Contents

THANK YOU FOR YOUR INTEREST IN SOMERSET COLLEGE 3
STUDYING AT SOMERSET COLLEGE 4
GETTING STARTED 4
  LIVING ON THE GOLD COAST 4
STUDENT INFORMATION 4
  JUNIOR SCHOOL – YEAR 1 TO YEAR 6 4
  SENIOR SCHOOL – YEAR 7 TO YEAR 12 5
COURSES 5
  ENTRY REQUIREMENTS 5
TUITION FEE (TUITION FEES) 9
SERVICES FEE (TUITION FEES) 9
OPTIONAL FEE (NON-TUITION FEES) 9
STUDENT SERVICES 12
EDUCATIONAL STANDARDS 12
MARKETING 12
RECRUITMENT OF STUDENTS 13
STUDENT GRIEVANCES AND COMPLAINTS 13
CODE OF ETHICS 13
PRIVACY OF PERSONAL INFORMATION 13
DETAILS FOR OVERSEAS STUDENTS 14
  ACCREDITATION 14
  TEACHER REGISTRATION/BLUE CARD SUITABILITY CLEARANCE 14
ENTRY REQUIREMENTS 14
ACADEMIC REQUIREMENTS 14
PAYMENT OF FEES AND CHARGES 15
PAYMENT OF SCHOOL FEES 15
TUITION FEES 15
NON-TUITION FEES 16
STUDENT ACCOMMODATION 16
DEFERMENT, CANCELLATION AND/OR SUSPENSION OF ENROLMENT 16
DISPUTE RESOLUTION 17
TRANSFERS TO AND FROM OTHER EDUCATIONAL INSTITUTION 17
PRIOR TO COMMENCEMENT 17
<table>
<thead>
<tr>
<th>Topic</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>COMMENCEMENT</td>
<td>17</td>
</tr>
<tr>
<td>COUNSELLING AND PASTORAL CARE</td>
<td>17</td>
</tr>
<tr>
<td>HEALTH ISSUES AT SCHOOL</td>
<td>18</td>
</tr>
<tr>
<td>EMERGENCY CONTACTS</td>
<td>18</td>
</tr>
<tr>
<td>STUDENT VISA CONDITIONS</td>
<td>18</td>
</tr>
<tr>
<td>OVERSEAS STUDENT HEALTH COVER</td>
<td>19</td>
</tr>
<tr>
<td>COURSE ATTENDANCE</td>
<td>19</td>
</tr>
<tr>
<td>CHANGE OF DETAILS</td>
<td>19</td>
</tr>
<tr>
<td>ACADEMIC PROGRESS</td>
<td>20</td>
</tr>
<tr>
<td>STAFF MEMBERS TO CONTACT</td>
<td>12</td>
</tr>
<tr>
<td>ACADEMIC MATTERS</td>
<td>12</td>
</tr>
<tr>
<td>PERSONAL MATTERS</td>
<td>12</td>
</tr>
<tr>
<td>ENROLMENT ISSUES, ACCOMMODATION AND HEALTH INSURANCE</td>
<td>12</td>
</tr>
<tr>
<td>FEES AND CHARGES</td>
<td>12</td>
</tr>
<tr>
<td>ORIENTATION PROCESS</td>
<td>12</td>
</tr>
<tr>
<td>PARENT INVOLVEMENT AND COMMUNICATION</td>
<td>20</td>
</tr>
<tr>
<td>CO-CURRICULAR ACTIVITIES</td>
<td>20</td>
</tr>
<tr>
<td>SPORT</td>
<td>21</td>
</tr>
<tr>
<td>CULTURAL PROGRAMMES</td>
<td>21</td>
</tr>
<tr>
<td>VOCAL GROUPS</td>
<td>21</td>
</tr>
<tr>
<td>INSTRUMENTAL MUSIC</td>
<td>22</td>
</tr>
<tr>
<td>ON THE STAGE AND OFF THE STAGE</td>
<td>22</td>
</tr>
<tr>
<td>PUBLIC SPEAKING</td>
<td>23</td>
</tr>
<tr>
<td>SOMERSET COLLEGE POLICIES FOR OVERSEAS STUDENTS</td>
<td>24</td>
</tr>
<tr>
<td>COMPLAINTS AND APPEALS POLICY</td>
<td>24</td>
</tr>
<tr>
<td>SOMERSET COLLEGE COURSE PROGRESS AND ATTENDANCE POLICY</td>
<td>26</td>
</tr>
<tr>
<td>ROLES AND RESPONSIBILITIES</td>
<td>31</td>
</tr>
<tr>
<td>SOMERSET COLLEGE STUDENT TRANSFER REQUEST POLICY</td>
<td>33</td>
</tr>
<tr>
<td>SOMERSET COLLEGE DEFERMENT, SUSPENSION AND CANCELLATION POLICY</td>
<td>35</td>
</tr>
<tr>
<td>SOMERSET COLLEGE ACCOMMODATION AND STUDENT WELFARE POLICY</td>
<td>41</td>
</tr>
<tr>
<td>FEE PAYMENT POLICY</td>
<td>44</td>
</tr>
</tbody>
</table>
Thank you for your interest in Somerset College

Somerset College, a co-educational day school from Pre-Prep to Year 12, is located at Mudgeeraba and is situated on approximately 22 hectares of land on the Gold Coast. The site upon which Somerset College is built was originally used for dairy farming, was uniquely rural and owned by the original pioneering families to the area. Since 1983, the surrounding countryside has undergone considerable urban development.

The College opened with a simple ceremony on 27 January 1983 with 158 students in classes from Year 1 to Year 8. The College’s first Headmaster was Mr CR Wells. By the commencement of Term Four, total College enrolments had grown to 248, of which 189 were in the Junior School. The growth of numbers through this first year proved that there was a need for another independent school on the Gold Coast and, indeed, secured the College’s future. Dr Arnison was a foundation staff member and was appointed Headmaster in 1986.

Major contributing factors to the success of the College have been a very well-qualified, talented and deeply committed staff, and the presence of very strong support from parents and the community. The most up-to-date equipment and the fine facilities enhance an educational environment in which academic, cultural and sporting opportunities are maximised.

Massive building developments have taken place almost continually as the College increased in size to approximately 1,480. The first Year 12 students graduated in 1987. In 2009 the College Board gave approval to increase each Year Level from Prep to Year 5 by one class in order to deliver reduced class sizes.

Mr CT Bassingthwaighte was appointed the College’s third Headmaster in 2009.

The College is situated on approximately 22 hectares of land in the Gold Coast Hinterland. The buildings comprise of a Pre-Prep Centre, Early Learning Precinct, a double storey Junior School block, two Junior School blocks of four classrooms and specialist rooms for Junior School Technology, Music and Art. There are an additional six Junior School classrooms on the upper level of The Dr Peter Brown Building. In the Senior School, the College has five Science laboratories and one Engineering Technology room, an Art block of three classrooms, two double storey blocks of eight classrooms each, an Administration block, a well-equipped Library, a Great Hall/Chapel and a Performing Arts complex comprising a theatre, four classrooms and facilities for the teaching of Music and Drama. In addition there is a Music Centre for private and classroom lessons, Library, Seniors’ Common Room and a Senior School Student Services Hub. Located under the Senior Learning Centre is a Computer Centre with four computer classrooms.

The Ray Building opened in 2007 and provides teaching areas, a classroom gymnasium, dining room, alfresco eating areas, cafeteria, and retail and café facilities located at the Bird and Bush.

2012 saw the completion of the Knowledge and Information Precinct, The Dr Peter Brown Building, which replaces the Library. The Library has been transformed to a Senior Learning Centre and the Seniors’ Common Room becomes the Year 11 Common Room.

The extensive grounds include sporting ovals and a ten lane synthetic athletics track, a large area providing courts for Volleyball, Basketball and Netball, an indoor two court Basketball and Netball stadium, an Olympic size swimming pool and two Learn to Swim pools (one
covered), a Tennis complex comprising seven courts, and a fully equipped gymnasium and a rock climbing wall.

From 2009, Somerset College has conducted its Rowing Programme from the newly built Somerset Boat Shed located on Lake Orr beside Bond University.

**Studying at Somerset College**

A small number of places are available at the College for full fee paying students from outside Australia wishing to commence in **Year 1 and above**. This will include students who wish to complete their final years of secondary school study for matriculation to Australian universities.

Somerset College does not have residential accommodation. We prefer that students live with parents or other relatives, or with Homestay hosts who are prepared to assume the responsibilities of guardian. Living with English-speaking families will be an advantage to students wishing to improve their language skills. If students wish to make their own arrangements to stay with family or friends on the Gold Coast, this information must be submitted to the College before students begin their studies. Accommodation arrangements must be approved by the Headmaster.

Specific course selection booklets are available for students in Years 9 and 10 and Years 11 and 12.

**GETTING STARTED**

**Living on the Gold Coast**

Somerset College is located on Queensland’s Gold Coast, a well-known tourist and educational destination. More information about the Gold Coast and Mudgeeraba, the rural setting for the College, can be found at the following websites:


The cost of living on the Gold Coast is similar to other major Australian cities. Accommodation in a Homestay may cost up to AU$16,000.00 for a full year. Other costs for travel and entertainment could total $6,000.00.

**Student Information**

At the time of receiving enrolment information or prior to commencement, overseas students and parents will be provided with the following:

- Information about the College and enrolment procedures for Overseas Students.
- This Overseas Student Handbook;
- Information about the academic pathways available;
- A copy of the College prospectus

**Junior School – Year 1 to Year 6**

A variety of classroom teaching methods and excursions are used to teach the course. In addition to their classroom teacher, students will also have specialist instruction in LOTE, Physical Education, Technology, Art and Music. Students may be required to attend school camps and participate in after school sports practices. Assessment is by classroom tests and assignments.

