



International Students (CRICOS) Policy and Procedures

St Mark's Coptic Orthodox College

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1 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.

2 Scope

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

3 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

4 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

5 Assessment of English Language Proficiency and Educational Qualifications

St Mark's Coptic Orthodox College recruits overseas students responsibly. St Mark's Coptic Orthodox College will ensure that prospective overseas students have appropriate educational qualifications/experience and a level of English language proficiency that will allow them to be successful in the course they apply to enrol in.

The minimum levels of English language proficiency required for enrolment as an overseas student at St Mark's Coptic Orthodox College are outlined below:

- Primary - for enrolment in Years Kindergarten to Year 6 (as applicable, for younger Years where an external English test may not be available), English language proficiency will be assessed through review of academic transcripts/school reports/interview/test/ESL scale assessment/other format.
- Secondary – for enrolment in Year 7 to 12 English language proficiency will be assessed through review of academic transcripts/school reports/interview/test/ESL scale assessment/other format. The minimum English language proficiency level required for enrolment in Years 7 to 12 is Intermediate AEAS Proficiency Level. If following the review, the Deputy Head of College determines there is a risk the student may not meet the English Language proficiency requirements to satisfy St Mark's Coptic Orthodox curriculum, The Deputy Head of College may request the student enrol in an English Intensive

Course prior to accepting enrolment.

Procedures

1. An application for enrolment at St Mark's Coptic Orthodox College will be considered for the Year of schooling that is appropriate for the age and previous education of the prospective overseas student.
2. An application for enrolment must be accompanied by school reports from the home country. St Mark's Coptic Orthodox College will require that the school reports are translated into English.
3. Prospective overseas students must submit the following with an application for enrolment:
 - a. Child's birth certificate (translate into English)
 - b. certified copies of the passports for both the student and parent/legal guardian
 - c. certificates for public examinations, where relevant
 - d. certified copies of the passports for both the student and parent/legal guardian
 - e. Visa documentation (if applicable)
 - f. Immunisation History Statement
 - g. Most recent School Report
 - h. Baptism Certificate (if applicable)
 - i. Small passport-sized photo of the student
 - j. Copies of two (2) references (non-related individuals), including:
 - i. One Character Reference
 - ii. One Professional Reference (preferably from a local Parish Priest / Pastor
 - k. Relevant medical information and/or clinical assessments (if applicable)
 - l. Any relevant Court Orders (if applicable)

The Deputy Head of College (secondary), or the Head of Primary (Primary) may request further documentation to make a determination about English language proficiency.

4. If a formal English language proficiency test is requested for enrolment, the test results must be submitted in the timeframe requested.
5. If the Deputy Head of College/ the Head of Primary decides that the prospective overseas student's previous education is not appropriate an offer of enrolment will not be made.
6. St Mark's Coptic Orthodox College will assess English language proficiency for Kindergarten to Years 12 using:
 - a. Any external English Language Proficiency Test results provided, and/or
 - b. an interview with Deputy Head of College/ the Head of Primary and verbal assessment of English language proficiency using

7. An application for enrolment in Kindergarten to Years 12 at St Mark's Coptic Orthodox College may be made without an English language proficiency test and St Mark's Coptic Orthodox College may decide to make a conditional offer of enrolment. If this occurs, an English language proficiency test certificate must be provided no later than 6 months prior to the course commencement date. St Mark's Coptic Orthodox College reserves the right to cancel the conditional offer of enrolment if the test certificate is not provided within the required timeframe.
8. The minimum level of English language proficiency required for:
 - a. Primary - for enrolment in Years Kindergarten to Year 6 (as applicable, for younger Years where an external English test may not be available), English language proficiency will be assessed through review of academic transcripts/school reports/interview/test/ESL scale assessment/other format.
 - b. Secondary – for enrolment in Year 7 to 12 English language proficiency will be assessed through review of academic transcripts/school reports/interview/test/ESL scale assessment/other format. The minimum English language proficiency level required for enrolment in Years 7 to 12 is Intermediate AEAS Proficiency Level. If following the review, the Deputy Head of College determines there is a risk the student may not meet the English Language proficiency requirements to satisfy St Mark's Coptic Orthodox curriculum, The Deputy Head of College may request the student enrol in an English Intensive Course prior to accepting enrolment,
9. For an application for enrolment in Kindergarten to Years 12, English language proficiency will be assessed by the Deputy Head of College/ the Head of Primary through a review of academic transcripts/school reports/interview/test/ESL scale assessment/other format.
10. The Deputy Head of College/ the Head of Primary will assess a student's English language proficiency using formal test scores/interview(s) and/or requested documentation.
11. The Deputy Head of College/ the Head of Primary's decision is final.
12. If a student's English language proficiency is not sufficient to be successful in a course, St Mark's Coptic Orthodox College will either:
 - a. refuse the enrolment
 - b. make a conditional offer of enrolment that the required level of proficiency is demonstrated prior to the commencement of the course.
13. The student and parent/legal guardian will be notified in writing by the Registrar if the enrolment is refused or if a conditional offer is made.
14. The Registrar will maintain all records relating to the assessment of English language proficiency in the overseas student's file

6 Recognition of Prior Learning

St Mark's Coptic Orthodox College does not offer Recognition of Prior Learning (RPL) or Course Credit to overseas students. All enrolled students are required to complete the full curriculum requirements for their enrolled year level.

7 Younger Overseas Students

St Mark's Coptic Orthodox College meets legislative and other regulatory requirements relating to child welfare and protection in relation to overseas students aged under 18.

St Mark's Coptic Orthodox College provides students with emergency contact information and information about how to report actual or alleged abuse.

St Mark's Coptic Orthodox College only accepts enrolments from overseas students living with a parent or relative approved by the Australian Government Department of Home Affairs.

Procedure

Enrolling students who are under 18 years of age

1. Dean of Students will ensure overseas students under 18 years of age are given age-and-culturally-appropriate information during the orientation including:
 - a. who to contact in emergency situations, including contact numbers of a nominated staff member and/or other service providers
 - b. how to seek assistance and report any incident or allegation involving actual or alleged sexual, physical or other abuse.
2. Registrar provides in the International Student Information Booklet:
 - a. the policy and process for approving the accommodation, support and general welfare arrangements for younger overseas students to prospective overseas students
 - b. accommodation options available.

