INTERNATIONAL STUDENT HANDBOOK

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CRICOS Provider Code: 00637G
The Roman Catholic Trust Corporation for the Diocese of Cairns trading as Mount St Bernard College, Herberton
ABN 42 498 340 094

Student’s Name: ________________________________________________
Year Level: ___________20____

Location of Copies:
- Principal
- International Student Coordinator
- Central Filing
- Copy to all prospective International Students
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The Roman Catholic Trust Corporation of the Diocese of Cairns trading as Mount St Bernard College, Herberton

CRICOS Provider Code:

00637G

The Following Full time Courses are offered:

006565C – Secondary Education Years 7 – 10
085652E – Secondary Education Years 11–12

Mount St Bernard College, Herberton is located on the Atherton Tableland, a ninety minute drive inland from Cairns. We are one of 25 Catholic Primary and Secondary Schools across the Diocese of Cairns. In total Catholic Schools in the Cairns Diocese cater for an approximate enrolment of 8,000 students.

Mount St Bernard College offers a quality, Catholic secondary education for young people, male and female, in Years 7 through 12. At MSB we are proud of our Mercy traditions, while remaining responsive to the contemporary needs of students who seek a faith-based education that will stand them in good stead for the future.

Our College is a culturally diverse community which provides a holistic education that nurtures the academic, spiritual, emotional, physical, cultural and social development of individual students in a caring, safe and supportive environment. At MSB we recognise the individuality of every one of our students. We seek to help each student become the best person they can be, by providing quality learning and teaching and making available a rich tapestry of sporting, artistic and other co-curricular activities, to help them discover and develop their personal giftedness.

The Roman Catholic Trust Corporation of the Diocese of Cairns trading as Mount St Bernard College, Herberton is bound by the provisions of the:

- Education (Overseas Students) Act 1996
- Education (Overseas Students) Regulation 2014
- Education Services for Overseas Students (ESOS) Act 2000; and
The ESOS Framework – Protecting Your Rights

The Australian Government wants overseas students in Australia to have a safe, enjoyable and rewarding place to study. Australia’s laws promote quality education and consumer protection for overseas students. These laws (The ESOS Framework) include the Education Services for Overseas (ESOS) Act 2000 and the National Code 2007.

The ESOS framework protects your rights, including:

1. Your right to receive, before enrolling, current and accurate information about the courses, fees, modes of study and other information from your provider and your provider’s agent.
2. If you are under 18, to ensure your safety, you will be granted a visa only if there is arrangements in place for your accommodation, support and welfare.
3. Your right to sign a written agreement with your provider before or as you pay fees, setting out the services to be provided, fees payable and information about refunds of course money. You should keep a copy of your written agreement.
4. Your right to get the education you paid for. The ESOS framework includes consumer protection that will allow you to receive a refund or to be placed in another course if your provider is unable to teach your course.
5. Your right to know:
   - how to use your provider’s student support services;
   - who the contact officer or officers are for International Students;
   - if you can apply for course credit; when your enrolment can be deferred, suspended or cancelled;
   - what your provider’s requirements are for satisfactory progress in your courses;
   - if attendance will be monitored for your course;
   - what will happen if you want to change providers; and
   - how to use your provider’s complaints and appeals process.

Your Responsibilities:

As an International student on a student visa, you have responsibilities to:

- satisfy your student visa conditions;
- maintain your Overseas Student Health Cover (OSHC) for the period of your stay;
- meet the terms of the written agreement with your provider;
- inform your provider if you change your address;
- maintain satisfactory course progress;
- follow your provider’s attendance policy; and
- if you are under 18, maintain your approved accommodation, support and general welfare arrangements.
National Code of Practice

The National Code’s purpose is to provide nationally consistent standards for all Australian education providers offering education services to overseas students (CRICOS registration), and for the conduct of CRICOS-registration providers.

The National Code complements State legislative and administrative pre-conditions for CRICOS registration. As a provider we must meet all relevant State requirements and the provisions of this Code in order to be approved for the purpose of registration on CRICOS, and to maintain our registration.

In order to be registered on CRICOS Mount St Bernard College, Herberton is required to:

a) have the principal purpose of providing education; and
b) clearly demonstrate capacity to provide education of a satisfactory standard.

The National Code 2007 covers a range of information you have a right to know and services that must be offered, including:

- orientation and access to support services to help you study and adjust to life in Australia;
- your right to sign a written agreement with your provider before you pay your fees;
- who the contact officer or officers are for overseas students;
- if you can apply for course credit;
- when your enrolment can be deferred, suspended or cancelled;
- what your provider’s requirements are for satisfactory progress in the courses you study and what support is available if you are not progressing well;
- if attendance will be monitored for your course; and
- how to use your provider’s complaints and appeals process.

One of the standards does not allow another education provider to enroll a student who wants to transfer to another course, but has not completed six months of the final course of study you plan to undertake in Australia. If you want to transfer beforehand you need your provider’s permission.

If you are under 18, to ensure your safety, you will be granted visas only if there are arrangements in place for your accommodation, support and welfare.

Drawing our inspiration from the Gospel of Jesus and the Mercy Tradition, we empower young people through our commitment to education to become persons of faith, learning and hope, and so contribute to their communities.

We are committed to the values of:

**Community** – living and giving gracious hospitality in the spirit of family

**Mercy** – acting justly with a compassionate heart

**Respect** – valuing self, others, environment and the purpose of school

**Excellence** – striving towards personal best

**Wisdom** – gaining life enhancing knowledge and skills.

Within the context of these values, all students and staff at the College are expected to:

- **Be Safe**
- **Be Respectful**
- **Be Responsible**
Welcome to Mount St Bernard College and the 2016 school year. Our College has a proud 95 year history of offering holistic Catholic Education in the Mercy tradition in a co-educational Year 7-12 boarding and day school environment. The College community operates on three core values – Respect, Participation and Effort. As a member of the MSB Community you are making a commitment to practise these values in all you say and do.

**Respect** - respect firstly for ourselves, respect for each other and respect for the environment we live and work in.

**Participation** – being a member of the College community is about participating in things that are going on, whether it is simply looking after your own things or friends or being on a schools sports team.

**Effort** – success for each student is personal best. Students are encouraged to do their best in every aspect of their life at the College from class work, to homework, to everyday school interaction and participation.

Academically, the College strives to cultivate intellectual values in a wide range of disciplines. We promote in students a sense of integrity, respect for truth, openness and positive virtues. We encourage and value excellence in all our endeavours. We acknowledge the important role of parents in the education of their children and recognize the significance of a positive and active co-relation between home and school. Please peruse our website and the information it provides. If you have any questions please contact the College on 4096 1444 or email the individual staff member you wish to contact.

“My aim is to encourage the individual student to aspire to reach positive and rewarding goals. To become familiar with and able to embrace the wonderful opportunities a Catholic education provides. To contribute to a Catholic school community in a way which reflects the true calling of Jesus.” – aiming to achieve the qualities of Respect, Participation and Effort.

David Finch
Principal
Support Services

Mount St Bernard College will ensure that students have access to:-

- Orientation on arrival that is age and culturally appropriate;
- Assistance and information about their academic progress;
- Ongoing counselling as required in relation to health and family matters;
- A Home Form Teacher and Year Level Coordinator, who will assist the student to adjust to life and study at the school, and to help resolve problems;
- A copy of the College’s Dispute Resolution and Grievance Policy.

Medical Practitioners

Atherton Hospital
Jack Street
Atherton
07 4091 0211

Additional medical advice can be obtained from the Australian Medical Association –Qld (AMAQ) (for doctors with LOTE) contact (07) 3872 2222.

All overseas students are expected to maintain health cover with Medibank Private
www.medibank.com.au

Queensland Police

The Queensland Police Service has a unit for overseas students.

Contact:
Ph: 4030 7028 or 4030 7045.

Contact details:

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<th>How</th>
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<td>Policies and procedures that affect you or assistance with a problem</td>
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<td>Your ESOS rights and responsibilities</td>
<td><a href="http://www.oso.gov.au">www.oso.gov.au</a> <a href="mailto:ombudsman@ombudsman.gov.au">mailto:ombudsman@ombudsman.gov.au</a></td>
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<tr>
<td>Department of Immigration and Boarder Protection</td>
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<td>Phone 131 881 in Australia Contact the DIBP office in your country</td>
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STUDENT BEHAVIOUR MANAGEMENT

At Mount St Bernard College, **Restorative Practices** are used with the aim of promoting resilience in students. Restorative practices aim to help students learn from their mistakes, grow in self-discipline, take responsibility for their actions, recognise the impact of their actions on others, and reconcile and resolve conflict with others. Staff and students will use questions like those listed below when a student’s behaviour does not reflect the expectations of the college:

- What happened?
- How did it happen?
- How did you act in this situation?
- Who do you think was affected?
- How were they affected?
- How were you affected?
- What needs to happen to make things right?
- If the same situation happens again, how could you behave differently?

