

Overseas Students Enrolment Information Handbook

Pacific Hills

Christian School

Revised: January 2018



Pacific Hills CRICOS No. 02340G Pacific Hills Christian Education Ltd

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Overseas Student Enrolment Information Booklet

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

Pacific Hills is a well-established school accredited with the New South Wales Education Standards Authority (NESA) to present candidates for the NSW Higher School Certificate. The School is registered with the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS), (CRICOS No. 02340G) and complies with the Education Services for Overseas Students (ESOS) Act 2000 (amended 2015) and the National Code of Practice for Providers of Education and Training to Overseas Students 2018.

The School was established in 1979 and has an enrolment of approximately 1390 students from Prep to Year 12.

Additional information about the School's culture and history is available on the School website 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.

Location

Pacific Hills Christian School is located in Dural on the north-western outskirts of Sydney in the state of New South Wales, Australia. The School is approximately 35 kilometres from the city centre.

Address: 9-15 Quarry Road, Dural NSW 2158 Australia



What We Offer

Pacific Hills Christian School offers many advantages to overseas students. The greatest benefit is Christian Education of a high academic standard. Please consider the following reasons for choosing Pacific Hills:

- Christian education acceptable to all denominations
- High academic standards
- Low student/teacher ratios
- All lessons in English
- Specialist English teachers available to help students
- Fully qualified and dedicated staff
- Pastoral assistance and support for all students

Modes of Study

Face to Face



Homestay

Overseas students who are not living with a parent or close family member are placed with Christian families and are expected to participate in host family activities and at all times to behave in a respectful manner. Homestay includes meals and access to all facilities and some participation in duties in the home. The School will monitor homestay arrangements.

Overseas students with school approved Welfare and Accommodation arrangements, such as Homestay students who are not living with a parent or parent nominated relative or custodian, are not permitted to make any change to their living arrangements without the prior written approval of the school.

Where the School takes on responsibility under the Migration Regulations for approving the accommodation, support and general welfare arrangements for a student who is under 18 years of age, the School:

- nominates the dates for which the School accepts responsibility for approving the student's accommodation, support and general welfare arrangements and advises the Department of Home Affairs of the dates in the form required.
- ensures any adults involved in, or providing, accommodation and welfare arrangements to the student have appropriate working with children clearances in accordance with the School's Child Protection Program.
- implements documented processes for verifying that the student's accommodation is appropriate to the student's age and needs, in accordance with our Younger Overseas Students Accommodation Arrangements Policy.
- includes a process for managing emergency situations and for when welfare arrangements are disrupted for students under 18 years of age.
- maintains up-to-date records of the student's contact details including the contact details of the parent(s), guardian(s) or any adult responsible for the student's welfare.



Courses Offered

Pacific Hills offers enrolment into courses of Primary and Secondary education as accredited by NESQA, leading to the 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

Prerequisites to Enter the Course

The Student is required to meet the following English language requirements prior to entering the course:

- Students 16 years and over are to provide evidence of English proficiency equivalent to IELTS Level 5.
- Students under 16 years are to provide a comprehensive report from the Australian Education Assessment Service (AEAS).

In the case of a student entering the School subsequent to attending an ELICOS course additional testing will be required to measure the student's readiness to enter the course. Testing may be in the form of an additional IELTS report, AEAS Report or testing at the School using a DELTA or other testing instrument.

Enrolment may only proceed conditional on all language requirements being met.

Overseas students or intending overseas students are obliged to provide certified copies of school records for the previous two years. These records will be used to inform the School decision regarding course entry level.



Language Instruction

All instruction is conducted in English. A specialist teacher is on hand to help students with the English language including any language difficulties students may have with other subjects. In Years 7 to 12 all students will study English and most will have additional special English as an Additional Language/Dialect (EAL/D) support.

All students are assessed prior to being accepted into the School. Students with low English competency will be required to complete an intensive English (ELICOS) program prior to enrolling in the School.