Contact details of overseas student and parent/legal guardian

1. Every 6 months during an overseas student's enrolment, Registrar will contact the parent/legal guardian for up-to-date contact details, including:
 - a. The overseas student's current residential address, mobile number (if any) and email address (if any)
 - b. contact details of the overseas student's parent/legal guardian or any adult responsible for overseas student's welfare
 - c. who to contact in emergency situations.

2. The Registrar will enter updated details into MAZE and the Deputy Head of College will enter updated details into PRISMS.
3. The registrar will maintain a record of all correspondence in each overseas student's file.

Accommodation options for overseas students under 18 years of age

St Mark's Coptic Orthodox College only accepts overseas students who live with a DHA approved parent or relative

Concerns about or disruption to accommodation and/or welfare for overseas students

1. If St Mark's Coptic Orthodox College enrolls an overseas student under 18 years of age who has welfare arrangements approved by another CRICOS school provider, as the receiving provider the Registrar will implement the *Overseas Student Transfer Policy and Procedures*.
2. St Mark's Coptic Orthodox College's Critical Incident Policy and Procedures, includes the processes for managing emergency situations for overseas students and/or when welfare arrangements are disrupted for overseas students under 18 years of age.
3. If a concern arises about the accommodation or welfare of an overseas student under 18 years of age, other policies and procedures will apply such as:
 - a. Child Protection Policy and Procedures and
 - b. Critical Incident Policy and Procedures
4. If staff are unable to contact a student and have concerns for the student's welfare, the Dean of Students will make all reasonable efforts to locate the overseas student, including by phone and email. The Dean of Students will notify the police and any other relevant government agencies as soon as practicable. All other relevant policies including Critical Incident Policy and Procedures will be implemented.
5. The Registrar will maintain all records related to the incident in the student's file.

Monitoring the living arrangements of overseas students living with a parent or DHA approved relative

1. The Dean of Students monitors the living arrangements of overseas students living with a parent or DHA approved relative.
2. Monitoring will take place at regular 6 month intervals and in the form of:
 - a. a meeting at the school or at parent teacher evenings
 - b. phone call
 - c. Email
 - d. meeting with the overseas student

3. The Dean of Students maintains records of monitoring accommodation and welfare in each overseas student's file.
4. If a concern arises other policies such as Child Protection and Critical Incident Policies and Procedures will be implemented as relevant to the concern.

8 Overseas Student Visa Requirements - Monitoring Attendance and course progress

Attendance and course progress definitions

St Mark's Coptic Orthodox College supports overseas students to complete their course within the required duration and to fulfil their visa requirements for course progress and attendance.

St Mark's Coptic Orthodox College monitors overseas students' course progress and attendance rates.

Students are informed if they are at risk of not meeting the requirements for course progress or attendance. St Mark's Coptic Orthodox College will implement interventions to support students who have been identified as 'at risk' of not meeting requirements, always attempting to support them to improve their course progress and attendance rates.

If required, St Mark's Coptic Orthodox College will report overseas students for not meeting attendance or course progress visa requirements.

Attendance requirement – overseas students must maintain a rate of at least 80% attendance as a visa requirement. A rate of less than 80% will be reported to the Australian Government for breach of visa conditions through PRISMS unless there are compelling or compassionate circumstances. Any overseas student whose attendance rate drops to 70% or less will be reported to the Australian Government for breach of visa conditions.

Course progress requirement – at St Mark's Coptic Orthodox College a student must achieve an overall achievement of 50% across all subjects studied. Students who do not meet the course progress requirement will be reported to the Australian Government for breach of visa conditions through PRISMS.

Modes of delivery

St Mark's Coptic Orthodox College does not use online learning as a format for course delivery, but from time to time may implement aspects of online learning to benefit learning outcomes for overseas students. If online learning is required, it will not disadvantage overseas students.

St Mark's Coptic Orthodox College does not provide online or distance learning to enrolled students.

Duration of study

The expected duration of study specified in an overseas student's Conformation of Enrolment (CoE) will not exceed the CRICOS registered duration of a course.

Procedure

Communication of visa requirements for course progress and attendance to overseas students

1. The Registrar provides overseas students with information about visa requirements for course progress and attendance before they commence their course via the International Student Information Booklet.

Monitoring course attendance

1. Daily attendance for each student is recorded in the daily attendance register for St Mark's Coptic Orthodox College (see St Mark's Coptic Orthodox College *Student Attendance Policy and Procedures* for processes).
2. If an overseas student is absent for 5 consecutive days or more without prior approval the Student Services Officer - Attendance will follow up with a formal email to the parent, requesting an explanation for their absences. The Student Services Officer - Attendance will also inform the student's Year Coordinator to follow up with the student.
3. Attendance rates are determined each semester during the formal reporting period and the attendance rate is noted on the overseas student's school report.
4. Overseas student attendance rates are reviewed by the Administration Officer - Attendance every semester, by generating an Absence Percentage Report via SEQTA. Records of monitoring course attendance will be filed in the overseas student's file by the Registrar.
5. An overseas student is defined as 'at risk' of not meeting attendance requirements if their attendance rate is 90% or less in any one semester.

Triggering interventions

1. If the Administration Officer - Attendance identifies that an overseas student is at 'at risk', that is, their attendance rate is 90% or less in any one semester, the *Interventions to improve course progress and attendance* will apply.
2. If an overseas student is absent for 5 consecutive days or more without prior approval the Year Coordinator will contact the overseas student and parent/legal guardian. This absence will immediately trigger a meeting to implement an attendance intervention plan.

St Mark's Coptic Orthodox College CRICOS Code 02342F

Monitoring of satisfactory course progress

1. Overseas student's course progress will be monitored and assessed by the Head of Academic Quality every term.
2. Overseas student course progress will be monitored by one or more of the following methods:
 - a. Reviewing academic reports
 - b. Communication with and feedback from the overseas student's teachers
 - c. Reviewing assessment results
 - d. Reviewing homework and class work
3. The Head of Academic Quality will identify if an overseas student is 'at risk' of not meeting satisfactory course progress requirements as defined in this policy. *see section for *Interventions to improve course progress and attendance*.
4. Records of monitoring course progress will be filed in the overseas student's file by the Registrar.

