



International Students (CRICOS) Policy and Procedures

St Mark's Coptic Orthodox College

Purpose

St Mark's Coptic Orthodox College welcomes international students and values the cultural diversity and global perspective they bring to our school community. The College recognises the benefits for both local and international students when we foster an inclusive, respectful environment.

To ensure the College meets all obligations under the Education Services for Overseas Students (ESOS) Act 2000, the National Code of Practice for Providers of Education and Training to Overseas Students, CRICOS registration requirements, and NSW school provider guidelines. This policy establishes consistent processes for enrolment, welfare, monitoring, reporting and support of overseas students.

Scope

Applies to all overseas students, families, staff, agents and contractors involved with enrolment or support of international students from Kindergarten to Year 12.

Legislative Framework

- ESOS Act 2000
- National Code of Practice (current version)
- Migration Regulations
- Child Protection and Privacy legislation
- CRICOS provider obligations
- NSW Approved School Provider Guidelines

The ESOS Framework - Protecting International Students

The Australian Government ensures that international students studying in Australia enjoy quality education, safety, and consumer protection through the ESOS framework.

Student Rights

International students have the right to:

- Receive accurate pre-enrolment information about courses, fees, study modes, and refunds.
- Sign a written agreement with the College before paying fees, outlining services, charges and refund policies
- Access consumer protection, including refunds or placement in another course if the College cannot deliver a program.
- Know how to access:

- Student support services
- Overseas student contact officers
- Course credit information
- Deferment, suspension and cancellation processes
- Attendance and progress requirements
- Complaints and appeals processes
- For students under 18 - guaranteed welfare, accommodation and support arrangements.

Student Responsibilities

International students must:

- Comply with student visa conditions.
- Maintain Overseas Student Health Cover (OSHC)
- Meet all terms of their written agreement with the College
- Inform the College of any changes to address or contact details
- Maintain satisfactory attendance and course progress.
- If under 18, continue approved accommodation, support, and welfare arrangements

Conditions of Enrolment

- That the student will participate fully in the life and program of the College, such as the devotional activities,
- Biblical studies, excursions, camps and attendance at Presentation Evening.
- That the Parents will fully support both the student and College in all activities.
- To ensure my child submits to the College's academic, dress and disciplinary regulations as may be instituted by the Head of College and staff of the College.
- To be aware that my child must demonstrate effort and maintain a proper attitude towards their academic studies during their time at St Mark's Coptic Orthodox College.
- It is a requirement that all yearly tuition fees are paid on enrolment and prior to the commencement of the course. All fees are to be paid in Australian Dollars.
- Subsequent Yearly tuition fees must be paid in full upon receipt of an account and prior to the date shown unless prior approval is given by the College Executive.
- To pay for the provision of College approved ESL classes if these are required after school by private tuition.
- Tuition Fees are not transferable.
- St Mark's Coptic Orthodox College reserves the right to change its fees for the following academic year.
- A student wishing to enrol in St Mark's Coptic Orthodox College must have a current passport.
- Unless otherwise shown in the application form I/We willingly entrust the Head of College of St Mark's Coptic Orthodox College to undertake to provide

accommodation for, and to be responsible for the support and general welfare of the aforementioned student.

- All students under the age of 18 years are required to live in Australian Home stay accommodation approved by the College as part of their enrolment conditions. Enrolment will be terminated if students breach this condition.
- Students 18 years and over will be required to live in an Australian Home stay accommodation unless private arrangements are approved by the Principal prior to such arrangements being made. Enrolment may be terminated if students breach this condition.
- Notwithstanding points 8 & 9, students must advise St Mark's Coptic Orthodox College of any change in their contact details within 48 hours of the change.
- Students on student visas must comply with the conditions of their visas which are to maintain a minimum of 80% attendance for each term and maintain satisfactory progress which will be assessed by maintaining regular and punctual attendance, completing prescribed tasks and homework and abiding by the school's rules and student dress code. Should the student not comply with these conditions their enrolment and visa may be cancelled.
- St Mark's Coptic Orthodox College shall not be liable for any loss, damage or injury to persons or property. Students are advised to take out personal insurance to cover themselves against accident or illness.
- That the College may suspend or terminate enrolment at its discretion for failure to comply with these conditions or any other serious breach of the College's rules and regulations. Subject to complaints and appeals policy available on website.
- Transferring from other Institutions Policy Saint Mark's Coptic Orthodox College will only enrol a student who has completed another relevant course (a course provided by a registered provider and listed on the CRICOS) if the School is satisfied that:
 - The student had demonstrated a commitment to studies in that previous course;
 - Attendance was above that required by ESOS legislation; and
 - Had paid all fees for that course.
 - Enrolment into Saint Mark's Coptic Orthodox College will only be considered
 - if the student who has not completed a
 - previous course can produce a letter of
 - release or has DIAC approval that attests
 - to the three matters stated above.

