

Victorian Government Schools International Student Program



Study in Victorian
Government Schools

Melbourne

Standard Application Form 2008

Department of Education and
Early Childhood Development
Victoria, Australia

CRICOS Provider Code: 00861K

Glossary

DEECD	Department of Education and Early Childhood Development, Victoria
DIAC	Department of Immigration and Citizenship
eCoE	Electronic Confirmation of Enrolment
IELTS	International English Language Testing System
ISPU	International Student Program Unit, DEECD
OSHC	Overseas Student Health Cover
PVA	Pre Visa Assessment
VCAA	Victorian Curriculum and Assessment Authority
VCE	Victorian Certificate of Education
VET	Vocational Education and Training
VCAL	Victorian Certificate of Applied Learning

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Standard International Student Application Form 2008

Instructions

Congratulations on your decision to enrol in a Victorian Government School. To help you understand the application process and the procedures required, we have outlined a step-by-step process to guide you through each stage.

Answer all questions in all sections. Write clearly in black ink using **BLOCK LETTERS** and tick boxes where appropriate. We cannot consider your application if it is incomplete or unreadable.

School Term Dates and Application Cut-Off Dates 2008

Complete application must be lodged with the International Student Program Unit of the Department of Education and Early Childhood Development, Victoria by the cut-off dates listed below.

Applications received after the cut-off date will be considered for the next suitable intake.

The Department strongly recommends sending your application a minimum of two weeks before the cut-off date.

Assessment Levels 1 & 2 countries*

2008 Course Commences**	Application cut-off dates
Term 1: 29 January 2008	14 December 2007
Term 2: 7 April 2008	22 February 2008
Term 3: 14 July 2008	30 May 2008
Term 4: 6 October 2008	22 August 2008

Assessment Level 3 countries and eVisa (China)*

2008 Course Commences**	Application cut-off dates
Term 1: 29 January 2008	9 November 2007
Term 2: 7 April 2008	18 January 2008
Term 3: 14 July 2008	25 April 2008
Term 4: 6 October 2008	18 July 2008

Assessment Level 4 countries*

2008 Course Commences**	Application cut-off dates
Term 1: 29 January 2008	28 September 2007
Term 2: 7 April 2008	14 December 2007
Term 3: 14 July 2008	15 March 2008
Term 4: 6 October 2008	7 June 2008

* Information on assessment levels can be found at www.immi.gov.au

** Course commencement date includes intensive English Language study where relevant

Application Process

Step 1: Information about studying in Victorian Government Schools

Read the terms and conditions of entry into Victorian Government Schools, and visit www.study.vic.gov.au for further information about studying in Victoria.

Step 2: Apply

Complete the Application Form and return it with the required documents to your agent or the International Student Program Unit (ISPU). All copies of the original documents must be provided in the original language, translated into English, and certified as the copies of the original documents by an authorised person in the country concerned. The documents required are:

- a recent passport photograph
- birth certificate or passport (page showing photograph and date of birth)
- school reports for past two years
- Middle School graduation certificate (Assessment Level 4 countries only)
- English language competency test results (if applicable)
- a reference letter from current school principal

Step 3: Application Assessment

The application will be received by ISPU and assessed to determine entry into a Victorian Government School. To ensure your application is assessed quickly please ensure that all relevant documentation is provided.

Step 4: Letter of Offer

Countries of Assessment Levels 1 and 2 (including eVisa)

Successful applicants from **assessment levels 1 and 2 countries** will receive a letter of offer and invoice.

Countries of Assessment Levels 3 and 4

Successful applicants from **assessment levels 3 and 4 countries** will receive a preliminary offer at this stage. An official offer letter and an invoice will be issued on receipt of the Pre-Visa Assessment (PVA).

For more information about Country Assessment Levels, please visit <http://www.immi.gov.au/allforms/pdf/1219i.pdf>.

Step 5: Acceptance and Payment

To accept our offer, please pay the amount displayed on the invoice. Payment of tuition fees is regarded as an acceptance of the terms and conditions of enrolment at a Victorian government school.

Step 6: Confirmation

Upon receipt of payment, ISPU will issue a Confirmation of Enrolment (COE), Confirmation of Appropriate Accommodation and Welfare (CAAW) (if applicable) and a confirmation of payment letter.

Step 7: Apply for your Visa

All applicants must apply to the Australian Embassy for their student visa. Please visit the Department of Immigration and Citizenship website www.immi.gov.au for additional information about this process.

Step 8: Preparation

Pre-departure details such as the applicant's student visa and flight number must be provided to ISPU at least 2 weeks prior to arrival.

For more information about commencing study at a Victorian Government School, please download a copy of the Pre-departure Guide for international students via www.study.vic.gov.au

Step 9: Arrival Details

Applicants who have requested homestay will be met at Melbourne Airport by a school representative. The applicant's agent or parent will be notified of arrival.