Interventions to improve course progress and attendance

1. If an overseas student is identified as being 'at risk' of not meeting course progress and/or attendance requirements the Year Coordinator will contact the parents/legal guardian and the overseas student to arrange a meeting.
2. If required, an interpreter will be available at the meeting.
3. Other relevant people may also be invited to the meeting such as any local guardian or other key adult to support the student and/or relevant school support services staff, College Counsellor, Head of Learning Support, Head of Faculty may be included.
4. At the meeting, the Year Coordinator will coordinate the development of an intervention plan with relevant staff, the student and their parent/legal guardian, including a timeframe for review and assessment, to support the overseas student.
5. A record of the meeting and a copy of the intervention plan will be stored in the overseas student's file by the Registrar. The student and their parent/legal guardian will be provided a copy. It will be translated if required.
6. The Year Coordinator will monitor implementation of the intervention plan.
7. If the student's attendance/course progress improves, the Year Coordinator will determine next steps. Any continuing intervention will be recorded, communicated

to the parent/legal guardian (including translation if required) and records will be stored in the overseas student's file by the Registrar.

8. If there is no or minimal improvement the Year Coordinator will determine if the overseas student remains 'at risk' of not achieving satisfactory course progress and/or attendance requirements.
9. A second intervention plan may be implemented. Parents/legal guardians will be provided all communication (including translation if required) and all records placed in the overseas student's file by the Registrar.
10. The Year Coordinator will determine if the intervention plan is still required, OR if the student is determined as not meeting satisfactory course progress/attendance requirements. Timeframes for this decision will vary according to the individual intervention plan.
11. If the Year Coordinator has determined that the student has not met course progress/attendance requirements the procedures for *Reporting unsatisfactory course progress or unsatisfactory course attendance* will be implemented.

Intervention strategies

1. St Mark's Coptic Orthodox College implements a range of attendance monitoring and improvement strategies to increase engagement in school and learning.
2. Strategies included in an intervention plan to improve attendance/course progress may include:
 - e. participation in tuition activities
 - f. homework club
 - g. English language support
 - h. planning for homework and assessment tasks
 - i. study skills support
 - j. developing organisational and time management skills
 - k. counselling
 - l. mentoring
 - m. other strategies negotiated with the student
3. St Mark's Coptic Orthodox College will implement St Mark's Coptic Orthodox College policies and procedures for attendance (developed in compliance with the

NSW Registered and Accredited Individual Non-government Schools Manual) for all overseas students as students enrolled in the school.

Reporting unsatisfactory course progress or unsatisfactory course attendance

1. The Deputy Head of College is responsible for reporting overseas students for unsatisfactory course progress and/or unsatisfactory course attendance in PRISMS.
2. The Deputy Head of College will provide written notice to a student and their parent/legal guardian of an intention to report unsatisfactory progress and/or attendance in PRISMS **before** making a report and only **after** the above *Interventions to improve course progress and attendance* procedures have been implemented.
3. The written notice will include:
 - n. a statement that St Mark's Coptic Orthodox College intends to report the overseas student for unsatisfactory course progress and/or unsatisfactory course attendance
 - o. the reasons for the intention to report
 - p. advice that the overseas student and the parent/legal guardian can access the St Mark's Coptic Orthodox College's complaints and appeals process, in accordance with National Code Standard 10, within 20 working days.
4. If required, communications to the parent/legal guardian will be translated.
5. A record of the written notice will be filed in the overseas student's file by the Registrar.
6. The Deputy Head of College will only make the report unsatisfactory course progress and/or attendance in PRISMS if:
 - q. any internal and external complaints process is complete, and the decision or recommendation supports St Mark's Coptic Orthodox College, or
 - r. the overseas student has chosen not to access the internal complaints and appeals process within the 20-working day period, or
 - s. the overseas student withdraws from the internal or external appeals processes by notifying the Deputy Head of College in writing.

7. If the above conditions (point 6) have been met, the Deputy Head of College will make the unsatisfactory course progress/attendance report in PRISMS.

Compassionate or compelling circumstances

1. If a student has an attendance rate of at least 70%, and compassionate or compelling circumstances exist, St Mark's Coptic Orthodox College may decide not to report an overseas student for breaching the visa attendance requirement.
2. The PEO will make the decision about whether circumstances are compassionate and compelling for St Mark's Coptic Orthodox College not to report the student.
3. The PEO may require documentation when deciding if a circumstance is compassionate or compelling.
4. Compassionate or compelling circumstances could include, but are not limited to:
 - t. serious illness or injury, where a medical certificate states that the overseas student was unable to attend classes
 - u. bereavement of close family members such as parents or grandparents (where possible, a death certificate should be provided)
 - v. major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the overseas student's studies; or
 - w. a traumatic experience, which could include:
 - involvement in, or witnessing of a serious accident; or
 - witnessing or being the victim of a serious crime, and this has impacted on the overseas student (these cases should be supported by police or psychologists' reports)
5. The PEO's decision is final.
6. Records related to reporting attendance rates will be maintained in the overseas student's file by the Registrar.

Course duration

1. The Deputy Head of College reviews all CoEs during Term 1 each calendar year to confirm alignment of CoE end date and expected completion of course date for students.
2. St Mark's Coptic Orthodox College completes reviews by checking CoE dates in PRISMS.

3. St Mark's Coptic Orthodox College does not generally use a pathways, accumulation or repeated Years of study program for overseas students.
4. Overseas students will be issued CoE dates that align with the usual length of time appropriate to the usual duration of the course for a domestic student undertaking the same course/credential at St Mark's Coptic Orthodox College. For example, for the award of the Record of School Achievement, 4 years/ for the Higher School Certificate, 2 years. For any anomalies to these time periods please see Acceleration Policy study. Application of this St Mark's Coptic Orthodox College policy will be in the context of the *Allowable extension of course duration* conditions below and in accordance with any rules that apply to issuing the credential for example the *Assessment Certification Examination* rules.

