.gov.au/esos-framework/resources/international-students-factsheet.

Cranbrook School's policies specifically relating to full fee paying overseas students are included in this booklet, and are also available on the School's website: www.cranbrook.nsw.edu.au. The policies included in this booklet are current as at March 2022.



Overseas Student Policies

Overseas Students: Accommodation and Welfare Policy

Cranbrook School (the School) is committed to the care and wellbeing of all students. This Policy sets out the requirements for Overseas Students in relation to their accommodation and welfare, and the monitoring of such by the School.

Rationale

Standard 5.3.7 of the National Code of Practice for Providers of Education and Training to Overseas Students 2018 (National Code) requires that where the School takes on responsibility under the Migration Regulations 1994 (Cth) for approving the accommodation, support and general welfare arrangements for a student under 18 years of age, the School must have documented policies and procedures for selecting, screening and monitoring any third parties engaged by them to organise and assess welfare and accommodation arrangements.

Cranbrook School's Policy

It is a condition of the Student Visa (condition 8532) that Overseas Students under 18 years of age must maintain adequate welfare and accommodation arrangements while studying in Australia.

It is also a condition of enrolment at Cranbrook that Overseas Students over 18 years of age also maintain welfare and accommodation arrangements approved by the School.

Accommodation Options

Overseas Students enrolled on a Student Visa in Kindergarten to Year 6 must live in Sydney with at least one parent.

Overseas Students enrolled on a Student Visa in Year 7 to Year 12 may live in Sydney with at least one parent.

All Overseas Students enrolled on a Student Visa in Years 7 to 12 not living with a parent must live in one of the School's Boarding Houses.

Cranbrook does not enrol Overseas Students wishing to live in homestay accommodation, or with relatives other than a parent.

Any change to accommodation arrangements must be agreed in advance by the School.

These requirements continue to apply to Overseas Students enrolled at the School even after that Overseas Student turns 18 years of age.

Living with Parents

Where an Overseas Student is living in Sydney with at least one parent, that parent or parents take responsibility for the accommodation and welfare arrangements of the student.

In this case the School does not provide a Confirmation of Appropriate Accommodation/Welfare Arrangements (CAAW) letter for the Overseas Student.

The School monitors the living arrangements of Overseas Students who live in Sydney with at least one parent as follows:

- Details of the proposed living arrangements must be provided by the parent(s) to the School in writing, including address, confirmation of legal right of occupation (eg evidence of ownership or lease), details of others residing in the accommodation (including ages and connection to the Overseas Student) and the bedroom and bathroom facilities available to the Overseas Student. The School may request photographs and/or a home visit at its discretion.
- Details must be provided and approved by the School at least 14 days prior to the parent(s) being absent from Sydney while the Overseas Student is studying at the School, so that the School is aware of how the Overseas Student is being cared for in the absence of the parents; and
- Details of arrangements for how the Overseas Student will spend his holiday periods must be provided to the School in advance, in accordance with the section headed Holiday Periods below;
- The Overseas Student will be asked about their accommodation as part of the completion of the formal Term Update Form for Overseas Students; and
- If any concerns are raised regarding the accommodation or welfare of the Overseas Student, through day to day monitoring of the Overseas Student or through any other credible source, the Housemaster (Senior School) or Class Teacher (Junior School) will investigate the Overseas Student's accommodation and welfare arrangements to ensure that these are suitable. This may include an interview with the Overseas Student, interview with the parent(s) and/or a home visit, and may also involve the Director of Students (Senior School) or Deputy Head - Student Wellbeing P-6 (Junior School). Any intervention identified as necessary or desirable by this investigation will be implemented.

Where there are other adults living in the accommodation with the Overseas Student and their parent(s) who are not immediately family members of the Overseas Student, valid and up to date Working With Children Checks will be required for such other adults.

Boarding

If an Overseas student enrolled at the School in Years 7 to 12 is not living in Sydney with at least one parent, they are required to live in one of the School's two Boarding Houses.

In this case, the School is responsible for the accommodation and welfare arrangements for the duration of the Overseas Student's enrolment at the School.

For Overseas Students who reside in the Boarding Houses, the School will issue for the student a Confirmation of Appropriate Accommodation/Welfare Arrangements (CAAW) upon enrolment, which will be required for the application for a Student Visa.

Welfare responsibilities for the Overseas Student will commence from the date shown on the CAAW issued to the parents. The Overseas Student must not arrive in Australia before the date on the CAAW unless the School has been advised at least seven days before arrival and has approved in writing an earlier arrival.

Evidence of the Overseas Student's arrival date must be provided to the School if requested, for example, a copy of an airline ticket.

The Boarding Housemaster coordinates all boarding student term departures and arrivals, in conjunction with parents and nominated guardians.

The CAAW also nominates the date on which the School will cease responsibility for the Overseas Student's accommodation and welfare arrangements. This date will be at least seven days subsequent to the completion of the Overseas Student's enrolment.

Holiday Periods

Parents must inform the Overseas Student's Housemaster (Senior School) or Class Teacher (Junior School) of accommodation arrangements for the Overseas Student during non-term time.

If Overseas Students are not returning to their parents or nominated guardians for term or other holidays, the parents must make this notification at least one week before the Overseas Student's departure so that all necessary documentation can be completed.

Written permission of the parents for all hosts other than the parent or nominated guardian must be provided. Unless the host is the parent of another Cranbrook School student or a family member or close family friend of the Overseas Student, a valid Working With Children Check clearance (or local equivalent) must be held by the host and details provided to the School.

Nominated Guardians

The School requires Overseas Students who are boarding at Cranbrook to have an approved nominated guardian. A nominated guardian is also required if the Overseas Student lives in Sydney with at least one parent however neither parent is proficient in English.

A suitable relative or family friend is able to be the Overseas Student's nominated guardian. The nominated guardian is expected to be someone known to the Overseas Student.

The School must approve the appointment of the proposed nominated guardian. Parents and nominated guardians are required to complete the Guardianship Form.

To be approved the nominated guardian must:

- live in Sydney;
- be at least 25 years of age;
- have proficiency in spoken and written English; and
- attend interviews and meetings at the School on behalf of the parents should any concerns arise during the Overseas Student's enrolment at the School.

The nominated guardian must also hold a valid Working With Children Check clearance and provide the details of this clearance to the School.

The nominated guardian must be approved and appointed prior to the Overseas Student commencing at Cranbrook.

Any change to the nominated guardian at any time requires approval by the School.

Any change to the contact details for the nominated guardian must be provided to the School immediately.

Welfare and Support

An orientation program is conducted for all new students at Cranbrook. For students commencing at the start of intake years there is a general program in the prior year. For students commencing in non-intake years, or other than at the start of a year, individual orientation programs are conducted.

An additional age appropriate and culturally sensitive orientation program is implemented for Overseas Students. This is conducted by the International Student Liaison Resident (for students in the Boarding Houses), by the Class Teacher (for Junior School students) and the Housemaster (for Senior School students who are not boarding). This includes regular individual interviews to assess and monitor the Overseas Student, at least in the initial period of commencing the School. These records are retained on the Overseas Student's

file.

All Overseas Students participate in the relevant Junior School or Senior School pastoral care program at the School and their welfare is also monitored in accordance with this program. All boarding students also participate in the Boarder's Wellness Project.

Regular email contact is maintained by the Boarding Housemaster with parents of Overseas Students in the Boarding House.

Where the Housemaster/Class Teacher has any concerns about the welfare of an Overseas Student, or has been advised of any such concerns by another member of staff or other credible source, the Housemaster/Class Teacher will contact the Overseas Student's parents in a timely manner. If the parents cannot be contacted, or are not proficient in English, the Overseas Student's nominated guardian will be contacted.

As well as support provided by all teaching staff, support services also are provided through the School Psychologists, the Health Centre and Learning Support staff. These services are provided at no cost.

Official Points of Contact for Overseas Students

The official points of contact for full fee paying overseas students are:

- Prior to commencement, the Director of Admissions;
- Subsequent to commencement:
 - For Junior School students, the Deputy Head– Student Wellbeing P-6
 - For Senior School students who are boarders, the International Student Liaison Resident, Boarding Housemaster and the Director of Boarding
 - For other Senior School students, their Housemaster.

Emergency Contacts and Abuse Notifications

Under Standard 5.2 of the National Code, the School must ensure that Overseas Students under 18 years of age are given age and culturally appropriate information on:

- Who to contact in emergency situations, including contact numbers of a nominated staff member and/or service provider to the School; and
- Seeking assistance and reporting any incident or allegation involving actual or alleged sexual, physical or other abuse.

In the event of an emergency, the School ensures that all Overseas Students are provided with emergency contact numbers for:

- Senior School students :the Director of Boarding and Master on Duty (for Boarding students), the Director of Students and the Director of Student Wellbeing;
- Junior School students: the Deputy Head, Student Wellbeing P-6.

This emergency contact information, as well as information on how to seek assistance and report any incident or allegation involving actual or alleged sexual, physical or other abuse, is provided to our Overseas Students in an age and culturally appropriate way in overseas student orientation meetings.

Notification of Change to Accommodation Arrangements

The Director of Admissions informs the Department of Home Affairs in the event that a student under 18 changes his living arrangements or the School no longer approves the arrangements for the student through PRISMS.

Monitoring and Assessing Accommodation and Welfare Arrangements

For students residing in one of Cranbrook's Boarding Houses, the monitoring, assessing and approval of accommodation and welfare arrangements are those applied to the Boarding Houses and School generally, including addressing child protection and local council requirements. Regular inspections of the Boarding accommodation occurs to ensure the Boarding House environment is safe and suitable for students are conducted by the Director of Boarding and the Facilities Manager.

All adults who living in the Boarding House, whether or not they are staff of the School, are required to have valid and up to date Working With Children Checks.

Monitoring and assessing accommodation and welfare arrangements for students living with at least one parent in Sydney are outlined in the section Living with Parents above.

The welfare of all students at the School is also monitored by Housemasters and Mentors (Senior School) and Class Teachers (Junior School) on an ongoing basis through the pastoral care programs. Disruption of Accommodation and Welfare Arrangements

The School must activate the Critical Incident Management Plan in emergency situations which may disrupt welfare arrangements without warning. See the Overseas Students: Critical Incidents Response Policy.

Records of any critical incident notifications are maintained in accordance with the School's Overseas Students: Records Management and Retention Policy.

Record Keeping

The School maintains evidence of compliance with this policy by maintaining records of selection, screening and monitoring activities undertaken by the School. Records will be maintained in accordance with the Overseas Students: Records Management and Retention Policy.

Overseas Students: Complaints and Appeals Policy

This Policy provides Overseas Students and their parents with information about procedures to facilitate the resolution of a dispute or complaint with Cranbrook School (the School).

Grievances brought by a student against another student will be dealt with under the School's behaviour management policies.

Rationale

Standard 10 of the National Code of Practice for Providers of Education and Training to Overseas Students 2018 (National Code) requires the School to have and implement a documented, internal complaints handling process and policy, including a documented appeals process and policy, and provide Overseas Students with comprehensive, free and easily accessible information about that process and policy.

Cranbrook School's Policy

It is Cranbrook School's policy to provide access to the School's Complaints and Dispute Resolution Guide to our Overseas Students for both formal and informal complaints, which are managed in accordance with the School's Complaints Handling Program. This includes, that if a formal complaint received from, or related to an Overseas Student is not resolved to the satisfaction of the complainant, it may be escalated to an Appeals Panel, at the request of the complainant.

The School will respond to any complaint an Overseas Student makes regarding their dealings with the School, or any related third party the School has an arrangement with, to deliver the Overseas Student's course or related services.

First Steps

In the first instance, an attempt should be made to resolve the issue informally.

Staff will make every effort to resolve all enquiries, concerns, complaints and disputes promptly and in accordance with procedural fairness. Overseas Students and/or parents should contact the student's Housemaster (Senior School) or Class Teacher (Junior School) in the first instance to attempt informal resolution.

Lodging a Formal Complaint

If the informal resolution process is unsatisfactory or does not result in a resolution, the procedures as set out in the Complaints and Dispute Resolution Guide should be followed.

This also sets out the appeals process if the complainant remains dissatisfied with the outcome, whereby if the Overseas Student and/or their parents are not satisfied with the result of the School's complaints handling process, they can decide to internally appeal the School's decision, in accordance with the appeals process outlined in the Complaints and Dispute Resolution Guide.

These internal procedures are a conciliatory and non-legal process.

For conditions that apply to handling of a complaint arising from the School's suspension or cancellation of a student's studies, please read the Overseas Students: Deferment, Suspension and Cancellation Policy.

Principles Regarding Complaints and Disputes

The following principles are applied to complaints and disputes:

- Student wellbeing is the first priority.
- The process is accessible to all parties and there is a commitment to cooperation by School staff.
- Procedural fairness is afforded to all parties.
- The complainant can present their case at no cost.
- Complainants are entitled to a support person in any discussions such as a friend, teacher or relative not involved in the grievance. A lawyer acting for the Overseas Student or their parents is not regarded as an acceptable support person.
- The subject of the complaint is informed of its substance.
- Appropriate confidentiality is maintained.
- Complaints are monitored and their management evaluated to pre-empt systemic/recurring issues.
- All persons in the School community are entitled to respect and courtesy.
- Complainants are entitled to be dealt with fairly and promptly.
- Receipt of a complaint will be acknowledged by the assigned Complaints Officer, or other appropriate staff member.
- The student's enrolment will be maintained whilst a complaint and/or appeal is being considered, except as outlined in the Overseas Students: Deferment, Suspension and Cancellation Policy.

- The complaints process, or appeals process, will begin within ten working days of receipt of the complaint being received by the School, and be completed in a reasonable timeframe.
- The complainant will be given a written statement of the outcome of the complaint, including the details and reasons.
- Procedures for lodging a complaint are communicated to the School community.
- The School will appoint an independent investigator, if required, when dealing with a complaint.

Procedures

Procedures are outlined in the Complaints and Dispute Resolution Guide, which is available on the School's website.

Internal Appeals Process

Should an Overseas Student or their parents not be satisfied with the outcome of the internal complaints and dispute resolution process, they can decide to internally appeal the School's decision, in accordance with the Complaints and Dispute Resolution Guide.

Where an internal appeal is made, the Headmaster will assemble an Appeals Panel, made up of a minimum of three senior staff with the requisite independence from the issue at hand to address the appeal on its merits. The Appeals Panel aims to resolve the complaint within 20 business days from the date of referral.

External Appeals Process

If the Overseas Student is not successful in the internal appeals process, the School will advise the Overseas Student within 10 business days of concluding the internal appeals process of the Overseas Student's right to access an external complaint handling and appeals process at no or minimal cost.

Should an Overseas Student or their parents not be satisfied with the outcome of the internal complaints and dispute resolution process, including the internal appeals process, they may lodge an external appeal through the Commonwealth Ombudsman.