School Term Dates 2008 – 2010

	Term 1	Term 2	Term 3	Term 4
2008	29 January to 20 March	7 April to 27 June	14 July to 19 September	6 October to 19 December
2009	28 January to 3 April	20 April to 26 June	13 July to 18 September	5 October to 18 December
2010	27 January to 26 March	12 April to 25 June	12 July to 17 September	4 October to 17 December

2008 Tuition Fees

Course	Grades	Annual tuition fee (AUD)
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Standard full-fee paying student

Primary	Prep – Grade 6	\$8,240
Junior Secondary	Years 7 – 10	\$10,920
Senior Secondary	Years 11 – 12	\$12,200

Standard sibling*

Primary	Prep – Grade 6	\$7,416
Junior Secondary	Years 7 – 10	\$9,828
Senior Secondary	Years 11 – 12	\$10,980

Full fee dependants (arrive under parent's student visa)

Primary	Prep – Grade 6	\$6,180
Junior Secondary	Years 7 – 10	\$8,190
Senior Secondary	Years 11 – 12	\$9,170

Victorian College of the Arts Secondary School

Junior Secondary	Years 7 – 10	\$14,780
Senior Secondary	Years 11 – 12	\$16,590

* Only applies to second or subsequent children.

Other fees	Cost (AUD)
Application Fee	\$200
Airport Reception Fee (if applicable)	\$110**
Accommodation Placement Fee	\$220**
Overseas Student Health Cover (OSHC) (if organised through DEECD)	\$348** per year (subject to change)
Secondary Application Fee (Transfer)	\$500
VCE Enrolment Fee [^] (Year 11&12 students only – varies depending on subjects taken)	Year 11: \$162.20 Year 12: \$334.44

[^] Invoiced separately by VCAA **Price inclusive of Goods and Services Tax.

Tuition fees and other charges are subject to change and may vary from year to year. Any increase in fees during the period of study will apply to both new and continuing students.

The following table indicates the fees to be paid according to the student's anticipated date of commencement at school. An invoice for payment of tuition fees, optional service fees and the OSHC Premium (if applicable) will be sent to the student together with the Offer Letter. Students who are continuing from one year to the next may elect to pay their tuition fees in full or by instalment. Students who elect to pay the instalment amount must pay the balance of the tuition fees by the end of term one of the school year.

Student Commencing	Application fee	OSHC	Term 1 fees	Term 2 fees	Term 3 fees	Term 4 fees	Term 1 fees	Term 2 fees
Term 1	✓	✓	✓	✓	✓	✓		
Term 2	✓	✓		✓	✓	✓		
Term 3	✓	✓			✓	✓		
Term 4	✓	✓				✓	✓	✓
✓ Indicates payment to be made according to commencement date							Following year	

Application Fee

- Applications must be accompanied by \$200. Payment can be made either directly to the Department of Education and Early Childhood Development or through a DEECD accredited education agent. The fee is non-refundable.

Tuition Fees

- Students receive an invoice for tuition fees with their offer of enrolment letter;
- Tuition fees can be paid by credit card, bank cheque, bank draft or telegraphic transfer, made payable to the Department of Education and Early Childhood Development;
- Tuition fees are payable upon receipt of invoice and not before;
- Students must pay their tuition fees by the due date stated on their invoice or the offer of enrolment will be cancelled;
- The Department of Education and Early Childhood Development is not responsible for any monies paid to an agent by the student or parent;
- English language tuition, if applicable, is incorporated in the yearly tuition fee; and
- Students who study in intensive English in terms 3 and 4 are charged at the same rate for the year level they will enter the following year.
- A sibling discount of 10% is offered to families with more than one child enrolled at a Victorian Government School and applies only to applicants that are standard students. The eldest child must pay the full fee amount; whereas a discounted fee is applied to the younger sibling or siblings.

Tuition fees do not include:

- Books, uniforms, stationery items, school trips, camps or homestay accommodation;
- Optional excursion/school activities that are not a part of the course of study or curriculum;
- The Victorian Certificate of Education (VCE) enrolment fee;
- Vocational Education and Training (VET) subjects provided by a third party, which may require additional fees for materials and equipment; and
- **Victorian Curriculum and Assessment Authority (VCAA – www.vcaa.vic.edu.au) enrolment fee. Students enrolled in any VCE subject units must pay an enrolment fee to VCAA.**
 - The enrolment fee for a full VCE in Year 12 (4 or more subjects) is currently \$334.44; and
 - The enrolment fee for a full VCE in Year 11 (4 or more subjects) is currently \$162.20.

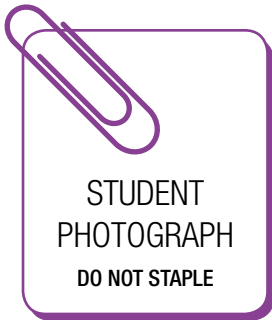
Airport Reception Fee

- Students requesting homestay accommodation will be picked up at the airport and taken to their homestay.
- There is a non-refundable \$110 (including GST) airport reception fee for this service.

Accommodation Placement Fee

- Students may request, on the application form, to have homestay accommodation arranged for them by their host school or by a third party. Students are charged a non-refundable \$220 (including GST) Accommodation Placement Fee for homestay placement.

Victorian Government Schools Standard International Student Application Form 2008



If applying through a registered education agent,
please list name:

Official agent's stamp:

Company name: _____

Contact person: _____

Email address: _____

Visit www.study.vic.gov.au for a list of DEECD accredited agents.
Applications from other agents are not accepted, and will not be processed.