Allowable extensions of course duration

1. St Mark's Coptic Orthodox College will not extend the duration of the overseas student's enrolment if a student is unable to complete the course within the expected duration, unless:
 - x. there are compassionate or compelling circumstances, as assessed by the Head of College based on demonstrable evidence, or
 - y. The Year Coordinator has implemented, or is in the process of implementing, an intervention strategy for the overseas student because the overseas student is 'at risk' of not meeting course progress requirements, or
 - z. an approved deferral or suspension of the overseas student's enrolment has occurred under National Code Standard 9 (Deferring, suspending or cancelling the overseas student's enrolment).
2. If St Mark's Coptic Orthodox College extends the duration of an overseas student's enrolment, the Head of Academic Quality will advise the overseas student and parent/legal guardian in writing. The written notice will include a statement that the student and parent/legal guardian should contact Immigration to seek advice on any impact on the student's visa, including the possible need to obtain a new visa.
3. All correspondence will be provided in English and translated if required. A copy of correspondence will be stored in the overseas student's file by the Registrar.

9 Overseas Student Transfers

St Mark's Coptic Orthodox College will not knowingly enrol an overseas student wishing to transfer from another registered provider's course until after the first 6 months of their first school course, except in certain circumstances noted in the procedures below. St Mark's

St Mark's Coptic Orthodox College CRICOS Code 02342F

Coptic Orthodox College will consider requests from an overseas student seeking to transfer to another school as required by the National Code Standard 7.

The processing of applications to transfer to another school provider will be at no cost to the overseas student and parent/legal guardian.

Procedure

Transferring into St Mark's Coptic Orthodox College within the first 6 months at another school (receiving provider)

- If an overseas student requests a transfer into St Mark's Coptic Orthodox College in the first 6 months of their first school course at another school, the student must provide all relevant transfer request documentation to the Registrar, when submitting their International Student Enrolment Application.

Additional documentation that must be submitted with the International Student Enrolment Application includes:

- all requirements from the *Assessment of English Language Proficiency and Educational Qualifications Policy and Procedures*
- written confirmation the overseas student's parent/legal guardian supports the transfer if the overseas student is under 18
- documentation supporting/outlining grounds for transfer.
- If the overseas student is within the first 6 months of their first school course at another school, the Registrar will only consider an application for enrolment if any of the following apply:
 - a. the releasing school provider, or the course in which the overseas student is enrolled, has ceased to be registered
 - b. the releasing school provider has had a sanction imposed on its registration by the ESOS agency that prevents the overseas student from continuing the course at that registered provider
 - c. any government sponsor of the overseas student considers the change to be in the overseas student's best interests and has provided written support for the change
 - d. The releasing school provider has agreed to the overseas student's release and recorded the date of effect and reason for release in PRISMS.

- The Registrar may request additional information to assess the request, including but not limited to:
 - a. documentation from the current school provider
 - b. phoning or meeting with a representative of the current school provider
 - c. using PRISMS/VEVO to search for the overseas student's study details and history
 - d. contacting the DHA
- The PEO will make a decision about the transfer request within two weeks from the date received.
- The Registrar will inform the applicant of the result of the application in writing.
- The PEO may make a conditional offer of enrolment.
- The Registrar will provide the overseas student with all required pre-enrolment material with any conditional offer made. A conditional offer will include that the releasing provider approve the transfer request and release the student in PRISMS. Other conditions may be included.
- If a conditional offer of enrolment is made, the written communication will:
 - e. inform the overseas student of their visa obligation to maintain their current welfare arrangements until the transfer date, or have alternate welfare arrangements approved or return to their home country until the new approved welfare arrangements take effect
 - f. note the date of the transfer.
 - The Deputy Head of College will confirm in PRISMS the overseas student's transfer has been approved by the releasing provider. If it has been approved in PRISMS, the Deputy Head of College will:
 - negotiate the date of transfer of welfare and accommodation with the releasing provider
 - create a CoE in PRISMS
 - communicate in writing to the overseas student and parent/legal guardian that:
 - the condition of enrolment has been met and the enrolment will proceed or that the offer still remains conditional

- provide the overseas student and parent/legal guardian with the new CoE
- inform the overseas student of their visa obligation to maintain their current welfare arrangements until the transfer date or have alternate welfare arrangements approved or return to their home country until the new approved welfare arrangements take effect.

Transferring out of St Mark's Coptic Orthodox College within the first 6 months (releasing provider)

- If an overseas student requests a transfer from St Mark's Coptic Orthodox College in the first 6 months of the first course, the transfer request must be made in writing using the International Student Release Request Form and must be submitted to the Registrar.

Additional documentation required to be submitted with the transfer request includes:

- an offer of enrolment from a receiving a school provider
- written confirmation the parent/legal guardian supports the transfer if the overseas student is under 18
- documentation supporting/outlining grounds for transfer.
- St Mark's Coptic Orthodox College will approve the transfer request of an overseas student in first 6 months of study of the first course if one or more of the following apply:
- St Mark's Coptic Orthodox College, or the course in which the overseas student is enrolled, has ceased to be registered
- St Mark's Coptic Orthodox College has had a sanction imposed on its registration by the ESOS agency that prevents the overseas student from continuing their course
- any government sponsor of the overseas student considers the change to be in the overseas student's best interests and has provided written support for the change
- St Mark's Coptic Orthodox College has agreed that compelling or compassionate circumstances exist including but not limited to:
 - serious illness or injury
 - bereavement of close family members such as parents or grandparents (where possible a death certificate should be provided)

- major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the overseas student's studies
- involvement in, or witnessing of a serious accident
- witnessing or being the victim of a serious crime, and this has impacted on the overseas student (these cases should be supported by police or psychologists' reports)
- failure to offer a pre-requisite unit, or the overseas student has failed a prerequisite unit and therefore faces a shortage of relevant units for which they are eligible to enrol
- failure to deliver the course as outlined in the written agreement
- there is evidence that the overseas student's reasonable expectations about their current course are not being met
- there is evidence that the overseas student was misled and the course is therefore unsuitable to their needs and/or study objectives
- an appeal (internal or external) on another matter results in a decision or recommendation to release the overseas student
- The circumstances in which a transfer request will be refused may include, but are not limited to:
 - a. supporting documentation not submitted or application incomplete
 - b. none of the grounds for a transfer apply
- When assessing the transfer request, the Registrar may request additional information including but not limited to:
 - c. requesting documentation from the proposed new school provider
 - d. phoning and/or meeting with the proposed new school provider
 - e. using PRISMS/VEVO to search for the student and study history
 - f. contacting the DHA
- The Registrar will communicate an intention to refuse a transfer request in writing. The communication will identify the reason/s for the intention to refuse and will advise the overseas student of the right to access the St Mark's Coptic Orthodox College's *Complaints and Appeals Process* within 20 working days.