In working through the questions, the focus is on the specific behaviours or incident, without blaming.

Restorative meetings may be used by Teachers, Pastoral Care Leaders, the Guidance Counsellor, the Assistant Principal, Assistant Principal or Principal as a way of restoring relationships between students and students, and between staff and students.

In cases where College expectations are not met, depending on the severity, the following consequences are examples of those (not exhaustive) used across the college:

- Correction and/or warning from staff member
- Detention/community service/verbal or written apology
- Phone contact with parents/carers/loss of privileges
- Suspension/withdrawal from class (internal or external)
- Guidance Officer intervention/student behaviour contract
- Extended suspension
- Exclusion

In all cases, individuals and individual circumstances are taken into account when consequences are applied so that the rights and needs of all people in the college community are respected, monitored and effectively addressed. It should be noted that the College expectations and consequences also apply while students are engaged in outside college activities and on the way to and from the College.

STUDENT PROTECTION CONTACTS

Student Protection Contacts are staff nominated by the school to receive reports within the school of inappropriate behaviour and report these to the Principal and appropriate authorities as required by legislation. Student Protection Contacts are displayed throughout the College.

**Your current contacts are Mr MacCallum and Ms Rossiter**

Any form of harassment, physical or verbal abuse, violence, intimidation, bullying etc, should not be tolerated in either your school or personal life. Mount St Bernard College is committed to being a safe and nurturing community of care where the rights and dignity of all young people are upheld and protected and where all students have a right to expect that our College will always act to protect them from any kind of harm. If you feel unsafe for whatever reason, "Nothing is so awful that you can't talk to someone about it – so tell an adult you trust!" This could be the Principal, a Student Protection Contact, Pastoral Care Teacher, Classroom Teacher, Counsellor or Residential Supervisor. These people are expected to then pass on any reports to the Student Protection Contact.

If you have a concern that is worrying for you or one of your friends, speak with an adult you trust.
Procedures and Expectations

Student Diary
The Student Diary serves as both a means of information and communication between day school staff, residential staff and a student’s parents/carers. It is important that parents/carers have an awareness of how their child is working at school – regular use and observation of the diary is an important instrument for achieving this goal.
The Student Diary also enables you to organise your homework and study commitments, effectively.

Students are expected to:
- Carry their diaries to each lesson
- Use their diaries to record all homework, assignments, important dates, activities and notes to be sent home
- Keep their diaries neat, well organised and in good condition – they must not be defaced (no graffiti, whiteout, pictures, etc)

Subject teachers will:
- Regularly use the diary to make relevant comments on student progress and behaviour
- Regularly check that homework and assessments have been recorded in the diary

Home Room teachers will:
- Check each week to see that the diary has been used correctly by students as per expectations above
- Ensure that students copy assessment items into their diaries as part of their Pastoral Care support, after the assessment calendar has been issued
- Ensure that the student’s timetable is recorded effectively in the student diary, and updated with any timetable changes
- Work through the effective use of study schedules and planners – in the back of the diary

Parents/ Carers/Residential Supervisors are expected to:
- Sign the diary each week to monitor the homework being recorded each week
- Monitor the comments being written by various teachers
- Use the diary to write notes to the teacher
- Use the diary to inform of reasons of absence, lateness, leave or early departures.

LOCKERS
Lockers and combination locks are offered to all students to assist them with their personal organisation. It is the student’s responsibility to keep their possessions safe. **Students are to keep their locker locked at all times.** The College cannot be held responsible for any losses. Lockers are to be accessed before and after school and during break times only.
COLLEGE PROCEDURES - GENERAL

What to do when......

- **You are late to school** – report to Student Reception.
- **You are sick or injured** – during class time inform your teacher, at other times report to Student Reception. Please always assist a sick or injured student.
- **You need to make a payment** – take it to Student Reception before school, during morning tea or lunch. You will be issued with a receipt.
- **You miss your bus home** – report to Student Reception.
- **You need to leave the school during the day** – bring a signed note in your Student Diary from home or boarding, clearly showing the reason, date and times you will be leaving. Before departing the grounds, you MUST go to Student Reception and sign out.
- **You are absent from school** – your parent/carer must **phone** the office before 8.30am (answering service available prior to 8am) to advise of your absence. When you return to school, you are to bring a signed note in your Student Diary, from home, confirming the absence. If you are sick for an extended period of time you may be asked to bring a Medical Certificate. School work can be provided during extended absences due to illness.
- **You don’t know who to see about a problem or question** – ask your Home Room Teacher.
- **You want to see the Guidance Counsellor, Assistant Principal, Assistant Principal or Principal** – make an appointment at Student Reception.
- **You are having difficulties with a fellow student** – try to sort it out calmly, or see your Home Room Teacher for further guidance.
- **You are considering a subject change** – speak with your subject teacher first, then make an appointment through Student Reception with the Assistant Principal – Curriculum.
- **You misplace a belonging** – have a thorough look around the grounds and other areas you frequent before checking with Student Reception.
- **You need first aid assistance** – A first aid officer will give first aid treatment if it is deemed necessary. Ambulance assistance will be sought if the injury appears to be serious.

Parent Contact During School Day

- All students are able to use a college phone at Student Reception if there is a need to make contact with home. Messages from parents/guardians can also be given to students from Student Reception – parents may ring here at any time from 8:00am onwards.
- Parents are asked to remain mindful that sending messages via personal technology devices can be distracting for some students.

BANNED ITEMS ON SCHOOL PROPERTY (not limited to):

- Aerosols
- Energy drinks, drink powders, chewing gum, lollies
- Permanent markers
- Blades, sharp objects or any item that may be a weapon (slingshots)
- Cigarettes, lighters, matches
- Illicit items such as drugs or drug paraphernalia
- Other items deemed inappropriate by the Principal
UNIFORMS

College Uniform and Grooming

Students are expected to wear the college Formal and Sports uniform with pride – they are symbolic of the Mount St Bernard College community and signify pride in our college, respect for self, and respect for others. The uniform has been chosen by the college community to be practical, attractive and enhance the dignity of each student. Importantly, the correct wearing of the college uniform is a sign that a student is a member of the Mount St Bernard community.

**FORMAL UNIFORM:** The college Formal uniform is worn every day except for designated days on which lessons are held for Physical Education (PE) or other specified outdoor subjects and on days designated as casual dress days. On PE and sports days, the Sports uniform is worn.

*NB: items marked with an asterisk (*) are set, college uniform items and are only available from the college at Student Reception ph: 40 961445.*

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<thead>
<tr>
<th>Formal uniform: GIRLS</th>
<th>Formal uniform: BOYS</th>
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<tbody>
<tr>
<td>* College Hat: navy blue hat with college logo</td>
<td>* College Hat: navy blue hat with college logo</td>
</tr>
<tr>
<td>* College Blouse – white tailored cut; includes small tartan tie for Yr 10, 11, 12.</td>
<td>* College Shirt: blue, college tailored, striped, with college emblem – worn out</td>
</tr>
<tr>
<td>* College Skirt: blue/tartan – below knee length or (optional)</td>
<td>* College Shorts: navy blue or (optional)</td>
</tr>
<tr>
<td>* College Dress Trousers: navy blue</td>
<td>* College Dress trousers: navy blue</td>
</tr>
<tr>
<td>* College Jumper: blue college jumper</td>
<td>* College Jumper: blue college jumper</td>
</tr>
<tr>
<td>* College Wet weather jacket: not compulsory. Optional for wet weather and/or warmth.</td>
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</tr>
<tr>
<td>Shoes: black, leather, lace up, heel 1-2 cm</td>
<td>Shoes: black, leather, lace up, heel 1-2 cm</td>
</tr>
<tr>
<td>Socks: white, worn above the ankle (available from Student reception). NB - From 2016, college socks only available from the college.</td>
<td>Socks: worn above the ankle, navy blue standard school-length or college sock NB - From 2016, college socks only available from the college.</td>
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**SPORTS UNIFORM:** the college Sports uniform is for both boys and girls and comprises –
- College hat *
- College polo shirt *
- College navy blue shorts *
- standard, lace up joggers (not canvas, high top or other)
- white socks worn above the ankle (no higher than standard school-length height)
- navy blue track pants may be worn as an alternative to shorts.