1. Student Details

Family Name:	Given Name:
Date of birth: <input type="text"/> <input type="text"/> / <input type="text"/> <input type="text"/> / <input type="text"/> <input type="text"/>	Gender: <input type="checkbox"/> Male <input type="checkbox"/> Female

2. Visa Details

Nationality on passport:	Country of birth:
In what country will student apply for visa?	Will student apply for eVisa? <input type="checkbox"/> Yes <input type="checkbox"/> No
Passport No:	Expiry Date:

3. Family Details

Father's Family Name:	Father's Given Name:
Mother's Family Name:	Mother's Given Name:
Home Street Address:	
City:	
State/Province:	Postcode/zip:
Country:	Mobile:
Phone:	Email:

4. Sibling Details

Does the student have a brother or sister enrolled at a Victorian Government School?	<input type="checkbox"/> Yes <input type="checkbox"/> No
If yes, which school are they attending?	
Brother or sister's student name:	Student ID number: <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>

5. Preferred Contact For Correspondence

Name:	
Street Address:	
City:	
State/Province:	Postcode/zip:
Country:	Mobile:
Phone:	Email:

6. Special Circumstances

Students often participate in sports and other activities at school. Has the student been diagnosed with a condition that a medical practitioner should be aware of if treatment is required? If so, please provide details:

Does the student have an intellectual, social or physical disability that may require additional support in a school environment? If so, please provide details:

Has the student any history of violent and/or anti-social behaviour? If so, please provide details:

7. Overseas Student Health Cover

Does the student have Overseas Student Health Cover (OSHC) for the duration of their International Student Program?

Yes (provide evidence) No (Department of Education and Early Childhood Development will arrange)

8. Accommodation Details (Please read Accommodation and Welfare Policy on page 4 before completing)

Tick the most appropriate option

1. I nominate a Department of Immigration and Citizenship (DIAC) approved relative to provide accommodation, welfare and airport reception. *Must select if student is primary school applicant or under 15 years of age at time of enrolment. Primary school students must reside with a parent.*
2. I nominate a person over 21 years of age as a third party to provide accommodation and airport reception, and the Department of Education and Early Childhood Development as the welfare provider. *Student must be over 15 years of age.*
3. I nominate the Department of Education and Early Childhood Development to arrange accommodation, welfare and airport reception. *Student must be over 15 years of age.*

Complete this section if you selected Option 1 or 2:

Name of host family:	Relationship to student:
Address:	
Phone:	Mobile:
Email:	

Complete this section if you selected Option 3:

Type of room:	<input type="checkbox"/> Single room	<input type="checkbox"/> Share room (single sex only)
Does the student wish to live in a household with:	Smokers: <input type="checkbox"/> No <input type="checkbox"/> Don't mind	
	Pets: <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Don't mind	
	Children: <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Don't mind	

To assist in homestay matching, please provide your hobbies, sports and interests:

Please list any specific cultural or personal matters the school should consider when arranging homestay, including dietary needs of the student:

9. School Placement

How many years of English Language has this student studied?	What country is the student currently studying in?
Current grade/year level:	Nominate grade/year level the student wishes to enter:

10. English Language

Please tick if one of the following applies to the student (*evidence required*)

- | | |
|---|---|
| <input type="checkbox"/> Instructed in English as a main language | <input type="checkbox"/> Achieved IELTS test score of 5.0 |
| <input type="checkbox"/> Instructed in English at an International School | <input type="checkbox"/> Arranged private English Language tuition for 20 weeks (minimum) |

11. Commencement Date

Please tick request start date of program including intensive English language (if required)

- | | | | |
|---------------------------------|---------------------------------|---------------------------------|---------------------------------|
| <input type="checkbox"/> Term 1 | <input type="checkbox"/> Term 2 | <input type="checkbox"/> Term 3 | <input type="checkbox"/> Term 4 |
|---------------------------------|---------------------------------|---------------------------------|---------------------------------|

12. School Selection

The Department of Education and Early Childhood Development is able to offer school places based on the availability of positions in a particular grade. To assist us in arranging a school placement, please list the schools and subjects you would like the International Student Program Unit to consider.

Preferred Schools:	Preferred Subjects (Year 11 students must complete this section):
1.	1. English/ESL
2.	2.
3.	3.
4.	4.
5.	5.
	6.
	7.

13. Declaration and Agreement

Parents should read, or have explained to them, the contents of this document.

Medical

- Student will maintain current Overseas Health Cover throughout the program;
- The parents consent to the student attending and participating in extra-curricular activities;
- ISPU has been informed of any pre-existing medical, intellectual, social or physical conditions; and
- In the event of accident or illness, parents give permission for school staff to arrange emergency medical treatment for the student and guarantee to cover any applicable costs.

Academic Performance

- Student will abide by the school's code of conduct including the welfare and accommodation policy of the school, and comply with all visa conditions;
- The Department of Education and Early Childhood Development may suspend or cancel the enrolment of a student for misbehaviour; and
- Student is committed to satisfactorily completing their study programs.

Attendance

- Student will maintain at least 80% attendance of course contact hours;

- Student will be advised if attendance falls below 90%; and
- If attendance falls below 80%, the student will be reported to DIAC for non-compliance with visa conditions.