- The PEO will decide transfer requests within two weeks from the date of receipt.
- The Registrar will inform the overseas student and parent/legal guardian of the result of the request in writing.
- Approved requests are at no cost to the overseas student and parent/legal guardian and written communication will include:
 - that the overseas student must contact Immigration to seek advice on whether a new student visa is required
 - the transfer date.
- The Deputy Head of College will finalise the transfer request in PRISMS.
- If the outcome of the transfer request is approval, finalisation in PRISMS will occur as soon as is practicable.
- If the outcome of the transfer request is refusal, this finalisation will only occur once:
 - a complaint or appeal finds in favour of St Mark's Coptic Orthodox College **OR**
 - a complaint and appeal has not been made within 20 working days **OR**
 - the student withdraws from the complaints and appeals process.
- If the transfer request is approved, the Registrar will advise the Finance Officer - Accounts Receivable, who will consult the *Refunds, cancellations and defaults policy* to determine if a refund is required.

Transferring into St Mark's Coptic Orthodox College after the first 6 months of study

If an overseas student requests a transfer into St Mark's Coptic Orthodox College in the first 6 months of their first school course at another school, the student must provide all relevant transfer request documentation to the Registrar, when submitting their International Student Enrolment Application.

Additional documentation that must be submitted with the International Student Enrolment Application Form includes:

- all requirements from the *Assessment of English Language Proficiency and Educational Qualifications Policy and Procedures*
- written confirmation the overseas student's parent/legal guardian supports the transfer if the overseas student is under 18.

1. The Deputy Head of College will check PRISMS to confirm the overseas student has completed 6 months of study in their first school course.
2. The PEO will review the transfer request and decide whether to make an offer of enrolment.
3. The overseas student and parent/legal guardian will be informed of the result of the application in writing by the Registrar within two weeks of receipt of the application.
4. If the application for enrolment and transfer request is approved written communication will:
 - provide the overseas student with all required pre-enrolment material
 - provide an offer of enrolment (which may be a conditional offer subject to welfare arrangements being finalised)
 - inform the overseas student of their visa obligation to maintain their current welfare arrangements until the transfer date, or have alternate welfare arrangements approved or return to their home country until the new approved welfare arrangements take effect
 - note the date of the transfer.
5. Following receipt of the acceptance of the offer of enrolment from the overseas student and parent/legal guardian the Deputy Head of College will:
 - negotiate the date of transfer of welfare and accommodation with the overseas student's current school provider
 - create a CoE in PRISMS and provide a copy to the overseas student and parent/legal guardian
 - communicate in writing to the overseas student and parent/legal guardian:
 - confirmation that enrolment will proceed or that the offer still remains conditional
 - that the overseas student's visa obligations require them to maintain their current welfare arrangements until the transfer date or have alternate welfare arrangements approved or return to their home country until the new approved welfare arrangements take effect remain.

Transferring out of St Mark's Coptic Orthodox College after the first 6 months

If an overseas student plans to transfer from St Mark's Coptic Orthodox College to another school provider after the first 6 months of their first school course with St Mark's Coptic

Orthodox College, documentation must be provided to the Registrar regarding the transfer of enrolment.

Documentation includes:

- International Student Release Request form
- St Mark's Coptic Orthodox College Withdrawal Form
- offer of enrolment from the new school provider
- written confirmation the parent/legal guardian supports the transfer if the overseas student is under 18
- The Registrar will review the documentation to ensure St Mark's Coptic Orthodox College has all information to complete PRISMS reporting requirements.
- The overseas student and their parent/legal guardian will be issued a letter by the Registrar informing them that:
 - a. all required documentation has been submitted
 - b. that the overseas student must contact Immigration to seek advice on whether a new student visa is required
 - c. the transfer date.
- The Deputy Head of College will record the transfer in PRISMS. The Deputy Head of College will confirm and complete any other reporting requirements.
- If the transfer request is approved, the Registrar will advise the Finance Officer - Accounts Receivable, who will consult the *Refunds, cancellations and defaults policy* to determine if a refund is required.
- If all required documentation is not submitted, the Deputy Head of College will consult other relevant policies and procedures. Additional reporting in PRISMS and/or contact with the parent/legal guardian may be required.

Staff informed of policy and procedures

The Policy Administrator will make the *Overseas student transfers policy and procedures* available to staff during staff induction and the Dean of Students will make the Overseas Student transfer policy available to students in student orientation.

Records maintained

1. The Registrar will maintain the following records in the overseas student's file:

- request for transfer to another registered school provider

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- written approval from a parent/legal guardian for the transfer if the student is under 18
- decision of the transfer request if the request is made in the first 6 months of the first school course
- communication of the outcome of the request to the overseas student and parent/legal guardian if the student is under 18
- change to the overseas student's enrolment in PRISMS.

10 Deferral, Suspension, and Cancellation

St Mark's Coptic Orthodox College manages the enrolment of overseas students appropriately and provides all necessary information about enrolments to the relevant government department by maintaining information in the Provider Registration and International Student Management System (PRISMS) database.

Definitions

1. Deferral – to delay the overseas student's commencement date for a course, initiated by the student through a request to St Mark's Coptic Orthodox College prior to commencement of study on the grounds of compassionate or compelling circumstances.
2. Suspension – temporary suspension of study of an overseas student and putting their enrolment on hold for a defined period after the enrolment has commenced, initiated by the overseas student (on compassionate or compelling circumstances) or by St Mark's Coptic Orthodox College (due to disciplinary reasons, misbehaviour of the overseas student or a breach of course progress or attendance requirements).
3. Cancellation – the termination of the overseas student's enrolment in a course, may be initiated by the student or St Mark's Coptic Orthodox College.

Procedure

Student initiated – deferment, suspension or cancellation

1. An overseas student can request to defer the commencement of their study, suspend their study or cancel their enrolment.
2. To initiate any of these options the overseas student must submit a Student Withdrawal Form with supporting documentation including agreement from their parent/legal guardian if the student is under 18, to the Registrar.
3. The Registrar may request additional documentation to assess a request.