The Commonwealth Ombudsman investigates complaints about problems that Overseas Students or intending Overseas Students may have with private education and training in Australia. The services of the Commonwealth Ombudsman are free.

The Commonwealth Ombudsman will, in most cases, determine whether the School followed its policies and procedures correctly, and treated the Overseas Student fairly.

The Commonwealth Ombudsman cannot make decisions regarding academic merit.

The Commonwealth Ombudsman will also not investigate if the complaint has not been first raised with the School.

The Commonwealth Ombudsman may require that the School issues an apology, changes or reviews a decision, changes policies or procedures, issues a refund, or takes some other action.

Cranbrook School agrees to be bound by the recommendations of the Commonwealth Ombudsman and will implement the decision or recommendations made by the Commonwealth Ombudsman immediately and take any preventative or corrective actions required by the Commonwealth Ombudsman.

You can make a complaint to the Commonwealth Ombudsman by:

- Telephone on 1300 362 072 if within Australia or +61 2 6276 0111 if outside Australia
- On the online complaint form found at www.ombudsman.gov.au/How-we-can-help/overseas-students

You can make a complaint in your own language. To do so, call the Translating and Interpreting Service (TIS) in Australia on 131 450 if within Australia or +61 3 9203 4027 if outside Australia. The Commonwealth Ombudsman will pay for the interpreter.

The Commonwealth Ombudsman is open for enquiries 9am to 5pm Monday to Friday, Australian Eastern Standard Time / Australian Eastern Daylight Time. Further information can be found on the website www.ombudsman.gov.au.

Record Keeping

The School maintains written records of a complaint, including records of any corrective and/or preventative action, on the Overseas Student's file and in the Complaints Register. Records are maintained in accordance with the Overseas Students: Records Management and Retention Policy.

Overseas Students: Course Credit Policy

The purpose of this Policy is to outline the circumstances in which Cranbrook School (the School) grants course credit to an Overseas Student.

Rationale

Standard 2.3 of the National Code of Practice for Providers of Education and Training to Overseas Students 2018 (National Code) requires the School to have and implement a documented policy and process for assessing and recording recognition of prior learning (RPL), and granting and recording course credit, if the School intends to assess or grant course credit.

RPL is an assessment process that considers evidence of an Overseas Student's prior learning, including formal, informal and non-formal learning, to determine the learning outcome of an individual.

The School's decision to assess RPL or grant course credit must preserve the integrity of the award to which it applies and comply with the requirements of the educational framework of the course.

Cranbrook School's Policy

Entry into any course is subject to the assessment of the School. Other than as outlined below, the School does not offer course credit.

In order to ensure that NESA requirements for the relevant course have or can be met, in accordance with the ACE Manual, Policy ACE 8044 and ACE 8045, all applications will be assessed by the Director of Academics and Deputy Head of Senior School, and the Director of Curriculum, and with assistance from Heads of Department as appropriate.

In order to ensure that International Baccalaureate requirements for the relevant course have or can be met, all applications will be assessed by the Director of Academics and Deputy Head of Senior School, the Director of Curriculum, and the IB Diploma Co-ordinator and with assistance from Heads of Department.*

Course Credit for Year 11 and Year 12 Students

Course credit is only available to Overseas Students transferring from another Australian curriculum school in Year 11 and at the beginning of Year 12 for the award of the HSC.

In this case, the Overseas Student may receive course credit for units previously completed based on evidence provided of studies undertaken under the relevant state or territory curriculum assessment authority or nationally accredited framework.

Course credit is only available to Overseas Students transferring from another IB school up to the end of Term 1 in Year 11 for the award of the International Baccalaureate Diploma.* This also requires evidence that the Overseas Student has undertaken the same subject combination as they would be taking at the School, they have been studying those courses for a period equivalent to at least the time they would have missed had they started at the School at the beginning of the school year, and their prior school confirms they had met all of the internal IB Diploma deadlines.

An application for RPL must be made prior to an Overseas Student commencing at the School. Appropriate documentation must be provided to the School to support the application for course credit.

The application will be assessed by the Director of Academics and Director of Curriculum (with assistance from Heads of Department and IB Diploma Co-ordinator as required) to ensure that the NSW Education Standards Authority requirements for the relevant course have or can be met, and a recommendation made to the Headmaster. The decision to award course credit is in the absolute discretion of the Headmaster.

The Director of Academics will provide written notification to the Overseas Student and parents of the outcome of the application for course credit, including reasons for any refusal and any reduction in course duration.

If the granting of course credit leads to a reduction in course length, the Director of Admissions will ensure the electronic Confirmation of Enrolment is issued for the reduced duration. The Director of Admissions will also record the change in course duration in PRISMS if the course credit is granted after the Overseas Student's visa has been granted.

All relevant documentation will be retained on the Overseas Student's file, including any application for course credit and RPL and supporting documentation, records of the School's assessment of the application, written notification of the outcome and any notifications recorded in PRISMS for at least 2 years after the Overseas Student ceases to be an accepted student of the School.

Record Keeping

The School maintains evidence of compliance with this policy by maintaining records of assessments and decisions made regarding requests to grant RPL and course credit. Records will be maintained in accordance with the Overseas Students: Records Management and Retention Policy.

**Subject to approval to offer the IB Diploma Programme to Overseas Students*

Overseas Students: Course Progress and Attendance Policy

The School is required to monitor an Overseas Student's compliance with their visa conditions relating to course attendance, course progress and course completion.

Rationale

Standard 8.1 of the National Code of Practice for Providers of Education and Training to Overseas Students 2018 (National Code) requires the School to monitor Overseas Students' course progress and, where applicable, attendance for each course in which the Overseas Student is enrolled.

Standard 8.2 of the National Code requires the expected duration of study to be specified in the Overseas Student's eCoE and must not exceed the CRICOS registered duration.

Standard 8.3 of the National Code requires the School to monitor the progress of each Overseas Student to ensure the Overseas Student is in a position to complete the course within the expected duration specified on the Overseas Student's eCoE.

Standard 8.4 of the National Code requires the School to have and implement documented policies and processes to identify, notify and assist an Overseas Student at risk of not meeting course progress or attendance requirements where there is evidence from the Overseas Student's assessment tasks, participation in tuition activities or other indicators of academic progress that the Overseas Student is at risk of not meeting those requirements.

Standard 8.5 of the National Code requires the School to clearly outline and inform the Overseas Student before they commence of the requirements to achieve satisfactory course progress and, where applicable, attendance in each student period.

Standard 8.6 of the National Code requires the School to have and implement a documented policy and process for monitoring and recording attendance of an Overseas Student specifying requirements for achieving satisfactory attendance for the course which at a minimum must be 80% of the scheduled contact hours, the method for working out minimum attendance, processes for recording course attendance, details of the School's intervention strategy to identify, notify and assist Overseas Students who have been absent for more than five consecutive days without approval or who are at risk of not meeting attendance requirements before the Overseas Student's attendance drops below 80% and processes for determining the point at which the Overseas Student has failed to meet satisfactory course attendance.

Standard 8.7 of the National Code requires the School to have and implement a documented policy and process for monitoring and recording course progress for the Overseas Student, including requirements for achieving satisfactory course progress, processes for recording and assessing course progress, details of the School's intervention strategy to identify, notify and assist Overseas Students at risk of not meeting course progress requirements in sufficient time for those Overseas Students to achieve satisfactory course progress, and processes for determining the point at which the Overseas Student has failed to meet satisfactory course progress.

Cranbrook School's Policy

It is the School's policy:

- To regularly monitor the course progress and attendance of Overseas Students;
- That before an Overseas Student commences studying at the School, the School clearly outlines and informs the Overseas Student of the requirements to achieve satisfactory course progress and attendance in each study period;
- To support Overseas Students so that they meet satisfactory academic progress requirements;
- To record and assess the academic progress of Overseas Students;
- To warn any Overseas Students at risk of not meeting satisfactory attendance or course progress requirements;
- To assist Overseas Students at risk of not meeting satisfactory academic progress; and
- To outline and inform Overseas Students before they commence at the School of the requirements to achieve satisfactory course progress and attendance in each study period.

Housemasters (Senior School) and Class Teachers (Junior School) monitor course progress and attendance of Overseas Students. Concerns are raised to the Director of Students (Senior School) and Deputy Head Student Wellbeing P-6 (Junior School) as needed.

Confirmation of Enrolment and Course Duration

The Electronic Confirmation of Enrolment Form (eCoE) indicates the start and end date of the student's course duration.

To ensure that the duration of an Overseas Student's course of study does not exceed the period specified on the eCoE, the School monitors the Overseas Student's course progress in accordance with the processes set out in this Policy to ensure they are able to complete the course within the expected duration.

The courses provided at Cranbrook School are:

- Primary (Kindergarten to Year 6) CRICOS Course Code 075829A
- Junior Secondary (Years 7 to 10) CRICOS Course Code 041413F

- Senior Secondary (Year 11 and 12) CRICOS Course Code 041414E

Course Progress

Cranbrook records, monitors and assesses the course progress of each Cranbrook student, including Overseas Students, in accordance with the relevant Assessment Policy.

In addition to the ongoing monitoring of student academic progress applied to all students by their teachers, the following additional requirements apply to monitoring course progress of Overseas Students to ensure Overseas Students are in a position to complete the course within the expected duration as specified on the eCoE.

Cranbrook will assess the course progress of each Overseas Student for the course in which the Overseas Student is currently enrolled at the end of each semester of enrolment. Overseas Students who have begun part way through a semester will be assessed after one full period of attendance.

This assessment will be undertaken by the Overseas Student's Housemaster (Senior School) or Class Teacher (Junior School). The purpose of the assessment is to decide if the Overseas Student is making satisfactory course progress, or is at risk of not making satisfactory course progress and an intervention strategy needs to be implemented, or the Overseas Student is not making satisfactory course progress after an intervention strategy is complete and any appeals process is finalised.

To demonstrate satisfactory course progress, Overseas Students will need to achieve competency in at least 50% of units in any semester. The Housemaster/Class Teacher will review all of the Overseas Student's results for that semester to determine whether the Overseas Student has demonstrated satisfactory course progress in accordance with this definition. What equates to competency for a particular unit will vary. In the Senior School, as a guideline, a grade of E (and in some circumstances a grade of D) is likely to suggest the Overseas Student has not demonstrated competency in that unit.

If an Overseas Student does not achieve competency in at least 50% of units studied in a semester, or the Housemaster/Class Teacher is otherwise concerned that the Overseas Student is at risk of not making satisfactory course progress at any time, the Housemaster/Class Teacher, together with other appropriate staff members such as Learning Support staff, the Director of Academics, Director of Curriculum or Director of Students (Senior School), the Year Level Co-Ordinator or Deputy Head – Curriculum P-6 (Junior School), will meet with the Overseas Student (and their parent(s) or nominated guardian if appropriate).

At this meeting, the Overseas Student will be informed that they have been identified as at risk of failure to achieve, or have failed to achieve, satisfactory course progress. The staff members involved will interview the Overseas Student and find out what factors have contributed to these course progress issues arising. Staff will then work with the Overseas Student to develop an intervention strategy for academic improvement. This may include:

- An individual education plan;
- Additional supervised study periods or tutorials;
- Academic skills programmes;
- Mentoring;
- Assistance with personal issues that may be influencing course progress;
- Literacy and numeracy support; or
- Other intervention and support strategies as deemed necessary such as psychological assessment and counselling.

The Overseas Student will be reminded of the course progress requirements and that a breach of these requirements is a breach of Student Visa conditions which the School is required to report.

The outcomes of the meeting will be documented, with a copy provided to the Overseas Student and the Overseas Student's parents, and a copy placed on the Overseas Student's file.

The Overseas Student's individual strategy for academic improvement will be monitored over the following semester at appropriate intervals by the Housemaster/Class Teacher, and records of the Overseas Student's response to the strategy will be kept on the Overseas Student's file and provided to the Overseas Student's parents.

If the Overseas Student does not improve academically and achieve satisfactory course progress after the intervention strategy has been implemented and time for it to run its course has been allowed (generally by the end of the next semester), the Headmaster (or the Head of Junior School or Head of Senior School as his representative) will advise the Overseas Student and parents in writing of the School's intention to report the student for breach of visa condition 8202 (Failure to make satisfactory course progress), and that the Overseas Student has 20 working days in which to access the School's internal complaints and appeals process pursuant to the Overseas Students: Complaints and Appeals Policy.

If, following the internal complaints and appeals process, an external appeal is then made by the Overseas Student, the School will not make any notifications in PRISMS until the outcome of this external appeals process has been completed and this has resulted in a finding in favour of the School. Note, if the Overseas Student proceeds with any further external appeals processes following the first external appeals process, the School will not defer reporting the breach of visa condition in PRISMS.

The Director of Admissions will make the notification in PRISMS of the Overseas Student not achieving satisfactory course progress as

soon as practicable where:

- The Overseas Student does not access the complaints and appeals process within 20 working days;
- The Overseas Student withdraws from the complaints and appeals process; or
- The complaints and appeals process results in favour of the School (either the internal process, or if an external appeals process is pursued, after the outcome of one external appeals process).

All relevant documentation will be retained on the Overseas Student's file.

Completion Within Expected Duration of Study (Course Progression)

Part of the assessment of course progress at the end of each semester will include an assessment of whether the Overseas Student's progress is such that they are expected to complete their course within its expected duration.

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

The School will only extend the duration of the Overseas Student's study where the Overseas Student will not complete their course within the expected duration due to:

- Compassionate or compelling circumstances;
- Overseas Student participation in an intervention strategy as outlined above; or
- An approved deferment or suspension of study has been granted in accordance with the Overseas Students: Deferment, Suspension and Cancellation Policy.

Compassionate or compelling circumstances are circumstances beyond the control of the Overseas Student that are having an impact on the student's progress through a course. These could include:

- Serious illness, where a medical certificate states that the Overseas Student was unable to attend classes;
- Bereavement of close family members such as parents, siblings or grandparents;
- Major political upheaval or natural disaster in the home country requiring their emergency travel that has impacted on their studies;
- A traumatic experience such as being involved in or witnessing a serious accident or serious crime which has impacted on the student (these cases should be where possible supported by police or psychologists' reports);
- Where the School was unable to offer a pre-requisite unit; or
- Inability to begin studying on the course commencement date due to delay in receiving a Student Visa.

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

Where the School decides to extend the duration of the Overseas Student's study, the Director of Admissions will report this in PRISMS and issue a new eCoE if required.

All relevant documentation will be retained on the Overseas Student's file.

Course Attendance

All students at the School are subject to the Attendance Policy. This policy also outlines the process for recording absences.

The following are additional specific requirements for monitoring attendance of Overseas Students.

For Overseas Students, satisfactory course attendance is defined as attendance for at least 80% of scheduled course contact hours. Overseas Students are at risk of breaching these attendance requirements when they have absences totalling more than 20% of scheduled course contact hours during any semester.