Appropriate use is made of audio-visual convergent technology in classrooms. All students have full access to the College’s library facilities.
Senior School – Year 7 to Year 12
A variety of classroom and laboratory teaching methods and excursions are used to teach the course. Classes are taught by specialist teachers in all subject areas. Students may be required to attend school camps and participate in after school sports practices. Assessment is by classroom tests, examinations, and assignments.

Appropriate use is made of audio-visual convergent technology in classrooms. All students have full access to the College’s library facilities.

At the completion of Year 12 students may be eligible to receive an Overall Position (OP) to gain tertiary entry. To gain an OP, students will be required to complete a minimum of 20 Semester units of work. All students receive the Queensland Senior Certificate. Alternatively students may opt to study for the International Baccalaureate Diploma.

Entry into any course is subject to the assessment of the College. Course credit may only be offered as outlined below:

- For students transferring from interstate up to Year 10, the College does not offer course credit and entry into any course is subject to the assessment of the College.
- For students transferring from interstate in Year 11 and the beginning of Year 12, the student may receive course credit for units completed based on the assessment of the state or territory curriculum assessment authority.

Courses
The College offers Year 1 to Year 12 courses for Overseas Students. It is the College’s preference that students will need to reside with a parent or approved family member. All overseas students are eligible for the Queensland Certificate of Education (QCE), issued by the Queensland Studies Authority (QSA) at the end of Year 12. Only those students who are eligible for an Overall Position (OP) will receive a Tertiary Entrance Statement at the end of Year 12. Assessment methods may include assignments, tests, exams and practical demonstrations.

Important Note: To be eligible to receive the QCE, the Queensland Studies Authority requires students to be in attendance at school until the date specified at the end of Year 12.

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

2. Applications for enrolment must be made on the Somerset College Application for Admission – Overseas Student form. This must be correctly completed, and must be accompanied by the following documents to support the application:
   a. Copies of Student Report Cards from the previous year of study, including a copy of the latest Student Report
   b. A completed Reference Form from the student’s current or most recent school Principal is also required if student Report Cards do not record student behaviour or commitment to studies
   c. A completed Subject Choices Form if appropriate
   d. Written evidence of proficiency in English as a second language if applicable
e. Photocopy or scanned copy of passport page with name, photo identification, passport number and expiry date
f. Enrolment Application Fee

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

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

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

Assessment procedures may include an evaluation of reports from previous schools and of English language proficiency, interview and testing at the College. In cases where report cards are not available or are inconclusive for any reason, the school may require relevant testing of the applicant to assess the application.

Minimum academic and English language requirements are as follows:

**Academic Requirements**
1. Students must provide evidence of satisfactory academic performance appropriate to entry to the Year level requested on the Application for Enrolment or offered as an alternative point of entry by the College in a Letter of Offer.
2. This will be determined by considering reports and references as well as discussions at interview.
   a. For Junior School. Somerset College is a non-selective school but for all students seeking entry a demonstrated ability to work hard and with a desire to improve is regarded as vital. Evidence of application to school work and age-appropriate achievement in literacy and numeracy areas of the curriculum would certainly be an advantage.
   b. For Senior School. Somerset College is a non-selective school but for all students seeking entry a demonstrated ability to work hard and with a desire to improve is regarded as vital. Students should have a clear career path in mind before applying.

**English Language Proficiency Requirements**
1. Somerset College requires evidence of sufficient proficiency in English to successfully meet the curriculum demands of the enrolled course. This is a requirement under the National Code of Practice for Providers of Education and Training to Overseas Students 2007, Section D Standard 2.
2. English Language proficiency will be determined by the ESL Support Coordinator through testing if the interview process indicates a potential difficulty with English. If the College cannot provide appropriate support an intensive English language course will be recommended prior to entry. This would most likely be the case for students entering the Senior School.
3. Additional testing may be requested using the services of AEAS.

All students wishing to enter the College will be assessed individually based on the contents of their report cards and personal references, and may also be required to undertake a language proficiency test set by the College.
Enrolment Policy Principles

1. Enrolment numbers of Somerset College are determined by the Headmaster, in conjunction with the College Board.
2. The Headmaster reserves the right to offer or decline to offer a place.
3. The Headmaster reserves the right to offer subjects, activities and placement in a Year level appropriate to the individual student.
4. Consideration for admission and enrolment is given to applicants, comprised of both student and parent, who through the enrolment procedure undertake to support the ethos and procedures of the College.
5. The offer of the position may involve consultation with Senior Staff at Somerset College and professionals external to the College.
6. Applications found to contain misleading information may deny successful completion of enrolment or the continued enrolment at the College.
7. Full and frank disclosure is required throughout the admission and enrolment procedure.
8. Acceptance of the enrolment application and any subsequent interview is not a guarantee of a place being offered.
9. The College is committed to a philosophy of working to develop strong ties between parent and school so as to enhance and maintain the long term enrolment of individual students.

Preference is given to:

i. siblings of students currently enrolled at the College;
ii. sons or daughters of former Somerset College students;
iii. sons or daughters of Somerset College staff;
iv. considering the need to ensure appropriate gender balance within a Year level and within the College as a whole.

Otherwise invitation to attend an enrolment interview, which may or may not lead to an offer of placement, will generally be in order of application.

Enrolment Policy Procedure

1. Applications for admission of a student should be made on an official Application Form accompanied by an application fee and a photocopy of either an Extract of Birth Entry or Birth Certificate. This fee is non-refundable.
2. The College will reply promptly with a letter acknowledging receipt of the Application Form.
3. The applicant’s name will be recorded on the waiting list for the entry level and entry year indicated on the Application for Admission or the year level waiting list that the College deems appropriate with regard to the child’s age and/or educational level.
4. Parents will be notified of a suitable time for an interview with the Headmaster or a delegated senior member of staff. Generally these interviews will occur during the year prior to the student’s entry to the College. Interviews may also occur at other times in the year should places become available.
5. Prior to the interview parents will be requested to complete an Educational History and return the completed form, at interview, with relevant supporting documentation.
6. Subsequent to the interview a place maybe offered.
7. If a place is offered, the place is to be accepted within 14 days by completing the following steps:
i. return the signed Written Agreement to the Admissions Office;
ii. make payment of the Enrolment Fee and The Somerset Alumni Association Life Membership Fee;
iii. make payment of the Enrolment Confirmation Fee

8. Fees and charges are subject to amendment by the College Board and are payable by Friday of the second week of each term. If not paid by the due date an Administration Fee will apply.

9. Except for students completing Year 12, a full term’s notice in writing to the College must be given and received by the first day of Term Four where a student is not returning the following year. If notice is not received, a half of one term’s fees, becomes payable.

Making an application
If you wish to make application please send the following:
- A completed application form
- AU$110.00 application fee
- Your choice of subjects (if applicable)
- Certified copies of your last public examination results
- An indication of ability in the use of English language
- Information about accommodation arrangements
- OSHC arrangements, and
- Copies of recent school reports, translated where necessary

Submitting an application does not guarantee you a place at the College but your application will be considered. It is necessary that the College is satisfied not only with your academic ability but also with your command of the English language.

All students entering the College will be required to visit the College for an Enrolment Interview prior to a place being offered.

You may be required to undertake an English language assessment at Somerset College before enrolment. The College reserves the right not to confirm or defer enrolment if a student's ability with spoken and written English is considered inadequate for study purposes. Please note that previous study in some subjects is expected. ESL support may be required, at additional cost to the student.

Do not send any fees, except the Application Fee, until you receive an offer of a place at the College.

Accepting a placement if offered
Following interview and consideration of reports a place may be offered.
To accept a position offered at the College the following documents must be completed and returned to the College:

i. Agreement with the College (This agreement, and the availability of complaints and appeal processes, does not remove the right of the student to take action under Australia’s consumer protection laws.)
ii. Medical Form
iii. Parents’ Authority and Consent form
In addition payment of the following will be required:

- Enrolment Confirmation Fee: AU$1,600.00 (This is not refundable *)
- Alumni Association Life Membership: AU$200.00 (This is not refundable*)
- The Tuition Fee for one semester.

*If the student is unable to commence at the College because the Visa application was refused, a full refund will be made in accordance with the College’s Refund Policy.

Once all of the documentation and payment is received the Confirmation of Enrolment (CoE) will be prepared for you. You will need this to apply for your Student Visa.

The Australian Government will also require you to pay Overseas Student Health Cover before you are granted a student visa to enter Australia. Arrangements to pay this health cover are made through the College.

**Fees and Charges**

At Somerset there are three components to the fees charged. These are explained below.

**Tuition Fee (Tuition Fees)**

The Tuition Fee will include all the provisions to run the College operations in staffing, capital project servicing, et cetera. This fee will continue to attract any relevant discount awarded through College financial support programmes.

**Services Fee (Tuition Fees)**

The Services Fee will include all the services that are commonly provided for the students at a particular year level or particular subjects. It will include previous subject levies, excursions, social events, supplies, camps, et cetera that are deemed to be part of the curricular and co-curricular Somerset experience. This fee will be paid by every student at that Year Level and is not discounted.

**Optional Fee (Non-tuition Fees)**

The Optional fee is for individually selected opportunities to participate in parts of the Somerset programme like specific sports, music, drama, social events et cetera. This fee will only be added to your account after your permission has been sought and received.

**Tuition fees** are fees the College receives that are related directly to the provision of the course in which a student is enrolled.