4. St Mark's Coptic Orthodox College may agree to the request of the overseas student if it believes there are compassionate or compelling circumstances.
5. Compelling and compassionate circumstances may include, but are not limited to:
 - serious illness or injury, where a medical certificate states that the overseas student was unable to attend classes
 - bereavement of close family members such as parents or grandparents (where possible a death certificate should be provided)
 - major political upheaval or natural disaster in the student's home country requiring emergency travel and this has impacted on the overseas student's studies; or
 - a traumatic experience, which could include:
 - involvement in, or witnessing of a serious accident; or
 - witnessing or being the victim of a serious crime, and this has impacted on the overseas student (these cases should be supported by police or psychologists' reports)
 - if St Mark's Coptic Orthodox College was unable to offer a pre-requisite unit, or the overseas student has failed a prerequisite unit and therefore faces a shortage of relevant units for which they are eligible to enrol.
6. A decision about an overseas student-initiated deferment, suspension of study or cancellation of enrolment will be made by the Head of College by reviewing the documentation provided.
7. If an overseas student-initiated deferral, suspension or cancellation of enrolment is approved, the Registrar will advise the student and their parent/legal guardian in writing. This will include advising the overseas student of the need to seek advice from Immigration on the potential impact on the overseas student's visa.
8. If an overseas student-initiated deferral, suspension or cancellation of enrolment is not approved, the Registrar will advise the student and their parent/legal guardian in writing. This will include the right to appeal through St Mark's Coptic Orthodox College's internal *Complaints and appeals policy and procedure*, in accordance with National Code Standard 10, within 20 working days.
9. If an appeal is lodged, the *Complaints and appeals policy and procedure* will be implemented.

10. If a student-initiated deferral, suspension or cancellation of enrolment is approved, the Deputy Head of College will report the change in PRISMS.

Reasons for St Mark's Coptic Orthodox College initiated suspension of study or cancellation of enrolment

1. The reasons St Mark's Coptic Orthodox College may suspend or cancel an overseas student's study may include, but are not limited to:
- misbehaviour by an overseas student
 - an overseas student's failure to pay an amount due as stated in the written agreement
 - a breach of course progress or attendance requirements

Assessment of St Mark's Coptic Orthodox College initiated suspension or cancellation of enrolment

- If St Mark's Coptic Orthodox College is considering a suspension or cancellation of enrolment for an overseas student, a procedurally fair process will be implemented.
- The Deputy Head of College may direct the overseas student not to attend school while the process takes place.
- The process will include the overseas student and the parent/legal guardian being provided all relevant information, including the reasons for the potential of suspension or cancellation. The Deputy Head of College will provide the overseas student and parent/legal guardian an opportunity to respond.
- The Deputy Head of College will consider all information and make a recommendation to the Head of College (PEO) about whether the enrolment of the overseas student should be suspended or cancelled.
- The Head of College (PEO) will make the decision and will communicate the decision to the overseas student and their parent/legal guardian in writing.
- If The Head of College (PEO) decides to suspend study or cancel the enrolment of an overseas student the following will occur:
 - a. the overseas student and parent/legal guardian will be informed of the decision and the reasons for the decision in writing
 - b. the overseas student and the parent/legal guardian will be given information about the right to appeal through the *Complaints and appeals policy and procedure* within 20 working days.

- If an appeal is not lodged within 20 working days, the Registrar will finalise the matter and advise the overseas student and parent/legal guardian of the finalisation in writing.
- If an appeal is lodged the *Complaints and appeals policy and procedure* will be implemented.

Notifications in PRISMS of St Mark's Coptic Orthodox College initiated suspension or cancellation of enrolment

1. The suspension or cancellation of an overseas student's enrolment under National Code Standard 9.3 cannot take effect until St Mark's Coptic Orthodox College's internal complaints/appeals process is completed, unless the student's health or wellbeing, or the wellbeing of others, is likely to be at risk.
2. The outcome of an appeal will be communicated to the overseas student in writing by The Deputy Head of College. This correspondence will inform the overseas student and parent/legal guardian of the need to seek advice from Immigration on the potential impact on the overseas student's visa.
3. If a suspension or cancellation is initiated by St Mark's Coptic Orthodox College, and the appeals process has been completed and the decision is in the favour of St Mark's Coptic Orthodox College or no appeals process has been sought, the Deputy Head of College will report in PRISMS.

Refund due to student default

If the transfer request is approved, the Registrar will advise the Finance Officer - Accounts Receivable, who will consult the *Refunds, cancellations and defaults policy* to determine if a refund is required.

Records

The Registrar will maintain all records of applications, processes, and correspondence related to a deferment, suspension of study or cancellation of enrolment in the overseas student's files.

11 Refunds and Provider Obligations

St Mark's Coptic Orthodox College's written agreement provides information about refunds to overseas students.

The terms and conditions for refunds as described in St Mark's Coptic Orthodox College's written agreement are fair and reasonable.

St Mark's Coptic Orthodox College's written agreement:

- sets out the refund obligations that apply if an overseas student defaults in relation to a course at a St Mark's Coptic Orthodox College;

And

- meets the requirements set out in the National Code.

St Mark's Coptic Orthodox College provides a refund to overseas students in accordance with the provisions of the *ESOS Act 2000* and the *ESOS (Calculation of Refund) Specification Act 2014* in the following circumstances:

- overseas student default
 - due to visa refusal
 - where there is no written agreement in place
 - where the written agreement is not compliant
 - St Mark's Coptic Orthodox College default, if the overseas student has not accepted any alternative course offered by the St Mark's Coptic Orthodox College.

Any other refunds to overseas students will be provided in accordance with St Mark's Coptic Orthodox College's written agreement including that St Mark's Coptic Orthodox College will withhold one term's fees and refund any additional unspent tuition.

Refunds paid under this policy, are paid to the signatory on the written agreement. Refunds will be made in Australian dollars.

Procedure

Application for a refund

- If the transfer request is approved, the Registrar will advise the Finance Officer - Accounts Receivable, who will consult the *Refunds, cancellations and defaults policy* to determine if a refund is required.
- Finance Officer - Accounts Receivable will acknowledge receipt of the application for a refund, in writing, within 48hrs of receipt of the refund application form.
- St Mark's Coptic Orthodox College may request further documentation to support the application for a refund.
- The Business Manager will review the application and supporting documentation.