*Hat: students are expected to wear the college hat during Morning Tea and Lunch if they are outside and not in a college designated under cover area. Students are made aware of the designated undercover areas.*
Students are also expected to wear a hat for outdoor sport and PE lessons, and other outdoor activities like athletics and excursions. This is part of our Sun Safety requirements.

**Designated covered areas:** include = F Block undercover area; M Block under cover area; covered areas outside Library and Art Room; inside buildings. These **do not** include the shade provided by trees, posts, or other non-designated structures.

**Hair:** Students are expected to have hair of a natural colour. Hair is to be neat and tidy at all times and worn off the face. Long hair is to be tied back with ties, ribbon, bands, etc which are blue, black or white. These are to be simple and minimalistic.

**Jewellery:** All students may wear - a watch; one small plain signet or small plain ring; one plain, fine metal neck chain with a Christian religious medal or crucifix attached, tucked into shirt/blouse; a medic alert; one small plain sleeper or stud less than 5mm in diameter in each ear; no other visible studs allowed in the ears.

**Facial piercings:** are not permitted.

**School bag/backpack:** a new college backpack is required by all new students in 2016 and all students by 2017.

**Boys' Tie:** a college-issued tie is worn only by boys as and when required at formal activities and functions. The tie is lent to students and collected by the college after the event. The tie is only worn with trousers, with the shirt tucked in.

**Optional items:** (ie - additional to those outlined above) Girls – navy or skin coloured stockings with skirt. Girls and boys – prescribed navy blue track pants* may be worn as an alternative to the sports shorts (purchase from college only).

**Yr 12 specific items:** As part of their final year of secondary education, Yr 12 students are offered the chance to design (in Yr 11) and wear (in Yr 12) specific uniform items (ie: jumper, shirt). Whilst in Yr 11, expectations for wearing these items are clearly outlined to all students. It is expected that the Yr 12 Senior shirt be worn only on the designated Yr 12 Senior shirt day with either Formal or Sports shorts or trousers.

**2016 Sports Uniform days:** worn only on designated Physical Education practical lesson days and specified sports/athletics days. This will be outlined by Homeroom teachers during orientation week in Term 1 2016.

**Other uniform aspects:**
- No visible make up and/or nail polish is to be worn.
- Yr 11 & 12 students doing Cert II Public Safety (Fire Operations) may wear their Rural Fire Brigade shirt with sport uniform shorts on Thursdays. Yellow uniforms are only worn when onsite with the Rural Fire Brigade.
Agents’ Policy

Mount St Bernard College does not have any commercial agreements with, or formally engage any agent/s or persons to actively recruit students.

The College responds to all enrolment enquiries and to applications for enrolment according to established procedures. Individuals or agents making enrolment enquiries or assisting in any way with enrolment applications are not remunerated for doing so.
International Student Enrolments

Parents or students should contact the College directly to request an International Student Enrolment Pack to be either mailed or emailed to them before applying to enrol.

The Enrolment Information pack for parents will include:

- Enrolment letters;
- College Prospectus;
- Parent handbook
- International Student Enrolment Application Form
- Curriculum Handbook (either Junior, Middle or Senior Years); and
- International Student Handbook which includes:
  - Information about the College;
  - Information about the ESOS Framework and National Code;
  - Curriculum Information;
  - Information on student requirements and responsibilities;
  - Course entry criteria;
  - English Language Proficiency Policy;
  - International Student Enrolment Policy/Procedure
  - Monitoring Course Attendance;
  - Monitoring Course Progress;
  - Current Fee Schedule & any Additional Expenses
  - Course Deferment, Cancellation and Suspension Policy
  - Student School Transfer Policy;
  - Complaints and Appeals Policy
  - Refund Policy;
  - College Student Code of Behaviour
Enrolment Procedure for International Students

To enquire about enrolling an International Student, please contact the International Student Coordinator by Tel: +61 7 40961485 or Email office@msb.qld.edu.au and ask for an ‘International Student Enrolment Package’.

**Step 1**

Applicants seek enrolment by completing **International Student Enrolment Application Form**. Please complete, sign and return it to the College and include:

- a. Written evidence of proficiency in English, or IELTS test results;
- b. Copies of Student’s Report Cards from current and/or previous 2 years of study, (if necessary these reports must be translated into English);
- c. If the student’s Report Card doesn’t record student’s behaviour or commitment to studies, then student must submit a Reference Form completed by the student’s current/or most recent School Principal;
- d. Immunisation records;
- e. Copy of the student’s passport and visa (if available)

**Step 2**

Once the Application has been received and all appropriate information and reports are available and in order the application will be initially assessed.

An interview appointment will be made provided the student and their parent/guardian can physically attend for an interview, with the Principal at Mount St Bernard College, in Herberton. In some cases, a telephone interview may be possible. Please talk to the International Coordinator.

**Step 3**

A student, whose first language is not English, must supply evidence of English Language Proficiency:

- by supplying IELTS test score; or
- by tests organised and conducted by Mount St Bernard College’s Learning Support Teacher.

The Learning Support teacher will decide which tests will be administered. This decision will be based on the child’s chronological age.

- For further information International English Language testing System (IELTS) see the website at [http://www.ielts.org/default.aspx](http://www.ielts.org/default.aspx)
- NLLIA Bandscales;

  Through these tests, administered by the Learning Support Teacher, an assessment of the child’s intellectual and academic development will be made. (It is desirable that students seeking enrolment in Mount St Bernard College come from an educational background where the medium of instruction has been English.)

  Please refer to the English Language Policy p.15 in regards to levels and expectations for proficiency in English

**Step 4**

Through the provision of progress reports from the previous school the Principal will assess the student’s personal behavioural attributes.

Mount St Bernard College will not enroll overseas students who have had a history of behaviour problems in their previous school as evidenced in their progress reports.
**Step 5**
The Principal will decide whether the enrolment will proceed past this point. In reaching a decision, the Principal will be guided by the recommendation of the Learning Support Teacher concerning the academic abilities, behavioural attributes and English language skills of the applicant.

This decision will be guided by the information presented in the progress reports, test results carried out by the Learning Support Teacher and results of the enrolment interview.

**Step 6**
All applicants will be advised in writing of the outcome of their application.

**Step 7**
If accepted, the student will receive a Letter of Offer, which will include a:
- statement of any further conditions of enrolment eg. Additional ESL classes
- statement of Semester 1 Fees, due immediately; and
- written Enrolment Agreement requesting a signature and return; and
- request to pay the 1st Semester’s Fee Prepayment by cash/credit card/bank cheque

You must first sign the Enrolment Agreement before you can pay the 1st Semester’s Fee Prepayment amount, ie. half the annual fees.

**Step 8**
Please refer to current **Fee Schedule for International Students p.36** in the International Student Handbook for the fee amount per annum. Fees must be paid prior to commencement of study. A Confirmation of Enrolment (CoE) will only be issued once fees are received. The CoE is required to obtain a Student Visa.

**Step 9**
The College will arrange Overseas Health cover for the length of the required visa.

**Step 10**
Applicants are responsible for arranging their own student visa and should present the forwarded Confirmation of Enrolment (COE) Form, and proof of their Overseas Health cover for the length of the required visa along with their Visa application, to the nearest Australian Overseas Embassy, Consulate or Mission.

**Step 11**
Applicants under the age of 18 years must be accompanied by a parent or legal guardian, as approved by the Department of Immigration at the time of Visa application.

Applicants over the age of 18 years are responsible for arranging their own accommodation in Australia.