The Tuition fees include:

- Tuition
- Compulsory course materials supplied by the College
- Enrolment Fees
- The Services Fee

**Non-tuition fees** are also required to be paid and will include:

- Overseas Student Health Cover
- The cost of books
- The cost of uniforms
- Queensland Studies Authority fees
Optional Fees are the costs that may be incurred by a student because of the choices they make. These are not compulsory and could include:

- Elective subjects such as individual music, speech and drama or chess lessons.
- Swimming squad training
- Tennis squad instruction

Courses offered at Somerset College

Somerset College has three registered courses for Overseas Students.

- **Primary Years 1 - 6 Boys and Girls (084939J)**  
  Primary School Studies
- **Secondary Junior Years 7-10 Boys and Girls (084940E)**  
  Junior Secondary Studies
- **Secondary Senior Years 11-12 Boys and Girls (004957C)**  
  Senior Secondary Certificate of Education

The estimated total cost of Tuition and Non-tuition fees for each course are given below.

### Primary Years 1 - 6 Boys and Girls

- Tuition Fees for 6 years: AU$181,500
- Non-tuition fees for 6 years: AU$ 30,800
- Estimated total cost: AU$212,300

### Secondary Junior Years 7-10 Boys and Girls

- Tuition Fees for 4 years: AU$113,000
- Non-tuition fees for 4 years: AU$ 31,000
- Estimated total cost: AU$144,000

### Secondary Senior Years 11-12 Boys and Girls

- Tuition Fees for 2 years: AU$ 56,000
- Non-tuition fees for 2 years: AU$ 13,200
- Estimated total cost: AU$ 69,200

### Schedule of annual fees and charges for 2016

- Application Fee: AU$ 110  
  Non refundable
- Enrolment Confirmation Fee: AU$ 1,600  
  Non-refundable
- Alumni Association Life Membership: AU$ 200  
  Non refundable
- Tuition Fee (Years 1 to 12): AU$24,890
- Annual Services Fees
  - Year 1 to Year 4: AU$ 718
  - Years 5 and 6: AU$ 975
  - Years 7 to 10: AU$ 1,256
  - Years 11 and 12: AU$ 1,358

It is usual for the Tuition Fee to increase annually by approximately 7% each year.

**Attendance**

All students are expected to attend all scheduled classes, scheduled sporting activities and other school events as found in the School calendar. This includes the annual Interhouse Swimming and Athletics carnivals, Family Chapel services, Scholars’ Day and Founders’ Day.
Attendance at classes must meet Government requirements and in addition the College requires a minimum of 80% attendance.

**Counselling and Pastoral Care**
Pastoral Care refers to the atmosphere of care that prevails within the College community. It can also be defined as the summation of the College’s endeavour to educate within the academic, social and religious dimensions of the College and the quality of personal relationships that exist within it. Pastoral Care cannot be restricted to a particular programme or curriculum and involves all members of the College Community. Ultimately Pastoral Care is an expression of the philosophy and vision of the College.

<table>
<thead>
<tr>
<th>Programmes and Support Services</th>
<th>Student Services</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Educational Programmes</strong></td>
<td><strong>Student Services</strong></td>
</tr>
<tr>
<td>- Religious and Values Education</td>
<td>- Student Records and References</td>
</tr>
<tr>
<td>- Personal Development</td>
<td>- Student Support Information</td>
</tr>
<tr>
<td>- Outdoor Education Programme</td>
<td>- Interviews</td>
</tr>
<tr>
<td>- Health and Physical Education</td>
<td>- Academic Monitoring List</td>
</tr>
<tr>
<td>- Sport</td>
<td>- Academic Reviews</td>
</tr>
<tr>
<td></td>
<td>- Guidance</td>
</tr>
<tr>
<td><strong>Wellbeing Programmes</strong></td>
<td>- Leadership</td>
</tr>
<tr>
<td>- Chapel Services</td>
<td>- ESL</td>
</tr>
<tr>
<td>- House System</td>
<td></td>
</tr>
<tr>
<td>- Outdoor Education Camps</td>
<td></td>
</tr>
</tbody>
</table>

Wellbeing refers to the atmosphere of care that prevails within the College Community. It can also be defined as the summation of the College’s endeavour to educate within the academic, social and religious dimensions of the College and the quality of personal relationships that exist within it. Pastoral Care cannot be restricted to a particular programme or curriculum and involves all members of the College Community. Ultimately Pastoral Care is an expression of the philosophy and vision of the College.

The concept of Wellbeing is not something that is new to schools. However, in recent years, it has become of primary concern to educators as we increasingly debate the changing role of schools and the need to develop a holistic approach towards educating which includes a concern and compassion for fellow human beings.

At Somerset College the Wellbeing Programme is an integral part of the College philosophy and curriculum. The Pastoral Care programme is valued and implemented in a variety of ways by all members of staff in both the Junior and Senior Schools. The delivery of pastoral care is both reactive and proactive in order to provide support, guidance and education for students with the onus of responsibility upon each member of the College Community, for the wellbeing of others.

Policies and procedures exist within the College at all levels to assist in the delivery of pastoral care to both students and staff alike.

If you have any concerns about your progress at school there are a number of people you can talk with.
STAFF MEMBERS TO CONTACT
If you have any concerns about your progress at school there are a number of people with whom you can talk.

Academic Matters
Deputy Headmaster  Dr Michael Brohier
Academic Counsellor  Mrs Karen Crowley
ESL/Support Programme Co-ordinator–Senior School  Mrs Anita Russ
Tertiary Studies  Mrs Karen Crowley

Personal Matters
ESL/Support Programme Co-ordinator–Senior School  Mrs Anita Russ
Head of Senior School  Dr Adrian Johnson
Head of Junior School  Mr Paul Taylor

In addition, your Head of House or Pastoral Care Teacher is always available to talk with you.

Enrolment Issues, Accommodation and Health Insurance
Dean of Admissions  Mr John Bacon

Fees and Charges
Accounts Office  Ms Donna Vallance

Orientation Process
Senior School  Mrs Anita Russ
  Dr Adrian Johnson
  Head of House
  Mr Paul Taylor
Junior School

Student Services
The College will work to provide students with the following:
  • Information to assist in their orientation to the College
  • Counselling to assist all students in determining their preferred courses and their course progress
  • Counselling for tertiary course selection if required
  • Ongoing counselling as required in relation to health, involvement in College activities and family matters
  • Members of staff to assist in the transition into life at Somerset College and on the Gold Coast
  • Access to relevant policies and procedures.

Educational Standards
Somerset College has a proud record of academic achievement and is committed to ensuring the best possible opportunities are made available to all students. Pastoral care and the wellbeing of students is a high priority for the College.

Marketing
In line with National Standards any promotion of the College is done with professionalism, integrity and honesty. Every effort is made to ensure students and their families are provided
with up to date and accurate information about the programmes offered and the facilities available for student use. The College Enrolment Policy guides the enrolment process for all students seeking entry into the College.

**Recruitment of Students**

Somerset College does not actively recruit Overseas Students. Any communication with families and students is conducted recognising the requirements of the National Code, and to describe what the College can offer students relative to their needs.

Somerset College does not engage agents to represent the College. In most instances prospective families will learn about the College through conversations with other parents or the College website. Some enquiries may be directed through the International Baccalaureate Organisation (IBO) website for students interested in their Primary Years Programme (PYP) and Middle Years Programme (MYP).

The College employs experienced staff to assess applications and counsel families on the options available for the students. Such counselling will provide suggestions in relation academic success and any additional English language support which may be advisable.

**Student Grievances and Complaints**

Somerset College has a fair and transparent process for dealing with student grievances and complaints. In the event that complaints cannot be resolved internally, Somerset College will advise students of the appropriate bodies from which they can seek further assistance. Please refer to the Policies section at the end of this Handbook for the Somerset College Complaints and Appeals Policy.

**Code of Ethics**

As a registered provider of education to overseas students, Somerset College is bound by the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2007 under its registration on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS). A copy of the Code of Practice can be found by following this link.

The Education Services for Overseas Students, or ESOS Act, provides the regulatory requirements for education and training institutions offering courses to international students in Australia on a student visa. ESOS provides tuition protection for international students and has recently been amended following a review in 2009-10.

**Privacy of Personal Information**

Somerset College endeavours to meet all requirements of the *Privacy Act 2001* in relation to the way it handles personal and sensitive information about students. Please see the Policies section at the end of this Handbook.
DETAILS AND POLICIES FOR OVERSEAS STUDENTS

CRICOS Commonwealth Register of Institutions and Courses for Overseas Students
DIBP Department of Immigration and Citizenship
ESOS Education Services for Overseas Students
The College Somerset College, Mudgeeraba, QLD

Accreditation

Somerset College Mudgeeraba is an approved school under the Accreditation of Non-State Schools Act 2001 and the Education Services for Overseas Students (ESOS) Act 2000, and is registered on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS). The CRICOS Provider Number is 00521G.

Teacher Registration/Blue Card Suitability Clearance

All teachers at Somerset College are registered teachers. This means that they hold full registration, provisional registration or permission to teach under the Education (Queensland College of Teachers) Act 2005.

All other staff at the College hold a Positive Notice Blue Card (referred to as a ‘Blue Card’) for Child Related Employment issued by the Commission for Children and Young People and Child Guardian under the Commission for Children and Young People and Child Guardian Act 2000.

Entry Requirements

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

Applications for enrolment must be made on the Somerset College Application for Admission – Overseas Student form. This must be correctly completed, and must be accompanied by the following documents to support the application:

i. Copies of Student Report Cards from the previous year of study, including a copy of the latest Student Report
ii. Written evidence of proficiency in English as a second language if applicable
iii. Photocopy or scanned copy of passport page with name, photo identification, passport number and expiry date
iv. Enrolment Application Fee

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

An application for enrolment can only be processed when all of the required documentation has been received by the Admissions Office.

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

Academic Requirements

Whilst Somerset College is a non-selective school, students must provide evidence of satisfactory academic performance appropriate to entry to the Year level requested on the
Application for Enrolment or offered as an alternative point of entry by the College in a Letter of Offer.