Deciding about a refund

- The Business Manager will confirm the specific circumstances that apply to the application and categorise the reason for the refund – student default, provider default, another circumstance for refund.
- The Business Manager will recommend to the PEO whether the refund should be paid under the legislative requirements, this policy or the written agreement and/or how much money should be refunded.
- If the overseas student is entitled to a refund under the *ESOS Act*, the Finance Officer - Accounts Receivables will determine the amount of the refund using the *ESOS (Calculation of Refund) Specification Act 2014* (refund specification).

*See the Commonwealth's [Explanatory Guidance on the Education Services for Overseas Students \(Calculation of Refund\) Specification 2014](#) for further guidance on the calculation of refunds.

- If a student is entitled to a refund under the written agreement or this policy, the Business Manager will make a recommendation to the PEO about the amount of the refund.
- The PEO makes decisions about refunds. All decisions will be made in line with the *ESOS Act*, this policy, the written agreement and the individual circumstances of any application.
- Finance Officer - Accounts Receivable will inform the overseas student of the PEO's decision in writing.
- If the decision is to provide a refund, the Finance Officer - Accounts Receivable will organise the money to be paid to the person who has signed the written agreement with St Mark's Coptic Orthodox College.
- If a refund will be paid because of provider default:
 - The Deputy Head of College will make a default notification in PRISMS within 3 business days of the default. The notification will include all required information in the format required by PRISMS.
 - The Deputy Head of College will notify affected overseas students in writing within 3 business days of the default.
 - St Mark's Coptic Orthodox College will discharge its obligations to overseas students within 14 days after the default day (the **provider obligation period**).
 - St Mark's Coptic Orthodox College will have discharged its obligations to overseas students if both of the following apply:

- St Mark's Coptic Orthodox College arranges for overseas students to be offered a place in a course in accordance with point 22 below;

And

- the overseas student accepts the offer in writing;

or

- St Mark's Coptic Orthodox College provides a refund in accordance with the refund specification.
 - St Mark's Coptic Orthodox College may arrange for overseas students to be offered a place in an alternative course at St Mark's Coptic Orthodox College's expense.
 - If overseas students don't accept an offer of a place in an alternative course, or a place in an alternative course isn't identified, St Mark's Coptic Orthodox College will refund an amount in accordance with the refund specification
 - The Registrar will ensure all offers of placement and acceptance will be in writing and records will be kept on the student's file.
 - St Mark's Coptic Orthodox College must give a notice to the DHA and the TPS Director via PRISMS within 7 days after the end of the provider obligation period (i.e. within 21 days after the default).
 - The Deputy Head of College will enter the notice in PRISMS in the required form and containing the required information.

Finalising a refund

- Finance Officer - Accounts Receivable will ensure that refunds due to provider default are completed within three weeks.
- Finance Officer - Accounts Receivable will ensure that refunds due to student default or another reason are finalised within 4 weeks after receiving the completed Withdrawal Form.
- If The Head of College (PEO) refuses the application for a refund, the overseas student will be provided with the St Mark's Coptic Orthodox College's Complaints and appeals policy and procedures.
- If the overseas student does not access the complaints and appeals process within 20 days, the Deputy Head of College will send a letter to the overseas student confirming the decision and finalising the matter.

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- Finance Officer - Accounts Receivable will maintain all records relating to refunds, in each overseas student's file.

12 Complaints and Appeals

Issues or concerns may arise because of a misunderstanding, miscommunication, or mistake and St Mark's Coptic Orthodox College would prefer that a student first addresses an issue or concern informally.

St Mark's Coptic Orthodox College will always provide students with access to professional, timely, inexpensive processes for handling complaints and appeals, to protect overseas students' right to natural justice and procedurally fair processes.

An overseas student can approach any member of staff at St Mark's Coptic Orthodox College and can contact their Year Coordinator for an initial discussion at any time about an issue or concern.

If informal approaches have not worked or are not appropriate, an overseas student may wish to make a formal complaint.

A student can make a formal complaint about:

- St Mark's Coptic Orthodox College

How to submit a formal complaint/appeal

1. A student can submit a SMC Concerns Proforma (available on the College Website) to the Deputy Head of College. The overseas student may submit accompanying documentation to support the complaint/appeal.

Assessment of a formal complaint/appeal

1. When a complaint/appeal is received, the Deputy Head of College will provide a written acknowledgement to the overseas student and parent/legal guardian. The following details or documentation will be in the acknowledgement:
 - an assessment of the issues raised will commence within 10 working days of the complaint/appeal being made and the outcome will be finalised as soon as practicable
 - the overseas student's enrolment will be maintained while the complaint/appeal is being assessed
 - a summary of the assessment process
 - the overseas student can present their case at no cost and be accompanied or assisted by a support person at any meetings

- further documentation may be requested during the assessment of the complaint/appeal
 - a copy of the *Complaints and appeals policy and procedures*.
2. The Deputy Head of College will commence an assessment of the complaint/appeal within 10 working days of it being submitted and the outcome will be finalised as soon as practicable.
 3. The Deputy Head of College will investigate a complaint/appeal. An investigation may include, but is not limited to, interviews and reviewing relevant documentation submitted by the overseas student or others.
 4. The overseas student will have the opportunity to formally present their case and be accompanied by a support person in all meetings. The Deputy Head of College will explain the process to the student.
 5. The Deputy Head of College will make a recommendation to the Head of College who will decide the outcome of a complaint/appeal.

Communication of the decision about a complaint/appeal

1. The overseas student and the parent/legal guardian will be given a written statement of the decision about the complaint/appeal, including reasons for the decision.
2. If the decision is not in favour of the overseas student the Head of College will advise the overseas student and the parent/legal guardian in writing within 10 working days of concluding the investigation, of their right to access an external complaint handling and appeals process at minimal or no cost.
3. The contact details of The Overseas Student Ombudsman will be provided to the overseas student in this communication.