**PLEASE NOTE:** It is important to note that parents/guardians must have:
- received and understood the Refund Policy, as provided by the College and enclosed in the Student Handbook, before signing the Enrolment Agreement or paying course fees;
- received a ‘Letter of Offer’ and signed an International Student Enrolment Agreement Form before they can pay any prepayment; and
- signed the agreement, made the prepayment before we can forward you a Confirmation of Enrolment (COE) form to include with the student’s Visa application.
**School Organisation:**

<table>
<thead>
<tr>
<th>Monday</th>
<th>Tuesday - Friday</th>
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</thead>
<tbody>
<tr>
<td><strong>Home form</strong></td>
<td><strong>8.35 - 8.49</strong></td>
</tr>
<tr>
<td>P1 8.35am – 9.20am</td>
<td>P1 8.49am – 9.32am</td>
</tr>
<tr>
<td>Monday – Assembly,</td>
<td></td>
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<tr>
<td>Pastoral Care Lesson or</td>
<td></td>
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<tr>
<td>Meeting</td>
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<tr>
<td>P2 9.20am – 10.05am</td>
<td>P2 9.32am – 10.15am</td>
</tr>
<tr>
<td>P3 10.05am – 10.50am</td>
<td>P3 10.15am – 10.58am</td>
</tr>
<tr>
<td>Morning Tea 10.50am – 11.20am</td>
<td>Morning Tea 10.58am – 11.28am</td>
</tr>
<tr>
<td>P4 11.20am – 12.05pm</td>
<td>P4 11.28am – 12.11pm</td>
</tr>
<tr>
<td>P5 12.05pm to 12.50pm</td>
<td>P5 12.11pm to 12.54pm</td>
</tr>
<tr>
<td>Lunch 12.50pm – 1.30pm</td>
<td>Lunch 12.54pm – 1.34pm</td>
</tr>
<tr>
<td>P6 1.30pm – 2.15pm</td>
<td>P6 1.34pm – 2.17pm</td>
</tr>
<tr>
<td>P7 2.15pm – 3.00pm</td>
<td>P7 2.17pm – 3.00pm</td>
</tr>
</tbody>
</table>

**The School Year**

The School year consists of 2 semesters (4 terms) and is organized as follows:

*Semester 1 – Term 1* - up to and including the Easter Vacation.

*Semester 1 - Term 2* - from the Easter Vacation up to and including the Winter Vacation.

*Semester 2 – Term 3* - from the Winter Vacation up to and including the September Vacation.

*Semester 2 – Term 4* - from the September Vacation up to and including Christmas Vacation.
**Course Entry Criteria:**

Mount St Bernard College, Herberton 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 **International Student Enrolment Package**. This must be correctly completed, and must be accompanied by the following documents to support the application:

- Copies of Student Report Cards from the previous 2 years of study, including a copy of the latest Student Report;
- 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;
- A completed Subject Choices Form if appropriate
- Appropriate proof of identity and age
- Written evidence of proficiency in English as a second language
- Photocopy or scanned copy of passport page with name, photo identification, passport number and expiry date
- Enrolment Application Fee
- Application for Course Credit if School grants Course Credit

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

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

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

4. Assessment procedures include an evaluation of Reports from previous schools and of English language proficiency. In cases where Report Cards are not available or are inconclusive for any reason, the school may require relevant testing of the applicant to assess the application. Minimum academic and English language requirements are as follows:
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 school in a Letter of Offer.

   - For Year 7 – 12 students:
     - A pass level or “C” grade or better for the majority of core subjects
Procedure for assessing student’s qualifications, and language proficiency
NC D St 2.2; E(OS)Reg 98 s6

**Admissions Office**
- Check if placement is available
- Check documentation is complete
- Request any documentation outstanding
- Advise family if no placement available

**Application file circulated for assessment**
REF: English language and academic entry requirements, granting of course credit

**ESL teacher for assessment of ESL support required if student is from a culturally and linguistically diverse background**

**Appropriate Head of Years for assessment of academic history and conduct**

**Principal/ Assistant Principal**
- Application approved
- Application not approved
- Interview required

**Admissions Office**
- Confirm recommended placement is available
- Confirm documentation and consultation process is complete
- Follow up any academic or management requests
- Finalise documentation

**Completed enrolment application documents are received.**
These include:
- Completed enrolment application form
- Signed agreement all policies and conditions have been understood and accepted
- Completed medical information form
- Certified transcripts of academic records from last two years of schooling
- Certified evidence of date of birth
- Letter of recommendation or statement of student behaviour from previous school principal (if not included with academic records)
- Copy of passport details
- Copy of English language test/evidence English language proficiency
- Completed form for request for Special Assistance/Programs
- Completed accommodation application
- Completed subject choices
- Application for Course Credit

**Advising outcome of application and complete enrolment process if application is accepted**
**English Language Proficiency Policy:**

**Policy Statement:**
Mount St Bernard College, Herberton 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, Section C28:

This procedure is for all International Students enrolled in Junior, Middle and Senior School that identify as having English as a second language.

**Responsibilities:**
It is the role of the International Student Coordinator the Learning Support Coordinator and the Principal, to review and update the English Language Proficiency policy annually.

Staff responsible for assessing English language proficiency in:

Years 7 - 12 - Assistant Principal and Learning Support Coordinator.

**NB:** The Principal of Mount St Bernard College has the authority to make the final decision as to the suitability of a student’s application to study at the College.

**Procedure:**
- As a requirement of enrolment, the applicant must demonstrate a minimum English language requirement as detailed in the schedule attached.
- Where documents are not in English, certified translations in English are required, with necessary costs to be met by the applicant.

**English Language Testing**
Applicants are required to demonstrate that they have studied English as a subject for at least the previous two years either at school or externally.

The following English language proficiency levels are required to be demonstrated for direct entry to the international student program. International English Language Testing System (IELTS) testing sites can be found at: [www.ielts.org](http://www.ielts.org)
<table>
<thead>
<tr>
<th>Year level</th>
<th>General IELTS (Overall)</th>
<th>AEAS</th>
<th>ISLPR (4 skills at)</th>
<th>NLLIA Bandscales (4 scores at)</th>
</tr>
</thead>
<tbody>
<tr>
<td>7 &amp; 8</td>
<td>4</td>
<td>46-52</td>
<td>1+</td>
<td>4</td>
</tr>
<tr>
<td>9</td>
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<td>46-52</td>
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<td>11</td>
<td>5.5</td>
<td>61-65</td>
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<tr>
<td>12</td>
<td>6</td>
<td>70+</td>
<td>3</td>
<td>6</td>
</tr>
</tbody>
</table>

**What happens when direct entry English language proficiency requirement is not met?**

Unless an English test result is provided at the time of application or the student’s language of instruction is English, the application will be directed to the Principal by the Assistant Principal with a recommendation for non-admittance.

In order to make our practice as transparent as possible we have introduced IELTS testing for students prior to the enrolment interview.

Students in Years 6-12 should note that if their language proficiency is below that outlined above, they may be required to undertake an intensive English language course at an accredited independent education provider before or adjunctive to enrolment into mainstream studies.
**Assessing English Language Proficiency Procedure:**

The Student Enrolment Coordinator will collate the student enrolment application and provide it to the Assistant Principal, indicating if there is any variance from the enrolment criteria.

- As a requirement of enrolment, the applicant must demonstrate a minimum English language requirement as detailed in the English Language Proficiency policy.
- Applicants are required to supply documents, including results from English proficiency tests, in English; costs to be met by the applicant.

The Assistant Principal will assess the suitability of each applicant to study within their chosen course in conjunction with the Learning Support Coordinator and/or the APRE, APA, College Counsellor and College Principal.

Additional tests may be required to assess suitability or appropriate support for the applicant (see list below). The appropriate test will be dependent upon the child’s age.

Where the decision to enroll the applicant is not unanimous or agreed upon, the decision will be deferred to the College Principal.

If the applicant is deemed to have insufficient English language proficiency, a letter will be forwarded to the applicant explaining the decision.

A successful applicant will have their support needs assessed by the Assistant Principal, Learning Support Coordinator and/or the APRE, College Counsellor and College Principal and a support program will be formulated.
Curriculum

At Mount St Bernard College the curriculum is organised within eight key learning areas, eight of which are consistent with Australian Curriculum Assessment Reporting Authority (ACARA) and Queensland Studies Authority (QCAA) syllabus documents. The eighth learning area is Religion. As we are part of a Catholic learning community, where values are explicitly taught, and attitudes shaped through witness and active modelling, Religion is an integral learning area. The nine learning areas are...

Religion
English
Mathematics
Science
Humanities and Social Science
Health and Physical Education
Technology
The Arts

Mount St Bernard College has successfully implemented the Australian Mathematics, English and Science curriculum in 2012 with History ready for implementation in 2013. The development of the Australian Curriculum is guided by the Melbourne Declaration on Educational Goals for Young Australians, adopted by the council of state and territory education ministers in December 2008. The Melbourne Declaration emphasises the importance of the knowledge, understanding and skills of each learning area as well as the nationally identified general capabilities and cross-curriculum priorities, the basis for a curriculum designed to support 21st century learning.