This will be determined by considering reports and references as well as discussions at interview.

i. For the Junior School all students seeking entry a demonstrated ability to work hard and with a desire to improve is regarded as vital. Evidence of application to school work and age-appropriate achievement in literacy and numeracy areas of the curriculum would certainly be an advantage.

ii. For the Senior School all students seeking entry a demonstrated ability to work hard and with a desire to improve is regarded as vital. Students should have a clear career path in mind before applying.

English Language Proficiency Requirements

i. Somerset College requires evidence of sufficient proficiency in English to successfully meet the curriculum demands of the enrolled course. This is a requirement under the 2007 National Code of Practice, Section D Standard 2.

ii. English Language proficiency will be determined by the ESL Support Coordinator through testing if the interview process indicates a potential difficulty with English. If the College cannot provide appropriate support an intensive English language course will be recommended prior to entry. This would most likely be the case for students entering the Senior School.

iii. Additional testing may be requested using the services of AEAS.

iv. All students wishing to enter the College will be assessed individually based on the contents of their report cards and personal references, and may also be required to undertake a language proficiency test set by the school.

Payment of Fees and Charges

Somerset College requires all fees and charges to be paid in Australian dollars. Fees are reviewed annually by the College Board for the following year. The Schedule of Fees and Charges – Overseas Students is available on the website: www.somerset.qld.edu.au

Please refer to Policies section at the end of this Handbook for the Somerset College Refund Policy. Goods & Services Tax (GST) on prescribed taxable supplies is required to be added to applicable fees and levies in accordance with current Australian Taxation Office rulings.

Payment of School Fees

Payment of Tuition and Non-Tuition fees are due and payable in Australian dollars according to the Schedule of Fees and Charges – Overseas Students by the end of the second week of each term. In addition, an itemised list of known and estimated school fees for the duration of the course is provided to parents in the written agreement which accompanies the letter of offer.

A service fee (to cover additional administration costs) will be charged to parents if school fees are not paid by the due date each semester.

Tuition Fees

Tuition fees will appear on the fees statement each term and will include the following items:

- Tuition
- Compulsory course materials supplied by the College
• Any other compulsory College fees

Cost of Tuition

The cost of tuition is reviewed on an annual basis. Tuition fee increases are approved by the College Board. Parents/legal guardians are notified of annual tuition fees in writing prior to the commencement of Term 1 of the academic year. The updated tuition fee schedule is also published on the College’s website.

Confirmation of Enrolment Fee

When a position at the College is accepted parents are required to sign a Written Agreement and pay for each student a non-refundable Enrolment Confirmation Fee, which confirms the place for the student.

Non-Tuition Fees

Non-Tuition fees include the following items which will be included on the fee statement each term.

• Overseas Student Health Cover
• Any Homestay fees
• Books not supplied by the College
• The cost of uniforms
• QSA fees (Years 11 and 12 only)
• Elective subjects and activities eg music swimming tennis which are not part of the formal course

Parents are advised to take into account the possible extra costs for accommodation and care during term holidays, air travel to and from Australia and any extra health costs above the Overseas Students Health Cover mandatory to the student visa issue.

Student Accommodation

It is a student visa condition that students under 18 years of age live with:

• One of their parents; this is the College’s preferred option or
• a person who has legal custody of them or
• a relative, as defined by the Department of Immigration and Citizenship (DIBP) aged at least 21, of good character and with permission to reside in Australia for the duration of the student's visa or until the student turns 18, nominated by either the parent or person having custody of them or in College approved accommodation arrangements.

For more information please see Policies section at the end of this Handbook for the Somerset College Accommodation and Student Welfare policy.

Deferment, Cancellation and/or Suspension of Enrolment

From time to time it may be necessary for a student to request to defer, cancel or suspend their study. Similarly there may be occasions where the College will need to defer, suspend or cancel a student’s study.

For full details of Somerset College’s policies in relation to these matters please see Policies section at the end of this Handbook – the Somerset College Deferment, Suspension and Cancellation Policy.
Dispute Resolution
From time to time a student may encounter situations where a dispute or grievance arises. If this does occur students are encouraged to attempt resolution of the issue through the College’s internal processes. If this is not possible please refer to the Somerset College’s Somerset College Complaints and Appeals Policy in Policies section at the end of this Handbook. Please refer to the Complaint Resolution Policy and the Complaint Resolution Procedure which are found on the parent and student portals for more information.

Transfers to and from Other Educational Institution
Under certain conditions within the first six months, students can transfer between education providers.

Requests for transfer after six months of the principal course will be approved if all conditions for the transfer are met. If the student is enrolled in additional courses the necessary Letters of Release will be issued.

Applications to transfer to another registered provider may have visa implications. The student is advised to contact the Department of Immigration and Citizenship office as soon as possible to discuss any implications.

Further detailed information regarding documentation required and conditions of transfer are contained in the full policy. Please contact the Dean of Admissions to see the full policy.

Prior to commencement
Enrolment is also conditional upon each student abiding by the College’s policies as detailed in this document and relevant sub-school handbooks.

A student will not be permitted to commence if the student has not completed the student visa process. The Admissions Office will require a copy of the student’s visa before the student is permitted to commence.

On receipt of the Confirmation of Enrolment Fee and Written Agreement, information will be forwarded to the student’s home address outlining details for commencement, together with a medical information request form and other documents, which must be completed and returned prior to commencement.

The student should advise the Admissions Office of the date upon which they will arrive on the Gold Coast.

Commencement
All students are required to commence studies on the first day of each term and finish on the last day of each term, participating in school life for the entire school year is a College requirement.

All students are required to wear correct school uniform during the day and when travelling to and from school.

Enrolment at Somerset College is conditional upon full participation in the complete range of the school curriculum and activities. As the College is a Christian school, all students are expected to participate in Chapel services. Religion and Philosophy is a compulsory core subject and must be completed by all students.

Counselling and Pastoral Care
Pastoral Care refers to the atmosphere of care that prevails within the College community. It can also be defined as the summation of the College’s endeavour to educate within the
academic, social and religious dimensions of the College and the quality of personal relationships that exist within it. Pastoral Care cannot be restricted to a particular programme or curriculum and involves all members of the College Community. Ultimately Pastoral Care is an expression of the philosophy and vision of the College.

EDUCATION PROGRAMMES
- Religious and Values Education
- Personal Development
- Outdoor Education Programme
- Health and Physical Education
- Sport

STUDENT SERVICES
- Student Records and References
- Student Support Information
- Interviews
- Academic Monitoring List
- Academic Reviews
- Guidance
- Leadership
- ESL

PASTORAL CARE STRUCTURES
- Chapel Services
- House System
- Outdoor Education Camps

The concept of Pastoral Care is not something that is new to schools. However, in recent years, it has become of primary concern to educators as we increasingly debate the changing role of schools and the need to develop a holistic approach towards educating which includes a concern and compassion for fellow human beings.

At Somerset College Pastoral Care is an integral part of the College philosophy and curriculum. The Pastoral Care programme is valued and implemented in a variety of ways by all members of staff in both the Junior and Senior Schools. The delivery of pastoral care is both reactive and proactive in order to provide support, guidance and education for students with the onus of responsibility upon each member of the College Community, for the wellbeing of others.

Policies and procedures exist within the College at all levels to assist in the delivery of pastoral care to both students and staff alike.

Health Issues at School
The school nurse is available to assist should you become ill whilst at school. She can be located by reporting to the main reception area.

Emergency Contacts
If you require emergency treatment or assistance the police and ambulance can be contacted in cases of extreme emergency by phoning 000.

If you require to speak to someone from the College, out of school hours, please contact the Dean of Admissions on 0417 719 632.

Student Visa Conditions
To meet their visa requirements Overseas Students must meet the following requirements:

a) Maintain Overseas Student Health Cover
b) Attend school on a minimum of 80% of school days
c) Keep the College informed of their residential address on the Gold Coast (and the arrangements in place)
d) Make satisfactory academic progress.
Overseas Student Health Cover

It is an Australian Government requirement that all students studying on a student visa are covered by Overseas Student Health Cover (OSHC). The programme length payment listed in the offer details provides protection against fee increases for the duration of the cover.

Please note this may not cover the full cost of medical expenses if hospitalisation or treatment is required. Student Health Cover does not cover the cost of medications.

Course attendance

The student must remain enrolled in a full-time registered course. In order to comply with the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students, Somerset College will require overseas students to achieve a minimum attendance of 80% over the reporting period (one semester), but may decide not to report a student for breaching 80% if:

- there is documentary evidence demonstrating that compassionate or compelling circumstances apply; e.g. circumstances beyond the control of the student that have an impact on the student’s progress through a course. These could include:
  - serious illness, where a medical certificate states that the student was unable to attend classes
  - bereavement of close family members such as parents 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 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; and
  - inability to begin studying on the course commencement date due to delay in receiving a student visa.

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

With regard to recording attendance:

- Attendance checks are carried out daily.
- Unexplained absences are always questioned. Students’ parents are contacted by telephone.
- If a parent is contacted and believes that the student is at school, the School Officer goes to the appropriate class to do a physical check. If the student is not in class, he/she is noted as being absent from the College and the Head of Senior School or Head of Junior School contacted to investigate.
- Regular non-attendance is dealt with by Heads of House in the Senior School and the Head of the Junior School for Junior School students. Whether or not there are good reasons for such absences will be determined and
- If the issue of persistent non-attendance is not solved at the above level, the Deputy Head of College or Head of College will intervene and may suspend or terminate the student’s enrolment. The Deputy Head of College or Head of College will inform the Enrolment Registrar, who will notify DIBP.