Decision in favour of the overseas student

1. If the internal or any external complaints/appeal process results in a decision in favour of the overseas student and their parent/legal guardian, St Mark's Coptic Orthodox College will immediately implement the decision or recommendation.
2. St Mark's Coptic Orthodox College will immediately take the preventative or corrective action required by the decision and advise the overseas student and their parent/legal guardian of that action in writing.

Records

1. Records relating to complaints, appeals, preventative or corrective actions will be stored in the overseas student's file by the Registrar.

13 Additional Registration Requirements

St Mark's Coptic Orthodox College continues to meet the requirements for CRICOS registration. St Mark's Coptic Orthodox College provides NESAs with required information within timeframes and in the form required by NESAs. All information related to specific aspects of St Mark's Coptic Orthodox College's courses and operations are kept up to date with NESAs and the Commonwealth as required.

Procedure

1. If there are any proposed changes to St Mark's Coptic Orthodox College's CRICOS registration for a school course, the Head of College (PEO) will submit the notification or application to NESAs via RANGS Online at least 30 days prior to the time at which those changes are proposed to take effect. Changes to St Mark's Coptic Orthodox College's scope of approval may include:
 - adding/removing registered courses
 - adding/removing registered delivery sites
 - increasing/decreasing the maximum number of overseas students that can be enrolled.
2. The Head of College will notify NESAs in writing via RANGS online:
 - of a change of the Principal Executive Officer (PEO) within 7 days of the change, the notification will include a copy of a statutory declaration signed by the new PEO declaring that they are fit and proper using NESAs CRICOS PEO statutory declaration template located in RANGS Online
 - when the St Mark's Coptic Orthodox College, or an associate, or a high managerial agent who has been, is, or will be involved in the business of delivering programs to overseas students:
 - has been convicted of an offence
 - has been convicted of an offence under the ESOS Act at any time during the past five years
 - has ever had its CRICOS registration cancelled or suspended under the ESOS Act
 - has ever been issued with an Immigration Minister's suspension certificate
 - has ever had conditions imposed on its registration under the ESOS Act
 - has been bankrupt

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- has ever been disqualified from managing a corporation under the Corporations Act
 - has been involved in the business of provision of course by another provider that was subject to any of the points above.
- of any change in the name or address of St Mark's Coptic Orthodox College at least one month before such a change is to take effect
 - of any intention to relocate premises (including the head office or principal place of business) at least three months before the relocation
 - of any change in the school name and/or name of a delivery site at least one month before such a change is to take place
 - of any prospective changes to the ownership of St Mark's Coptic Orthodox College as soon as practicable before the change is to take effect
 - of any change to the details of courses approved including changes to course duration and course cost at least one month before such a change is to take place
 - to request the cancellation or suspension of St Mark's Coptic Orthodox College's approval and registration to deliver courses to overseas students, at least three months before the cancellation or suspension
 - to add or withdraw a course at St Mark's Coptic Orthodox College, at least one month before implementing the change
 - to request an increase or decrease to overseas student capacity of St Mark's Coptic Orthodox College, at least one month before implementing the change
 - to request to re-distribute the St Mark's Coptic Orthodox College's approved capacity across delivery sites, at least one month before implementing the change
 - to request to add to or remove a delivery site from St Mark's Coptic Orthodox College, at least three months before implementing the change.
3. Records of notifications to NESA will be stored in The Head of College's locked CONFIDENTIAL Google Drive Folder by the Head of College.

14 Critical Incidents

St Mark's Coptic Orthodox College's *Critical Incident Policy and Procedures* refers to the management and response procedures for critical incidents that apply to all students who attend St Mark's Coptic Orthodox College.

St Mark's Coptic Orthodox College also manages critical incidents that could affect the overseas student's ability to undertake or complete a course.

This policy should be read in conjunction with the suite of policies and procedure documents produced by St Mark's Coptic Orthodox College and updated from time to time, as they apply to the totality of the experience of an overseas student for the duration of their enrolment at St Mark's Coptic Orthodox College.

Procedure

1. St Mark's Coptic Orthodox College's *Critical Incident Policy and Procedures* defines a critical incident.
2. In addition, the National Code defines a critical incident for an overseas student as a "traumatic event, or the threat of such (within or outside Australia), which causes extreme stress, fear or injury". This does not include academic misconduct. Critical incidents could include, but are not limited to:
 - managing emergency situations
 - welfare arrangements disrupted for students under 18 years of age
 - missing students
 - severe verbal or psychological aggression
 - death, serious injury or any threat of these
 - natural disaster
 - issues such as domestic violence, physical, sexual or other abuse, and
 - other non-life-threatening events
 - incidents that may cause physical or psychological harm.
3. In the event of a critical incident, St Mark's Coptic Orthodox College's *Critical Incident Policy and Procedures* will be implemented. A critical incident response plan will be generated.
4. St Mark's Coptic Orthodox College recognises that a critical incident could affect an overseas student's ability to undertake or complete a course in the expected

duration nominated on their Confirmation of Enrolment (CoE). This will be considered if a critical incident response plan is developed for a student.

5. Other policies and procedures that may be relevant in the event of a critical incident, include:
 - *Child Protection Policy and Procedures*
 - *Evacuation and Procedures*
6. In the event of a disruption to approved accommodation and welfare arrangements for overseas students the relevant policies and procedures for accommodation and/or welfare arrangements will be implemented.
7. The PEO, or the next most senior staff member, will make all contact as specified in the critical incident response plan. This may include:
 - contact with the overseas student. Contact details are in the overseas student's file.
 - Police: 000
 - Department of Home Affairs
 - the overseas student's parent/legal guardian. Emergency contact details are in the overseas student's file.
8. St Mark's Coptic Orthodox College will maintain records of any critical incident and remedial action taken for an overseas student for at least 2 years after the overseas student ceases to be enrolled at St Mark's Coptic Orthodox College.
9. The Registrar will maintain records of critical incidents and remedial action in the student's file.
10. The Deputy Head of College will make an amendment to an overseas student's CoE or other information reported in PRISMS as soon as practicable or within the required timeframe if a critical incident response requires reportable action.

Policy Review

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

Authorised By	
Head of College: Anthony Deans	Date: 05/ 08 /2026
Next Review Date:	Date: 05 / 08 /27
Last Update:	March 2026
Version Control:	Number: v3_
Location: Policy and Procedure Google Drive	