Accommodation and welfare

1. Primary school students will live with a parent at all times;
 2. Secondary school students under 15 will live with a DIAC approved relative at all times;
 3. Students over 15 will live with a DIAC approved relative, friend, or arranged homestay;
- Options 2 and 3 attract a fee of \$220 (including GST) for costs attributed to the arrangement of welfare; and
 - Welfare arrangements cannot be changed after accepting the offer, and not without Department of Education and Early Childhood Development approval.

School Transfer

- Student may apply to another Victorian Government school after 6 months (2 terms) of enrolment;
- A request to transfer attracts a non-refundable fee of \$500; and

- A letter of release will only be granted where the student has provided a letter of offer from another registered provider.

Tuition Fees

- Student must pay tuition fees by the due date stated on the invoice, or the offer of enrolment may be cancelled;
- Tuition fees do not include books, stationery items, non-compulsory school excursions, camps, or homestay accommodation; and
- Separate charges apply for accommodation, airport reception, application fee, and overseas health cover.

Privacy

- The information collected in this application will be used by the Department of Education and Early Childhood Development for enrolment and welfare purposes; and
- Information may also be provided to overseas health cover providers, DIAC, other government departments, and contracted organisations concerned with the application of the student.

Refund

- Student is eligible for a refund if one of the conditions on page 6 is satisfied;

- The following fees are non-refundable even if the service is not used: application, accommodation and placement, airport reception, and school transfer;
- A student cannot claim a refund if he/she breaches a visa condition, or fails to comply with school performance conditions or code of conduct; and
- A refund for OSHC must be made by the provider (eg. Medibank).

Grievance

- The International Division is committed to having a mechanism to deal with complaints impartially, promptly and confidentially, and will respond within 10 working days of your formal lodgement of complaint; and
- If a problem is not resolved further action will be taken, or if complainants are unhappy with a decision, they have the right to appeal.

Travel

- Any trip within Victoria or interstate must have written approval from the student's parent and have this endorsed by the Principal or Vice Principal; and
- Students will be eligible to travel, subject to the above approval, in the circumstances detailed in the Student Travel Policy.

Parent's Declaration and Signature

I declare that the information provided in this application form is correct and complete, and I have read and understood, or had explained to me, the terms of the above agreement. I also understand that the Department of Education and Early Childhood Development has the right to reject any application.

Parent's Name:

Signature:

Date: / /

14. Emergency Contact

Name:	Relationship:
Phone:	Mobile:
Email:	

15. Checklist

An incomplete application may cause delays in processing. To ensure your application is processed quickly, please complete the application by ticking the boxes below.

The Application Form

- I have read and understood the terms and conditions of enrolment
- I have completed all sections of the application
- A parent has signed the application
- I have provided the application fee of \$200 (original bank cheque, money order, etc. required)

English Language documentation (provide if you ticked section 10)

- Private English Language school's Letter of Offer
- IELTS report

Compulsory documentation (translated and certified)

All copies of the original documents must be provided in the original language, translated into English, and certified as the copies of the original documents by an authorised person in the country concerned.

- a recent passport photograph
- birth certificate or passport (page showing photograph and date of birth)
- school reports for past two years
- Middle School graduation certificate (Assessment Level 4 countries only)
- English language competency test results (if applicable)
- a reference letter from current school principal

16. How Did You Find Out About Us?

How did you hear of Victorian Government Schools' International Student Program? (Please tick more than one box if necessary.)

- Education Agent
- Promotional material
- www.study.vic.gov.au website
- Advertisement
- Internet
- Friend / relative
- Exhibition/seminar
- Other (please specify) _____

17. Application Fee Payment

Each application to study at Victorian Government Schools costs \$200. This is a non-refundable fee to cover administration costs, regardless of whether the student's application has been successful.

Credit card details

- Bank draft of \$200 attached
- Credit card payment of \$200 authorised below:

Student Name:

Visa Mastercard Card No.

Expiry Date (month/year): M M / Y Y

Cardholder's Signature:

Cardholder's Name:

Billing Address:

Phone:

Please keep a copy of this application for your own record and subsequent enquiry.

Requirements

Applying

- Applications may be emailed, mailed or faxed;
- The application form will not be processed unless all relevant sections have been completed and all requested documentation is attached;
- The student's parent **must** sign the application form where stated in the Parent's Declaration;
- Students from Assessment Levels 3 and 4 countries are sent a preliminary offer letter and must undergo a Pre-Visa Assessment (PVA) within 28 days of receiving their preliminary offer. Applications processed under DIAC's eVisa are exempt from applying for pre-visa assessment;
- For more information about PVA or eVisa visit the nearest Australian Embassy, High Commission or Consulate or go to www.immi.gov.au;
- Any copies of documents submitted must be certified as true copies of the original documents by an authorised person in the country concerned;
- Faxed applications and documentation will be accepted provided that original documents or certified copies are forwarded; and
- All documents must be provided in the original language and translated into English.

Age requirements

- The minimum age for a full-fee-paying international student to obtain a student visa is 6 years old (Assessment Levels 1 & 2 countries only).
- The maximum age for enrolment at a Victorian government school at commencement of school is as follows:

entering Year 9	the student must be less than 17 years of age
entering Year 10	the student must be less than 18 years of age
entering Year 11	the student must be less than 19 years of age
entering Year 12	the student must be less than 20 years of age

Academic Requirements

- The Department of Education and Early Childhood Development has the right to reject an application at any stage of the enrolment process if it believes the student cannot meet the requirements of the student visa.

