

THE HUTCHINS SCHOOL

# Education Services for Overseas Students

## Policies and procedures

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THE HUTCHINS SCHOOL

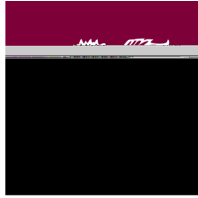
# Education Services for Overseas Students

## Policies and procedures

**Relevant legislation**

Education Services for Overseas Students Act 2000 (Cth)







## ESOS Standard 2

# Recruitment of overseas students

The School is required to make available to any overseas or intending overseas student comprehensive, current and plain English information about its policies, programs, courses and services.

The School's \_\_\_\_\_ contains the following information under the ESOS Act:

- the requirements for acceptance into the School and the student's requested course(s), including the minimal English language proficiency, educational qualifications or work experience required;
- the CRICOS course code, course content, modes of study (including online, where relevant), placements and assessment methods;
- course duration and holiday breaks (including the expectations for living/travel arrangements over those breaks);
- the course qualification, award or other outcomes;
- campus locations and facilities, equipment and learning resources available to students;
- accommodation options and indicative costs of living in Australia;
- indicative tuition and non-tuition fees;
- the School's cancellation and refund policies on those fees; and
- the grounds on which an enrolment may be deferred, suspended or cancelled.

The School's [website](#) contains other documents linked to Standard 2, including:

- links to the ESOS framework and its associated materials;
- links to further policies and procedures (including this document); and
- a link to International Education's \_\_\_\_\_.

Under Standard 2, the School is also required to produce a documented policy and process for assessing and recording Recognition of Prior Learning (RPL) if it intends to assess RPL or grant course credit. The School neither assesses RPL nor grants course credit at this time.

Students currently receive all of the following in print and/or electronically:

- the International Student Handbook;
- the School Prospectus; and
- a link to the School's website (which outlines all policies and procedures of the \_\_\_\_\_ and includes entry requirements, English language competency requirements, refund policies and more).



Proficiency Test result in the range of 35-50. Students applying for entry into Years 9 and 10 are required to have a higher level of English proficiency before commencement and must provide an AEAS test report with an English Language Proficiency Test result in the range of 45-60.





course fees is received by direct payment into the designated bank account (by any means) before the receipt of a signed written agreement, the School will not use the course money received and will immediately contact the student or agent







## ESOS Standard 5

# Younger overseas students

The primary focus of Standard 5 of the National Code is the health, safety and wellbeing of overseas students under the age of 18. The School has an established suite of policies written and designed to demonstrate its commitment to child welfare and protection, most notably including the:

[Code of Conduct](#)

[Commitment to Kindness](#)

[Mandatory Reporting Policy](#)

[Practice and Behaviour Standards](#)

[Safeguarding Children and Young People Policy](#)

These policies are supported and underpinned by a series of reporting mechanisms that include the [Inappropriate Conduct Report Form](#), [Complaints and Grievances Form](#) and the [Mandatory Report Notification Form](#). All staff at the School are required to apply for and maintain Registration for Working With Vulnerable People (RWVP) in the form of a Working With Vulnerable People (WWVP) card.

Hutchins has a strong focus on ensuring that children and young people are aware of its commitment to their health and safety and to providing avenues for reporting issues of concern, through various age-appropriate information provision, including the [International Student Handbook](#), a physical card (with lanyard) containing emergency contacts and appointed persons in the School for support and advice and several intentional teaching programs (e.g. Bravehearts) across multiple year levels.

The School currently has guardianship for all of the overseas students for whom it accepts responsibility (under the Migration Regulations) for approving accommodation, support and general welfare arrangements and thus is not required to adhere to much of Standard 5 of the National Code; however, the provisions and expectations made for such scenarios are nonetheless contained below.

## Expectations for accommodation

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The School requires that all international students in Kindergarten to Year 6 who require a visa should have one of their parents residing in Hobart. Boarding students are not permitted until Year 7 (an exception for Year 6 level students may be where an older brother is also residing within Burbury House, the School's boarding resid3.3 (s)-oa vis6 (bur)17 (y)-

Students in the boarding house are accommodated in twin-share style rooms. Single rooms are allocated to boys in Year 12 and Year 11 (where space permits). The School's catering service provides a familiar diet for overseas students whilst also catering for specific dietary requirements.