In addition to the ongoing monitoring of attendance of all students by Housemasters (Senior School) and Class Teachers (Junior School), Overseas Student attendance is additionally specifically checked at the end of each term by the Housemaster/Class Teacher.

Student attendance in this case is assessed by calculating the number of hours the Overseas Student was absent during that term (not including any period of exclusion from class studies or suspension), and comparing this to the number of hours the Overseas Student would have to have been absent to fall below the attendance threshold for that term.

Where an Overseas Student is identified as having absences of 15% or more of scheduled course contact hours for that term, has been absent for more than five consecutive days without approval, or there are other patterns of attendance which indicate the Overseas Student is at risk of not meeting the requirement of at least 80% of scheduled course contact hours, the Housemaster/Class Teacher and any other appropriate staff such as the Director of Students (Senior School) or Deputy Head – Student Wellbeing P-6 (Junior School) will meet with the Overseas Student (and their parent(s) or nominated guardian if appropriate) to determine if there are other reasons for the Overseas Student being absent beyond the explanations for absence that have been provided (for example, homesickness or social issues). This meeting will also determine if an Attendance Improvement Plan or other intervention strategy is

required, including provision of support services to assist with underlying issues, and to remind the Overseas Student of the attendance requirements and that a breach of these requirements is a breach of Student Visa conditions which the School is required to report. Further details regarding intervention strategies for attendance issues are outlined in the Attendance Policy and Truancy Policy.

The outcomes of the meeting will be documented, with a copy provided to the Overseas Student and the Overseas Student's parents, and copy placed on the Overseas Student's file.

The implementation of any intervention strategy will be monitored by the Housemaster/Class Teacher, and records of the Overseas Student's response to the strategy will be kept on the Overseas Student's file and provided to the Overseas Student's parents.

The Housemaster/Class Teacher will also make a calculation at the end of each semester of the attendance of each Overseas Student for that semester.

If the calculation indicates that the Overseas Student has not attended at least 80% of scheduled course contact hours for the semester, the Headmaster (or the Head of Junior School or Head of Senior School as his representative) will advise the Overseas Student and their parents in writing of the intention to report the Overseas Student for breach of visa condition 8202, and that the Overseas Student has 20 working days in which to access the School's internal complaints and appeals process pursuant to the Overseas Students: Complaints and Appeals Policy.

If, following the internal complaints and appeals process, an external appeal is made by the Overseas Student, the School will not make any notifications in PRISMS until the outcome of this external appeals process has been completed and this has resulted in a finding in favour of the School. Note if the Overseas Student proceeds with any further external appeals processes following the first external appeals process, the School will not defer reporting the breach of visa condition in PRISMS.

The Director of Admissions will make the notification in PRISMS of the Overseas Student not achieving satisfactory course attendance as soon as practicable where:

- The Overseas Student does not access the complaints and appeals process within 20 working days;
- The Overseas Student withdraws from the complaints and appeals process; or
- The complaints and appeals process results in favour of the School (either the internal process, or if an external appeals process is pursued, after the outcome of one external appeals process).

However, an Overseas Student will not be reported for failing to meet the 80% threshold where:

- The Overseas Student produces documentary evidence clearly demonstrating compassionate or compelling circumstances; and
- The Overseas Student has not fallen below 70% attendance.

Compassionate or compelling circumstances are circumstances beyond the control of the Overseas Student that are having an impact on the Overseas Student's attendance. These could include:

- Serious illness, where a medical certificate states that the Overseas Student was unable to attend classes;
- Bereavement of close family members such as parents, siblings or grandparents;
- Major political upheaval or natural disaster in the home country requiring their emergency travel that has impacted on their studies;
- A traumatic experience such as being involved in or witnessing a serious accident or serious crime which has impacted on the student (these cases should be where possible supported by police or psychologists' reports);
- Where the School was unable to offer a pre-requisite unit; or
- Inability to begin studying on the course commencement date due to delay in receiving a Student Visa.

For circumstances to be considered as compassionate or compelling, evidence would need to be provided to show that these were having an impact on the Overseas Student's attendance.

In such cases, the Housemaster/Class Teacher will discuss with the Overseas Student and their parents whether a suspension of studies is in the best interests of the Overseas student as per the Overseas Students: Deferment, Suspension and Cancellation Policy.

If the Overseas Student does not obtain a suspension of studies under the Overseas Students: Deferment, Suspension and Cancellation Policy, and falls below the 70% threshold for attendance, the process outlined above for reporting the Overseas Student for unsatisfactory attendance (Breach of visa condition 8202) will occur.

All relevant documentation will be retained on the Overseas Student's file.

Record Keeping

The School maintains evidence of compliance with this policy by maintaining records of notifications and actions taken in accordance with this Policy. Records will be maintained in accordance with the Overseas Students: Records Management and Retention Policy.

Overseas Students: Deferment, Suspension and Cancellation Policy

This policy outlines the processes regarding deferment of commencement or suspension of studies at the request of a student, and suspension or cancellation of enrolment of a student by Cranbrook School (the School).

Rationale

Standard 9.1 of the National Code of Practice for Providers of Education and Training to Overseas Students 2018 (National Code) requires the School to have and implement a documented process for assessing, approving and recording a deferment of the commencement of study, or suspension of study, requested by an Overseas Student, including maintaining a record of any decisions relating to this.

Standard 9.2 of the National Code states that the School may defer or suspend the enrolment of an Overseas Student if it believes there are compassionate or compelling circumstances.

Standard 9.3 states that the School may suspend or cancel an Overseas Student's enrolment in certain circumstances, which include, but are not limited to the following:

- Misbehaviour by the Overseas Student;
- The Overseas Student fails to pay an amount they were required to pay the School to undertake or continue the course as stated in the written agreement; or
- There is a breach of course progress or attendance requirements by the Overseas Student, which must occur in accordance with Standard 8 of the National Code.

Cranbrook School's Policy

An Overseas Student's enrolment can be deferred, suspended or cancelled for different reasons. The Overseas Student may initiate a deferment or suspension on the grounds of compassionate or compelling circumstances. The School may suspend or cancel an enrolment due to student misbehaviour, a failure to pay fees or a breach of course progress or attendance requirements.

Any decision to defer, suspend or cancel an Overseas Student's enrolment must be made in accordance with the requirements of the National Code.

Deferment of Commencement or Suspension of Student Requested by a Student

Deferment of Commencement of Study Requested by a Student

A deferment occurs when an enrolment is postponed to a future date.

The School will only grant a deferment of commencement of studies for compassionate and compelling circumstances. These are circumstances beyond the student's control and include, but are not limited to:

- Illness or injury, including a mental illness, where a medical certificate states that the Overseas Student was unable to attend classes;
- Bereavement in relation to the death of a close family member such as a parent, sibling or grandparent;
- Major political upheaval or natural disaster in the Overseas Student's home country requiring emergency travel that has impacted on studies; or
- A traumatic experience, which has impacted on the Overseas Student such as being involved in or witnessing a serious accident or crime (these cases where possible should be supported by police or psychologists' reports).

A deferment of commencement of study may also be granted if there has been a delay in obtaining a Student Visa or any pre-requisite course has not been available.

Suspension of Study Requested by a Student

A suspension occurs when an enrolment is suspended for a period of time.

Once the Overseas Student has commenced the course, the School will only grant a suspension of study at the request of the Overseas Student for compassionate or compelling circumstances. These are circumstances beyond the Overseas Student's control and include, but are not limited to:

- Illness or injury, including a mental illness, where a medical certificate states that the Overseas Student was unable to attend classes;
- Bereavement in relation to the death of a close family member such as a parent, sibling or grandparent;
- Major political upheaval or natural disaster in the Overseas Student's home country requiring emergency travel that has impacted on studies; or
- A traumatic experience, which has impacted on the Overseas Student such as being involved in or witnessing a serious accident or crime (these cases where possible should be supported by police or psychologists' reports).

Assessing Requests for Deferment of Suspension of Studies

The final decision for assessing and granting a deferment of commencement or suspension of studies requested by an Overseas Student lies with the Headmaster. Applications will be assessed on their individual merit. The application must provide the School with suitable documentary evidence to support the compassionate and compelling circumstances, which may include a medical certificate.

Applications will be assessed and a decision made within 14 days of receipt of the written request for a deferment or suspension. A written response, including reasons for the decision, will be provided to the Overseas Student and their parents.

The Director of Admissions will record the deferment or suspension in PRISMS. If any deferment or suspension will impact the end date of the Overseas Student's electronic Confirmation of Enrolment (eCOE), a new eCOE will be issued at that time, or at a later point when the Overseas Student's date of return is known.

Retrospective granting of a deferment or suspension of studies will only be granted in unusual circumstances, such as when an Overseas Student has had to return home at short notice for medical care, or where an Overseas Student has had an accident whilst on holidays at home and has not been able to return to School.

Any period of suspension of studies requested by an Overseas Student will not be included in attendance calculations pursuant to the Overseas Students: Course Progress and Attendance Policy.

If the School becomes aware that an Overseas Student has provided fraudulent evidence or documents to support a claim of compassionate or compelling circumstances, the School may decide to suspend or cancel the Overseas Student's enrolment.

All relevant documentation will be kept on the Overseas Student's file, including documentary evidence supporting the request for deferment or suspension and of assessment of the application.

Suspension Initiated by the School

Short Term Suspension from Class Studies for 1 to 28 Days

The School may suspend an Overseas Student from class studies on the grounds of misbehaviour by the student. Suspension from class studies will occur as the result of any behaviour identified as resulting in suspension or expulsion from the School either permanently or temporarily in the Enrolment Terms and Conditions – Overseas Students.

Suspended Overseas Students must abide by the conditions of their suspension from studies. These will depend on welfare and accommodation arrangements in place for the Overseas Student and will be determined by the Headmaster.

Where suspended Overseas Students are provided with homework and/or other studies for the period of the suspended, the Overseas Student must continue to meet the academic requirements of the course.

Short Term Suspension from class will not be recorded in PRISMS, nor recorded as absences in attendance calculations pursuant to the Overseas Students: Course Progress and Attendance Policy.

The Overseas Student and their parents will be notified in writing of the School's intention to suspend the Overseas Student from class studies.

All relevant documentation will be kept on the Overseas Student's file.

School Initiated Suspension of Studies for more than 28 Days

The School may initiate a suspension of studies for an Overseas Student on the grounds of misbehaviour by the Overseas Student. Suspension will occur as the result of any behaviour identified as resulting in a suspension or expulsion from the School either permanently or temporarily in the Enrolment Terms and Conditions – Overseas Students.

Where suspended Overseas Students are provided with homework and/or other studies for the period of the suspension, the Overseas Student must continue to meet the academic requirements of the course.

Overseas Students who have been suspended for more than 28 days and who are boarders will be required to return to their home country unless specific special circumstances exist (for example, the Overseas Student is medically unfit to travel). The Overseas Student must also abide by any other conditions of their suspension, which will be determined by the Headmaster.

If special circumstances exist, there will be additional conditions of their suspension from studies that will depend on the welfare and accommodation arrangements in place for the Overseas Student. These will be determined by the Headmaster.

Suspensions of more than 28 days will be recorded in PRISMS by the Director of Admissions. Suspensions will not be recorded as absences in attendance calculations pursuant to the Overseas Students: Course Progress and Attendance Policy.

The Overseas Student and their parents will be notified in writing of the School's intention to suspend the Overseas Student.

All relevant documentation will be kept on the Overseas Student's file.

Cancellation of Enrolment by the School

The School may cancel enrolment of an Overseas Student under the following conditions:

- Failure to pay course fees;

- Failure to maintain approved welfare and accommodation arrangements (visa condition 8532); or
- Any behaviour identified as resulting in exclusion from the School either permanently or temporarily in the Enrolment Terms and Conditions – Overseas Students.

The Overseas Student and their parents will be notified in writing of the School's intention to cancel the Overseas Student's enrolment.

Where the enrolment of an Overseas Student has been cancelled, the Overseas Student has 28 days to enrol in an alternative course or return home.

All relevant documentation will be kept on the Overseas Student's file.

The School is also required to report a failure to maintain satisfactory course progress and/or a failure to maintain satisfactory attendance to Department of Home Affairs, which will result in automatic cancellation of enrolment. See the Overseas Students: Course Progress and Attendance Policy for details.

For information about refunds in these circumstances, see the Overseas Students: Refund Policy.

Complaints and Appeals

Overseas Student requested deferment and suspension are not subject to the Overseas Students: Complaints and Appeals Policy.

Exclusion from class studies, School initiated suspension and cancellation of enrolment are subject to the Overseas Students: Complaints and Appeals Policy.

For the duration of the appeals process, the School will maintain the Overseas Student's enrolment, and the Overseas Student is required to maintain enrolment and participation in studies. The Headmaster will determine if participation in studies will be in class or under supervised arrangement outside of classes.

If an Overseas Student appeals the decision regarding a School initiated suspension or cancellation, the suspension or cancellation will not be recorded in PRISMS by the Director of Admissions until the internal complaints and appeals process is finalised, unless extenuating circumstances relating to the welfare of the Overseas Student apply.

The use of extenuating circumstances by the School to suspend or cancel an Overseas Student's enrolment prior to the completion of any internal complaints and appeals process will be supported by appropriate evidence. Extenuating circumstances will be evaluated by the Headmaster and may include:

- The Overseas Student refuses to maintain approved welfare and accommodation arrangements;
- The Overseas Student is missing;
- The Overseas Student has medical concerns, severe depression or other psychological issues which lead the School to fear for the Overseas Student's well being;
- The Overseas Student has engaged or threatened to engage in behaviour that is reasonably believed to endanger themselves or others;
- The Overseas Student is at risk of committing a criminal offence; or
- The Overseas Student is the subject of investigation relating to criminal matters.

Where extenuating circumstances exist, appropriate documentary evidence will be maintained on the Overseas Student's file.

The Director of Admissions will make the notification of a School initiated suspension or cancellation in PRISMS upon completion of the internal complaints and appeals process, where that process has found in favour of the suspension or cancellation. Whilst the Overseas Student or their parents may appeal the decision externally, the School will not delay notification in PRISMS until the completion of the external appeals process.

The above does not apply in relation to notifications in PRISMS of a failure to maintain satisfactory course progress or a failure to maintain satisfactory attendance. See the Overseas Students: Course Progress and Attendance Policy for details regarding complaints, appeals and timing of notifications in PRISMS in these circumstances.

Student Visa Issues and Impact on eCoE

Deferment, suspension and cancellation of enrolment can impact an Overseas Student's visa as a result of changes to enrolment status. Overseas Students are informed in the written notification of their deferment, suspension or cancellation to contact the Department of Home Affairs for advice in relation to the potential impact on their student visa.

Where a decision is made to defer, suspend or cancel an enrolment, there are three possible outcomes on an Overseas Student's electronic Confirmation of Enrolment (eCoE):

- The School records in PRISMS that it is deferring or suspending the Overseas Student's enrolment for a period without affecting the end date of the eCoE. The notice of deferment or suspension will be recorded in PRISMS but will not change the eCoE, and the Overseas Student will still be listed as studying.

