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## Overseas Students Enrolment Information Booklet

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Revised: March 2014

Thank you for your interest in enrolling a student at Pacific Hills Christian School. This information will guide you through the enrolment process at our School.

Pacific Hills is a well established School accredited with the New South Wales Board of Studies to present candidates for the NSW Higher School Certificate and with the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS No. 02340G). CRICOS registration guarantees that the School and the courses offered meet the high standards necessary for overseas student enrolments.

The School began in 1979 and has a current enrolment of approximately 1200 students from Prep to Year 12.

Additional information about the School's culture and history can be found on the website [www.pacifichills.net](http://www.pacifichills.net). We invite you to take some time to explore this site to gain a better understanding of the School and its operations.

### Enquiries

Please contact: The Registrar, Mrs Sharon Maddison:

Phone: +61 2 9651 0700

Email: [registrar@pacifichills.net](mailto:registrar@pacifichills.net)

Post: Pacific Hills Christian School  
Registrar  
Locked Bag 3  
Round Corner NSW 2158

### Education Agent

Families may choose to engage the services of our authorised Educational Agent.

Grace Education Services International Pty Ltd.  
Daniel Wong (Director) QAEC No. C061  
Email: [daniel@graceedu.com.au](mailto:daniel@graceedu.com.au)

### Pacific Hills Representatives

Dr EJ Boyce, Principal  
Mrs S Maddison, Registrar  
Mrs C Sakoulas, Overseas Student Liaison Officer

### Enrolment Policy

Pacific Hills Schools seek to enrol students whose families seek a Christian Education for their children and who support the ethos of the School as outlined in the Mission Goals.

### Principles

- God has created all people in His image and has made it possible for them to be in relationship with Him through the death and resurrection of His Son, Jesus Christ. Therefore, the school will give equal consideration to each applicant.
- The Principal carries final responsibility for decisions regarding enrolment positions.



### Relevant Legislation

Disability Discrimination Act  
Race Discrimination Act  
Anti-Discrimination Act  
Education Services for Overseas (ESOS) Act 2000 and the National Code of Practice.

These Acts make it unlawful to discriminate against a person on the grounds of their disability or race by refusing to enrol them at the School. The School is committed to fulfilling its obligations under the law in this Enrolment Policy.

Refer to the School website for a copy of the Enrolment Policy.

### Courses Offered

Pacific Hills offers enrolment only into courses of Primary and Secondary education as provided by the NSW Board of Studies, leading to award of the NSW Higher School Certificate.

| Course Code | Course Name                        | Course Level                              |
|-------------|------------------------------------|---|
| 041920J     | Primary (Kindergarten to Year 6)   | Primary School Studies                    |
| 041921G     | Junior Secondary (Years 7 to 10)   | Junior Secondary Studies                  |
| 041922G     | Senior Secondary (Years 11 and 12) | Senior Secondary Certificate of Education |

### Eligibility

VISA: Pacific Hills will enrol students entering Australia on a 571 Student Visa. Short term placements (less than 3 months) will be considered for applicants travelling under a regular Visitors Visa.

Visa information can be obtained from the Government website <http://www.immi.gov.au/immigration/>

English Proficiency: Expected English Proficiency is normally equivalent to IELTS Level 5. This standard of English must be demonstrated by certified records or through undertaking an assessment with PHCS staff.

Students under 16 years must provide a comprehensive report from the Australian Education Assessment Services. Enrolment may only proceed conditional on any English language requirements being met. Pacific Hills Christian School does not provide English Language Intensive Courses for Overseas Students (ELICOS).

Appropriate Experience: Pacific Hills will determine necessary appropriate experience for entry into courses based on the certified record of recent schooling provided by the enrolling family. Refer to the Course Entry & Credit Policy and to the website for further information.



## Required Information

Completed Enrolment forms should be submitted to the school together with certified copies of the student's:

- Birth certificate
- Passport
- Three most recent academic reports (with translation)
- A completed reference form from your pastor or a business person
- Evidence of English Proficiency equivalent to IELTS Level 5 (16 years and over)
- Full details of Guardian and Homestay arrangements. Proposed living/accommodation arrangements – the School gives preference to students under 18 years of age who will be living with a relative as defined under the Act.
- Proof that the \$190 non refundable application fee has been paid
- Evidence of capacity to secure Medical Insurance

## Associated Fees

|                          |   |
|--------------------------|---|
| Application Charge:      | AUD \$190   |
| Enrolment Fee:           | AUD \$1500  |
| Health Insurance Charge: | AUD \$490 per annum   |
| Annual Tuition Fee:      | K-6 AUD \$18,200 per annum  |
|                          | 7-10 AUD \$25,500 per annum   |
|                          | 11-12 AUD \$27,270 per annum  |
| Travel to School:        | AUD \$800 per annum (approximate) as FFPOS do not qualify for the subsidised government transport scheme. |

Refer to attached current fee schedule. Please note Tuition fees are subject to an annual increase.