Entrance into Pacific Hills Christian School

Students who apply to enter Pacific Hills Christian School are usually required to take a written English test. Academic results and reports from previous years at school are carefully considered with the results of the English test, along with other information pertaining to eligibility of entry. Each application is considered as an individual case and students are advised of the Year level which is recommended for their entry to the School.

Enrolment may only proceed conditional on all English language proficiency requirements being met.

The School Year

The school year commences at the end of January and continues until December. Year 12 students finish in November upon completion of their Higher School Certificate exams. There are four terms in each School year. Term dates are available on the School website and in the School diary issued to students. It is an expectation that students adhere strictly to the term dates and make their travel plans accordingly. Pacific Hills Christian School allows some students to commence studies during the year.

Uniform

The uniform of Pacific Hills Christian School is compulsory and may be purchased at the School uniform shop, Hannahs. The current uniform price list is available on the school website.



Textbooks and Stationery

You will be provided with a textbook and stationery list each year. Some books are now available in ebook format.

iPads/Bring Your Own Device

All students enrolling from Year 4 to Year 10 are expected to purchase an iPad. Year 11 and Year 12 students can choose a device according to their own preference. A list of apps for each year group as well as the specifications for iPads is available on [Pacific Go](#) located on the menu icon of the School website.

Excursions and Camps

Excursions and camps are an integral part of the curriculum and provide opportunities for research and learning experiences which are vital to the overall academic program. Attendance of students at excursions and camps is compulsory.

Parent Communication

Parents/guardians will be notified of student progress and mid-year and final examination results by the School. If any serious situation arises parents will be notified immediately and the student will be counselled by teachers and other advisers. Every assistance will be given to students should difficulties arise. Parents/guardians will be provided with access to the school database program, Edumate, and can view relevant student information.



Tuition Fees

- a. All fees must be paid in Australian dollars. Fee information is available on the School website.
- b. With respect to the first course the student enters the Parents/guardians must pay the relevant annual School tuition fee. (Please note that the School's tuition fees are subject to annual increases as directed by the School Board and this should be budgeted for accordingly.)
- c. Tuition fees are payable six months in advance, typically by the commencement date of Term 1 and Term 3 respectively. (Where students have commenced part way through the school year, the six month advance period will be re-aligned accordingly.)
- d. Parents may choose to pay more than the required six months tuition fee prior to the course commencing. Contact the School tuition fee office to discuss the details of this option.
- e. The Parents/guardians agree to pay tuition fees in advance, and acknowledge that there will be no refund, in whole or in part, if the Student is absent from School due to illness, leave or suspension.
- f. If the student changes visa status (e.g. becomes a temporary or permanent resident), the student will continue to pay the full overseas student fees for the duration of that six month study period.
- g. The parents/ guardians agree to pay changes in tuition fees if changes are required as a result of the student having their study outcomes reassessed or a deferral of study.



Non Tuition Fees

- a. Non-refundable Application Fee \$190
- b. Non-refundable enrolment fee \$1500 for first child \$1000 for sibling - due and payable to the School on acceptance of offer.
- c. Overseas Student Health Cover (OSHC) (visa condition 8501) approximately \$600 per annum. Where the OSHC is arranged by the School a quote from Medibank Private will be provided to the Parents/Parent/ nominated custodian. As per the visa conditions OSHC must be in place for the entire duration of the student visa. Please note visa start and end dates are not the same as the course start and end dates. Once the visa is granted and the dates are known this may result in an adjustment to the OSHC costs that will either be credited or debited to the student fee account.
- d. The Parents/guardians must pay the cost of all other non-tuition fee expenses incurred by the School on behalf of the Student. These include, but are not limited to: uniforms, camps, text books, stationery, iPads, laptops, Apps, OneMaker Academy tuition, Hands on Performing Arts. The Parents/guardians must also purchase the necessary bus and/or train pass for the Student to commute to and from the School at an approximate cost of \$600 per annum (cost depends on the distance from the School).