Change of Details

The parents/guardians of an Overseas Student must advise the College of any changes to
the address or addresses or contact details of the parents/guardians and/or student while enrolled.

The College will seek confirmation on contact details from parents at least every six months.

**Academic progress**

The student must have satisfactory academic results for each semester of their course. The College will advise DIBP if the student’s results are not satisfactory. In broad terms satisfactory progress is considered to be a passing grade and the students should be making the required effort and appropriate application.

If a student’s results are deemed to be unsatisfactory:

- The relevant subject teacher talks to the student to find out if there is a good reason for his/her unsatisfactory academic performance, such as family problems, homesickness or other personal problems.
- If the issue of unsatisfactory academic performance is not resolved at the above level, the subject teacher will inform the Head of Junior School or Head of House.
- If the issue of unsatisfactory academic performance is not solved at the above level, the Deputy Headmaster or Headmaster will intervene and may suspend or terminate the student’s enrolment in consultation with the Dean of Admissions.

Attendance must be full-time and academic outcomes must be achieved. Failure to achieve a satisfactory achievement academically or comply with the school’s expectations of behaviour (included in the College’s Student Code of Conduct and sub-school handbooks) will contravene student visa conditions as per the Department of Immigration and Citizenship (DIBP).

Where a student fails to satisfy course requirements relating to attendance or academic performance, the school is required to send a notice informing the student of this to the parent’s last known address. Students and their parents are required to ensure the College is aware of their correct residential address and contact details at all times.

Academic, social and emotional support is available to all Somerset College. All overseas students are provided with information on attendance, counselling, behaviour expectations, assignment and homework guidelines, study habits and skills information.

**Parent involvement and communication**

As far as is possible the College encourages parents to be involved in the life of the College. The Parents’ and Friends’ Association is always looking for parents willing to share their expertise. Parents are also encouraged to volunteer at the annual Celebration of Literature.

Communication either by email, fax, phone, letter or interview will enable teachers and supporting staff to communicate on a personal level about your child’s progress while studying in Australia. This communication is very important and we value your participation in this ongoing involvement with your child’s education and development.

**Co-curricular Activities**

Somerset College offers a wide range of activities outside the normal College programme (after school hours and occasionally on weekends) as an integral part of the *Somerset Experience*. Such activities cater for students’ diverse abilities and interests.

Students who have special talents in a particular area are expected to participate in College
teams and cultural groups. Having enrolled at Somerset College it is assumed they are eager to develop and demonstrate their talents in College programs.

During the course of the year, there will be many occasions when students will be asked to take part in co-curricular activities, concerts or sporting fixtures. Once students have made a commitment to a team, musical group, debating team, choir or doorknock, etc, they will be expected to honour their commitments. It is realised that there may be clashes with important personal commitments. However, dates for all major school functions are published in the College Calendar early in the New Year and parents are asked to support the College by urging their children to meet the commitments they have made.

**Sport**

All students from Year 4 to Year 12 are involved in the College inter-school sporting competition. Students are expected to be involved in one sport per term. Somerset College competes in the Associated Private Schools (APS) competition. Member schools are:

- Somerset College
- Emmanuel College
- All Saints Anglican School
- Trinity Lutheran College
- A.B. Paterson College
- Saint Stephen's College
- King’s Christian College
- Coomera Anglican College

Sports offered at Somerset College include the following:

- Athletics
- AFL
- Basketball
- Chess
- Cross Country
- Cricket
- Cycling Sailing
- Golf
- Hockey
- Kayaking
- Netball
- Rowing
- Rugby
- Soccer
- Softball
- Swimming
- Tennis
- Touch Football
- Volleyball
- Water Polo

**Cultural programmes**

The College has an extensive cultural programme covering a diversity of activities from the creative to the visual arts and from verbal to written expression. Listed below is a summary of the many performance opportunities available for students.

**Vocal Groups**

**Senior School**

- **The Senior Vocal Group** - The Senior Vocal Group is the principal choral group within the College.
- **Show Choir** - This is an auditioned group of 8 to 20 students who perform at various College functions.
- **Girls’ Choir** - The Girls’ Choir works throughout the year as an avenue of extension for the female choristers in the College.
- **Men's Chorus** - The Men's Chorus, is an avenue of extension of the male choristers in the school.
- **Year 9/10 Choir** - This choir is formed for Scholars’ Day and gives the students in these Year Levels the opportunity to experience choral singing on a different level to that of Year 8.
Year 8 Choral Studies - The foundation of choral work in the Senior School is laid with the Year 8 Choral Studies course.

Vocal Ensemble Groups - Various vocal ensemble groups exist within the College.

Junior School Choirs
In the Junior School, options are available for any student to join a choir.

- Cool Cats Years 1 and 2
- Melodic Mynas Years 3, 4 and 5
- Junior Chorale Years 6 and 7

Instrumental Music
Somerset offers a wide range of instrumental options.

- Year 3 String Programme
- Year 5 Band Programme
- Senior Concert Band
- Junior School Concert Band
- Senior String Orchestra
- Junior School String Orchestras
- Senior Chamber Orchestra
- Instrumental Ensemble Groups including
  - Flute Ensembles (Junior, Senior)
  - Jazz Band
  - Clarinet Ensemble
  - Saxophone Ensemble
  - Recorder Ensembles (Junior, Senior)
  - Percussion Ensemble (Junior, Senior)
  - Brass Ensemble
  - Various chamber ensembles (String Quartets, Piano Trios, etc)

On the Stage and off the Stage

- Pre-Prep to Year 4 End-of-Year Concerts - At the end of every school year, each of the year levels from Pre-Prep to Year 4 present a short musical drama for parents and friends of the children in our own Performing Arts Centre.

- Junior School Musical - All Year 6 students will be involved in the Junior School Musical.

- Senior Musical - The principal production in the Senior School is the Senior Musical.

- House Plays - House Plays are performed towards the end of Term One. The plays are selected, produced and directed by students.

- Gold Coast Senior Schools Drama Festival This Inter-School Drama Festival has three divisions:
  - Junior (Year 8)
  - Intermediate (Years 9 and 10)
  - Senior (Years 11 and 12)

- Technical Services Crew - The Performing Arts Centre has state of the art technical equipment and, as a result of that, a crew is needed to operate the equipment.

- Competitions and Festivals - There are various competitions and festivals in which students may participate.

- Somerset Festival for Young Performers - During Term Three, the College hosts the Somerset Festival for Young Performers.

- Excursions and Visiting Performers - Throughout the year, the students will attend various cultural performances
Performers in Training Series (PITS) Concerts - Each term, the Senior School holds a Performers in Training Series (PITS) Concert.

Junior School Showcases - The Junior School hosts concerts for the presentation of various items by various groups.

Public Speaking
There are many opportunities for students to be involved in public speaking and debating.

Public Speaking – Intra-School - Somerset College has a rich history in Debating and Public Speaking competitions.

Debating – Inter-School - Senior School - Somerset enters debating teams from each Year Level in the Gold Coast Debating Association competition.

Gold Coast LOTE Speech Contest - The Gold Coast LOTE Speech Contest gives students the opportunity to speak a language other than English in a competitive environment.

MOOTING - Mooting is presenting a legal argument in front of a judge or judges.
COMPLAINTS AND APPEALS POLICY

A copy of this policy will be provided to the student (or parent(s)/legal guardian if the student is under 18) at a reasonable time prior to a written agreement being and again within 7 days of the commencement of student attendance of the enrolled course.

1. Purpose
   a. The purpose of Somerset College’s Complaints and Appeals Policy is to provide a student or parent(s)/legal guardian with the opportunity to access procedures to facilitate the resolution of a dispute or complaint.
   b. The internal complaints and appeals processes are conciliatory and non-legal.

2. Complaints against other students
   a. Grievances brought by a student against another student will be dealt with under the Somerset College Behaviour Management Policy.

3. Informal Complaints Resolution
   a. In the first instance, Somerset College requests there is an attempt to informally resolve the issue through mediation/informal resolution of the complaint.
   b. Students should contact their Classroom teacher in the Head of Junior School or Head of House in the Senior School in the first instance to attempt mediation/informal resolution of the complaint.
   c. If the matter cannot be resolved through mediation, the matter will be referred to the Headmaster and Somerset College’s internal formal complaints and appeals handling procedure will be followed.

4. Formal Complaints Handling Procedure
   a. The process of this grievance procedure is confidential and any complaints or appeals are a matter between the parties concerned and those directly involved in the complaints handling process.
   b. The student must notify the College in writing of the nature and details of the complaint or appeal.
   c. Written complaints or appeals are to be lodged with the Head of School.
   d. Where the internal complaints and appeals process is being accessed because the student has received notice by the school that the school intends to report him/her for unsatisfactory course attendance, unsatisfactory course progress or suspension or cancellation of enrolment, the student has 20 working days from the date of receipt of notification in which to lodge a written appeal.
   e. Complaints and appeals processes are available to students at no cost.
f. Each complainant has the opportunity to present his/her case to the Headmaster.

g. Students and/or the College may be accompanied and assisted by a support person at all relevant meetings.

h. The formal grievance process will commence within 10 working days of the lodgement of the complaint or appeal with the Head of School.

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

j. If the grievance procedure finds in favour of the student, Somerset College will immediately implement the decision and any corrective and preventative action required, and advise the student of the outcome.

k. Somerset College undertakes to finalise all grievance procedures within 5 working days.