‘The Australian Curriculum describes a learning entitlement for each Australian student that provides a foundation for successful, lifelong learning and participation in the Australian community. It acknowledges that the needs and interests of students will vary, and that schools and teachers will plan from the curriculum in ways that respond to those needs and interests. The Australian Curriculum acknowledges the changing ways in which young people will learn and the challenges that will continue to shape their learning in the future.’ (http://www.australiancurriculum.edu.au/)

The Australian Curriculum will eventually be developed for all learning areas and subjects set out in the Melbourne Declaration. Initially these are English, Mathematics, Science and History; soon to be followed by Geography, Languages, the Arts, Economics, Business, Civics and Citizenship, Health and Physical Education, Information and Communication Technology and Design and Technology. Through differentiated work programs and planning, all students are challenged and support within their year level.

All subjects are headed by a curriculum Coordinator who offers guidance, structure and support to the teachers who plan and prepare in teams.
Curriculum

Religion
The syllabus for Religious Education programming is sourced from the ‘Syllabus for Religious Education for Catholic Schools - Brisbane Archdiocese’ which is divided into four key areas of study: Scripture, Beliefs, Celebration & Prayer and Morality. Each of these key areas of study are covered within each year level.

School Masses, Class Masses, Sacrament of Reconciliation & School Liturgies
As advertised through the newsletter. It is our expectation and a condition of enrolment that all students participate in all activities. Parents are most welcome to attend.

Parish Priest Fr Greg Moses

All students will be encouraged to be actively involved in the spiritual life of the College.

English:
English enables students to acquire proficiency in and understanding of English in its many facets. The Junior English Work Program is consistent with the federally mandated ACARA program, designed to challenge students and improve their outcomes at all levels of ability. The English curriculum is built around the three interrelated strands of Language, Literature and Literacy. Teaching and learning programs balance and integrate all three strands. Together the strands focus on developing students’ knowledge, understanding and skills in listening, reading, viewing, speaking, writing and creating. English aims to develop students’ ability to communicate appropriately and effectively in both spoken and written genres, and exposes students to a broad range of written, spoken and multi-modal texts. Studying English allows students to have the necessary skills needed to develop positive attitudes to and strategies for engagement in lifelong learning.

Mathematics:
With the introduction of the ACARA National Curriculum, Mathematics is now taught and assessed using three strands;
- **Number and Algebra** – Real number, whole number and place value, financial mathematics, linear equations
- **Measurement and Geometry** – Perimeter and area, using units of measurement, geometry of plane shapes
- **Statistics and Probability** – Chance, data displays and measures of spread

Mount St Bernard College has developed a unique and detailed curriculum plan, which describes in detail what the teachers of Mathematics have to teach in each year level. There is a large emphasis on mathematical working, meaning students are expected to use the laws of Mathematics to justify their solutions. All students are placed in ability groups. This allows the curriculum to challenge students with higher levels of ability, while assisting students who find Mathematics a challenging subject.
Science:
Years 7 to 10 Science follows the Australian Curriculum which has three interrelated strands: Science Understanding, Science as a Human Endeavour and Science Inquiry Skills. The three strands provide students with the knowledge and skills to develop a scientific view of the world and students are challenged to explore science through inquiry processes.

The Science Understanding consists of four sub-strands that are studied every year:
- Biological Sciences – Living things and the interactions between them.
- Chemical Sciences – The composition and behaviour of substances.
- Earth and Space Sciences – The Earth’s dynamic structure and its place in the cosmos.
- Physical Sciences – The nature of forces and motion, and matter and energy.

Science as a Human Endeavour is a separate strand in the Australian Curriculum and acknowledges the nature, development, use and influence of science in our society. Students are challenged to make informed decisions about science practices and applications taking into account ethical and social implications.

All students have access to the Science Laboratory where scientific inquiry takes place. Students plan and conduct investigations using the appropriate laboratory equipment. Safety in the laboratory is paramount and students are inducted into the laboratory every year.

Humanities and Social Sciences

Humanities & Social Science is a compulsory subject in Middle School at Mount St Bernard College. It develops key skills and knowledge of social, academic and practical importance. Based on the Australian Curriculum, Humanities & Social Science comprises of a semester of History and a semester of Geography and Civics & Citizenship in both years 9 and 10.

Information Communications Technology

The ICT workforce falls into two broad categories: the ICT specialist and the ICT user (these categories range from basic to advanced users and whose level of ICT skill requirement will vary depending on their particular work role). Students completing this course will have achieved competency as an ICT user. ICT underpins all Australian industries and helps businesses and individuals achieve national objectives, including:
- Progress towards a knowledge-based nation
- Innovation and education as economic drivers
- Enhanced employability through transferable knowledge and skills
- Access to and use of the information economy
  - ICT resources pool to underpin a strong, vibrant ICT industry.

Students will also develop necessary ‘life skills’ for participating in the 21st century.

Electives

The College has a number of electives on offer that are designed to encourage students to pique the student’s interest and develop their research skills.
Drama:
The Drama curriculum seeks to actively involve students in the exploration and enactment through the drama process. Students have to work together in an imaginative and creative manner. This form of creative co-operation has an important role to play in the personal and social development of students. Participation in the Drama experience can lead to the growth of self-confidence, with an increasing awareness of oneself.

Visual Arts:
The aim of the Visual Art course is to encourage students to:

- make, appraise and display artworks with confidence and individuality
- recognise and respect the personal aesthetic of others
- affirm and value the contributions of visual artists, designers and craftspeople, and engage with Australian Art including Indigenous Australian, Asian and international works
- define and solve problems and creatively consider a variety of solutions and processes
- develop social and personal skills that provide confidence, working independently and with others in groups and communities.

Health and Physical Education:
The Years 7–10 Health and Physical Education Key Learning Area reflects the dynamic and multi-dimensional nature of health and recognises the significance of physical activity in the lives of individuals and groups in contemporary Australian society.

The Key Learning Area provides a foundation for developing active and informed members of society, capable of managing the interactions between themselves and their social, cultural and physical environments in the pursuit of good health. The Key Learning Area offers students opportunities to develop knowledge, processes, skills and attitudes necessary for making informed decisions about:

- promoting the health of individuals and communities
- developing concepts and skills for physical activity
- enhancing personal development

Students are encouraged to act, individually or collectively, in culturally appropriate ways, to enhance health and wellbeing and to promote structures in society which support their own and others’ health and wellbeing. Active engagement in physical activity is a major emphasis in the Key Learning Area. This emphasis recognises that participation in physical activity promotes health and acknowledges the unique role of physical activity as a medium for learning. A significant amount of time in the Key Learning Area should be allocated to learning experiences that actively engage students in physical activity.

The Key Learning Area emphasises the social justice principles of diversity, equity and supportive environments. These principles underpin the syllabus and guide curriculum design and delivery; they are embraced in the tenets of an inclusive curriculum which seeks to maximise educational opportunities for all students.
An understanding of social justice principles supports students in applying the knowledge, processes, skills and attitudes needed to participate effectively in the promotion of equitable outcomes with respect to health, physical activity and personal development. The scope of the Years 7–10 Health and Physical Education Key Learning Area embraces learnings that traditionally may have been included in subjects such as health education, home economics, human relationships education, life skills, outdoor education, personal development, physical education and sport education.

**Technology:**
The Technology Key Learning Area has a strong foundation in primary school education. It draws on traditions in early childhood education and builds on programs and approaches that emphasise ‘thinking skills’ and ‘problem solving’. Learning in the Technology Key Learning Area is valued for its practical approach.

The Years 7 to 10 Technology Key Learning Area embraces some learnings that traditionally have been included in lower secondary subjects such as Agricultural Science, Business Studies, Home Economics, Information Technology and Industrial Technology and Design. It also includes learnings in other subjects such as Environmental Studies, Graphics and Marine Studies. Courses of study in these subjects may include Technology core learning outcomes. Different sets of learning outcomes can be selected depending on the connection of the subject to particular strands of the Technology syllabus. It is possible that some lower secondary students will choose different combinations of subjects. It may be necessary to ‘map’ core learning outcomes from these different subject combinations to ensure students have opportunities to demonstrate all core learning outcomes in all strands of the Technology Key Learning Area. In addition to the Key Learning Area syllabuses, five subject area syllabuses and guidelines have been developed for:

- Agriculture Education;
- Business Education;
- Home Economics Education;
- Industrial Technology and Design Education; and
- Information and Communication Technology Education;

These syllabuses and guidelines combine learning outcomes from various Key Learning Area syllabuses with more specific subject area learnings and may be used when developing specialised courses of study for lower secondary school students.