- The School records in PRISMS that it is deferring or suspending the Overseas Student's enrolment for a period which will affect the end date of the eCoE. PRISMS will cancel the original eCoE and immediately offer the School the opportunity to create a new eCoE with a more appropriate end date. If the School does not know when the Overseas Student will return, the School can choose to not create a new eCoE at that time, but wait until the Overseas Student has notified the School of their intended return date.
- The School records in PRISMS that it wants to permanently cancel the Overseas Student's enrolment. Once the PRISMS notification is complete, the Overseas Student's eCoE status will be listed as "Cancelled". If the Overseas Student is under the age of 18, the eCoE cancellation will not cancel the Confirmation of Appropriate Accommodation and Welfare (CAAW) and the School will still be responsible for the welfare arrangements of the Overseas Student until one of the conditions of Standard 5.6 of the National Code is met: see the Overseas Students: Accommodation and Welfare Policy.

Accommodation and Welfare

The School will continue to monitor the suitability of the accommodation and welfare arrangements of an Overseas Student following a suspension or cancellation of enrolment unless:

- The Overseas Student is accepted by another registered provider who takes over the approval responsibility;
- The Overseas Student leaves Australia;
- Other arrangements are made to satisfy the Department of Home Affairs regulations regarding the accommodation and welfare of the Overseas Student such as a parent or other suitable relative taking responsibility; or
- The School advises the Department of Home Affairs that the School can no longer approve of the arrangements for the Overseas Student as events have occurred which have made it impossible for the School to continue to approve these arrangements, as all attempts to assist the Overseas Student to maintain appropriate arrangements have been exhausted and the Overseas Student is refusing to maintain care arrangements the School is able to approve.

As the School does not permit homestay, it will generally be required that the Overseas Student return home or otherwise into the care of at least one parent in Sydney. If there is no other alternative, the Overseas Student will be required to remain living in the Boarding House.

Procedural Fairness

The School is committed to ensuring procedural fairness when considering the deferment, suspension or cancellation of an Overseas Student's enrolment with the School.

Where a decision to defer, suspend or cancel an Overseas Student's enrolment is being considered, the Headmaster will:

- Write to the Overseas Student, and the Overseas Student's parents stating:
 - The reasons that the Student's enrolment is under consideration for deferral, suspension or cancellation;
 - The relevant rules, policies, and / or standards of behaviour alleged to be breached;
 - The relevant allegations said to warrant suspension or expulsion;
- Allow the Overseas Student and/or the Overseas Student's parents to provide a response, either in writing or verbally;
- Allow the Overseas Student to have a support person of the Overseas Student's choosing;
- Arrange a meeting with the Overseas Student, any support person and the Overseas Student's parents where possible;
- Arrange for an interpreter, if one is required; and
- Ensure that any meetings are documented.

The Overseas Student and their Parents will be informed in writing of the School's final decision, including that deferring suspending or cancelling an enrolment on any grounds may affect their Student Visa.

Record Keeping

Each decision relating to the enrolment, including evidence of any assessments made by the School and notifications to the Commonwealth Department of Education and Training through PRISMS, is recorded and maintained on the Overseas Student's file, in accordance with the Overseas Students: Records Management and Retention Policy.

Overseas Students: Refund Policy

This policy outlines when refunds of fees for Overseas Students are available from Cranbrook School (the School).

Rationale

Standard 3.4.2 of the National Code of Practice for Providers of Education and Training to Overseas Students 2018 (National Code) requires the School to have processes in place for claiming a refund of tuition or non-tuition fees.

Under section 47D of the Education Services for Overseas Students Act 2000 (Cth) (ESOS Act) the School must provide a refund if an Overseas Student or intending Overseas Student defaults. The amount of the refund (if any) is the amount set out in the written agreement entered into between the School and the Overseas Student in accordance with Standard 3 of the National Code. If the School pays a refund to an Overseas Student under section 47D, the School must pay the refund within the Provider Obligation Period (being four weeks after receiving a written claim from the Overseas Student).

Under section 47E of the ESOS Act the School must also provide a refund if the Overseas Student or intending Overseas Student defaults and either the School has not entered into an agreement that sets out refund obligations in relation to student default and meets the obligations of the National Code, or the School is not required to pay a refund because the student was refused a student visa.

If the School provides a refund under section 47E, it must give notice to the TPS Director and NESA within seven days after the end of the Provider Obligation Period. The notice must include whether the School provided a refund under section 47E, the details of the Overseas Student the refund was provided to and the details of the amount of the refund provided.

Section 470(5) of the ESOS Act allows the School to refuse to provide a refund if the Overseas Student or intending Overseas Student was refused a student visa and the refusal was due to a following act or omission by the student that directly or indirectly caused the student to default in relation to the course, being a failure to start the course on the agreed start day, withdrawal from the course or a failure to pay course fees.

The School is required to comply with the Education Services for Overseas Students (Calculation of Refund) Specification 2014 (Refund Specification) which sets out the methods for calculating refunds of fees by a registered provider in the following circumstances:

- provider default;
- Overseas Student default where the provider has not entered into a written agreement with the Overseas Student that meets the requirements of section 47B of the ESOS Act; and
- Overseas Student default owing to visa refusal.

The Refund Specification requires that the amount of refund must be at least an amount equal to the course fees, minus the lesser of 5 per cent of the amount of the course fees received by the School in respect of the student before the default day or \$500.

Cranbrook School's Policy

The School will provide a refund to an Overseas Student or intending Overseas Student in the event that the default is by the Overseas Student or the School and the School is required under the provisions of the ESOS Act, to provide a refund.

The School will provide a refund to an Overseas Student or intending Overseas Student in the event the School, as a registered provider, defaults. Refer to the Overseas Students: Default Policy.

Application Fee

The Application Fee is non-refundable.

Visa Application Rejected

Where evidence is provided that the application made by the Overseas Student for a Student Visa has been rejected by the Department of Home Affairs, the School will refund any amounts paid to the School for the Enrolment Fee and any Overseas Student Health Cover within 28 days of receipt of confirmation that the Student Visa application has been rejected.

Conditional Enrolment

Any amounts paid to the School for the Enrolment Fee and any Overseas Student Health Cover where the Overseas Student has not satisfied the conditions of a conditional offer of enrolment, and as a result the Overseas Student is not enrolled in the School will be refunded by the School within 28 days of confirmation the Overseas Student has not satisfied the conditions of a conditional offer of enrolment.

Enrolment Fee

The Enrolment Fee is not credited towards tuition or boarding fees.

Except in relation to a rejection of Student Visa application or failure to satisfy the conditions of a conditional offer of enrolment, Overseas Student default where the School has not entered into a written agreement with the Overseas Student that meets the

requirements of section 47B of the ESOS Act, or in the case of default by the School (see the Overseas Students: Default Policy) the Enrolment Fee is not refundable, whether or not the Overseas Student commences at the School.

Cancellation of Enrolment by Parents Prior to Commencement

Where an Overseas Student's enrolment is cancelled by the parents prior to the Overseas Student commencing at the School, if the parents have not provided written notice of this cancellation to the Admissions Office by the date specified in the Enrolment Offer Letter, a cancellation fee is payable equal to:

- 100% of the tuition fees for one term if the Overseas Student was to be a day student; or
- 100% of the tuition and boarding fees for two terms if the Overseas Student was to be boarder.

Any tuition and boarding fees paid in advance in relation to the Overseas Student less any cancellation fee applicable as detailed above will be refunded by the School within 28 days of the receipt of written notification of cancellation by the parents

Cancellation of Enrolment by Parents Subsequent to Commencement

Where the parents cancel an Overseas Student's enrolment after the Overseas Student commences at the School, one full terms' notice in writing must be provided.

If such notice is not provided, a cancellation fee is payable equal to 100% of the tuition fees (and boarding fees if applicable) for one term.

Any tuition and boarding fees paid in advance in relation to the Overseas Student less any cancellation fee applicable as detailed above will be refunded by the School within 28 days of the receipt of written notification from the parents.

Cancellation of the Enrolment for Specified Reasons or Otherwise by the School

Where an Overseas Student's enrolment is cancelled for any of the following reasons after the commencement of a term, no refund of the tuition fees (and boarding fees if applicable) for the current term will be paid:

- Failure to maintain satisfactory course progress (visa condition 8202);
- Failure to maintain satisfactory attendance (visa condition 8202);
- Failure to maintain approved welfare and accommodation arrangements (visa condition 8532);
- Failure to pay course fees; or
- Any behaviour identified as resulting in enrolment cancellation or termination in the Enrolment Terms and Conditions – Overseas Students.

Any tuition and boarding fees paid in advance in relation to the Overseas Student less the current terms' fees as detailed above will be refunded by the School within 28 days of the receipt of written notification from the parents.

Arrangements for Refunds

Requests for a refund must be made in writing, signed by the parents and addressed to the Headmaster.

Any outstanding debts to the School must be paid, or authorised in writing to be deducted from the refund, prior to the refund being paid.

Refunds will be reimbursed in Australian dollars within 28 days. Payment will be sent to the parents (or other person that initially made the payment of fees) in their home country, unless otherwise requested in writing by the parents.

Change in Visa Status

If an Overseas Student becomes an Australian resident during the course of studies or otherwise has a change of visa status such that they no longer require a Student Visa, there will be no adjustment to the fees paid for the remainder of the calendar year.

Tuition Protection Service

If for any reason the School is unable to offer a course before commencement, a full refund of the enrolment fee, and any pre-paid tuition fees (and boarding fees if applicable) will be made within 14 days of notification of course cancellation.

If for any reason the School is unable to continue to offer a course after commencement, a full refund of any pre-paid tuition fees (and boarding fees if applicable) for the proportion of the course not delivered will be made within 14 days of notification of course cancellation.

In these cases the Overseas Student will receive advice to seek assistance from the Australian Government's Tuition Protection Service (TPS). Overseas Students will be notified within three working days and the appropriate notifications made in PRISMS.

The TPS ensures that Overseas Students are able to either complete their studies in another course or with another education provider or receive a refund of their unspent tuition fees. Overseas Students will either be placed in an alternate course within 14 days or unspent fees will be refunded if an alternative course cannot be found. The outcome of this process will be reported in PRISMS within seven working days.

TPS is designed to maintain the integrity and international reputation of the industry and registered providers. As a registered provider, Cranbrook pays an annual Tuition Protection Service Levy for each calendar year. See www.tps.gov.au for more information.

Consumer Protection

This Policy and the availability of complaints and appeals processes does not remove the right to take further action under Australia's consumer protection laws.

Record Keeping

The School maintains evidence of compliance with this Policy by maintaining records of refund decisions and notifications made under this Policy. Records will be maintained in accordance with the Overseas Students: Records Management and Retention Policy.

Overseas Students: Transfer Request Policy

This document outlines the policy and processes in relation to when an Overseas Student wishes to leave Cranbrook School (the School) and transfer to another registered provider, or when an Overseas Student wishes to transfer to the School from another registered provider.

Rationale

Standard 7.1 of the National Code of Practice for Providers of Education and Training to Overseas Students 2018 (National Code) states the School must not knowingly enrol an Overseas Student seeking to transfer from another registered provider's course prior to the Overseas Student completing the first six months of their first registered school sector course, except where the following applies:

- the releasing registered provider, or course in which the Overseas Student is enrolled, has ceased to be registered;
- the releasing registered provider has had a sanction imposed on its registration by the ESOS agency that prevents the Overseas Student from continuing his or her course at that registered provider;
- the releasing registered provider has agreed to the Overseas Student's release and recorded the date of effect and reason for release in PRISMS; or
- any government sponsor of the Overseas Student considers the change to be in the Overseas Student's best interests and has provided written support for the change.

Cranbrook School's Policy

The School will not enrol an Overseas Student seeking to transfer from another registered provider except in circumstances that meet the exceptions under Standard 7.1 of the National Code.

When can a Student Transfer Education Providers?

Overseas Students are restricted from transferring until after the first six months of the Overseas Student's course unless:

- the Overseas Student's course or school becomes unregistered;
- a Government sponsor (where applicable) considers a transfer to be in the best interests of the Overseas Student; or
- the Overseas Student is released by their school after making a transfer request.

After the first six months of the Overseas Student's course, there are no restrictions on transferring education providers.

Making a Transfer Request

Overseas Students can make a transfer request to enable the Overseas Student to transfer to another education provider prior to completion of their first six months of study at the School.

An Overseas Student or their parents must apply in writing to the Director of Admissions. The application must include the following:

- a valid letter of offer of enrolment from another education provider;
- where the Overseas Student is under 18, written confirmation that the new education provider will accept responsibility for approving the Overseas Student's accommodation, support, and general welfare arrangements where the student is not, or will not be, living with a parent;
- where the Overseas Student is under 18, written evidence that the Overseas Student's parents support the transfer; and
- why the transfer is in the best interest of the Overseas Student, supported by documentary evidence where appropriate.

An application to transfer to another registered provider may have visa implications. Overseas Students and their parents are advised to contact the Department of Home Affairs as soon as possible to discuss any implications. To telephone the Department of Home Affairs call 131 888 from within Australia or see the Department of Home Affairs website for the contact details for your local office if overseas.

The transfer request will be considered and a decision made within 14 days of receipt of all required documentation, and the applicant notified of the decision in writing.

Granting or Refusal of a Transfer Request

The School will grant a transfer request where the transfer will not be to the detriment of the Overseas Student.

The following are examples of circumstances in which the granting of a transfer request may be given:

- the Overseas Student has changed welfare and accommodation arrangements and is no longer within a reasonable travelling time of the School;
- the Overseas Student is likely to be reported because they are unable to achieve satisfactory course progress at the level they are studying, even after engaging with the School's intervention strategy, as outlined in the Overseas Students: Academic Support Policy;

- it has been agreed by the School that the Overseas Student would be better placed in a course that is not available at the School;
- the new education provider better meets the Overseas Student's study capabilities or long term goals;
- the Overseas Student's reasonable expectations about the course are not being met;
- the Overseas Student will be able to access greater support such as access to family, friends or cultural support through the new education provider;
- there are compassionate or compelling circumstances that have impacted on the Overseas Student's course progress or wellbeing, such as serious illness or injury, bereavement of close family members, major political upheaval or natural disaster in their home country, or a traumatic experience;
- where the School has been unable to offer a pre-requisite unit of student and therefore there is a shortage of units for which the Overseas Student is eligible to enrol;
- there is evidence that the School has misled the Overseas Student regarding the School or its course and the course is therefore unsuitable to the student's needs or study objectives;
- the School has, or will, fail to deliver the course as outlined in the written agreement; or
- an appeal (internal or external) on another matter results in the decision or recommendation to release the Overseas Student.