Enrolment Procedures

Pre-Enrolment

Saint Mark's College provides access to the College Prospectus for prospective families and students in both digital and hard copy formats. A current digital version is available

via the College website at [Saint Mark's College](#), and hard copies can be supplied upon request through the College office.

Pre-enrolment information includes:

- course details and outcomes
- fees and refund arrangements
- attendance and progress requirements
- accommodation/ and welfare arrangements
- complaints and appeals processes
- visa conditions and student responsibilities

Before issuing a Confirmation of Enrolment Letter the College will:

- assess academic suitability and English language proficiency
- verify identity and documentation
- confirm welfare arrangements for under 18s
- provide and execute a written agreement covering:
 - Course details, prerequisites to enter course, Conditions of Enrolment, Tuition and non-tuition fees, disclosure of personal information and responsibility to notify of changes to contact details, complaints and appeals processes, record keeping and non-delivery of course and refund information
 - The College will retain the written agreement and records of payments for at least two years after the student has ceased to be an accepted student
- collect fees in accordance with ESOS limits
- issue Confirmation of Enrolment letter through PRISMS only when requirements are satisfied

Orientation Program

All newly enrolled international students participate in a structured orientation program prior to or at commencement. The orientation covers visa conditions, attendance and course progress requirements, behaviour expectations, child-safe standards, support services, emergency procedures, and complaints and appeals processes.

Student Welfare and Accommodation, ESL and Pastoral Care

International students have access to pastoral care, counselling, academic support, ESL/English language support, learning support services and supervised study assistance. For students under 18, approved accommodation and welfare arrangements are monitored and maintained at all times.

English as a Second Language (ESL) Education and Support

St Mark's recognises ESL students as learners from language backgrounds other than English (LBOTE) who are learning English as a second or additional language while developing literacy skills in English. Students must simultaneously learn English, learn in

English and learn about English to participate successfully in social and academic contexts.

Assessment

The College uses the ESL Scales framework to assess Oral Interaction, Reading and Responding, and Writing. This enables tracking of progress and targeted support.

Class teachers collaborate with the ESL teacher and are responsible for implementing strategies that address language and literacy needs and for monitoring progress.

Course Entry Requirements

International Students are individually assessed and are advised by Heads of Department as to elective courses that are the most appropriate for them to study. Classroom teachers are responsible for the educational program of all students in their class. They determine the overall learning program for their class and collaborate with the College ESL teacher to cater for the learning needs of ESL students in their classes.

Class teachers are responsible for:

- assisting ESL students in their class to develop the competence in English necessary for achieving the outcomes of the key learning areas;
- developing and implementing teaching programs, practices and strategies that address the English language and literacy learning needs of ESL students in the key learning area;
- working collaboratively with the ESL teacher, counsellor and other personnel to ensure appropriate support, assessment and reporting for their ESL students.

General Support

International students have access to:

- pastoral care and wellbeing staff
- counselling services
- academic support
- ESL/English language support
- learning support services
- supervised study assistance
- referral to external services where appropriate

Accommodation Support

The College will:

- Verify that the student has obtained appropriate accommodation
- Verify that all adults hold a current WWCC
- The leadership team will allocate a member of staff to monitor accommodation and welfare regularly, at least 6 monthly, via phone calls with parents /guardians or approved carers
 - A home visit may be organised in addition to a phone call
- Not permit changes to accommodation without approval
 - Notify DHA of any changes to accommodation arrangements
- Provide students with emergency contact information and information about how to report actual or alleged abuse
- Take immediate action if welfare concerns arise
- When unable to contact the student, contact their parent / guardian or DHA approved relative
 - Escalate to DHA if still unable to make contact

Attendance Monitoring

Attendance is recorded daily for all classes and reviewed regularly.