Minimum English Requirements

- Students will be required to enrol in a 20-week (2 terms) English Language course prior to scheduled commencement of their principal course (subject to assessment on the student's arrival) unless the student has fulfilled:
 - English instruction as a main language;
 - English instruction at an International School for at least two years;
 - An achieved IELTS test score of 5.0 (or an equivalent score in an approved English language test such as TOEFL, DELTA); and
 - Private English Language tuition for 20 weeks (minimum).
- Students from Assessment Level 4 countries who are over 16 years of age at the time of application must provide evidence of:
 - IELTS test; and
 - 75% average in English Language studies undertaken in Junior High School.
- Those students who cannot provide the above may apply through an agent who has access to the DIAC waiver. A list of these agents and approved English language tests is available on www.study.vic.gov.au.

Responsibilities

The Department of Education and Early Childhood Development only accepts responsibility for information given to international students provided:

- In the Department of Education and Early Childhood Development's own publications;
- By the Department of Education and Early Childhood Development employees;
- By the Department of Education and Early Childhood Development's registered international representatives; and
- By Australian government agencies including Australian Education International and the Australian Education Centre.

The Department of Education and Early Childhood Development cannot guarantee that students will:

- Be enrolled in a Victorian Government School;
- Successfully complete their studies;
- Successfully complete their VCE; and
- Gain entry into a tertiary institution.

As part of a student's enrolment, the school and the Department of Education and Early Childhood Development provide students with:

- A staff member to act as their International Student Coordinator to oversee student services and pastoral care;
- The same instruction and education services as all students;
- An orientation program on arrival;
- Counselling and ongoing support;
- A minimum of two written translated school reports per year;
- Intensive English language tuition before commencement and if required ongoing English as a Second Language Support;
- Welfare and accommodation arrangements if requested by parents; and
- Airport reception and transfer to arranged accommodation on arrival at Melbourne airport if requested.

The Department of Education and Early Childhood Development may/can suspend or cancel the enrolment of a student for misbehaviour.

Prior to reporting a student to DIAC for non-compliance, suspending or cancelling a student's enrolment, the Department of Education and Early Childhood Development will advise the student and parents, who will be given 20 days to appeal the decision.

Parents must ensure:

- Their child has a valid passport and visa;
- All living expenses and return airfares are met;
- All applicable fees are fully paid for the duration of the student's enrolment;
- They notify the Department of Education and Early Childhood Development immediately upon cancellation or change to their child's visa status;
- Their child resides at their nominated accommodation arrangements;
- Where a parent or DIAC approved relative changes address in Australia, the student's host school must be notified in writing within seven days. Failure to do so will result in the cancellation of the student's visa;
- If the student is enrolled in primary school that at least one parent is living with the student for the duration of the student's enrolment;
- That students under the age of 15 reside with a parent or DIAC approved relative; and
- The student has health insurance through the Overseas Student Health Cover (OSHC) scheme or similar for every year that they study in Australia. Students can apply for OSHC by selecting the option on this form.

Students must ensure that they:

- Abide by their host school's Code of Conduct including the welfare and accommodation policy of their host school;
- Comply with all visa conditions; and
- Do not engage in any activity that may endanger the safety of themselves or any other person.

Accommodation and Welfare Policy

- Primary school students **must** live with a parent/legal custodian for the duration of their study at a Victorian government primary school. Failure to adhere to this condition will result in cancellation of the student's enrolment;
- Secondary school students under 15 years of age must live with and be cared for by a parent or a relative approved by the Department of Immigration and Citizenship;
- Students over 15 years of age have three options for accommodation and welfare;
 1. They may live with their parents or a relative approved by the Department of Immigration and Citizenship;
 2. The student's parents/legal custodian may nominate a family friend to reside with. This person will be required to be approved by the Department of Education and Early Childhood Development;
 3. The student may also request for the Department of Education and Early Childhood Development to arrange homestay accommodation;
- Students issued with a Confirmation of Appropriate Accommodation and Welfare (CAAW) letter will have the period of welfare provision specified on the CAAW letter. This period will allow for 7 days prior to the student's course commencement and up to 7 days after the course completion;
- Changing welfare/accommodation arrangements without the prior approval of the Department of Education and Early Childhood Development may result in a student's visa being cancelled;
- The welfare of students under the age of 18, who have been issued a CAAW letter, is the responsibility of the Department of Education and Early Childhood Development, delegated to the Principal or Assistant Principal of the host school;
- The Department of Education and Early Childhood Development takes no responsibility for any additional counselling or support arrangements parents enter into with private agencies or persons. Persons appointed for additional arrangements will not be able to access information directly from a Victorian government school or the Department of Education and Early Childhood Development under the Victorian Government Privacy Act;
- Homestay accommodation is provided by a host family. This is arranged by the student's host school. The Department of Education and Early Childhood Development is not a provider of homestay accommodation;
- Schools may require students over the age of 18 to remain in their approved accommodation for the duration of their study as a condition of their enrolment at the school;
- If a homestay provider wishes to terminate the homestay agreement, at least two weeks' notice is given to the student and host school. Where a student moves out of a homestay they must give at least two weeks' notice to the homestay provider and host school. Giving less than two weeks' notice may result in the bond being forfeited;
- During holidays a holding fee to secure the homestay accommodation fee may be required to cover the student's absence;
- Students in homestay accommodation will be asked to sign a homestay responsibility agreement on commencement of their enrolment. The agreement will outline the house rules and requirements as well as homestay costs and methods of payment;
- Students must have written permission from their parents or legal custodian and must provide relevant contact details if they wish to stay away from their homestay overnight;
- Students and/or their parents are required to reimburse homestay providers for any damage to property caused by the student, or costs incurred by the student during the student's time of residence; and
- Complaints that cannot be resolved by either the homestay provider or the student should be referred in writing to the host school.