The School will generally not grant a transfer request in the following circumstances:

- the Overseas Student's progress is likely to be academically disadvantaged or it may otherwise be detrimental to the Overseas Student's education;
- the Overseas Student has only recently started and the full range of support services have not yet been utilised;
- the Overseas Student is not genuinely engaging with an intervention strategy with the intention of failing to meet course progress or attendance requirements to be released; or
- the School is concerned that the Overseas Student's application to transfer is a consequence of the adverse influence of another party.

The decision as to whether or not to grant a transfer request rests with the Headmaster.

When a transfer request is granted, it will be recorded as appropriate in PRISMS.

Should the request for a transfer be denied the Overseas Student and parents will be advised in writing, including the reasons for the decision and that there is the right to access the School's complaints and appeals process outlined in the Overseas Students: Complaints and Appeals Policy.

Overseas Students and their parents may appeal the decision to not grant a transfer request, or appeal if the School does not respond in the noted timeframe: see the Overseas Students: Complaints and Appeals Policy.

The School will not finalise the Overseas Student's refusal status in PRISMS until any appeal finds in favour of the School, or the Overseas Student has chosen not to access the complaints and appeals process within 20 working days of the date of the decision, or the Overseas Student withdraws from the process.

Fees

There is no charge for an application for, or granting of, a transfer request.

If a transfer request has been approved however the required written notice of withdrawal has not been given, a cancellation fee will apply, in accordance with the Enrolment Terms and Conditions – Overseas Students. The transfer will not be recorded in PRISMS until any outstanding course fees, including the cancellation fee, have been paid to the School.

Where an Overseas Student is transferring to another registered provider, pre-paid course fees less the applicable cancellation fee will be refunded in accordance with the Overseas Students: Refund Policy.

Documentation

All documentation relating to a transfer request, including the written request and required supporting documentation, the decision of the School and its written response, and documentation relating to the request for an appeal of the decision and any appeal, will be kept on the Overseas Student's file.

Enrolment of a Student from Another Provider

The School does not actively recruit Overseas Students from other registered education providers.

The School will not enrol an Overseas Student from another registered education provider before they have completed six months of their principal course of study except where:

- the original registered provider has ceased to be registered or the course the Overseas Student was enrolled in has ceased to be registered;

- the original registered provider has recorded the transfer in PRISMS;
- the original registered provider has had a sanction imposed that prevents the Overseas Student from continuing their principal course of study; or
- a government sponsor of the Overseas Student considers the change to be in the Overseas Student's best interest and provides written support for the change.

An Overseas Student seeking to transfer from another registered education provider must:

- provide a copy of the signed letter of release from their previous registered provider (within the first six months of their principal course of study);
- complete the School's application process, including the provision of academic progress and attendance reports from the previous registered provider and evidence of English proficiency (if from a non-English speaking background); and
- attend an enrolment interview with the Director of Admissions, Head of School and, if appropriate, the Head of Learning Support (Senior School) or Educational Development Team Co-ordinator (Junior School).

Where the School enrolls an Overseas Student from another registered provider before they have completed six months of their course under any of the above circumstances, documentation supporting the relevant exception is retained in the student's file.

Where the School enrolls an Overseas Student from another registered provider, it is the School's responsibility to ensure there are no gaps in the Overseas Student's welfare arrangements.

Record Keeping

The School maintains all records of requests from Overseas Students for a student transfer and the assessment of, and decisions regarding, the request will be maintained in accordance with the Overseas Students: Records Management and Retention Policy for two years after the Overseas Student ceases to be an accepted student.

Overseas Students: Additional Registration Requirements Policy

This Policy provides Overseas Students and their parents with information about the additional registration requirements and notifications to the NSW Education Standards Authority (NESA) that apply to Cranbrook School (School) as an Education Provider registered on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS).

Rationale

Standard 11.1 of the National Code of Practice for Providers of Education and Training to Overseas Students 2018 (National Code) requires the School, in applying to register a full-time course at a location, to seek approval from the ESOS Agency, including through the Designated State Authority (DSA), for the following:

- The course duration, including school holiday breaks;
- Modes of study, including online, distance or work-based training;
- Number of Overseas Students enrolled at the School, within the limit or maximum number approved by the ESOS Agency for each location; and
- Arrangements with other education providers, including partners, in delivering a course or courses to Overseas Students.

Standard 11.2 requires that in seeking approval under Standard 11.1, the School must demonstrate any matters requested by the ESOS Agency, including through the DSA, which may include but are not limited to the following:

- The expected duration of the course does not exceed the time required to complete the course on the basis of full-time study;
- The expected duration of the course includes any school holiday periods or any work-based training required;
- Any work-based training to be undertaken as part of the course necessary for the student to gain the qualification and that there are appropriate arrangements for the supervision and assessment of students;
- The course is not to be delivered entirely by online or distance learning;
- The School and any partner it engages to deliver a course or courses to Overseas Students has adequate staff and education resources, including facilities, equipment, learning and library resources and premises as needed to deliver the course to the Overseas Students enrolled with the School; and
- The maximum number of Overseas Students proposed by the School for the location reflects the appropriateness of the staff, resources and facilities for the delivery of the course.

Standard 11.3 requires that the School must submit to the Commonwealth Department of Education and Training (DET) for approval, including through the DSA, information on any proposed changes to its registration for a course as outlined in Standard 11.1 of the National Code at least 30 days prior to the time at which those changes are proposed to take effect.

Section 17A of the Education Services for Overseas Students Act 2000 (Cth) (ESOS Act) requires the School to notify the DET of the occurrence of an event that would significantly affect the School's ability to comply with the ESOS Act.

The School must notify NESA in writing via the RANGS Online system:

- When the School, or an associate of the School, or high managerial agent of the School who has been, is, or will be involved in the business of delivering programs to Overseas Students:
 - has been convicted of an offence;
 - has been convicted of an offence under the ESOS Act at any time during the past five years;
 - has ever had its CRICOS registration cancelled or suspended under the ESOS Act;
 - has ever been issued with a suspension certificate from the Minister for Home Affairs;
 - has ever had conditions imposed on its registration under the ESOS Act;
 - has been bankrupt;
 - has ever been disqualified from managing a corporation under the Corporations Act 2001; or
 - has been involved in the business of provision of courses by another provider that was listed in the points listed directly above.
- Of any change in the name or address of the School at least one month before such a change is to take effect;
- Of any intention to relocate premises (including the head office or principal place of business) at least three months before the relocation;
- Of any change in the School's name and/or name of a delivery site at least one month before such a change is to take place;
- Of any prospective changes to the ownership of the School as soon as practicable before the change is to take effect;

- Of any change to the details of courses approved including changes to course duration and course cost at least one month before such a change is to take place;
- To request a decrease in the Overseas Student capacity of the School's scope of approval at least one month before such a change is to take place;
- To request the cancellation or suspension of the School's approval and registration to deliver courses to the Overseas Students, at least three months before the cancellation or suspension; or
- To request to add to the School's existing scope of approval by adding a course, adding a delivery site or increasing the maximum approved Overseas Student capacity.

Cranbrook School's Policy

It is the School's policy to provide the following information to the DET and NESAs:

- The course duration, including school holiday breaks;
- Modes of study, including online, distance or work-based training;
- The number of Overseas Students enrolled at the School, within the limit or maximum number approved by the DET for each location;
- Arrangements with other education providers, including partners, in delivering a course or courses to Overseas Students; and
- The information required by section 17A of the ESOS Act.

To provide further clarification on the abovementioned list, the School will demonstrate any matters requested by the DET and NESAs on how the School meets the requirements of the National Code including but not limited to that:

- The expected duration of the course does not exceed the time required to complete the course on the basis of full-time study;
- The expected duration of the course includes any school holiday periods or any work-based training required;
- Any work-based training to be undertaken as part of the course necessary for the student to gain the qualification and there are appropriate arrangements for the supervision and assessment of students;
- The course is not to be delivered entirely by online or distance learning;
- The School and any partner they engage to deliver a course or courses to Overseas Students has adequate staff and education resources, including facilities, equipment, learning and library resources and premises as are needed to deliver the course to the Overseas Students enrolled with the School; and
- The maximum number of Overseas Students proposed by the School for the location reflects the appropriateness of the staff, resources and facilities for the delivery of the course.

Proposed Changes

Any proposed changes to the School's CRICOS registration requirements under Standard 11.1, will require the School to notify the DET and NESAs at least 30 days prior to the time at which those changes take effect.

Section 17A Notification: Change of Ownership or Change to a Related Person

Section 17A of the ESOS Act requires the School to provide the DET within 10 business days of the occurrence of the following events:

- Any prospective changes to the ownership of the School as soon as practicable before the change takes effect; or
- Any prospective or actual change in relation to a "related person" of the School:
 - if the change cannot be determined until it takes effect - within 10 business days of the change taking effect; or
 - otherwise - as soon as practicable before the change takes effect.

A "related person" is:

- an associate of the School who has been, or will be, involved in the business of the provision of the School courses; or
- a high managerial agent of the School.

A notice to the DET under section 17A must be accompanied by information on the new owner or the related person of the School to enable the making of a decision under the Fit and Proper Provider Test.

Record Keeping

The School maintains the records in relation to activities and actions taken under this policy. Records are maintained in accordance with the Overseas Students: Records Management and Retention Policy.

Overseas Students: Alternative Modes of Delivery Policy

This Policy provides Overseas Students and their parents with information about the policy of Cranbrook School (the School) with respect to the provision of online or distance learning).

Rationale

Standard 8.18 of the National Code of Practice for Providers of Education and Training to Overseas Students 2018 (National Code) requires that the School must not deliver a course exclusively by online or distance learning to an Overseas Student.

Standard 8.19 requires that the School must not deliver more than one-third of the units (or equivalent) of a higher education or VET course by online or distance learning to an Overseas Student.

Standard 8.20 requires the School to ensure that in each compulsory study period for a course, the Overseas Student is studying at least one unit that is not by distance or online learning, unless the student is completing the last unit of their course.

Standard 8.21 requires that any online or distance learning must be in addition to minimum face-to-face teaching requirements approved by the relevant designated State authority or ESOS agency as part of the registration of the course, if applicable.

Standard 8.22 requires the School to take all reasonable steps to support Overseas Students who may be disadvantaged by:

- Additional costs or other requirements, including for Overseas Students with special needs, from undertaking online or distance learning; and/or
- Inability to access the resources and community offered by the education institution, or opportunities for engaging with other Overseas Students while undertaking online or distance learning.

Cranbrook School's Policy

It is the School's policy to deliver the curriculum in accordance with Standard 8 of the National Code.

The School does not offer online and distance education to Overseas Students.

Overseas Students: Critical Incidents Response Policy

This Policy outlines the policy and process of Cranbrook School (the School) with respect to responding to critical incidents as they relate to Overseas Students.

Rationale

The National Code of Practice for Providers of Education and Training to Overseas Students 2018 (National Code) defines a critical incident to be a traumatic event, or the threat of such (within or outside Australia), which causes extreme stress, fear or injury.

A critical incident is an emergency situation that usually involves an abnormal and sudden occurrence and can include a fire, explosion, a chemical leak, a bomb threat or terrorist attack that is dangerous or potentially dangerous to life, property or the environment.

The incident may occur at the School or through a related School-based activity or circumstance. In relation to Overseas Students, critical incidents may also include emergency situations that occur in students' home countries, or relate to their family in or outside Australia.

Standard 5.3.4 of the National Code requires the School to have a process for managing emergency situations including when welfare arrangements are disrupted for students under 18 years of age.

Standard 6.8 of the National Code requires the School to have and implement a documented policy and process for managing critical incidents that could affect the Overseas Student's ability to undertake or complete a course, including but not limited to incidents that may cause physical or psychological harm.

Cranbrook School's Policy

The School is committed to providing a safe School environment for all of the School's staff, volunteers, students (including Overseas Students), visitors and guests.

How the School responds to a critical incident will depend largely on its size, nature and complexity. It is the role of the School to:

- Identify potential critical incident situations;
- Conduct internal risk assessments with respect to those critical incidents;
- Provide a 24-hour emergency communication system for staff and Overseas Students;
- Develop appropriate response plans;
- Create a Critical Incident Management Team (CIMT) to deal with critical incidents;
- Regularly test the overall effectiveness of our risk management and critical response procedures.

Through the development of preventative measures and planning our responses, the School seeks to gain control over such situations in order to ensure, that if they do occur, the best possible help is available in a timely manner.

The Critical Incident Management Plan outlines the framework for responding to critical incidents.

Critical Incident Management

The School has developed a number of critical incident management procedures including regarding:

- Armed Robbery and Cash Handling;
- Evacuation Procedures;
- Hazardous Material Incident Response;
- Gas Leak;
- Sudden Death;
- Hostage Situation/Siege;
- Lockdown Procedures;
- Intruder on Grounds;
- Storm Management;
- Power Failure;
- Flood Response;
- Water Stoppage;
- Threats Received;

- Suspicious Object on Grounds;
- Traffic / Vehicle Accident;
- Explosion Response;
- Electric Shock;
- Emergency Bushfire Management;
- Nearby Emissions Incident;
- Abduction of a Student; and
- Adverse Weather.

Staff Responsibilities

All staff are responsible for:

- Participating in critical incident response training as required;
- Co-operating in carrying out their duties in an emergency situation;
- Taking prompt action to secure and isolate any hazardous situation in an emergency if this can be done without placing themselves or other workers at risk; and
- Immediately reporting any critical incident to a member of the School Executive, or the Facilities Manager.

Critical Incident Contacts

In the event of a critical incident that affects an Overseas Student, the School may, depending on the size, nature and complexity of the critical incident, need to contact:

- Emergency services (Police, Fire, Ambulance);
- The Department of Home Affairs (DHA);
- the Overseas Student's parents or guardian; and
- the NSW Education Standards Authority (NESA).

Younger Overseas Students

In the event of a critical incident affecting a younger Overseas Student, the processes and procedures in this Policy will be followed in addition to any child protection notification requirements.

In the case of an emergency requiring evacuation of the Boarding House, the Director of Boarding / Boarding Housemaster will notify the Director of Admissions who will document approval of any temporary change to welfare arrangements and notify the DHA via PRISMS accordingly.

Record Keeping

If a critical incident occurs at the School that affects an Overseas Student, the School maintains a record of the incident and any remedial action taken by the School for at least two years after the Overseas Student ceases to be an accepted student. Records will be maintained in accordance with the Overseas Students: Records Management and Retention Policy.

Overseas Students: Default Policy

This Policy explains the meaning of default under the Education Services for Overseas Students Act 2000 (Cth) (ESOS Act) whereby an Overseas Student may receive a refund of tuition and non-tuition fees, and the obligations that Cranbrook School (the School) has in the event that a default occurs.

Rationale

Part 5, Division 2 of the ESOS Act sets out the circumstances of a default by a registered provider or an Overseas Student which can lead to an Overseas Student receiving a refund of tuition or non-tuition fees.

Standard 3.4.2 of the National Code of Practice for Providers of Education and Training to Overseas Students 2018 (National Code) requires the School to have processes in place for claiming a refund of tuition or non-tuition fees.