Requirements:

- minimum 80% attendance
- explanations required for absences
- absences of three consecutive days or more must be supported by documentation

Where attendance concerns arise, the College will:

- contact the student and parent/guardian
- implement support or intervention
- provide written warnings where required

Students who:

- fall below 80%, or
- fall below 70% without compassionate/compelling grounds

may be reported via PRISMS in accordance with ESOS Act reporting requirements.

Course Progress Monitoring

Academic progress is formally reviewed at least each semester.

Students must demonstrate satisfactory course progress, generally achieving at least 50% of required outcomes.

If a student is at risk, the College will:

- meet with the student
- notify parents/guardians
- implement an intervention strategy
- document support actions

Intervention strategies may include:

- supervised study
- ESL support
- counselling
- modified learning plans

Students who fail to improve after intervention may be reported via PRISMS in accordance with ESOS Act reporting requirements.

Deferral, Suspension, Exclusion and Cancellation

Deferment (Before course commences)

Permitted only for compassionate or compelling circumstances, such as:

- Illness (with medical certificate)
- Death of a close family member
- Major political upheaval or natural disaster
- Traumatic experiences (with supporting evidence)

Suspension (After commencement)

- May be granted for the same compassionate or compelling circumstances.
- Period of suspension not counted towards attendance.

Exclusion (Up to 28 days)

- May be applied for misbehaviour.
- Homework may be required during exclusion.
- Not recorded on PRISMS.

College-Initiated Suspension (28+ days)

- May be applied for serious breaches of behaviour policy.
- Suspension recorded on PRISMS.
- Students suspended >28 days may be required to return home unless special circumstances exist.

Cancellation

Enrolment may be cancelled for:

- Failure to pay fees.
- Failure to maintain approved welfare/accommodation.
- Breaches of College behaviour code.
- Unsatisfactory course progress or attendance.
- Breach of visa conditions

Applications must be supported by evidence and are assessed within 10 working days. Changes are reported in PRISMS in accordance with ESOS Act reporting requirements.

Students will:

- receive written notice
- be informed of reasons
- have access to complaints and appeals processes.

Child Protection and Mandatory Reporting

The College maintains a child-safe environment consistent with NSW Child Safe Standards. All staff hold current Working With Children Checks, undertake mandatory training, and fulfil mandatory reporting obligations. International students are informed of their right to safety and how to report concerns.

Critical Incidents and Emergency Response

The College maintains procedures to respond effectively to critical incidents including serious injury, illness, mental health crises, missing students, allegations of abuse or neglect, or death. Parents or guardians are notified promptly and relevant authorities are informed where required, including reporting through PRISMS where applicable.

Curriculum and NESA Compliance

All international students are enrolled in NESA-approved courses appropriate to their year level. International students access the same curriculum framework as domestic students and are assessed and reported against NSW curriculum standards. Reasonable curriculum adjustments and ESL support are provided where required without compromising syllabus outcomes.

Transfers Between Providers

International students cannot transfer from their principal course for the first six months, unless exceptional circumstances apply.

- A Letter of Release may be granted if:
 - A student moves welfare/accommodation arrangements beyond reasonable travel distance.
 - The College agrees the student would be better placed in a course not offered here.
 - Other reasons approved by College policy.
- A transfer will not be granted if:
 - The student's progress may be academically disadvantaged.
 - The application is due to the undue influence of another party.
- Applications require:
 - A valid enrolment offer from another CRICOS provider.
 - Parental/guardian support (if under 18)
 - Evidence that the new provider will assume welfare responsibility
- Decisions are made within 10 working days. Students may appeal under the College's complaints and appeals policy.

Complaints and Appeals

General Principles

- The College encourages informal resolution in the first instance.
- Formal complaints must be submitted in writing.
- Complaints are confidential and resolved within 10 working days where possible.
- Students and parents have access to **external appeals bodies** if dissatisfied.

Process for Students

- Raise the matter with the relevant teacher or Head of Department.
- If unresolved, submit a written complaint to the Principal.
- Students may present their case with a support person (not a lawyer or agent).
- Decision communicated in writing.