**Senior Years Curriculum**

For detailed information on the Senior School Curriculum please refer to the curriculum handbooks on the Mount St Bernard College website at:
http://www.msb.qld.edu.au/Curriculum
Learning Support / Special Needs

Mount St Bernard College Learning Support/Special Needs Department provides support to students from Years 7 to Year 12. Provision of support follows guidelines as set out in the Diocesan Inclusive Practices Policy (2010) and the Disability Standards for Education (2005). This concept of inclusion is “based on the provision of an educational environment that promotes the human dignity of each student. Inclusive practices value the diversity of students, recognise their rights, provide equitable access to the curriculum and work towards meeting their educational needs within a supportive Christian community”.

In the delivery of these services, this Department provides a Learning Support Coordinator, Learning Support Teachers and Learning Support Officers.

The Learning Support Coordinator works closely with the classroom teachers who have the day to day responsibility for the educational development of students in their classes. Their role of may include:

- Up-skilling teachers/Learning Support Officers to work with students at risk;
- Assisting teachers in developing intervention strategies designed to assist students at risk;
- Assisting teachers in their task of effectively diagnosing areas of concern in literacy and numeracy of particular students;
- Specific teaching of intervention strategies to specifically identified students at risk, either individually or in small groups;
- Assisting teachers in effectively implementing Individual Education Programs for specific students; and,
- Liaising with visiting specialists such as Advisory Visiting Teachers, Occupational Therapists and Speech Language Pathologists, Epilepsy Association etc.

IT Facilities
The entire student population at Mount St Bernard College has access to a laptop computer. Students have access to portable laptop trolleys and library computers allowing exceptional access opportunity for both staff and students in all curriculum areas.
COURSE PROGRESS AND ATTENDANCE POLICY:

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 semester of enrolment.

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

d) To demonstrate satisfactory course progress, students in junior secondary / senior secondary will need to achieve competency in a study period (semester) as outlined below:

   i. From Years 7 to Year 9 it is expected that a student achieves satisfactory results which allows them to progress to the next level. This will be assessed on a case by case system however, it is expected at minimum that a student achieves a satisfactory for effort and is progressing in their academic achievement within a study period.

   ii. Years 10 – 12 students are expected to show satisfactory course progress by achieving a sound level of achievement in all subjects as well as a minimum satisfactory for effort. The student needs to demonstrate that they are achieving essential competencies as outlined by QCAA (Queensland Curriculum and Assessment Authority).

e) If a student does not achieve competency, as outlined above, in a study period, the International Student Coordinator will formally contact the parent(s) to advise there will be a meeting with the student to develop an intervention strategy for academic improvement. This may include:

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

f) A copy of the student’s individual strategy and progress reports in achieving improvement will be forwarded to parents.
g) The student’s individual strategy for academic improvement will be monitored over the following study period by the AP Curriculum 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, Mount St Bernard 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 Mount St Bernard College, he/she may contact the Overseas Student Ombudsman at no cost. This must be done within 10 working days. Please see Mount St Bernard College’s Complaints and Appeals Policy for further details.

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

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

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 school will only extend the duration of the student’s

   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 Mount St Bernard 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 10 working days and/or issue a new COE if required.
Monitoring Course attendance

a) Satisfactory course attendance is attendance of 80% of scheduled course contact hours, international students will be reported to DIBP when attendance is unable to average 80% for the period of study (semester) currently being studied.

b) Student attendance is:
   i. checked and recorded daily
   ii. assessed regularly
   iii. recorded and calculated over each study period (semester).

c) All absences from school will be included in absentee calculations and should be accompanied by a medical certificate, an explanatory communication from the student’s guardian or evidence that leave has been approved by the Principal of Mount St Bernard College.

d) Any absences longer than 5 consecutive days without approval will be investigated – 5 days is the maximum allowed under NC St 11.4

e) Student attendance will be monitored by the Assistant Principal/Pastoral Care every 5 days over a study period (semester) to assess student attendance using the following method:
   i. Calculating the number of hours the student would have to be absent to fall below the attendance threshold for a semester a student must not be absent for more than 20 study days.
   ii. Any period of exclusion from class will not be included in student attendance calculations. See College Deferment, Suspension and Cancellation Policy.

f) Parents of students at risk of breaching Mount St Bernard 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 (or 90% attendance) in any study period.

g) If the calculation at 3.f. indicates that the student has passed the attendance threshold for the study period, Mount St Bernard 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.i.

h) The school will notify the National ESOS Authority via PRISMS of the student not achieving satisfactory course attendance as soon as practicable where:
   i. the student does not access the complaints and appeals process within 20 days
   ii. withdraws from the complaints and appeals process
   iii. the complaints and appeals process results in a decision for the school.
i) Students will not be reported for failing to meet the 80% threshold 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% attendance for the study period.

j) The method for calculating 70% attendance is the same as that outlined in 3.e. with the following change; number of study days × 50 contact hours × 30%.

k) If a student is assessed as having nearly reached the threshold for 70% attendance, the International Student Coordinator will assess whether a suspension of studies is in the interests of the student as per Mount St Bernard College’s Deferment, Suspension and Cancellation Policy.

l) If the student does not obtain a suspension of studies under the Mount St Bernard College’s Deferment, Suspension and Cancellation Policy, and falls below the 70% threshold for attendance, the process for reporting the student for unsatisfactory attendance (breach of visa condition 8202) will occur as outlined in 3.g – 3.h.

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
   iii. major political upheaval or natural disaster in the home country requiring their emergency travel that has impacted on their studies
   iv. a traumatic experience which has impacted on the student (these cases should be where possible supported by police or psychologists’ reports)
   v. where Mount St Bernard College was unable to offer a pre-requisite unit
   vi. inability to begin studying on the course commencement date due to delay in receiving a student visa.

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

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

c) Mount St Bernard College day – any day for which the school has scheduled course contact hours.

d) Study period – a discrete period of study within a course which cannot exceed 24 weeks. Mount St Bernard College defines a “study period” for the purposes of monitoring course attendance and progress as a semester.
Process for Assessing Satisfactory Course Progress

The process for assessing satisfactory course progress will be via any or all of the following testing mechanisms:

- Written examination;
- Oral examination and presentations;
- Periodical presentation of coursework;
- Submission of written assignments by due date; and
- Teacher assessment of competencies achieved.
Homework Guidelines:

Preamble

In setting homework the class teacher aims to:
- Encourage the development of independent study habits;
- Give parents an opportunity to share in their children’s learning;
- Refine the student’s skills of time management and organisation;
- Develop the student’s sense of responsibility; and
- Practise skills and reinforce work learnt in class.

Guidelines

1. Homework is given at the discretion of the class teacher with regard to the age and ability of the children. Teachers are willing to negotiate homework expectations with parents so as to cater for the needs of individual students.

2. Homework will be set throughout the week. Recommendations are as follows:

   - Year 7           -    45 mins/day
   - Year 8 & 9 - 45 mins/day
   - Year 10 - 2 hours/day
   - Year 11/12 - 4 hours/day

   These are approximate times; some classes may have assignments or contracts, which will require a little extra time.

3. Homework may consist of the following:

   - Years 7: reading, research related activities, revision and consolidation.
   - Years 8 to 9: reading, research related activities, revision and assignments.
   - Years 10: research, article and supplementary readings, essays, assignments and service learning program.
   - Years 11 to 12: research, article and supplementary readings, essays, assignments, and service learning program.

4. It is the responsibility of the class teacher to communicate homework expectations to parents/carers. These expectations will reflect the expectations of the Homework Policy.

5. Students are expected to complete homework. Students must bring a note from their parents/carers if homework is not completed. Teachers will consult with parents/carers if homework is regularly neglected.

6. The class teacher will monitor all homework.
**Sport**

Students at Mount St Bernard College will participate in a variety of sports:

- Athletics
- Cross Country
- Swimming
- Team Sports
- Interschool Sport

We confidently anticipate your support in encouraging your son/daughter to participate as opportunities arise.