Cranbrook School's Policy

It is the School's policy to ensure that in the event of either a default by the School, as a registered provider, or the Overseas Student, to follow all the notification and refund processes and procedures prescribed by the ESOS Act.

School Default

The School, as a registered provider, is bound by the default requirements under section 46A of the ESOS Act. Under section 46A, the School defaults if:

- Either of the following occurs:
 - the School fails to start to provide the course to the Overseas Student at the location on the agreed starting day; or
 - the course ceases to be provided to the Overseas Student at the location at any time after it starts but before it is completed; and
- The Overseas Student has not withdrawn before the default day.

The School will also default if a sanction is imposed on it under the ESOS Act which prevents it from providing a course.

Exceptions to School default circumstances exist, including where the Overseas Student defaults.

Section 46D of the ESOS Act sets out the School's obligations to an Overseas Student or intending Overseas Student if the School defaults on the provision of a course.

The School will discharge its obligations to the Overseas Student if:

- Both of the following apply:
 - the School arranges for the Overseas Student to be offered a place in an alternative course at the School's expense; and
 - the Overseas Student accepts the offer in writing; or
- The School provides a refund (see the Overseas Students: Refund Policy).

The School must discharge its obligations to the Overseas Student within 14 days after the default day (the Provider Obligation Period).

It is an offence under the ESOS Act for the School to fail to comply with its obligations under section 46D.

Overseas Student Default

Under section 47A of the ESOS Act an Overseas Student defaults if:

- The course starts on the agreed starting day, but the Overseas Student does not start the course on that day (and has not previously withdrawn); or
- The Overseas Student withdraws from the course (either before or after the agreed starting day); or
- The School refuses to provide, or to continue providing, the course to the Overseas Student because of one or more of the following events:
 - the Overseas Student failed to pay an amount they were liable to pay the School, directly or indirectly, in order to undertake the course;
 - the Overseas Student breached a condition of their visa;
 - there was misbehaviour by the Overseas Student.

An Overseas Student will not be classified as defaulting if the reason why an Overseas Student does not start a course on the start day is because the School fails to provide the course to the Overseas Student on the agreed starting day (Registered Provider Default).

In relation to Overseas Student misbehaviour, an Overseas Student will not be considered to have defaulted unless the School accords the Overseas Student natural justice before refusing to provide, or continue providing, the course to the Overseas Student.

Notification of School Default

Under section 46B of the ESOS Act the School must provide written notice to the Commonwealth Department of Education and Training (DET) and the Director of the Tuition Protection Service (TPS) of a default by the School within three business days of the default occurring.

The notice must include the following:

- The circumstances of the default;
- The details of the Overseas Student(s) in relation to whom the School has defaulted;
- Advice as to:
 - Whether the School intends to discharge its obligations to those Overseas Students under section 46D; and
 - If appropriate, how the School intends to discharge those refund obligations.

The School will also give written notice of the default to the Overseas Students affected by the default.

Notification of Discharge of Obligations

Under section 46F of the ESOS Act the School must provide notice to the DET and the Director of the TPS within seven days after the end of the Provider Obligation Period.

The notice must include the following:

- Whether the School discharged its obligations towards the Overseas Student under section 46D;
- If the School arranged alternative courses:
 - Details of the Overseas Student(s) the School provided arranged alternative obligations for;
 - Details of the courses arranged; and
 - Evidence of each student's acceptance of an offer for a place in an alternative course;
- If the School provided refunds:
 - Details of the Overseas Students the School provided refunds to; and
 - Details of the amounts of the refunds provided.

Record Keeping

The School maintains evidence of compliance with this policy by maintaining records of default notifications received by the School and any decisions made in relation to such notifications. Records will be maintained in accordance with the Overseas Students: Records Management and Retention Policy.

Overseas Students: Education Agents Policy

This Policy outlines how Cranbrook School (the School) interacts with Education Agents.

Rationale

Standard 4.1 of the National Code of Practice for Providers of Education and Training to Overseas Students 2018 (National Code) requires the School to enter into a written agreement with each Education Agent it engages to formally represent it, and enter and maintain the Education Agent's details in PRISMS.

Section 21A of the Education Services for Overseas Students Act 2000 (Cth) (ESOS Act) requires the School to:

- Maintain a list of all the School's Education Agents; and
- Publish that list:
 - On the School's public website; and
 - In any manner prescribed by the Education Services for Overseas Students Regulations 2019 (Cth) (ESOS Regulations).

It is an offence to fail to comply with Section 21A.

Cranbrook School's Policy

As at the date of this policy, the School does not engage any Education Agents to formally represent the School.

In future, Education Agents may be engaged to formally represent the School under the following conditions only:

- The Education Agent must understand and adhere to Standards 1 to 4 of the National Code and in particular must comply with Standard 4 of the Code.
- The Education Agent must sign and abide by the conditions of a written agency agreement with School, and the specific instructions to facilitate the formalisation of such an agreement with the Education Agent. This Agency Agreement includes terms and conditions relating to the agreement being terminated should an Education Agent breach any of the Agreement conditions.
- The Education Agent responds appropriately to the School's monitoring activities and corrective and preventative action, and understands the grounds for termination of agreement as outlined in National Code and within the Agency Agreement.
- The Education Agent accurately promotes the services and facilities provided by the School and uses current marketing materials as supplied by the School.

Before an Agency Agreement is signed, the background and experience of the Education Agent will be thoroughly investigated.

The School will not accept a student from an Education Agent if it is known or suspected at any time that the Education Agent:

- Engages in or has previously engaged in dishonest practices;
- Deliberately attempts to recruit a student within the first six months of that student's study in their principal course with another provider;
- Facilitates the enrolment of a student he/she believes will not comply with visa conditions, or is not a bona fide student, or
- Provides immigration advice where he/she is not authorised to do so under the Migration Act 1958 (Cth).

The School may receive a student enrolment application from an Education Agent on behalf of the parent. As the Education Agent has not as yet been engaged by the School to formally recruit students on the School's behalf, such an agent would fall outside the scope of the National Code until such time as the School formalises an agency agreement with the Education Agent.

A list of any Education Agents with whom the School has a formal written agreement are listed on the Cranbrook School website (www.cranbrook.nsw.edu.au).

Agency agreements will be reviewed December of each calendar year and should an Education Agent have been compliant in following the procedures and regulatory requirements of the ESOS Act, National Code and the Agency Agreement, such agreement will generally be renewed for another calendar year. Should an Education Agent have failed to comply, a warning letter will be issued at that point in time and a decision made as to whether the agreement will be renewed.

This review of Education Agent agreements may consist of:

- Regular meetings with Education Agents (on or offshore);
- Regular reports from Education Agents;
- Interviews with Overseas Students and their parents (where possible) during their Enrolment Interview, at the time of the student's Orientation to the School and on a regular basis throughout the year.

The School will terminate an agreement at any time should an Education Agent be found or suspected of engaging in dishonest practices.

Should the School terminate or not wish to renew an Agency Agreement, the Education Agent's details will be deleted from the Cranbrook School website.

Record Keeping

The School maintains evidence of compliance with this policy by maintaining records of Agency Agreements, interactions with Education Agents, and reviews of Education Agents. Records will be maintained in accordance with the Overseas Students: Records Management and Retention Policy.

Overseas Students: English Language Proficiency and Educational Qualifications Policy

This Policy explains the policy and process of Cranbrook School (the School) with respect to assessing the English language proficiency, educational qualifications and work experience of an Overseas Student with respect to ability to enter the course.

Rationale

Standard 2.2 of the National Code of Practice for Providers of Education and Training to Overseas Students 2018 (National Code) requires the School to implement a documented policy and process for assessing whether an Overseas Student's English language proficiency, educational qualifications or work experience is sufficient to enable them to enter the course.

Cranbrook School's Policy

It is the School's policy to assess an Overseas Student's English language proficiency and educational qualifications during the recruitment process and prior to their enrolment at the School.

Assessing English Language Proficiency

The School uses the Australian Education Assessment Services (AEAS) English Language Proficiency Test to determine whether an intending Overseas Student satisfactorily meets the minimum level of English proficiency required for the course.

Assessing Educational Qualifications

The School assesses the educational qualifications of an intending Overseas Student by requesting:

- educational certificates;
- school reports from the student's home country;
- student academic reports from a school which the Overseas Student attended in their home country and/or the school they attend/ed overseas; and/or
- reports that may be relevant to meeting the Overseas Student's individual needs, whether medical, psychological or social / emotional.

Record Keeping

The School maintains evidence of compliance with this policy by maintaining records of assessments made in relation to Overseas Students. Records will be maintained in accordance with the Overseas Students: Records Management and Retention Policy.

Overseas Students: Formalisation of Enrolment and Written Agreements Policy

This Policy outlines the policy and procedures followed by Cranbrook School (the School) in relation to formalising enrolment and written agreements with Overseas Students.

Rationale

Standard 3.1 of the National Code of Practice for Providers of Education and Training to Overseas Students 2018 (National Code) requires the School to enter into a written agreement with an Overseas Student or intending Overseas Student, signed or otherwise accepted by the student, concurrently with or prior to accepting payment of tuition fees and non-tuition fees.

A written agreement may take any form, provided it meets the requirements of the Education Services for Overseas Students Act 2000 (Cth) (ESOS Act) and the National Code.

Cranbrook School's Policy

It is the School's policy that written agreements with each Overseas Student and intending Overseas Student comply with the requirements under Standard 3 of the National Code and the ESOS Act.

Under Standard 3.2, if the Overseas Student or intending Overseas Student is under 18 years of age, the written agreement must be signed by their parent.

Written Agreement Requirements

Standard 3.3 requires that in addition to all requirements in the ESOS Act, the written agreement must, in plain English:

- Outline the course or courses in which the student is to be enrolled, the expected course start date, the location(s) at which the course will be delivered, the offered modes of study for the course, including compulsory online and/or work-based training, placements, and/or other community-based learning and/or collaborative research training arrangements;
- Outline any prerequisites necessary to enter the course or courses, including English language requirements;
- List any conditions imposed on the student's enrolment;
- List all tuition fees payable by the student for the course, the periods to which those tuition fees relate and payment options (including, if permitted under the ESOS Act, that the student may choose to pay more than 50 per cent of their tuition fees before their course commences);
- Provide details of any non-tuition fees the student may incur, including as a result of having their study outcomes reassessed, deferral of study, fees for late payment of tuition fees, or other circumstances in which additional fees may apply;
- Set out the circumstances in which personal information about the student may be disclosed by the School, the Commonwealth including the Tuition Protection Service (TPS), or state or territory agencies, in accordance with the Privacy Act 1988 (Cth);
- Outline the School's internal and external complaints and appeals processes, in accordance with Standard 10 and with the School's Overseas Students: Complaints and Appeals Policy;
- State it is the responsibility of the student to keep a copy of the written agreement as supplied by the School, and receipts of any payments of tuition fees or non-tuition fees; and
- Only use hyperlinks to provide supplementary material.

Standard 3.4 requires the School to also include the following information in relation to refunds of tuition fees and non-tuition fees in the case of student default and/or the School's default:

- Amounts that may or may not be repaid to the Overseas Student (including any tuition and non-tuition fees collected by Education Agents on behalf of the School);
- Processes for claiming a refund;
- The specified person(s), other than the Overseas Student, who can receive a refund in respect of the Overseas Student identified in the written agreement, consistent with the ESOS Act;
- A plain English explanation of what happens in the event of a course not being delivered, including the role of the TPS; and
- The following statement reserving the student's rights in Australian Consumer Law:

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

Standard 3.5 requires Overseas Students, while in Australia and studying with the School, to advise the School of their contact details including:

- The student's current residential address, mobile number (if any) and email address (if any);
- Who to contact in emergency situations; and
- Any changes to those details, within seven days of the change.

Acceptance

The Overseas Student's or intending Overseas Student's parents may accept the written agreement by signing a form.

Payment of Fees Before a Course Commences

Section 27 of the ESOS Act prohibits the School from receiving more than 50 per cent of an Overseas Student or intending Overseas Student's total tuition fees for a course before the student has begun the course unless the student or the person responsible for pay those fees chooses to pay more than 50 per cent.

The School may also receive more than 50 per cent of the fees before the course starts if the course has a duration of 25 weeks or less. If the School receives tuition fees for a course before the course has begun, the School must manage that money in accordance with the requirements of sections 28-30 of the ESOS Act.

Refunds

Information regarding refunds are contained in the Overseas Students: Refund Policy.

Record Keeping

The School maintains evidence of compliance with this policy by maintaining records of all written agreements entered into with Overseas Students. Records will be maintained in accordance with the Overseas Students: Records Management and Retention Policy.

Overseas Students: Intervention Strategy Policy

This Policy outlines the intervention strategies used by Cranbrook School (the School) when an Overseas Student is at risk of not meeting course attendance and progress requirements.

Rationale

Monitoring course progress and attendance is important to ensure Overseas Students are in a position to complete the course within the expected duration specified on the Overseas Students' Confirmation of Enrolment (CoE).

If an Overseas Student is at risk of not meeting their course attendance and progress requirements, the School will implement an intervention strategy to identify, notify and assist them.

Cranbrook School's Policy

An Overseas Student will be identified as needing an intervention strategy when the School's attendance requirements and/or course progress requirements are not met, or are at risk of not being met.

The School checks attendance at least daily. If an Overseas Student has been absent from school for more than five consecutive days without approval, that student will not have met their course attendance requirements.

Where an Overseas Student is absent from boarding, parents and the nominated guardian are notified immediately.

Non-attendance can be an indication that a student needs additional support and/or referral to other services (see the Overseas Students: Support Services Policy).

The School checks academic progress at least at the end of each school term. If an end of term review shows that an Overseas Student has not satisfactorily completed any of their required assessments, that student will not have met their course progress requirements.

Notification of Students

If the School determines that an intervention strategy is needed for an Overseas Student to assist them to meet their attendance and/or course progress requirements, the School will initially contact the Overseas Student directly (for Senior School students) and the parents (for Junior School students). The Overseas Student / their parent(s) is informed of their attendance and/or course progress rates.

Intervention Strategy

The School's intervention strategies will vary depending upon the circumstances, but will generally include the below steps:

- The Overseas Student is directly contacted by the Director of Boarding / Housemaster (for Senior School) or Deputy Head Student Wellbeing P-6 (for Junior School) and informed of their attendance rates, with parents informed as appropriate;
- Counselling is offered/recommended as necessary to the Overseas Student to help them to address issues which may be contributing to their attendance rates;
- Extra tutoring and/or learning support is offered to those Overseas Students who feel that this will help them in meeting their course progress requirements.

Updating PRISMS

The School will report via PRISMS any Overseas Student who has not met course progress requirements.

Records of Course Attendance

The School keeps records in relation to Overseas Students' satisfactory course attendance. These include:

- Records of our attendance monitoring; and
- Any evidence from an Overseas Student in relation to an absence.