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

5. **External Appeals Processes**

   a. If the student is dissatisfied with the conduct or result of the complaints procedure, he/she may seek redress through an external body at minimal or no cost. Accessing the external appeals process must be done within two weeks of the decision being advised.

   b. If the student wishes to complain or to lodge an external appeal about a decision made or action taken by Somerset College, he/she may contact the Overseas Students Ombudsman at no cost. The Overseas Students Ombudsman offers a free and independent service for overseas students. Please see: www.oso.gov.au or phone 1300 362 072 for more information.

   c. If a student is concerned about the actions of the school they may approach the chief executive of the Department of Education, Training and Employment, who, under part 2, division 2 of the Education (Overseas Students) Act 1996, may suspend or cancel the registration of a provider or a course if a breach of the requirements of registration provision is proved. Concerns or complaints about the conduct of a registered provider should be addressed in writing to:

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

6. **Other legal redress**

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

7. **Definitions**

   a. Working Day – any day other than a Saturday, Sunday or public holiday during term time

   b. Student – a student enrolled at Somerset College or the parent(s)/legal guardian of a student where that student is under 18 years of age

   c. Support person – for example, a friend/teacher/relative not involved in the grievance.
SOMERSET COLLEGE COURSE PROGRESS AND ATTENDANCE POLICY

This policy is available to staff and to students.

Course Progress

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

b) The course progress of all students will be assessed at the end of each study period (semester) of enrolment.

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

d) To demonstrate satisfactory course progress, students will need to achieve competency in at least 50% of units in any study period or any other measure of satisfactory course progress as required by the College. This may be varied if the student consistently demonstrated application and effort in their study.

e) If a student does not achieve competency in at least 50% of units studied in a study period the Dean of Admissions will formally contact the parent(s) to advise there will be a meeting with the student to develop an intervention strategy for academic improvement. This may include:

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

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

g) The student’s individual strategy for academic improvement will be monitored over the following study period by The Head of Junior School and Academic Counsellor in the Senior School and records of student response to the strategy will be kept.

h) If the student does not improve sufficiently academically and achieve satisfactory course progress by the end of the next study period, Somerset College will advise the student in writing of its intention to report the student for breach of visa condition 8202, and that he/she has 20 working days in which to access the school’s internal complaints and appeals process. Following the outcome of the internal process, if the student wishes to complain or lodge an external appeal about a decision made or action taken by Name of School, he/she may contact the Overseas Student
Ombudsman at no cost. This must be done within ten days. Please see the Somerset College Complaints and Appeals Policy for further details.

i) The College will notify the National ESOS Authority via PRISMS of the student not achieving satisfactory course progress as soon as practicable where:
   i. the student does not access the complaints and appeals process within 20 days, or
   ii. withdraws from the complaints and appeals process, or
   iii. the complaints and appeals process results in favour of the College

2. Completion within expected duration of study
   a) As noted in 1.a., the College will monitor, record and assess the course progress of each student for the course in which the student is currently enrolled.
   b) Part of the assessment of course progress at the end of each semester will include an assessment of whether the student’s progress is such that they are expected to complete their course within the expected duration of the course.
   c) The College will only extend the duration of the student’s study where it is clear the student will not be able to complete their course by the expected date because of:
      i. compassionate or compelling circumstances (see Definitions below)
      ii. student participation in an intervention strategy as outlined in 1.e.
      iii. an approved deferment or suspension of study has been granted in accordance with Somerset College’s Deferment, Suspension and Cancellation Policy.
   d) Where the school decides to extend the duration of the student’s study, the school will report this change via PRISMS within 14 days and/or issue a new COE if required.

3. Monitoring Course attendance
   a) Satisfactory course attendance is attendance of 80% of scheduled course contact hours. [NB the National Code St 11 specifies a minimum attendance requirement of 80%, or under certain conditions, of 70% as outlined in St 11.9.]
   b) Student attendance is:
      i. checked and recorded daily
      ii. assessed regularly
      iii. recorded and calculated over each study period.
   d) All absences from school will be included in absentee calculations and should be accompanied by a medical certificate, if more than one day, an explanatory communication from the student’s carer or evidence that leave has been approved by the Head of School.
   e) Any absences longer than 5 consecutive days without approval will be investigated.
f) Student attendance will be monitored by Dean of Admissions or Administrator – Admissions at the end of each term or earlier if necessary following reports of unsatisfactory attendance, to assess student attendance using the following method:

i. Calculating the number of days the student would have to be absent to fall below the attendance threshold for a term eg number of study days is 50 for a term, the students must attend for at least 40 days.

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

g) Parents of students at risk of breaching Somerset College’s attendance requirements will be contacted by email and students will be counselled and offered any necessary support when they have absences totaling 5 days of any study period.

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

i) The College will notify the National ESOS Authority via PRISMS of the student not achieving satisfactory course attendance as soon as practicable where:

i. the student does not access the complaints and appeals process within 20 days

ii. withdraws from the complaints and appeals process

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

j) Students will not be reported for failing to meet the 80% attendance threshold for a study period where:

i. the student produces documentary evidence clearly demonstrating compassionate or compelling circumstances e.g., medical illness supported by a medical certificate or as per Definition, below, and

ii. the student’s attendance has not fallen below 70% for the study period.

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

l) If a student is assessed as having nearly reached the threshold of 70% attendance for a study period, the Dean of Admissions will assess whether a suspension of studies is in the interests of the student as per Somerset College’s Deferment, Suspension and Cancellation Policy.

m) If the student does not obtain a suspension of studies under the Somerset College’s Deferment, Suspension and Cancellation Policy, and falls below the 70% threshold for attendance for the study period, the process for reporting the student for
unsatisfactory attendance (breach of visa condition 8202) will occur as outlined in 3.h or 3.i. above

4. Definitions

a) Compassionate or compelling circumstances - circumstances beyond the control of the student that are having an impact on the student’s progress through a course. These could include:
   i. serious illness, where a medical certificate states that the student was unable to attend classes
   ii. bereavement of close family members such as parents or grandparents (with evidence of death a certificate if possible)
   iii. major political upheaval or natural disaster in the home country requiring their emergency travel that has impacted on their studies
BEHAVIOUR MANAGEMENT POLICY

STATEMENT
Somerset College is committed to encouraging very high standards of student behaviour in areas such as manners, dress and appearance; behaviour in the classroom and on the sports field; correct use of the English language; respect for the property of others and in the meeting of responsibilities.

The small size of the College, caring Christian philosophy and employment of highly professional staff, all help to foster an atmosphere where discipline is based on mutual respect between teachers and students.

The objective of the behaviour management programme is to develop self regulating students who are well disciplined and prepared to accept responsibility for their own actions.

DEFINITION
Behaviour Management refers to the procedures and processes in place at Somerset College that permit staff to discipline students in order to maintain standards of behaviour expected.

PRINCIPLES
Essentially, the emphasis will be on encouraging students to meet expected standards, promoting appropriate behaviour through support services and positive reinforcement through various rewards offered to students. Counselling of students who do not meet the expected standards is also provided by teaching staff. Consequently, the emphasis is on support, encouragement, rewards, counselling, close supervision and firmness, where necessary, rather than institutionalised and impersonally administered systems of detention.

However, if a student constantly fails to meet the standard of behaviour expected, sanctions will be imposed.

IMPLEMENTATION OF THE POLICY

Support for Students
- Student Records and References
- Student Support Information
- Interviews
- Seasons for Growth
- Student Mentor Programme
- Guidance
- Leadership
- Parenting Programmes
- ESL
- Student Diary
- Yellow Cards
- Litter Duty Slip
- Ray Dining Slip
- Behaviour Contract

Litter Duty Slips/Ray Dining Slip
Issued by the classroom teacher for completion during break time.

Yellow Cards
When a student's standard of work has fallen off markedly and is causing concern to parents or teachers, he/she will be issued with a Yellow Card. At the end of every period, the signature of the teacher will be obtained to indicate that behaviour and quality of work has been satisfactory. Such an arrangement will be discontinued by the Head of House or Year 8 Co-ordinator in the Senior School when improvement is noted.
**Student Diary**  
Monitoring of student behaviour is also conducted through the Student Diary.

**Rewards for Students**  
Positive reinforcement to students by teachers is an integral part of the Behaviour Management Policy and can include the following:  
- Verbal praise  
- Positive notes in Student Diary  
- Communication with parents  
- Presentations at House meetings  
- Presentations at Assemblies  
- Acknowledgement in the Daily Bulletin or Weekly Newsletter  
- Opportunities and encouragement to assume active roles on committees and other leadership positions within the College.

**Sanctions for Students**  
Sanctions may be imposed for students who do not meet the behaviour expected at Somerset College.

**Corporal Punishment**  
The College does not condone corporal punishment or striking of students in any way.

**ROLES AND RESPONSIBILITIES**  
**Choices and Consequences Flowchart**  
The following flowchart indicates consequences which may be imposed on students who do not behave appropriately or as required. A repeat of the same offence will result in an escalation in response level.

**Level 1:** Teacher Response (notification to Tutor and parents through Student Diary)  
*Choice:* Minor or thoughtless infringements, including failure to meet classroom expectations, use of mobile phone, no homework, swearing, disrespectful behaviour, uniform infringement, poor use of diary, disobedience.  
*Consequence:* Counselling, classroom detention, litter duty slip, Ray Dining slip, request for work to be re-done, confiscation of item and note in diary.

**Level 2:** Head of House, Year 8 Co-ordinator or Head of Department response (notification to Head of Senior School or Deputy Headmaster through filenote).  
*Choice:* Disrespectful behaviour towards others, dishonesty, lying, swearing and poor classroom behaviour.  
*Consequence:* Counselling, parent contact, withdrawal of privileges, Tuesday detention, Friday detention (if repeated behaviour), Academic Monitoring List, Yellow Card, behaviour contract.

**Level 3:** Head of Senior School response (notification to Headmaster through interview and filenote).  
*Choice:* Defacing College property, theft, bullying, truancy, physical interference, sexual harassment, vandalism, contravening behaviour contract.  
*Consequence:* Counselling, parent interview, Friday detention, suspension, behaviour contract.