## Transfers of Enrolment

Pacific Hills will only enrol transferring students who, having commenced studies with another provider, are not seeking to transfer within the first 6 months of their course and then, only where a letter of release has been issued by the previous provider.

## Conditions of Continuing Enrolment

Ongoing enrolment is conditional, at the Principal's discretion, on satisfactory attendance and satisfactory course completion, adherence with School policies relating to Behaviour and Discipline, and maintenance of currency in regard to payment of tuition fees.

Further details can be found in the Attendance & Course Progress Policy and the Behaviour and Discipline Policy.

## Deferment

Once enrolment of a student is confirmed Pacific Hills assumes that a binding agreement has been made with the enrolling family and that enrolment and course completion will proceed as mandated by course and visa requirements.

Pacific Hills Christian School will only grant a deferment of commencement of studies for compassionate and compelling circumstances. These are elaborated in the Enrolment Policy.



### **Suspension of study requested by student during period of enrolment**

Once the student has commenced the course, Pacific Hills Christian School will only grant a suspension of study for compassionate and compelling circumstances. These are elaborated in the Enrolment Policy.

### **Cancellation of enrolment**

Pacific Hills Christian School will cancel the enrolment of a student under the following conditions;

- i) Failure to pay course fees
- ii) Failure to maintain approved welfare and accommodation arrangements (visa condition 8532)
- iii) Any behaviour identified as resulting in cancellation in Pacific Hills Christian School's Behaviour Policy/Code of Conduct.

Pacific Hills Christian School is required to report failure to maintain satisfactory course progress and failure to maintain satisfactory attendance to DIIRSTE . This may result in cancellation of the student visa.

### **Student Support**

In addition to its strong Pastoral Care program that provides support for every student Pacific Hills undertakes a range of measures to provide particular support to overseas students. These include:

- Provision of an Overseas Student Liaison Officer who works directly with overseas students in ensuring they are safe and successful at school.
- Orientation program covering educational and cultural issues.
- Overseas Student Handbook so that information can be readily accessed by students when needed.

### **Appeals and Grievances**

Pacific Hills prioritises the safety and welfare of all its community members and recognises that to ensure effective relationships, concerns need to be heard and resolved. The School has a number of avenues through which concerns may be pursued depending on the degree of seriousness.

The purpose of Pacific Hills Christian School's Concerns, Complaints and Appeals Policy is to provide a student with the opportunity to access procedures to facilitate the resolution of a dispute or complaint.

The internal complaints and appeals processes are conciliatory and non-legal.

External Appeals will be directed to Christian Schools Australia, of which Pacific Hills is a member and through whom registration and accreditation are obtained.

### **Refunds**

1. The Application Fee is non-refundable.
2. The Enrolment Fee is non-refundable.
3. The Health Insurance charge is non-refundable.
4. It is the responsibility of parents/guardians to provide PHCS with one term's written notice submitted to the Principal, of a student's intent to withdrawal from the school.
5. Tuition Fee Refunds. A refund of Tuition Fees may be due where Tuition Fees have been paid in advance, the full one term's notice has been given or billed, and all other financial obligations have been met by the parent/guardian. The billing of the one term's notice in lieu of notice will be calculated from the day the notice is received.
6. Where a refund is payable to a parent or guardian the school will refund within 28 days unless otherwise advised.