Course Progress Policy

- Students are required to demonstrate satisfactory course progress during the period of their enrolment as required by the Department of Immigration and Citizenship. Satisfactory performance is assessed by the school on a term by term basis and is consistent with the requirements for domestic students as determined by the Victorian Curriculum Assessment Authority;
- Students must satisfactorily complete all subjects/units necessary to progress to the next year level or to satisfactorily complete their course of study within their agreed study period as per their Confirmation of Enrolment (CoE);
- Students must complete the course within the expected duration as specified on the student's CoE. Where compassionate or compelling circumstances exist, or a school has implemented its intervention strategies, or study deferment has been approved, an extension may be possible.

Intervention Strategy:

- Students failing to perform satisfactorily, in the first instance, will be counselled in an attempt to resolve issues affecting performance. Students may be provided with English language or subject specific tutoring or counselling to address personal issues. Services beyond those normally provided within the school's resources may incur additional cost. Students will be given career and guidance counselling and may be advised to change subject and/or course selection;
- Continued poor performance will result in the student's placement on a performance contract with the school for a specified period. Parents will be informed of this and any further action;
- If performance requirements are not met during the specified period, students will be referred to the International Student Program Unit (ISPU) where a new performance agreement and review period will be agreed;
- If ISPU performance requirements are not met, the student will be reported to the Department of Immigration and Citizenship for non-compliance with visa conditions;
- Students are advised before they are reported to the Department of Immigration and Citizenship and given 20 days to appeal the decision; and
- Compelling and compassionate circumstances will be taken into account before reporting a student.

Attendance Policy

- Students must attend all scheduled course contact hours;
- Students must attend a minimum 80% of scheduled course contact hours as a condition of their student visa;
- Attendance is taken daily by the school and compliance with visa conditions is calculated every fortnight;
- Absences covered by a medical certificate do not contribute to the overall attendance percentage but may be taken into account when determining whether to report a student for non-compliance;

Intervention Strategy:

- Students and parents will be advised if attendance falls to 90%;
- If attendance falls below 90%, the student will be interviewed by the school principal (or nominee), parents and homestay hosts will be advised and the student will be required to enter into a contract with the school aimed at improving attendance;
- If attendance falls to 85%, the student will be referred to the International Student Program Unit (ISPU) and placed on a contract aimed at improving attendance;
- If attendance falls below 80%, the student will be reported to the Department of Immigration and Citizenship for non-compliance with visa conditions;
- Students are advised before they are reported to the Department of Immigration and Citizenship and given 20 days to appeal the decision; and
- Compelling and compassionate circumstances will be taken into account before reporting a student.

Student Behaviour Policy

- Students are required to abide by their school's code of conduct including the welfare and accommodation policy of their host school;
- Students must comply with all visa conditions, and must not engage in any activity that may endanger the safety of themselves or any other person or that could lead to police charges. These are also grounds for suspension or cancellation;
- The International Student Program Unit (ISPU) may suspend or cancel a student's enrolment for misbehaviour;
- Misbehaviour includes repeated breaches of the school's code of conduct or repeated disregard of school and/or homestay rules or expected standards of behaviour;
- Students will be advised before they are reported to the Department of Immigration and Citizenship and given 20 days to appeal the decision; and
- Compelling and compassionate circumstances will be taken into account before reporting a student.

Student Deferral Policy

- The International Student Program Unit (ISPU) can defer the enrolment of a student on the grounds of compassionate or compelling circumstances beyond the control of the student and which have an impact on the student's capacity and/or ability to progress through a course. These could include serious illness, injury or trauma, bereavement of close family members, major political upheaval or natural disaster in the home country;
- Evidence of compassionate and compelling circumstances will be required; and
- Deferral of studies is for a maximum of 6 months and cannot be issued retrospectively.

Transfer Policy

Transfer to a different Victorian Government School

- Students may apply to transfer to another Victorian government school after 6 months (2 terms) of enrolment;
- Transfers in the middle of a school term will not be considered;
- Transfer applications must be submitted to the International Student Program Unit (ISPU) two weeks prior to the end of the six month (2 terms) study period. An exemption may be granted in exceptional circumstances;
- Transfers will not be considered where a student has been placed on an ISPU or school based contract for behavioural, attendance or academic performance;
- Applications to transfer to a Victorian government school will be assessed by ISPU on a case by case basis and will require documentation and investigation. Reasons for transfer may include subject availability, unexpected change in accommodation/welfare arrangements, unresolvable issues between the student and the host school, traumatic incident;
- A transfer to another Victorian government school is subject to the availability of places; and
- All requests to transfer to another government school incur an upfront non-refundable \$500 fee, regardless of whether the transfer is successful.