**Level 4:** Headmaster response (notification to Chair of College Council)  
*Choice:* Any involvement in alcohol or drug use or supply at the College, serious assault, calculated and repeated bullying.
Consequence: Headmaster interview, suspension, exclusion.

Sanctions

The objective of any formal sanction is to help lift the behaviour and performance of the student.

Teaching staff are encouraged, in the first instance, to manage behaviour problems within their class or tutor group. Should this be unable to be achieved, or the behaviour is of a more serious nature, the matter should be referred to the Head of House who may then refer the matter to the Head of Senior School as necessary.

In the Junior School the matter is referred to the Deputy-Junior School or Head of Junior School. The following formal sanctions are used primarily in the Senior School, however are mirrored as necessary, in the Junior School.

Classroom Detention

Teachers may request students to remain in class or attend a detention conducted by the classroom teacher.

Detentions

When necessary, a detention will be given. This can include a Tuesday, or Friday afternoon detention for more serious misbehaviour. Detentions will only be given after careful thought and advanced notice to parents. It will become the responsibility of parents to ensure their child is present at the detention and to make any transport arrangements necessary.

Tuesday Detention 3:30 pm to 4:30 pm – Head of House
Friday Detention 3:30 pm to 5:30 pm – Head of Senior School in consultation with Head of House.

Junior School Detentions will be imposed on a case by case basis by the Deputy-Junior School or Head of Junior School.

Suspension and Exclusion

Given at the discretion of the Headmaster for conduct that might have grave consequences for others. The Headmaster will request senior staff to investigate such breaches before a decision to suspend a student is made.
SOMERSET COLLEGE STUDENT TRANSFER REQUEST POLICY

The following is based on the sample policy provided in the ISCA Transition handbook (checked by DEEWR and DIBP) (www.isca.edu.au) but is modified to include additional Queensland requirements.]

1. Overseas students are restricted from transferring from their principal course of study for a period of six months. This restriction also applies to any course(s) packaged with their principal course of study. Exceptions to this restriction are:
   a) If the student’s course or school becomes unregistered
   b) The school has a government sanction imposed on its registration
   c) A government sponsor (if applicable) considers a transfer to be in the student’s best interests if the student is granted a Letter of Release.

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

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

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

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

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

7. Applications to transfer to another registered provider may have visa implications. The student is advised to contact the Department of Immigration office as soon as possible to discuss any implications. The address of the nearest Office is:
   Ground Floor
   299 Adelaide Street
Brisbane QLD 4000

Other contact details for DIBP are:
Tel: 131 881 and E: student.centre@immi.gov.au

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

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

10. Students whose request for transfer has been refused will be notified in writing of the reasons for refusal and may appeal the decision in accordance with Somerset College’s complaints and appeals policy. The complaints and appeals policy, provided at the time of enrolment and available from the Dean of Admissions.

The sample documents below relating to Standard 7, including the flowchart for assessment of transfer requests, are from the Independent Schools Council of Australia (ISCA) National Code for Providers of Education and Training to Overseas Students 2007 2007 Transition handbook for non-government schools enrolling full-fee paying overseas students, at: www.isca.edu.au.
DEFERMENT, SUSPENSION AND CANCELLATION POLICY

The Policy below for deferring, suspending or cancelling a student’s enrolments is based on the ISCA National Code for Providers of Education and Training to Overseas Students 2007 Transition handbook at [www.isca.edu.au](http://www.isca.edu.au)

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

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

3. **Student initiated cancellation of enrolment**
   a) All notification of withdrawal from a course, or applications for refunds, must be made in writing and submitted to The Dean of Admissions. Please see Somerset College’s Refund Policy for information regarding refunds.

4. **Assessing requests for deferment or suspension of studies**
   a) Applications will be assessed on merit by the Dean of Admissions in consultation with other senior members of staff.
   b) All applications for deferment or suspension will be considered within 10 working days.

5. **School initiated exclusion from class (1 – 28 days)**
a) Somerset College may exclude a student from class studies on the grounds of misbehaviour by the student. Exclusion will occur as the result of any behaviour identified as resulting in exclusion in Somerset College’s Behaviour Management Policy.

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

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

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

e) Periods of ‘exclusion from class’ will not be included in attendance calculations as per Somerset College’s Course Progress and Attendance Policy.

6. School initiated suspension of studies (28 days +)
   a) Somerset College may initiate a suspension of studies for a student on the grounds of misbehaviour by the student. Suspension will occur as the result of any behaviour identified as resulting in suspension in Somerset College’s Behaviour Management Policy.

   b) Suspended students must abide by the conditions of their suspension from studies which will depend on the welfare and accommodation arrangements in place for each student and which will be determined by the Dean of Admissions.

   c) Students who have been suspended for more than 28 days may need to contact DIBP. (Please see contact details at: http://www.immi.gov.au/contacts/australia/index.htm.)

   d) If special circumstances exist, the student must abide by the conditions of his or her suspension which will depend on the welfare and accommodation arrangements in place for each student and which will be determined by the Dean of Admissions.

   e) Suspensions will be recorded on PRISMS.

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

7. School initiated cancellation of enrolment
   a) Somerset College will cancel the enrolment of a student under the following conditions:

      i. Failure to pay course fees

      ii. Failure to maintain approved welfare and accommodation arrangements (visa condition 8532)

      iii. Any behaviour identified as resulting in cancellation in Somerset College’s Behaviour Management Policy.

   b) Somerset College is required to report failure to maintain satisfactory course progress and failure to maintain satisfactory attendance to DIBP, which may impact on a student’s visa.

For College initiated cancellation of enrolment is subject to Somerset College’s Complaints and Appeals Policy. Please see 8, below.

8. Complaints and Appeals

   • Student requests for deferment, and suspension and cancellation of enrolment are not subject to Somerset College’s Complaints and Appeals Policy.

   • Exclusion from class is subject to Somerset College’s Complaints and Appeals Policy.

   • School initiated suspension, where the suspension is to be recorded in PRISMS, and cancellation are subject to Somerset College’s Complaints and Appeals Policy.
• For the duration of the internal appeals process, the College will maintain the student’s enrolment and the student will attend classes as normal. The Head of Senior School or Head of Junior School as appropriate will determine if participation in studies will be in class or under a supervised arrangement outside of classes.

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

• If students access Somerset College’s complaints and appeals process regarding a school initiated suspension, where the suspension is recorded in PRISMS, or cancellation, the suspension or cancellation will not be reported in PRISMS until the complaints and appeals process is finalised, unless extenuating circumstances relating to the welfare of the student apply.

• Extenuating circumstances include:
  i. the student refuses to maintain approved welfare and accommodation arrangements (for students under 18 years of age)
  ii. the student is missing
  iii. the student has medical concerns or severe depression or psychological issues which lead the school to fear for the student’s wellbeing
  iv. the student has engaged or threatened to engage in behaviour that is reasonably believed to endanger the student or others
  v. is at risk of committing a criminal offence, or
  vi. the student is the subject of investigation relating to criminal matters.

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

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

9. **Student to seek information from DIBP**
   
   Deferment, suspension and cancellation of enrolment can have an effect on a student’s visa as a result of changes to enrolment status—Students can visit the DIBP Website [www.immi.gov.au/students/](http://www.immi.gov.au/students/) for further information about their visa conditions and obligations.

10. **Definitions**
    
    Day – *any day including weekends and public holidays in or out of term time*
REFUND POLICY
This policy outlines refunds applicable to course fees paid to Somerset College

1. The Application for Admissions Fee is non-refundable.

2. Payment of Course Fees and Refunds
   i. Fees are payable according to the Somerset College Fee Payment Policy.
   ii. An itemised list of school fees is provided in the school’s written agreement [as per NC Standard 3.1.1(b)]
   iii. All fees must be paid in Australian dollars. Refunds will be reimbursed in the same currency as fees were received.
   iv. Refunds will be paid to the person who enters into the written agreement unless the school receives written advice from the person who enters the written agreement to pay the refund to someone else.

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

4. Student default because of visa refusal.
   • If a student produces evidence of visa refusal (or provides permission for the school to verify visa refusal with the Department of Immigration) and fails to start a course, or withdraws from the course on or before the agreed starting day, the school will refund within four weeks of receiving a written claim from the student the total amount of course fees received by the school before the student’s default day.
   • If a student whose visa has been refused withdraws from the course after it has commenced, the school will retain the amount of tuition fees proportionate to the amount of the course the student has undertaken and will refund of any unused tuition fees* received by the school with respect to the student within the period of four weeks after the day of student default.

*Calculation of the refund due in this case is prescribed by a legislative instrument (s.10 of Education Services for Overseas Students (Calculation of Refund) Specification 2014).

5. Student default
   Any amount owing under this section will be paid within 4 weeks of receiving a written claim from the student (or parent(s)/legal guardian if the student is under 18).
   a) Non-tuition fees:
      Non-tuition fees will be refunded on a pro rata basis proportional to the amount of time the student was studying in the course, except where a non-refundable payment on behalf of the student has been made.
   b) Non-commencement with no notification of withdrawal:
      If the student does not provide written notice of withdrawal, and does not start the course on the agreed starting date, an amount equal to the tuition fee for one term will be retained from tuition fees received by the College.
   c) Non-Commencement with notification of withdrawal:
      ii. If the College receives written notification of withdrawal by the student (or parent(s)/legal guardian if the student is under 18) 4 or more weeks prior to commencement, the College will refund the amount of-tuition fees received less an administration fee of AU$500.
      ii. If the College receives written notification of withdrawal by the student (or parent(s)/legal guardian if the student is under 18) less than 4 weeks prior to commencement of the course, the College will refund the amount of-tuition fees received less an amount equal to one term’s tuition fee.
d) **Refunds after commencement of a course:**

i. **If tuition fees for up to 1 study period have been received in advance:** Where the student (or parent(s)/legal guardian if the student is under 18) notifies the school in writing of withdrawal before completing the relevant study period, no tuition fees will be refunded.

ii. **If tuition fees for more than 1 study period have been received in advance:** If fees for more than one study period have been received in advance, and the school receives written notification of withdrawal by the student (or parent(s)/legal guardian if the student is under 18), the school will refund the amount of unused tuition fees less an amount equal to one term’s tuition fee, provided that at least 10 weeks written notice of withdrawal has been received.