Records of Course Progress

The School keeps records in relation to Overseas Students' satisfactory course progress. These include:

- Assessment of course progress records for each student;
- Assessment results (as required by section 21 of the Education Services for Overseas Students Act 2000 (Cth))
- Records of contact with students
- Notices of intention to report
- Complaints and appeals outcomes, and
- Other relevant records.

Record Keeping

The School maintains records in relation to activities and action taken under this Policy including:

- Student contact and counselling records, including warning letters;
- Notices of intention to report;
- Complaints and appeals outcomes, and
- Other relevant records.

Records will be maintained in accordance with the Overseas Students: Records Management and Retention Policy.

Overseas Students: Marketing Policy

This Policy outlines how Cranbrook School (the School) markets and promotes its education services in connection with the recruitment of Overseas Students.

Rationale

Standard 1.1 of the National Code of Practice for Providers of Education and Training to Overseas Students 2018 (National Code) requires the School to ensure that the marketing and promotion of its education services in connection with the recruitment of Overseas Students or intending Overseas Students, including through an Education Agent, is not false or misleading, and is consistent with the Competition and Consumer Act 2010 (Cth) (the Australian Consumer Law).

Sections 18 and 29 in Schedule 2 of the Australian Consumer Law respectively prohibit the School from, in trade or commerce, engaging in conduct that is misleading or deceptive or is likely to mislead or deceive, and from making false or misleading representations about its goods or services.

This applies to the School when it is conducting its marketing and promotional activities, as well as its provision of educational services to Overseas Students.

Any breach of Standard 1 may require enforcement action by the Commonwealth Department of Education and Training (DET), including sanctions for non-compliance.

Under Guideline 3.4 of the NESA Guidelines for Approved School Providers Delivering Courses to Overseas Students, the School must uphold the integrity and reputation of Australia's education industry by ensuring the marketing of their courses and services is not false or misleading.

Cranbrook School's Policy

It is the School's policy that when seeking to enter into written agreements with Overseas Students or intending Overseas Students, the School is completely honest and accurate in its communications and does not provide any false or misleading information on:

- Associations with any other providers, persons or organisations the School has arrangements with for the delivery of the course in which the student intends to enrol or may apply to enrol;
- Any work-based training a student is required to undertake as part of the course;
- Any prerequisites - including English language proficiency - for entry to the course; or
- Any information relevant to the School, its courses or outcomes associated with those courses.

The School will not:

- Claim to commit to secure for the student, or on the student or intending student's behalf, a migration outcome from undertaking any course offered by the School; or
- Guarantee a successful education assessment outcome for the student or intending student.

This Policy is made available on the School's website to demonstrate our commitment to transparent and truthful communications with potential Overseas Students.

Australian Consumer Law Protections

The School ensures that it abides by the provisions of the Australian Consumer Law and provide information to Overseas Students and their parents about the consumer protections afforded to Overseas Students.

The School will not:

In trade or commerce, engage in conduct that is misleading or deceptive or is likely to mislead or deceive;

- Engage in unconscionable conduct;
- Have unfair contract terms within contracts with Overseas Students; or
- Provide false or misleading representations about goods or services provided by the School.

Definitions

Trade or Commerce

In "trade or commerce" refers to conduct, which in itself, has an aspect or element of activities or transactions which are commercial in nature: *Concrete Construction v Nelson* (1990) 169 CLR 594.

Under the Australian Consumer Law, transactions between the School and Overseas Students and their parents for the purposes of enrolment and tuition payments are dealings in trade or commerce.

Misleading or Deceptive Conduct

The Australian Consumer Law does not define the terms "misleading" or "deceptive".

To determine what is misleading or deceptive conduct, a court will assess an action or omission by considering whether the overall conduct induces or is capable of inducing an ordinary person in the position of an Overseas Student or intending Overseas Student into error.

Unconscionable Conduct

The Australian Competition and Consumer Commission (ACCC) provides guidance on unconscionable conduct.

Unconscionable conduct is described as business behaviour that is harsh or oppressive, and goes beyond commercial bargaining. To be considered unconscionable, the conduct must be more than simply unfair- it must be against conscience as judged against the norms of society.

Unfair Contract Terms

The ACCC has provided guidance on the characteristics of unfair contract terms. Common examples of unfair contract terms include terms that:

- Enable one party (but not another) to avoid or limit their obligations under the contract;
 - Enable one party (but not another) to terminate the contract;
 - Penalise one party (but not another) for breaching or terminating the contract; or
 - Enable one party (but not another) to vary the terms of the contract.
- In the context of Overseas Students, unfair contract terms are terms that:
- Cause a significant power imbalance between the Overseas Student and the School;
 - Are not reasonably necessary to protect the legitimate interests of the School;
 - Would cause the Overseas Student's detriment (financial or non-financial) if the School tried to enforce it; or
 - Are not transparent.

False or Misleading

The ACCC provides guidance on what is false or misleading. It is illegal for the School to make representations that are incorrect or are likely to create a false impression.

This includes any representations in print, radio, television, social media or other advertising mediums, and includes any statement made by a person representing the School.

Approval of Materials

Before any marketing or pre-enrolment materials are released by the School, all such materials must be approved by the Corporate Services Department.

The Corporate Services Department must ensure that any statements made in the School's marketing materials are not false or misleading.

CRICOS Requirements

The School must include the School's name, School's Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) registration number (and the name of the CRICOS registered provider, if not the School) on any written or online material that it distributes or makes publicly available for the purposes of:

- Providing or offering to provide a course to an Overseas Student;
- Inviting an Overseas Student to undertake or apply for a course; or
- Indicating it is able to provide a course to Overseas Students.

The School's CRICOS registration number is permanently displayed in the footer of the School's public website.

It is a criminal offence under section 107 of the Education Services for Overseas Students Act 2000 (Cth), with a penalty of imprisonment for six months, if a person fails to include the required information in any written or online materials.

Discipline for Breach of Policy

Where a staff member breaches this policy, the School may take disciplinary action, including, in the case of serious breach, summary dismissal.

Record Keeping

The School maintains evidence of compliance with this policy by maintaining records of marketing and other materials used in relation

to Overseas Students. Records will be maintained in accordance with the Overseas Students: Records Management and Retention Policy.

Overseas Students: Missing Students Policy

This Policy explains the policy and process of Cranbrook School (the School) as to the steps taken when an Overseas Student is missing.

Rationale

Standard 5.5 of the National Code of Practice for Providers of Education and Training to Overseas Students 2018 (National Code) requires that if the School is unable to contact an Overseas Student and has concerns for the Overseas Student's welfare, the School must make all reasonable efforts to locate the student, including notifying the police and any other relevant Commonwealth, state or territory agency as soon as practicable.

Cranbrook School's Policy

It is the School's policy that in the event that the School cannot contact an Overseas Student or has concerns for the Overseas Student's welfare or safety, the School initiates its missing Overseas Student procedures.

When is an Overseas Student Missing?

An Overseas Student will be regarded as missing when the School cannot contact or locate the student and:

- The absence of the Overseas Student is inadequately explained;
- There are suspicious circumstances surrounding an Overseas Student's disappearance;
- There are fears or concerns for the safety and welfare of the Overseas Student; or
- If the Overseas Student is residing in Sydney with a parent or other approved family member, the family member cannot locate the Overseas Student.

Strategies for Locating Missing Overseas Students

Before determining that an Overseas Student is missing, the School will attempt to contact the Overseas Student, the Overseas Student's nominated guardian, and, if the Overseas Student is residing in Sydney with a parent, the parent.

Notifying Police and Other Agencies

In the event that the School cannot locate or contact the student or has concerns for the student's welfare and safety, the Headmaster, Head of Senior School, Director of Students or Director of Boarding (for Senior School) or Deputy Head Student Wellbeing P-6 or Head of Junior School (for Junior School) will contact the Police. The contact number for Rose Bay Police Station is 9362 6399, or alternatively, 000.

Once the Police have been informed, the School will inform the Overseas Student's parents, if they have not already done so.

The School will also inform the Commonwealth Department of Education and Training (DET) and the NSW Education Standards Authority (NESA) as soon as practicable:

- NESA: Phone 9367 8111
- DET: Phone 1300 566 046 or <https://www.education.gov.au/feedback-and-enquiry-form>.

Critical Incident

The categorisation of an Overseas Student as missing in accordance with this Policy constitutes a critical incident under the Overseas Students: Critical Incidents Response Policy.

Record Keeping

The School maintains evidence of compliance with this Policy by maintaining records of notifications made and actions taken by the School in accordance with this Policy. Records will be maintained in accordance with the Overseas Students: Records Management and Retention Policy.

Overseas Students: Records Management and Retention Policy

This Policy outlines how Cranbrook School (the School) manages and retains records in relation to Overseas Students and its obligations under the Education Services for Overseas Students Act 2000 (Cth) (ESOS Act).

Rationale

The National Code of Practice for Providers of Education and Training to Overseas Students 2018 (National Code) imposes record keeping obligations on the School. Certain National Code Standards expressly require records to be maintained.

Section 21 of the ESOS Act prescribes that certain records are to be kept and regularly updated.

Regulation 3.04 of the Education Services for Overseas Students Regulations 2019 (Cth) (ESOS Regulations) supplements section 21 of the ESOS Act with additional record keeping requirements.

Each section of the Guidelines for Approved School Providers Delivering Courses to Overseas Students (NESA Guidelines) requires records to be kept as evidence of compliance with each Standard of the National Code and each obligation in the NESA Guidelines.

Cranbrook School's Policy

It is the School's policy to comply with all record keeping obligations prescribed by the ESOS Framework (comprised of the National Code, ESOS Act, ESOS Regulations and NESA Guidelines) and set out in this policy, and to ensure that records of evidence of our compliance with the National Code Standards are maintained, regardless of whether record keeping is prescribed by each Standard.

Specific Record Keeping Requirements

Recruitment of Students

Standard 2.4 of the National Code requires that if the School grants an Overseas Student of recognition of prior learning (RPL) or course credit, the School must maintain a written record of acceptance by the Overseas Student for two years after the Overseas Student ceases to be an accepted student.

Student Written Agreements

Standard 3.6 of the National Code requires the School to retain records of all written agreements as well as receipts of payments made by Overseas Students under the written agreement for at least two years after the person ceases to be an accepted student.

Student Contact Details

Standard 5.3.5 of the National Code and section 21(2) of the ESOS Act require the School to maintain up-to-date contact details for all accepted Overseas Students, including:

- The Overseas Student's current residential address;
- The Overseas Student's mobile phone number (if any);
- The Overseas Student's email address (if any); and
- Who to contact in emergency situations.

Overseas Students are required to notify the School of any changes to these details within seven days of the change.

Critical Incidents

Standard 6.8 requires that if a critical incident occurs at the School that affects an Overseas Student, the School must maintain a record of the incident and any remedial action taken by the School for at least two years after the Overseas Student ceases to be an accepted student.

Transfer Requests

Standard 7.7 requires the School to maintain records of all requests from Overseas Students for a release and the assessment of, and decision regarding, the request for two years after the Overseas Student ceases to be an accepted student.

Deferring, Suspending or Cancelling Overseas Student Enrolment

Standard 9.1 requires the School to maintain a record of any decision made to approve a deferment of the commencement of study or suspension of study requested by an Overseas Student.

Complaints and Appeals

Standard 10.2.7 requires the School to keep a written record of a complaint or appeal from an Overseas Student, including a statement of the outcome and reasons for the outcome.

Student Payment Details

Regulation 3.04 of the ESOS Regulations requires the School to maintain a record of each enrolled Overseas Student or any Overseas

Student who has paid any tuition fees for a course provided by the School with the following details:

- The amount of money that the student has paid to the School, including the separate identification of tuition fees and non-tuition fees;
- For an amount of tuition fees that the student has paid to the School for a course:
 - Whether the amount was paid for the full course or part of the course;
 - If the amount was paid for the full course, the duration of the course; and
 - If the amount was paid for part of the course, the duration of that part of the course;
- Copies of written agreements to which the School and student are parties;
- Any amounts that:
 - Have become payable, directly or indirectly, to the School by the student for the student to undertake a course; and
 - Have not been paid;
- The amount that a student will be charged to access the student's records, noting the amount of a fee for a student to access a record must not exceed the cost incurred by the School in providing access to that record.

Student Assessment Details

Section 21(2B) of the ESOS Act requires the School to record the outcome of an accepted Overseas Student's assessment if:

- They complete a unit of study of their course at the School; and
- Their progress in that unit is assessed.

Under section 21(2C) of the ESOS Act, the assessment record must be kept up-to-date.

PRISMS Notifications

The School must notify the Commonwealth Department of Education and Training (DET), through PRISMS, in relation to various events including student course progress, attendance, transfers and deferment.

The School ensures that records of PRISMS notifications and related actions taken by the School (such as notifying an Overseas Student that they are at risks of not meeting course progress requirements) are maintained in accordance with this Policy.

How We Manage Records

The School is committed to ensuring that all records are managed in an efficient, systematic and transparent manner.

The School ensures that records:

- Are kept up-to-date;
- Are indexed and stored in a logical manner that allows easy access, retrieval and association of related information;
- Are preserved and stored in a suitable physical or digital environment that ensures records are not subject to degradation, loss, alteration or corruption;
- Are subject to confidentiality and security measures so that access is controlled to protect the privacy of individuals and minimise any risk of a breach of privacy;
- Meet the School's obligations under the Privacy Act 1988 (Cth) and are compliant with the School's Privacy Policy.

The School has a record management system for the management of records using digital/electronic storage facilities for electronic records, with paper/print records being scanned and saved digitally.

Historic paper / print records are kept in physical storage facilities in an offsite secure facility.

All digitally/electronically stored records are saved in the cloud and backed-up securely.

Destruction and Archiving of Records

The School balances its requirements to retain documents in accordance with applicable legal requirements, and archives or destroys them when they are no longer required for any legal or legitimate business purpose in accordance with our Privacy Policy.

Student records are maintained for at least the period required by the Australian Society of Archivists Record Retention Schedule for Non-Government Schools.

Review of Student Contact Records

The School maintains up-to-date student contact details including:

- Current residential address;

- Mobile number;
- Email address; and
- Who to contact in an emergency.

Record Keeping Responsibility

It is the responsibility of the Corporate Services Department to ensure that every six months, while a student remains an accepted student of the School, the accuracy of the above information is confirmed with the student in writing.

It is the responsibility of the Director of Admissions to ensure that all record keeping procedures required by this policy are implemented effectively and reviewed for improvement regularly and that all staff who have responsibility for Overseas Students at the School are trained on their record keeping obligations under the ESOS Framework.

All staff at the School who have responsibility for Overseas Students are required to maintain appropriate records, as set out in this Policy and other policies related to Overseas Students.

Overseas Students: Recruitment Policy

This Policy explains the information provided by Cranbrook School (the School) to Overseas Students and intending Overseas Students prior to accepting the Overseas Student for enrolment.