Transfer to another registered provider

- A letter of release will only be provided for a student who has been enrolled for less than 6 months in exceptional, compassionate and compelling circumstances and on a case by case basis;
- Transfers to another registered provider prior to 6 months (2 terms) enrolment will be refused;
- Students may apply to transfer to another registered provider after 6 months (2 terms) of enrolment;
- A letter of release will only be granted where the student has provided a letter from the other registered provider confirming that a valid enrolment offer has been made;
- If the student is less than 18 years of age, the parent or legal guardian must provide written support for the transfer;
- If the student is under 18 years of age and is not cared for in Australia by a parent or suitable nominated relative, the valid enrolment offer must confirm that the provider accepts responsibility for approving the student's accommodation, support and general welfare arrangements;
- A letter of release will not be granted where tuition or other fees are in arrears or the student has been or is likely to be reported for breach of visa conditions;
- Transfer applications will be processed within ten working days from the receipt of an application complete with all required information and an application fee; and
- If the request to transfer is refused, students will be given 20 days to appeal the decision.

Student Travel Policy

- This policy applies to students who have been issued a CAAW letter. The policy does not apply to students residing with a parent or a Department of Immigration and Citizenship approved relative;
- Any trip taken within Victoria or interstate must be done so with the written approval of the student's parent and be endorsed by the school Principal or Assistant Principal. In the case where a student is living in a homestay, the homestay provider should be advised of the arrangements and be provided with details of the student's travel plan;
- Students will be able to travel, subject to the above approvals, in the following circumstances:
 - The student is travelling with his or her homestay family on a holiday;
 - The student is travelling on a school camp or excursion supervised by school staff;
 - The student is travelling with a person(s) approved by the student's school principal holding Police and Working with Children checks;
 - The student is travelling on a commercial interstate package tour which is provided by a registered company, is specifically designed for students and includes appropriate supervision or chaperone arrangements, and involves no independent travel, i.e. pick up and drop off is at the homestay, the school or an assembly point designated by the school;
 - The student is travelling in the company of a direct family member over 18 years of age (parent, sibling, aunt/uncle, etc) who will accept responsibility for the student during the travel; and
 - The student is travelling to a sporting or club event as part of a local team or group and will be under the care and supervision of the club or association during the trip. In these circumstances it is expected that students will be supervised at all times by adults who hold the required Police and Working with Children checks.

Complaints and Appeals Policy

- The International Student Program Unit (ISPU) is committed to having mechanisms to deal with complaints impartially, promptly and confidentially;
- The formal investigation of a complaint will require that details of the complaint are lodged in writing;
- Complaints will be responded to within 10 working days;
- There is no cost associated in lodging a complaint with ISPU;
- The identity of the complainant will be protected unless permission for disclosure is given;
- ISPU will maintain a student's enrolment and accommodation/welfare arrangement while the internal complaints process is ongoing unless extenuating circumstances relating to the welfare of the student apply. This does not necessarily mean that a student must remain in class;
- Complainants will be provided with a written statement of the outcome, including details and reasons for the decision;
- Complainants have the right of appeal and will be advised of further avenues of review;
- ISPU has arrangements in place for an independent external body to hear the complaints or appeal where the internal complaints process has been completed and the student remains dissatisfied;
- If the outcome of a complaint, either external or internal, is favourable to the student, ISPU will immediately advise the student of this and implement any decision and/or corrective and preventative action required;
- 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.

Privacy Policy

- The enrolment form asks for personal information about the applicant as well as the applicant's family members and other carers. The purpose of collecting this information is to allow the Department of Education and Early Childhood Development, Victorian Government Schools, and other contracted organisations to register the applicant and allocate staff and resources to ensure their educational and welfare needs. The information collected may be shared with other Government departments and contracted organisations concerned with the administration of the International Student Program Unit (ISPU).

Student details

- This includes information about a person's country of birth, English language level and current level of study. This is used by the Department of Education and Early Childhood Development to determine the appropriate type and level of schooling for the applicant. All of this information is kept strictly confidential and the Department of Education and Early Childhood Development will not disclose it without consent, unless required by law.

Emergency contacts

- These are people whom the Department of Education and Early Childhood Development may need to contact in an emergency. Please ensure the people named are aware that they have been nominated and agree to their details being provided to the Department of Education and Early Childhood Development.

Family details

- This information is collected to enable information about student enrolment and progress to be supplied to the applicant's parents. ISPU should be informed as soon as possible about any changes to family arrangements. Information will only be given to those nominated on the application form.

Health information

- Health information helps the Department of Education and Early Childhood Development staff to properly care for the applicant. Please include information about any medical condition or disability. Information regarding the applicant's name, date of birth, gender and health cover status is required by the Overseas Student Health Cover (OSHC) provider for the payment of medical insurance.

Visa status

- This information enables the Department of Education and Early Childhood Development to process the applicant's enrolment and comply with Department of Immigration and Citizenship regulations.

Welfare and arrival

- This information will ensure the applicant's safety and welfare on arrival and their appropriate living arrangements.

School placement

- This information enables the applicant to express a preference for a particular school.

Dependant students

- This information is collected to ensure the appropriate fee level is charged to the applicant and to ensure compliance with the Department of Immigration and Citizenship regulations.