Process for Parents / Guardians

- Raise the matter with the Year Coordinator
- If unresolved, escalate to Principal
- Written complaints required for formal resolution

External Appeals Bodies

- National Alternative Dispute Resolution Advisory Service (NADRAC)
- NSW Community Justice Centres

Records Management and Reporting

The College will maintain accurate and up-to-date records including:

- enrolment details
- contact information
- Confirmation of Enrolment
- attendance and progress data
- welfare arrangements
- interventions
- complaints and outcomes

The College will report required information via PRISMS within mandated timeframes.

Reporting Obligations

The College will meet all reporting obligations under Section 21A of the ESOS Act through the Provider Registration and International Student Management System (PRISMS).

The College will report the following events within legislated timeframes:

- Student enrolment and commencement
- Non-commencement of a student (student default)
- Cancellation or termination of enrolment
- Changes to enrolment load or duration
- Breaches of student visa conditions, including unsatisfactory attendance or course progress
- Deferment, suspension or cancellation of enrolment (student-initiated or College-initiated)
- Changes to student contact details or welfare arrangements (where required)

Reporting will occur within required timeframes, including:

- Within 31 days of the event occurring; or
- Within 14 days where student visa conditions are breached

All reporting will be accurate, complete and submitted by authorised staff.

Roles and Responsibilities

Head of College

- overall governance and compliance oversight
- policy approval and resourcing

Deputy Head of College

- welfare oversight
- PRISMS reporting
- monitoring attendance and progress
- liaison with families and agents

Enrolment Officer

- enrolment management
- record keeping

Staff

- monitor attendance and wellbeing
- report concerns promptly
- implement support strategies

Students and Parents/Guardians

- comply with visa and College requirements
- maintain OSHC
- maintain satisfactory attendance and progress
- update contact details
- engage with support processes

Refunds and Provider Obligations

- The Application Fee is non-refundable.
- The College will refund within 28 days all tuition fees paid where the student produces evidence that the application made by the student for a student visa has been rejected by the Australian Immigration authorities.
- The College will refund within 28 days of the receipt of written notification of cancellation by the student (or parent (s)/legal guardian tuition fees paid by or on behalf of the student less the amounts to be retained as agreed and detailed below.
 - If written notice is received up to 4 weeks prior to commencement of the course, the College will be entitled to retain an administration fee.
 - If written notice is received less than 4 weeks prior to commencement of the course 70% of the course fee will be refunded.
 - If written notice is received after the commencement date and before the end of the first semester of the student's course, one Term's course fees will be refunded.
- You are required to make your request for a refund in writing, signed by you, to the Head of College, Saint Mark's Coptic Orthodox College.
- Where a student's enrolment is cancelled for any of the following reasons, a cancellation fee of 100% of the current semester fee is applicable.
 - Failure to maintain satisfactory course progress (visa condition 8202)

- Failure to maintain satisfactory attendance (visa condition 8202)
- Failure to maintain approved welfare and accommodation arrangements (visa condition 8532)
- Failure to pay course fees
- Any behavior identified as resulting in enrolment cancellation in Saint Mark's Coptic Orthodox College's Code of Conduct.
- Any refund of tuition fees approved will be sent to your home country and is not payable in Australia unless authorized by parents.

Refunds will be paid to the person who enters into the written agreement.

- If a student becomes an Australian resident during the course of studies (i.e. has a change of visa status), there will be no adjustment to the fees paid for the remainder of the calendar year.
- Any default by the College will be covered by the provisions of the ESOS Act 200 and the ESOS regulations 2001 (as amended).

They include:

- If for any reason the College is unable to offer a course, a full refund of fees paid will be made within 14 days of notification of course cancellation.
- If for any reason the College is unable to continue offering a course after commencement, a full refund of fees paid will be made within 14 days of notification of course cancellation.
- This agreement and the availability of complaints and appeals processes, does not remove the right to take further action under Australia's consumer protection laws.
- Completion of this form does not guarantee enrolment in Saint Mark's Coptic Orthodox College.

Policy Review

This plan will be reviewed annually or upon changes to legislation, best practice guidelines, or significant school structural changes.

Authorised By	
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