**Cultural Experience**

To enhance the curriculum for students at Mount St Bernard College a number of cultural experiences are included in the teaching programs throughout the year. At times, students are expected to attend cultural performances either at the College or at other venues when organised by class teachers.

**Competitions:**

During the year, students will have the opportunity to participate in many extra – curricula activities such as:

- Sports
- Instrumental Music ensembles
- Speaking Competitions such as Rotary / Debating
- Tournament of Minds / Optiminds
- Green and Healthy Schools Activities
- Environmental Activities and Working Bees
- Project Compassion
- Community Service
Welfare and Accommodation Policy

Mount St Bernard College approves the following accommodation and care options for overseas students:

1. The student will live in Mount St Bernard College approved accommodation and care arrangements and Mount St Bernard College 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 Mount St Bernard College, including arrangements provided by third parties
   ii. Any changes to approved arrangements must also be approved by Mount St Bernard College. If a student for whom Mount St Bernard College has issued a CAAW refuses to maintain approved arrangements, Mount St Bernard College 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.)

Mount St Bernard College’s approved accommodation options for full fee paying 571 visa subclass students under 18 years of age include:

i. Mount St Bernard College Boarding House

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

   In this case:
   i. Mount St Bernard College does 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 nominating student unless Mount St Bernard College 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.

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

   i. Student returns home to parents
4. **Accommodation options for full fee paying 571 visa subclass students 18 years and older include:**
   
   *Students over 18 years must maintain Mount St Bernard College approved accommodation arrangements.*

   i. Mount St Bernard College Boarding House

5. **For Mount St Bernard College vacation periods, the following accommodation options are available to full fee paying 571 visa subclass students 18 years or older:**

   i. Student returns home to parents
Mount St Bernard College
Compulsory Fees and Levies for 2018
Full Fee Paying Overseas Students
CRICOS provider code: 00637G

All amounts shown are in Australian dollars and must be paid in Australian dollars. In accordance with CRICOS requirements fees are to be paid one semester in advance.

Fees – Tuition, Non – Tuition and Boarding Fees

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<table>
<thead>
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<tbody>
<tr>
<td>Grades 7, 8 &amp; 9</td>
<td>$48,185</td>
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<tr>
<td>Grades 10, 11 &amp; 12</td>
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2018 Fees – Breakdown
Cost Breakdown per Annum

Grades 7, 8 and 9

<table>
<thead>
<tr>
<th>Description</th>
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<tbody>
<tr>
<td>Tuition Fees</td>
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<tr>
<td>Tuition</td>
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<tr>
<td>Building Levy</td>
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<td>P&amp;F Levy</td>
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<tr>
<td>Camps and Excursions Levy</td>
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<tr>
<td>Recurrent Govt Funding (State)</td>
<td>$4,567</td>
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<tr>
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<tr>
<td>Non – Tuition Fees</td>
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<tr>
<td>Medibank Private</td>
<td>$865</td>
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<tr>
<td>Other Non – Tuition Fees</td>
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<tr>
<td>Boarding Fees per annum</td>
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<tr>
<td>Uniforms</td>
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</tbody>
</table>
**Grades 10, 11 and 12**

Tuition Fees $28,985.25
- Tuition $4,770
- Building Levy $520
- P&F Levy $160
- Camps and Excursions Levy $450
- Recurrent Govt Funding (State) $4,567
- Recurrent Govt Funding (Federal) $17,258

Non – Tuition Fees
- Medibank Private $865
- QCAA Fees (Year 11) $395.25

Other Non – Tuition Fees
- Boarding Fees per annum $20,000
- Uniforms approx.$700

* Fees are subject to review and may change.*
Fee Payment & Refund Policy

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

1. This policy outlines refunds applicable to course fees paid to Mount St Bernard College. Payment of Course Fees and Refunds
   a) Fees are payable according to Mount St Bernard College’s Fee Schedule for FFPOS students Year 7 – Year 12
   b) An itemised list of Mount St Bernard College fees is provided in Mount St Bernard College’s written agreement.
   c) All fees must be paid in Australian dollars unless requested otherwise. Refunds will be reimbursed in the same currency as fees were received.
   d) Refunds will be paid to the person who enters into the written agreement unless Mount St Bernard College receives written advice from the person who enters the written agreement to pay the refund to someone else.

2. All notification of withdrawal from a course, or applications for refunds, must be made in writing and submitted the Business Manager.

3. Student default because of visa refusal
   a) If a student produces evidence of visa refusal (or provides permission for Mount St Bernard College to verify visa refusal with the Department of Immigration) and fails to start a course on, or withdraws from the course on or before the agreed starting day,

   Mount St Bernard College will refund within four weeks of receiving a written claim from the student the total amount of course fees received by Mount St Bernard College before the student’s default day, minus the lesser of
   o 5% of the amount of course fees received, or
   o AUD 500.

Student default

(a) 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).

(b) 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.

(c) 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, up to 25% tuition fees will be retained from tuition fees received by Mount St Bernard College.
(d) **Non-Commencement with notification of withdrawal:**

i. If Mount St Bernard 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, Mount St Bernard College will refund 75% of tuition fees received less an administration fee of $250.00.

ii. If Mount St Bernard 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, Mount St Bernard College will refund 50% of the tuition fee.

(e) **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 Mount St Bernard College in writing of withdrawal before completing the relevant study period, no tuition fees will be refunded.

ii. If fees for more than one study period have been received in advance, and Mount St Bernard College receives written notification of withdrawal by the student (or parent(s)/legal guardian if the student is under 18), Mount St Bernard College will refund the amount of unused tuition fees less $250.00 provided that at least 4 weeks written notice of withdrawal has been received.

   NB: Where less than 4 weeks’ notice of withdrawal is received, Mount St Bernard College will refund the amount of unused tuition fees less $500.00

(f) **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). Please see Student Handbook.

ii. Failure to maintain satisfactory attendance (visa condition 8202). Please see Student Handbook.

iii. Failure to maintain approved welfare and accommodation arrangements (visa condition 8532). [If applicable: Please see Student Handbook]

iv. Failure to pay course fees.

v. Any behaviour identified as resulting in enrolment cancellation in Mount St Bernard College’s Code of Conduct. Please see Student Handbook.
4. **Provider default**

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

   b) If for any reason Mount St Bernard 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 Mount St Bernard College, a full refund of any unused tuition fees* received by Mount St Bernard College with respect to the student will be made within 14 days of Mount St Bernard College’s default day.

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


5. 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 boarding fees.

b. **Tuition fees** – fees directly related to the provision of the student’s course.

c. **Course fees** – the sum of tuition fees and non-tuition fees received by Mount St Bernard College in respect of the student in order for the student to undertake the course.

d. **Study Period** – 1 Semester (19 weeks)
**School Transfer Policy:**

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

2. Students can apply for a Letter of Release from the International Student Support Officer 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. *Mount St Bernard 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 Mount St Bernard College
   b) It has been agreed by Mount St Bernard College the student would be better placed in a course that is not available at *Mount St Bernard College*.
   c) Any other reason stated in the policies of *Mount St Bernard 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 Department of Immigration approved welfare and accommodation arrangements.

5. *Mount St Bernard 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) *Mount St Bernard 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 Mount St Bernard College support services which may assist with making adjustments to a new environment, including academic and personal counselling services
   e) Mount St Bernard College 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:


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

9. If a letter of release is provided by this Mount St Bernard College it will 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.

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

11. 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 Mount St Bernard College’s complaints and appeals policy. The complaints and appeals policy is available:

   - Student Handbook
   - College Website
**Course Credit Policy:**

Mount St Bernard College, Herberton will assess all applications for entry into the College. Course credit may only be offered as outlined below:

a) For students transferring from interstate up to Year 10, the school does not offer course credit and entry into any course is subject to the assessment of the College.

b) 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 evidence provided of studies undertaken under the relevant state or territory curriculum assessment authority or nationally accredited framework.
Deferment, Suspension and Cancellation Policy:

1. Deferment of commencement of study requested by student
   a) Mount St Bernard College Mount St Bernard 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 College Principal
   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, Mount St Bernard 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 College Principal.

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 College Principal. Please see Mount St Bernard 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 College Principal.
   b) All applications for deferment or suspension will be considered within 10 working days.
5. **Mount St Bernard College initiated exclusion from class (1 – 28 days)**
   a) *Mount St Bernard 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 *Mount St Bernard College’s* Code of Conduct.
   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 College Principal.
   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.