Information

- Information on the privacy policy can be obtained from the Department's Privacy Manager on +613 9637 3601.

Refund Policy

If a student has to cancel their studies at a Victorian Government School for some unexpected reason they are entitled to request a refund. Below are the conditions and instructions on how to get a refund.

When am I entitled to claim for a refund?

A student is only entitled to a refund if they:

Situation	Evidence required
Move overseas before their course finishes	Copy of passport departure stamp
Move from a Victorian Government School to another Australian School	Copy of new confirmation of enrolment or letter of offer
Have their visa status changed so they no longer have to pay fees	Evidence of change in visa status
Have their visa refused or cancelled without reason	Visa refusal letter from DIAC

- Students cannot claim a refund for the following administration or service fees once paid, even if the service was not used:
 - Application fee;
 - Accommodation and placement fee;
 - Airport reception fee; and
 - School transfer fee.
- Students cannot claim a refund if they breach their visa conditions or fail to comply with their school's performance conditions or code of conduct (also refer to Cancellation of Enrolment).

How do I claim a refund?

- To claim a refund for a student's tuition fees the International Student Program Unit must receive a completed Cancellation and Refund Request form.
- The request may be made by the:
 - student;
 - student's parents; or
 - education agent that processed the student's application.
- Requests must be accompanied by:
 - appropriate evidence (eg: visa refusal letter from DIAC);
 - bank account name, bank account number and bank address; and
 - current home address and phone number.
- If a refund is requested to a business account in Australia the request must include:
 - Australian Business Number (ABN);
 - Business trading name;
 - Address and phone number of the business; and
 - Mail requests to:

International Student Program Unit
Department of Education and
Early Childhood Development
GPO Box 4367
Melbourne, Victoria 3001
Australia

How much of my tuition fees will be refunded?

Pre-commencement

Situation	Refund Available
Student has received an offer but is refused a visa to enter Australia	Full refund of tuition fees paid
DEECD cancel the student's enrolment up to one month before the start of a course without explanation	Full refund of tuition fees paid
DEECD is unable to deliver the program	Full refund of tuition fees paid
Student fails to commence the course for any reason after a visa is issued	A full refund of tuition fees paid less 30% of the annual tuition fee for the year in which the student withdraws

Post-commencement

Situation	Refund type
Student cancels after commencing TERM 1	Refund of tuition fees paid for TERMS 2 – 4 less 30% of the annual tuition fee
Student cancels after commencing TERM 2	Refund of tuition fees paid for TERMS 3 – 4 less 30% of the annual tuition fee
Student cancels after commencing TERM 3	Refund of fees for TERM 4 less 30% of the annual tuition fee
Student cancels after commencing TERM 4	No refund for current year's tuition. If paid, future year's tuition fees will be refunded less 30% of the annual tuition fee for the year in which the student withdraws
Change of visa status to a residence visa where tuition fees are not required eg. permanent residence visa	Refund all tuition fees paid for any weeks not yet commenced from the date of visa grant

Conditions

- Refunds will be made within 4 weeks of the date of receipt of the application for refund;
- Requests must be accompanied by appropriate evidence;
- Students enrolled in future years who are entitled to a refund will receive the refund as a credit towards future tuition fees. No payment of refunds will be made to continuing students until they withdraw from the program;
- Refunds will not be paid unless a request is received within 6 months from the date the student cancelled their enrolment or was granted a new visa;**
- Failure to provide appropriate details or evidence may result in your refund being delayed.
- Only parents can request a refund to be paid to another party on their behalf; and
- Where a third party, such as a DEECD accredited education agent, or a student requests a refund, the refund will only be paid to the parents. This will be done by either bank draft or bank transfer.

What if I disagree with my refund?

Refund complaints procedure

Enquiries regarding refund calculations can be made to the Finance Team, International Division, Department of Education and Early Childhood Development.

Students or parents have up to 30 days to lodge a formal complaint from the date they receive remittance advice of their refund. This must be done in writing addressed to the General Manager, International Division, Department of Education and Early Childhood Development. The education agent who enrolled the student can do this on the student's behalf.

The General Manager, International Division, Department of Education and Early Childhood Development, will consider the formal Complaint.

After consideration of all of the available evidence, the General Manager, International Division, Department of Education and Early Childhood Development, may decide to:

- uphold the complaint and issue a refund of the appropriate amount and/or restore the student's enrolment; and
- dismiss the complaint.

This agreement does not remove the right to take further action under Australia's consumer protection laws.

Cancellation of enrolment

- If tuition fees are not paid by the specified date on the invoice, the student's enrolment will be cancelled;
- If a student's attendance falls below 80 percent or fails to meet the academic performance standards required by DIAC, enrolment will be cancelled without refund; and
- Failure to adhere to student disciplinary regulations may lead to the cancellation of the enrolment without refund.

The terms and conditions of this refund policy override any previous terms and conditions of refund. Changes to the Refund Policy are ongoing. Contact the International Student Program Unit, International Division, Department of Education and Early Childhood Development, to confirm the details of this policy. The complaints policy contained in these terms and conditions of enrolment is available to a student in the event of a complaint in relations to a claim for a refund. Nothing, however, prevents the student from exercising the right to pursue all other legal remedies. This agreement does not remove the right to take further action under Australia's consumer protection laws.