NB: Where less than 10 weeks’ notice of withdrawal is received, the College will refund the amount of unused tuition fees less an amount equal to one term’s tuition fee.

e) **Refunds in the event of a provider initiated cancellation of enrolment:**

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

i. Failure to maintain satisfactory course progress (visa condition 8202).

ii. Failure to maintain satisfactory attendance (visa condition 8202)

iii. Failure to maintain approved welfare and accommodation arrangements (visa condition 8532).

iv. Failure to pay course fees.

v. Any behaviour identified as resulting in enrolment cancellation in Somerset College’s Behaviour Management Policy.

7. **Provider Default**

Any default by the College must be compliant with the current provisions of the ESOS Act 2000 and the ESOS regulations 2001 (as amended)

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

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

c) In the event that the school is unable to fulfil its obligations of providing an agreeable alternative course for the student, or a refund, the student will receive assistance from the Australian government’s Tuition Protection Service. For information on the TPS, please see: [https://tps.gov.au/StaticContent/Get/StudentInformation](https://tps.gov.au/StaticContent/Get/StudentInformation)


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

**Definitions**

a) **Non-tuition fees** – fees not directly related to provision of the student’s course, including OSHC, the cost of books, uniforms, accommodation fees (such as homestay or boarding fees), QSA fees (if applicable) elective subjects which do not form part of the formal course.
of study, including individual music and chess lessons, squad swimming and tennis coaching, other activities in which students elect to participate.

b) **Fees received in advance** - tuition and non-tuition fees received by the College for a study period of the student’s course before the student begins the study period.

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

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

e) **Study Period** – a period of no more than 24 weeks, one semester at Somerset College.

**Change of visa status**

If a student changes visa status (e.g. becomes a temporary or permanent resident) he/she will be charged fees at the appropriate rate from the date of the change in status is advised in writing.
Accommodation and Student Welfare Policy

Somerset College approves the following accommodation options for overseas students:
The College prefers Overseas Students to live with a parent or adult approved by the Department of Immigration and Border Protection (DIBP). The College does not operate a Homestay Programme and encourages families to consider using an external provider such as the Australian Homestay Network of Eastern Shores International.

In cases where a family has arranged Homestay through such an agency, the College will issue a CAAW for such a homestay. The College will maintain an involvement in the process. By issuing a CAAW, the College accepts all legal responsibility for appropriate accommodation and welfare for the U18 child while they are in the homestay. (Standard 5 of the National Code.)

Even though the homestay provider is tasked with locating a suitable homestay family and should have its own internal monitoring process for each child, the College must demonstrate its awareness and ongoing satisfaction of these practices.

The College will meet with Homestay providers and meet with students, and their parents to determine their satisfaction with the arrangements in place. If any concerns are raised these will be discussed with the provider to seek correction and prevention of further issues of concern. This will be essential since it is the College that holds the burden of welfare responsibility.

Welfare responsibility for the College also applies to those cases where parents ask that their child to live with a distant relative (who doesn’t qualify for approval by DIBP) or family friend. Under this type of ‘private’ homestay the College has responsibility to conduct initial checks on the arrangements and then to approve the arrangement. An ongoing monitoring process is in place.

Any changes to this arrangement must be first approved by the College.

1. The student will live with a parent or relative approved by the Department of Immigration.

   In this case:
   i. The College will not provide a welfare letter (CAAW) via PRISMS. The student’s family provides proof of relationship to Department of Immigration for the purposes of visa application.
   ii. If the adult responsible for the welfare, accommodation and other support arrangements for a student under 18 years holds a Student Guardian visa (subclass 580), all obligations and conditions of this visa must be met, including:
      o not leaving Australia without the nominated student unless the School has first approved alternative welfare and accommodation arrangements for the student for the adult’s period of absence, and
      o advising the Department of Immigration of any change of address, passport or other changes of circumstances.

2. The student will live in school approved accommodation and care arrangements and the School will generate the welfare letter (CAAW) via PRISMS to accompany the student’s Confirmation of Enrolment (CoE).

   In this case:
   i. Any accommodation, welfare and other support arrangements for the student must be approved by the College, including arrangements provided by third parties
   ii. Any changes to approved arrangements must also be approved by the College.
iii. If a student for whom the School has issued a CAAW refuses to maintain approved arrangements, the School will report this to the Department of Immigration and advise the student to contact the Department of Immigration to ensure visa implications are understood. (See Department of Immigration office addresses at: http://www.immi.gov.au/Help/Locations/Pages/Australia.aspx.)

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

i. Homestay Program operated by organisations such as the Australian Homestay Network or Eastern Shores International.

ii. Private accommodation and care arrangements, arranged by a student’s parents and approved by the School which meet all requirements under relevant state and commonwealth legislation.

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

i. Student returns home to parents

ii. Student continues to live in/is placed in Homestay arranged and approved by the school

iii. Student may spend vacation with relatives or a friend’s family if all requirements are met in order to attain school approval.

4. Accommodation options for full fee paying 571 visa subclass students 18 years and older.

i. Students over the age of 18 years are expected to abide by the same regulations as younger students unless their parents come to a mutually agreed arrangement with the Dean of Admissions. This will apply both for term time and holidays.

Additional Information:

HOMESTAY and or PRIVATE ACCOMMODATION ARRANGEMENTS:

The Homestay and or private accommodation arrangements in place for Somerset College meet Queensland legislative requirements for child protection as well as Standard 5 of the National Code. These include:

- Continuous dates for approved welfare arrangements
- Procedures for checking suitability of accommodation, support and general welfare arrangements
- Necessary Bluecard arrangements in place for all those over 18 years of age living in the homestay.

STUDENT GUARDIAN VISAS

Somerset College requires holders of Student Guardian Visas to:

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

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

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

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

1. Level of College and Service Fees and Charges
   1.1 Tuition and service fees are set by the College Board from time to time with parent(s)/guardian(s) being notified of any changes in advance.
   1.2 The level of current College fees at any one time is available on the College website or by telephoning the College Accounts office.

2. Issuing Accounts
   2.1 Tuition and service fee accounts are issued on four occasions throughout the school year.
   2.2 Fees for optional activities of private tuition for the range of activities such as Music, Speech and Dance etc are issued in accordance with the conditions of the optional activity selected.

3. Payment of Fees
   3.1 Fees and charges are subject to amendment by the Board and are payable by Friday of the second week of each term. An administration fee, determined by the College Board, will apply if the account is not paid by the due date. There is a discount covering tuition and service fees paid annually in advance published on the Fee Schedule.
   3.2 Parent(s)/guardian(s) who require credit for the payment of College accounts are urged to pursue such through their own credit provider.

4. Overdue Accounts
   4.1 The College Board has determined that a student is not permitted to commence a new term whilst fees and charges due and payable remain outstanding, except where special arrangements for payment have been made in writing.
   4.2 Two (2) weeks after the commencement of each term, the Business Manager will report to the Headmaster on all overdue accounts.
   4.3 If the College fees remain unpaid and no special arrangements have been made, the student may be required to be withdrawn from the College and appropriate recovery action commenced.
   4.4 Should your account become overdue, you agree to pay all debt collection charges as established between the College and its Solicitor/Commercial Agency together with any administration fees as determined from time to time.

5. Arrangements for Deferred Payment
   5.1 The Business Manager should be approached by parent(s)/guardian(s) of a student if the College fees cannot be met by the due date for payment. These requests will be treated on a case by case basis, according to the procedure outlined below. It is the policy of the College Board that this procedure be followed. The Headmaster and the Business Manager do not have the authority to deviate from this procedure without the express consent of the College Board.
   5.1.1 The initial request by the parent(s)/guardian(s) must be made in writing stating the reason(s) why the request for alternative payment arrangements has been made, the timing and amount of proposed payment(s).
   5.1.2 Business Manager will notify the parent(s)/guardian(s) of his decision on whether or not to allow alternative payment arrangements to be made.
5.1.3 It is entirely within the discretion of the Headmaster as to what arrangements will be made (if any) and those arrangements may include:

- progressive payments
- deferral for a period of time.

5.1.4 As is the case for unpaid accounts, the Business Manager shall maintain a file on the progress of the payment of the College fees under the alternative arrangement.

5.1.5 If the situation facing the parent(s)/guardian(s) changes, such that they are able to meet the normal requirements of the College in relation to the payment of the College fees, then the parent(s)/guardian(s) must inform the College of the change in their situation.

6. Change in the Relationship between Parent(s)/Guardian(s)

6.1 Parent(s)/guardian(s) must inform the Headmaster in writing (signed by both parties) if there is a change in their relationship with each other since signing the Agreement with the College form (eg divorce or separation). A request to cancel or vary a student’s enrolment with the College will not be effective (unless the College otherwise agrees) if it is not signed by, and made on behalf of, all the parent(s)/guardian(s) who are parties in this Agreement.

6.2 Parent(s)/guardian(s) must inform the Headmaster in writing (signed by all parties responsible for fee payments) if there is any change to the billing account details (eg change of address or account name).

6.3 All information given to the Headmaster will be treated in the strictest confidence.
Developing engaged global citizens aspiring to excellence, demonstrating integrity and valuing difference.