Rationale

Standard 2.1 of the National Code of Practice for Providers of Education and Training to Overseas Students 2018 (National Code) requires the School, prior to accepting an Overseas Student or intending Overseas Student for enrolment, to make comprehensive, current and plain English information available to the Overseas Student or intending Overseas Student on:

- The requirements for an Overseas Student's acceptance into a course, including the minimum level of English language proficiency, educational qualifications or work experience requirements, and course credit if applicable;
- The CRICOS course code, course content and assessment methods, modes of study for the course including compulsory online and/or work-based training, placements, other community-based learning and collaborative research training arrangements, and assessment methods;
- Course duration and school holiday breaks;
- Course outcomes such as qualification, award or other outcomes;
- Campus locations and facilities, equipment and learning resources available to students;
- The details of arrangements with another provider, person or business who will provide the course or part of the course;
- Indicative tuition and non-tuition fees, including advice on the potential for changes to fees over the duration of the course, and the School's cancellation and refund policies;
- The grounds on which the Overseas Student's enrolment is deferred, suspended or cancelled;
- The Education Services for Overseas Students Framework, including official Australian Government material or links to this material online;
- Policies and processes the School has in place for approving the accommodation, support and general welfare arrangements for younger Overseas Students; and
- Accommodation options and indicative costs of living in Australia.

Cranbrook School's Policy

It is the School's policy to ensure that, prior to accepting Overseas Students for enrolment, the School provides comprehensive, current and plain English information to the Overseas Student or intending Overseas Student on all matters required of the School by National Code Standard 2.1.

Cancellation and Refunds

Standard 2.1 of the National Code requires the School to have documented cancellation and refunds policies available for our Overseas Students or intending Overseas Students: see Overseas Students: Deferment, Suspension and Cancellation Policy and Overseas Students: Refund Policy.

English Language Proficiency and Educational Qualifications

Standard 2.2 of the National Code requires the School to have a documented policy and process for assessing whether an Overseas Student's English language proficiency and educational qualifications are sufficient for to enable them to enter the course: see Overseas Students: English Language Proficiency and Educational Qualifications Policy.

Recognition of Prior Learning

Standards 2.3, 2.4 and 2.5 of the National Code requires the School to have and implement a documented policy and process for assessing, recording and granting recognition of prior learning (RPL) and course credit: see Overseas Students: Course Credit Policy.

Provision of CRICOS Course Information

The School's CRICOS course codes are:

- 075829A Primary Level;
- 041413F Junior Secondary Level; and
- 041414E Senior Secondary Level;

Modes of study at the School are in person / face to face.

The course duration follows the School's term dates and are located on the School's website.

Where Overseas Students have the option to choose either some or all of their subjects (predominantly electives in Years 9 and 10,

and most subjects for Years 11 and 12), outlines of the relevant courses are provided to students in advance of commencement, and are available on request prior to enrolment.

School Holiday Breaks

The School's holiday breaks are at the end of each school term and are published on the School's public website.

Course Qualifications

Upon completion of the course, a successful Overseas Student will receive the appropriate Course qualification. For example, successful completion of the Senior Secondary Level course will provide an Overseas Student with a NSW Higher School Certificate qualification.

Tuition and Non-Tuition Fees

The School ensures that it provides information on the indicative tuition and non-tuition fees, including advice on potential changes to fees over the duration of the course, and the School's cancellation and refund policies prior to enrolment and commencement of the Overseas Student.

The School's tuition fees and boarding fees are available in written agreements, on the School's public website and are available on request. Some information about other costs such as fees for excursions, uniform, stationary and books, and optional activities is detailed the Information for Overseas Students Booklet, and further information is available on request.

If the School enters into an arrangement with one or more other providers to provide a course jointly, the arrangement will be one where:

- the student pays their tuition fees to the School and not directly to the other providers; or
- both be in writing and provide for the receipt and disbursement of any tuition fees paid by students directly to any of the other providers.

Any tuition fees paid by students directly to any of the other providers is taken to have been paid directly to the School.

Campus Location, Facilities and Equipment

The School's courses for Overseas Students are offered at 5 Victoria Road, Bellevue Hill (Senior School) and 6 Kent Road, Rose Bay (Junior School).

The School's facilities and equipment include:

- Classrooms;
- Boarding Houses;
- Gymnasiums;
- Swimming Pool;
- Libraries;
- Science Laboratories;
- Design and Technology workshops;
- Tennis Courts; and
- Gardens, Ovals and Outdoor Play Spaces.

Record Keeping

The School maintains evidence of compliance with this policy by maintaining records of information provided to Overseas Students in accordance with this Policy. Records will be maintained in accordance with the Overseas Students: Records Management and Retention Policy.

Overseas Students: Academic Support Policy

This Policy provides Overseas Students and their parents with information about academic support available to Overseas Students at Cranbrook School (the School).

Rationale

Standard 6.3 of the National Code of Practice for Providers of Education and Training to Overseas Students 2018 (National Code) requires the School to offer reasonable support to Overseas Students to enable them to achieve expected learning outcomes regardless of the Overseas Student's place of study or mode of student of the course, at no additional cost to the Overseas Student.

Cranbrook School's Policy

It is Cranbrook School's policy to offer various types of academic support to Overseas Students so that they can achieve expected learning outcomes under the School's curriculum.

Overseas Students in the Senior School who require academic assistance, can contact the Head of Learning Support, their Housemaster or one of their teachers for assistance. Overseas Students in the Junior School who require academic assistance, can contact the Educational Development Team Co-ordinator or their class teacher.

If a teacher believes that an Overseas Student requires academic assistance in relation to a particular area of the School's curriculum, the teacher must pass this information to the Head of Learning Support (Senior School) or the Educational Development Team Co-ordinator (Junior School).

The School provides the following academic support services to Overseas Students to enable them to achieve expected learning outcomes, at no additional cost to the Overseas Student. These services aim to ensure that Overseas Students have regular access to academic assistance in a variety of subject.

Senior School

- Individual or small group sessions to support learning with Learning Support Teachers and/or Educational Assistants, including organisation and study skills.
- Supervision of student sessions to aid Overseas Students with homework or study, including availability of tutors and teachers for subject-specific assistance in Boarder Prep, Year 12 College and Homework Club.

Junior School

- Individual or small group sessions with Educational Development Teachers and/or Educational Assistants.

Record Keeping

The School maintains evidence of compliance with this policy by maintaining records of academic support provided to an Overseas Student in accordance with this policy. Records are maintained in accordance with the Overseas Students: Records Management and Retention Policy.

Overseas Students: Support Services Policy

This Policy outlines the Support Services that Cranbrook School (the School) has available for Overseas Students.

Rationale

Standard 6.1 of the National Code of Practice for Providers of Education and Training to Overseas Students 2018 (National Code) requires the School to support Overseas Students in adjusting to study and life in Australia by giving the Overseas Student information on or access to an age-and-culturally appropriate orientation program that provides information about:

- Support services available to assist Overseas Students to help them adjust to study and life in Australia;
- English language and study assistance programs;
- Any relevant legal services;
- Emergency and health services;
- The School's facilities and resources;
- Complaints and appeals processes;
- Requirements for course attendance and progress, as appropriate;
- The support services available to assist students with general or personal circumstances that are adversely affecting their education in Australia; and
- Services students can access information on their employment rights and conditions, and how to resolve workplace issues, such as through the Fair Work Ombudsman.

Standard 6.2 requires the School, upon the request of the Overseas Student, to provide relevant information or appropriate referrals to the Overseas Student requesting assistance in relation to the services and programs offered by the School, at no additional cost to the Overseas Student.

Cranbrook School's Policy

It is the School's policy to assist Overseas Students in adjusting to life and study in Australia, by facilitating access to:

- Counselling for general or personal matters;
- Nursing services;
- Health and disability services;
- English and academic support services;
- Relevant legal services;
- Emergency and health services; and
- Information on employment rights and conditions, and how to resolve workplace issues, such as through the Fair Work Ombudsman.

The School also provides access to other relevant sources of information on life in Australia.

Student Contact Officers

Standard 6.5 requires the School to designate a member or members of its staff to be the official point of contact for Overseas Students.

The School has appointed the the designated contact points for Overseas Students. Students are introduced to these staff during their enrolment and at orientation, and given their contact details.

In addition, the School's Overseas Student contact officer/s must have up-to-date contact details of all Overseas Students enrolled at the School. The contact officer/s must also provide their contact details to all Overseas Students enrolled at the School. Overseas Students are informed about the School's Overseas Student Officer/s and how to contact them at orientation.

Current designated staff contacts for Overseas Students are:

- The Deputy Head of Student Wellbeing P to 6, Mr Grant Andrews, for Overseas Students attending the Junior School (+61 2 9327 9100 and gandrews@cranbrook.nsw.edu.au).
- The Director of Boarding, Mr Matthew Banes, Boarding Housemaster, Mr Bradley Gill and the International Student Liaison Resident, Mr Ben Smith, for Overseas Students attending the Senior School as boarders (Mr Matthew Banes: +61 2 9327 9501 or mbanes@cranbrook.nsw.edu.au; Mr Bradley Gill: +61 2 9327 9511 or bgill@cranbrook.nsw.edu.au; Mr Ben Smith: +61 2 9327 9517 or bsmith@cranbrook.nsw.edu.au).

- The relevant Master on Duty for the boarding houses are also key and emergency contacts for Overseas Students attending the Senior School as boarders (Street MOD: 0427 485 418 and Rawson MOS 0427 665 296)
- The Director of Students, Mr Peter Young, for Overseas Students attending the School but residing in Sydney full time with their parents (+61 2 9327 9510 or pyoung@cranbrook.nsw.edu.au).

Current staff who provide support for all students at Cranbrook School include:

- The Headmaster, Mr Nicholas Sampson, is the Chief Executive Officer of Cranbrook and is responsible to the School Council for the quality of education provided to all students.
- The Head of Senior School and Deputy Headmaster, Mr Bob Meakin, is responsible for the wellbeing, attendance and academic care of all students from Years 7 to 12 and efficient functioning of relevant staff.
- The Head of Junior School, Mrs Michele Marquet, is responsible for the wellbeing, attendance and academic care of all students in the Junior School and efficient functioning of relevant staff.
- The Chief Operating Officer, Mr Andrew Moore, is responsible for all financial matters relating to a student's enrolment at the School.
- The Director of Students, Mr Peter Young, has oversight of pastoral care of students in the Senior School.
- The Director of Student Wellbeing, Ms Angelique Sanders, works with the Director of Students focusing on wellbeing of the students in the Senior School.
- The Deputy Head of Student Wellbeing P to 6, Mr Grant Andrews, has oversight of pastoral care of students in the Junior School.
- The Director of Academics and Deputy Head of Senior School, Mr Nick Jolly, has oversight of academic progress for students in the Senior School.
- The Deputy Head of Curriculum P to 6, Ms Genet Erickson-Adam, has oversight of academic progress for students in the Junior School.
- The Deputy Head of Operations and Staffing P to 6, Mr Richard Baker, is responsible for the efficient functioning of the Junior School and its staff.
- The Director of Boarding, Mr Matthew Banes, is responsible for student welfare and attendance of boarding students.
- The International Student Liaison Resident, Mr Ben Smith, assists with the orientation and settling in of overseas boarding students and with their welfare.
- Year Coordinators are responsible for the academic welfare of students in each year group in the Junior School.
- Housemasters are responsible for pastoral care of students in their house in the Senior School.
- Heads of Department are responsible for issues associated with student progress in their area of responsibility in the Senior School.
- Class Teachers are responsible for the welfare and progress of students in a particular class in the Junior School.
- The School Nurses are responsible for the healthcare of all students. A School Nurse will attend the student and make the necessary arrangements should further medical attention be required. The School Nurse will also inform the parents and/or nominated guardian of the situation.
- The School Psychologists provide a confidential counselling service to students that supports and promotes the growth and wellbeing of all students.
- The Director of Admissions Ms Meredith Stone, is responsible for student recruitment and enrolment.

Sufficient Student Support Personnel

Standard 6.6 requires the School to have sufficient student support personnel to meet the needs of the Overseas Students enrolled at the School.

The number and type of student support personnel at the School have been selected to ensure that Overseas Students are supported in adjusting to study and life in Australia and throughout their enrolment. Overseas Students are supported by:

- The Overseas Student Contact Officer/s;
- Teaching staff, including Housemasters and Class Teachers;
- School Psychologists in the Counselling Department; and
- School Nurses in the Health Centre.

Notifying Staff of ESOS Obligations

Standard 6.7 requires the School to ensure that staff members who interact directly with Overseas Students are aware of the School's obligations under the Education Services for Overseas Students framework and the potential implications for Overseas Students

arising from the exercise of these obligations.

The School briefs all staff members who teach or otherwise have responsibilities to Overseas Students on the School's obligations under the ESOS Framework and potential implications for our Overseas Students arising from the exercise of these obligations. Key contact staff for Overseas Students are also provided more detailed training. All staff also have access to this training should they want to learn more about the School's obligations.

Where there are changes or updates to the School's policies or procedures relating to Overseas Students at the School, relevant staff will be informed as soon as practicable.

Overseas Students Critical Incidents

Standard 6.8 requires the School to have and implement a documented policy and process for managing critical incidents that could affect an Overseas Student's ability to undertake or complete a course, such as but not limited to incidents that may cause physical or psychological harm.

The School maintains a written record of all critical incidents and any remedial action taken by the School following a critical incident, for at least two years after the student ceases to be an accepted student.

Safe School Environments

Standard 6.9 requires the School to:

- Take all reasonable steps to provide a safe environment on campus and advise Overseas Students and staff on actions they can take to enhance their personal security and safety;
- Provide information to Overseas Students about how to seek assistance for and report an incident that significantly impacts on their wellbeing, including critical incidents; and
- Provide Overseas Students with or refer them to (including electronically) general information on safety and awareness relevant to life in Australia.

The School has policies and procedures relating to Student Duty of Care and Child Protection that applies to all students enrolled at the School, including Overseas Students, to ensure the safety of all students and that staff take actions to enhance the personal security and safety of students.

Additionally, at orientation, and on a continuing basis, the School provides information to Overseas Students on how to seek assistance for and report an incident that significantly impacts on their wellbeing, including critical incidents and general information safety and awareness relevant to life in Australia.

Implementation

To provide the best support services to Overseas Students, the School:

- Employs appropriately trained and qualified staff;
- Effectively communicate contact details for the Overseas Student Contact Officer/s to all Overseas Students;
- Have sufficient numbers of student support staff to meet the needs of Overseas Students; and
- Educate Overseas Students and staff on emergency contact numbers and critical incident procedures at the School.

Record Keeping

The School maintains evidence of compliance with this Policy by maintaining records of orientation program, records of critical incidents and records of designated student support personnel in accordance with this Policy. Records will be maintained in accordance with the Overseas Students: Records Management and Retention Policy.



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**CRANBROOK
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