Upfront Payment

- a. \$190 Non-refundable application fee
- b. \$1500 Non-refundable enrolment fee
- c. \$ Tuition fees for 6 months
- d. \$ Overseas Student Health Cover



Default Information

This information briefly outlines the circumstances of a default by a registered provider or an overseas student which can lead to an overseas student receiving a refund of tuition or non-tuition fees.

The School defaults if either of the following occurs:

- The School fails to start to provide the course to the student at the location on the agreed starting day,
- The course ceases to be provided to the student at the location at any time after it starts but before it is completed; and

The student has not withdrawn before the default day

The School will also default if a sanction is imposed on it under the ESOS Act which prevents it from providing a course. The School will discharge its obligations to the student by arranging for the student to be offered a place in an alternative course at the School's expense and the student accepts the offer in writing. Alternatively the school will provide a refund. The School must discharge its obligations to the student within 14 days after the default day.

The student defaults if:

The course starts on the agreed starting day, but the student does not start the course on that day (and has not previously withdrawn); or the student withdraws from the course (either before or after the agreed starting day); or the registered provider of the course, the School, refuses to provide, or continue providing, the course to the student because of one or more of the following events:

- The student failed to pay an amount they were liable to pay the provider, directly or indirectly, in order to undertake the course; the student breached a condition of their visa; misbehaviour by the student.
- In relation to student misbehavior, a student will not be considered to have defaulted unless the School accords them natural justice before refusing to provide, or continue providing, the course to the student.



Refund of Fees

The School will only grant a refund when the following process is followed:

An overseas student or intending overseas student applies for a refund, in writing, from the Business Manager at the School.

An overseas student or intending overseas student pays any outstanding debts to the School or authorizes any outstanding debts to be deducted from the refund.

The School approves the refund under its Refund Policy.

After approval, the refund is paid to the overseas student or intending overseas student, or the same person that initially made the payment of course fees.

If a refund is granted to an overseas student or intending overseas student, it must be calculated according to the Refund Specification which requires that the amount of refund must be the course fees, minus the following amounts: 5 per cent of the course fees received by the School in respect of the student before the default day; and \$500.

For more information please see the full Refund Policy available on the School website.

The Tuition Protection Service (TPS)

Is a placement and refund service to assist overseas students whose registered providers are unable to complete delivery of the student's course of study. The TPS ensures that overseas students can either:

- complete their studies in another course or with another registered provider; or
- receive a refund for unspent tuition fees.

Complaints and Appeals

The following information is an outline only of the School's internal and external complaints and appeals process.

To lodge a formal complaint, the overseas student or parent/guardian of the overseas student must refer their formal complaint to the School Complaints Manager.

The School will commence assessing a complaint from an overseas student within 10 working days from the date on which the complaint was lodged.



If an overseas student or an overseas student's parents/guardians are not satisfied with the result of the School's complaints handling process they can decide to internally appeal the School's decision.

If an overseas student or an overseas student's parents/guardians are not satisfied with the result from the School's internal complaints process, the School must advise the overseas student within 10 working days of concluding the internal review of the overseas student's right to access an external complaints handling and appeals process at minimal or no cost. This written agreement, and the right to make complaints and seek appeals of decisions and actions under various processes, does not affect the rights of the student to take action under the Australian Consumer Law if the Australian Consumer Law applies.

Conditions of Enrolment

Abide by all the overseas student visa conditions

- i. maintain satisfactory course progress for each study period (visa condition 8202)
- ii. maintain satisfactory attendance (visa condition 8202)
- iii. maintain approved welfare and accommodation arrangements (visa condition 8532) [if applicable]
- iv. maintain Overseas Student Health Cover (OSHC) (visa condition 8501)
- v. continue to have sufficient financial capacity to support your study and stay in Australia. (visa condition 8516) Pay all required tuition and non-tuition fees
- vi. Notify your education provider, the School, the address where you live within 7 days of arriving in Australia, if you change the address where you live within 7 days of the change (visa condition 8533)
- vi. Avoid any behaviour identified as resulting in enrolment cancellation
- vii. As a condition of enrolment, the student agrees to abide by all school policies for the duration of their enrolment. School policies are available on the School website.