7. Other refunds. There are no other fees or charges which will be refundable to any student or past student of PHCS, other than that outlined above.
8. Fees for Full Fee paying Overseas Students are payable six months in advance.
9. Where a student's enrolment is cancelled for any of the following reasons, it will be deemed that no notice has been given and one term's tuition fees will be billed to the account.
  - a. Failure to maintain satisfactory course progress (visa condition 8202);
  - b. Failure to maintain satisfactory attendance (visa condition 8202);
  - c. Failure to maintain approved welfare and accommodation arrangements (visa condition 8532);
  - d. Failure to pay tuition fees;
  - e. Any behaviour issues which result in the expulsion of the student by the School Principal.
10. Any default by the school will be covered by the provisions of the ESOS Act 2000 and the ESOS regulations 2001 (as amended). These include:
  - a. If for any reason the school is unable to offer education, a full refund of tuition fees paid will be made within 14 days of notification of cancellation.
  - b. If for any reason the school is unable to continue to offer education, a full refund of tuition fees paid will be made within 14 days of notification of cancellation.
11. If a student changes visa status (eg becomes a temporary or permanent resident) he/she will continue to pay full overseas student's fees for the duration of that study period.
12. This agreement, and the availability of complaints and appeals processes, does not remove the right of the student to take further action under Australia's consumer protection laws.

The Refund Policy is available on the School website.

### **Privacy**

- The School is bound by the National Privacy Principles contained in the Commonwealth Privacy Act.
- Staff are required to maintain confidentiality with reference to student, staff and family records and information.
- Access to student, staff and family records will be given to staff on the authorisation of the Principal and where required by law and statutory authority.
- The school requires full disclosure by families of all information that may impact on the education of their child.
- The school will release private information to Commonwealth Departments as necessary, in order to secure Commonwealth funding.
- The release of information to Commonwealth Bodies will be notified to the parents.

### **ESOS Framework**

#### **The ESOS framework—providing quality education and 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 are known as the ESOS framework and include the *Education Services for Overseas (ESOS) Act 2000* and the National Code.

#### **Protection for overseas students**

As an overseas student on a student visa, you must study with an education provider and in a course that can be found on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) at <http://cricos.dest.gov.au>. CRICOS registration guarantees that the course and the education



provider at which you study meet the high standards necessary for overseas students. Please check carefully that the details of your course – including its location – match the information on CRICOS.

## **Your rights**

The ESOS framework protects your rights, including:

- 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. If you are under 18, to ensure your safety, you will be granted a visa only if there are arrangements in place for your accommodation, support and welfare.
- 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.
- 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.
- your right to know:
  - how to use your provider's student support services;
  - 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;
  - if attendance will be monitored for those courses;
  - what will happen if you want to change providers; and
  - how to use your provider's complaints and appeals process

## **Your responsibilities**

As an overseas 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;
- if attendance is recorded for your course, follow your provider's attendance policy; and
- if you are under 18, maintain your approved accommodation, support and general welfare arrangements



Contact details

| Who?   | Why?  | How?  |
|--|---|---|
| Your provider  | For policies and procedures that affect you   | Speak with your provider<br>Mrs Maddison, Registrar<br>Mrs Sakoulas, OSLO<br><br>Refer to school website  |
| Department of Education Science and Training (DIISRTE) | For your ESOS rights and responsibilities   | <a href="http://www.dest.gov.au/esos">www.dest.gov.au/esos</a> (until 30 June 2007)<br><br><a href="http://www.aei.dest.gov.au/esos">www.aei.dest.gov.au/esos</a> (from 1 July 2007)<br><br>ESOS Helpline +61 2 6240 5069<br><br>Email <a href="mailto:esosmailbox@dest.gov.au">esosmailbox@dest.gov.au</a> |
| Department of Immigration and Citizenship (DIAC)       | For visa matters  | <a href="http://www.immi.gov.au">www.immi.gov.au</a><br><br>Phone 131 881 in Australia<br><br>Contact the DIAC office in your country.  |
|  | Living and Studying in Australia<br><br>Study in Australia is the official Australian Government site for studying in Australia. This website will prove invaluable to students wishing to study in Australia. It contains a wide range of information covering aspects such as: Culture, History, Money Matters, Safety and Courses. | <a href="http://www.studyinaustralia.gov.au">www.studyinaustralia.gov.au</a>  |
|  | Australian Education International<br><br>The National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2007  | <a href="http://www.aei.gov.au/Regulatory-Information/Education-Services-for-overseas-students-esos-legislative-framework/national-code/Pages/default.aspx">www.aei.gov.au/Regulatory-Information/Education-Services-for-overseas-students-esos-legislative-framework/national-code/Pages/default.aspx</a>  |
|  | Medibank Private<br><br>Medibank Private is the preferred provider of overseas student health cover, but families can choose to obtain cover from any other medical insurer in Australia.   | <a href="http://www.medibank.com.au/oshc/">http://www.medibank.com.au/oshc/</a>   |