6. Periods of ‘exclusion from class’ for up to 5 days will not be included in attendance calculations as per *Mount St Bernard College’s* Course Progress and Attendance.

7. **Mount St Bernard College initiated suspension of studies (28 days +)**
   a) *Mount St Bernard 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 *Mount St Bernard College’s* Code of Conduct.
   b) Suspended students must abide by the conditions of their suspension from studies which will depend on the welfare and accommodation arrangements in place for each student and which will be determined by the College Principal.
   c) Students who have been suspended for more than 28 days may need to contact Department of Immigration. Please see contact details at: [http://www.immi.gov.au/contacts/australia/index.htm](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 College Principal.
   e) Suspensions will be recorded on PRISMS.
   f) The period of suspension will not be included in attendance calculations.

8. **Mount St Bernard College initiated cancellation of enrolment**
   a) *Mount St Bernard 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) [Alternatively *Mount St Bernard Colleges* may decide that they will not cancel enrolment for this reason]
      iii. Any behaviour identified as resulting in cancellation in *Mount St Bernard College’s* Code of Conduct.
   b) *Mount St Bernard College* is required to report failure to maintain satisfactory course progress and failure to maintain satisfactory attendance to Department of Immigration, which may impact on a student’s visa.
   c) *Mount St Bernard College* may cancel the enrolment of a student for failure to disclose a pre-existing condition requiring a high degree of specialised support or care.
Mount St Bernard College initiated cancellation of enrolment is subject to Mount St Bernard College’s Complaints and Appeals Policy. Please see 9), below.

**Complaints and Appeals**

a) Student requests for deferment, and suspension and cancellation of enrolment are not subject to Mount St Bernard College’s Complaints and Appeals Policy.

b) Exclusion from class is subject to Mount St Bernard College’s Complaints and Appeals Policy.

c) Mount St Bernard College initiated suspension, where the suspension is to be recorded in PRISMS, and cancellation is subject to Mount St Bernard College’s Complaints and Appeals Policy.

d) For the duration of the internal appeals process, Mount St Bernard College will maintain the student’s enrolment and the student will attend classes as normal. The College Principal will determine if participation in studies will be in class or under a supervised arrangement outside of classes.

e) If students access Mount St Bernard College’s complaints and appeals process regarding a Mount St Bernard College 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 Mount St Bernard College need not await the outcome of this process before changing the student’s enrolment status in PRISMS. However, if Mount St Bernard College has issued a CAAW for a student, welfare provisions under NC St 5.3 are applicable.

f) 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 Mount St Bernard College to fear for the student’s wellbeing

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

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

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

g) The use of extenuating circumstances by Mount St Bernard 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.

h) The final decision for evaluating extenuating circumstances lies with the College Principal.

**Student to seek information from Department of Immigration**

a) Deferment, suspension and cancellation of enrolment can have an effect on a student’s visa as a result of changes to enrolment status. Students can visit the Department of Immigration Website www.immi.gov.au/students/ for further information about their visa conditions and obligations.

**Definitions**

a) Day – *any day including weekends and public holidays in or out of term time*
**Critical Incident Policy:**

Mount St Bernard College, Herberton has a Critical Incident Policy and procedures that cover:

- Action to be taken in the event of a critical incident
- Follow up of the incident
- Records of the incident and action taken

This policy serves to ensure that the particular needs of international students are catered for in the event of a critical incident.
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 Mount St Bernard 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 Mount St Bernard College’s Code of Conduct.

3. Informal Complaints Resolution
   a) In the first instance, Mount St Bernard College requests there is an attempt to informally resolve the issue through mediation/informal resolution of the complaint.
   b) Students should contact the Assistant Principal/Pastoral Care 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 Principal and Mount St Bernard 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 Mount St Bernard College in writing of the nature and details of the complaint or appeal.
   c) Written complaints or appeals are to be lodged with the Principal.
   d) Where the internal complaints and appeals process is being accessed because the student has received notice by Mount St Bernard College that Mount St Bernard College 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 Principal.
   g) Students and / or Mount St Bernard College may be accompanied and assisted by 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 Principal.

i) Once the Principal 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, Mount St Bernard College will immediately implement the decision and any corrective and preventative action required, and advise the student of the outcome.

k) Mount St Bernard College undertakes to finalise all grievance procedures within 20 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 within 2 weeks.

   b) If the student wishes to complain or to lodge an external appeal about a decision made or action taken by Mount St Bernard 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](http://www.oso.gov.au) or phone 1300 362 072 for more information.

6. **Other legal redress**

   a) Nothing in Mount St Bernard College’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 Mount St Bernard 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.*
**Code of Ethics:**

**Introduction**

Mount St Bernard College has a proud 95 year history of offering holistic Catholic Education in the Mercy tradition.

Academically, the College strives to cultivate intellectual values in a wide range of disciplines. We promote in students a sense of integrity, respect for truth, openness and positive virtues. We encourage and value excellence in all our endeavours. We acknowledge the important role of parents in the education of their children and recognize the significance of a positive and active correlation between home and school.

Our aim is to encourage the individual student to aspire to reach positive and rewarding goals. To become familiar with and able to embrace the wonderful opportunities a Catholic education provides. To contribute to a Catholic school community in a way which reflects the true calling of Jesus.” – aiming to achieve the qualities of Respect, Participation and Effort.

**EDUCATIONAL STANDARDS**

Mount St Bernard College is committed to providing and maintaining the highest professional standards in both the marketing and delivery of its education program. This includes safeguarding the welfare and interests of all students, providing adequate facilities and resources and using appropriate and effective methods of instruction. These principles are embedded within the College's mission statement.

**Mount St Bernard College Mission Statement:**

Drawing our inspiration from the Gospel of Jesus and the Mercy Tradition, we empower young people through our commitment to education to become persons of faith, learning and hope, and so contribute to their communities.

We are committed to the values of:

- **Community** – living and giving gracious hospitality in the spirit of family
- **Mercy** – acting justly with a compassionate heart
- **Respect** – valuing self, others, environment and the purpose of school
- **Excellence** – striving towards personal best
- **Wisdom** – gaining life enhancing knowledge and skills.

Within the context of these values, all students and staff at the College are expected to:

- **Be Safe**
- **Be Respectful**
- **Be Responsible**

**MARKETING**

Mount St Bernard College will market its programs with integrity, professionalism and accuracy, avoiding vague or misleading statements. Students will be given accurate information about the courses offered and the facilities provided. When providing information to prospective students no false or misleading comparisons will be drawn with any other institution or course.
STUDENT INFORMATION

At the time of receiving enrolment forms from the College students will be provided with the following:

- College Code of Practice, Information and Policies for Overseas Students
- admission procedures and entry criteria
- total fees for the program and what is included within those fees
- information about the Senior Certificate and university entry requirements
- a copy of the College prospectus for overseas students

RECRUITMENT

Recruitment of students will be conducted at all times in an ethical and responsible manner and consistent with the requirements of the curriculum. Appropriately qualified staff will assess the extent to which the applicant is likely to achieve the outcomes of the course based on the applicant's level of English and academic results.

REFUNDS

Mount St Bernard College has a fair and clearly explained refund policy.

STUDENT GRIEVANCES

Mount St Bernard College has a fair and transparent process for dealing with student grievances. In the event that such grievances cannot be resolved internally, Mount St Bernard College will advise students of the appropriate bodies from which they can seek further assistance.

EDUCATION SERVICES ACT FOR OVERSEAS STUDENTS

The Roman Catholic Trust Corporation of the Diocese of Cairns trading as Mount St Bernard College, Herberton Cairns is bound by the provisions of the:

- Education (Overseas Students) Act 1996
- Education (Overseas Students) Regulation 2014
- Education Services for Overseas Students (ESOS) Act 2000; and
STUDENT SERVICES

Mount St Bernard College will ensure that students have access to:

- orientation on arrival
- assistance and information about their academic progress
- information regarding entry to further study
- ongoing counselling as required in relation to health and family matters
- a designated student officer who will assist the student to adjust to life and study at an Australian institution, and to help resolve problems
- a copy of the College Complaints and Appeals Policy.

PRIVACY OF PERSONAL INFORMATION

Mount St Bernard College will meet all requirements of the Privacy Act 2001 in relation to the way it handles personal and sensitive information about students.

AGENTS

Mount St Bernard College does not currently engage education agents.