Enquiries

Please contact: Director of Enrolments

Phone: +61 2 9651 0700

Email: enrolments@pacifichills.net

Post: Pacific Hills Christian School
Director of Enrolments
Locked Bag 3
Round Corner NSW 2158

Education Agent

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

Grace Education Services International Pty Ltd.:

Daniel Wong (Director) QAEC No. C061

Email: daniel@graceedu.com.au

Pacific Hills Representatives:

Dr EJ Boyce, Principal

Mrs M-L FitzGerald, Director of Enrolments

Mrs C Sakoulas, Overseas Student Liaison Officer

Eligibility

VISA: Pacific Hills considers applicants for enrolment who will enter Australia on a 500 Student Visa and are eligible for the courses listed under Courses Offered. Short term placements (less than 3 months) will be considered for applicants travelling in Australia on a Visitor Visa.



Required Enrolment Information

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

- Birth certificate (with copy of certified translation)
- Passport
- Three most recent academic reports (with copy of certified translation)
- A completed reference form from your pastor or a business person
- Evidence of English Proficiency. See Prerequisites to enter the course.
- 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.
- \$190 non-refundable application fee payment
- Evidence of capacity to secure Medical Insurance



Associated Fees

Item	Amount (\$AUD)
Non Tuition Fees	
Application Charge	AUD\$190
Enrolment Fee	AUD\$1,500 first child, AUD\$1,000 sibling
Health Insurance Charge	AUD\$600 per annum (approx.)
Tuition Fees	
2018 Annual Tuition Fee:	
K-6	AUD\$20,690 per annum
7-10	AUD\$28,380 per annum
11-12	AUD \$30,770 per annum
Possible Costs	
Travel to School	AUD \$800 per annum (approximate) as FFPOS do not qualify for the subsidised government transport scheme.

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

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, students 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 www.cricos.education.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 overseas student rights, including:

- the 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.
- the 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. Overseas students are required to keep a copy of the written agreement and receipts of all tuition and non tuition fee payments made to the School.
- the 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.
- the 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



Overseas student responsibilities

As an overseas student on a student visa, students have responsibilities to:

- satisfy student visa conditions;
- maintain 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.



Web Links

Living and Studying in Australia

www.studyinaustralia.gov.au

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.

Department of Home Affairs

<https://www.homeaffairs.gov.au/trav/stud>

This website will guide you through the process of applying for the correct visa and also contains information that would be useful to you regarding living in Australia.

Australian International Education Online

[National Code of Practice 2018](http://www.aieo.gov.au/national-code-of-practice-2018)

The National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018.

Education Services for Overseas Students (ESOS) framework

<https://www.legislation.gov.au/Series/C2004A00757>

The ESOS Act sets out the legal framework governing delivery of education to international students in Australia on a student visa.

Overseas Student Ombudsman (OSO)

<http://www.oso.gov.au/>

The OSO investigates complaints about problems overseas students or intending overseas students may have with private education and training in Australia. Call: 1300 362 072 Monday to Friday – 9am to 5pm Australian Eastern Standard or Daylight Saving Time.

Fairwork Ombudsman

<https://www.fairwork.gov.au/>

International students have the same workplace rights as all other workers in Australia. Fairwork Ombudsman provide free advice and assistance to all workers to help them understand these rights.

Medibank Private

<https://www.medibank.com.au/overseas-health-insurance/oshc/>

Medibank Private is the preferred provider of overseas student health cover. Families may choose to obtain cover from any other medical insurer in Australia.