The focus of a student's education at the School is directed towards his membership of a Christian learning community providing a balanced and holistic education in a safe, supportive and encouraging environment. This focus along with the School's duty of care could be compromised if international boarders were permitted to spend significant time off-campus involved in activities other than those for which they have enrolled. It is therefore recommended that an international student does not engage in part-time or casual employment whilst they are enrolled at the School unless specific approval has been provided by the Deputy Headmaster and in agreement with the Head of Boarding. This recommendation is in place to ensure that the student's welfare is not compromised by outside pressures and that the student can focus their energies on academic study and extra-curricular commitments. Academic progress is a condition of a student maintaining their visa.

## School Holiday Arrangements and Homestay

The boarding house closes at the end of each term. When the boarding house is closed, boarders are required to return to their parents or reside with direct family members over the age of 21 years. If circumstances demand it, Burbury House may remain open during school holiday periods. If so, a minimum of 10 boarders is required and additional fees will apply. The School's preference is for boys to return home and spend some quality and restful time with their families at the end of each term.

The School has access to a University of Tasmania homestay agency to provide pre-qualified homestay accommodation where necessary for students from Year 9 and above, subject to availability and only if, under extenuating circumstances, accommodation during school holidays is required. The Head of Boarding undertakes pre-checks and audits of a homestay family's suitability, to ensure that it meets its meet duty of care for a student under 18 years of age. The Head of Boarding and Enrolments Assistant work closely with homestay families to ensure a safe environment. The School acknowledges that it retains full responsibility for approving the accommodation, support and welfare provisions for its students. The Head of Boarding will monitor student/parent/guardian satisfaction with homestay arrangements by a questionnaire completed by students and host families. Any concerns will be immediately addressed with the homestay family. 24-hour mobile phone access to a senior staff member is provided to parents and families while the student is in homestay care. Any unexpected changes during the homestay placement are managed and approved by senior staff and followed up by the Deputy Headmaster and Enrolments Assistant.

## Procedures for homestay placements

Students requiring homestay placements for holiday periods will need to advise the Head of Boarding at least 21 days before the end of the upcoming school term. Such requests will be considered by the Head of Boarding and Deputy Headmaster.

The School will require background information from the child, family and homestay family to suitably match the student. The School has a form to be completed for this purpose.

### Homestay procedure:

1. Student or parent/carer lodges an enquiry with Head of Boarding.
2. Head of Boarding to assess, counsel alternative options and (if necessary) discuss with the Deputy Headmaster.
- 3.

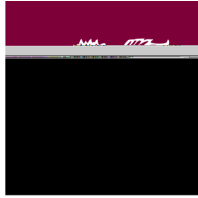


ESOS Standard 6

# Student support services

The School will support students to adjust to study and life in Australia and will provide an age and culturally appropriate or (entirely) (c 0 Tw 0.5G.0 -2.493)TjEMC /H1 AMCLBody 2 BDC 5/TT0 1 TfC2\_002 Tw6 ref04 2 re829.8624 re.7 00

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The School is aware that in most cases PRISMS will provide a warning for students already enrolled in another Institution.

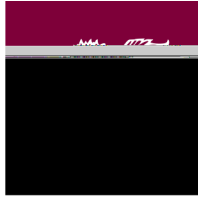
Neither the School nor its agents will not engage in the recruitment/poaching of students enrolled with other providers. Education Agents are monitored as per the stipulations in this document.

### Procedures for inbound transfers

PRISMS must be checked thoroughly by the Enrolments Assistant to ensure any incoming students are not already enrolled with another provider. All concerns are to be reported immediately. All evidence (including Letters of Release) will be kept in student files.

Before the School may enter into a new arrangement with another provider, CRICOS approval is to be sought via the appropriate form with the designated authority.

No member of staff/agent is to engage in the recruitment/poaching of students from other providers. Students enrolled from other providers will be asked why they seek a transfer to the School and how they found out about Hutchins. Any inference of poaching will be fully investigated by the Registrar.



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v) **Counselling (academic)**

Head of House

House mentor

Class mentor

Class teacher; and

Director of Student Support Services

vi) **Counselling (personal)**

Head of House

House mentors

Class teachers

Head of Boarding

Chaplain

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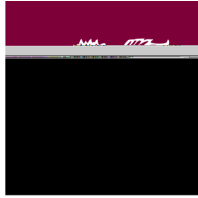
the student withdraws from the complaints and appeals process; or  
the complaints and appeals process results in a decision for the School.

Students will not be reported for failing to meet the 80% threshold where the student produces documentary evidence clearh( pr)17s eW nm02 Tw 28.013 0 T7ele4aws7 (aw)-0.7 (inc)10.6 gomp-3 (ee)13.3 (pac)10.6 duden prawe oprp-3 ( t)1



## Schedules and further information

For further information regarding the School's thresholds academic breaches, please refer to attachment 1: schedule of academic breaches, at the end of this document.



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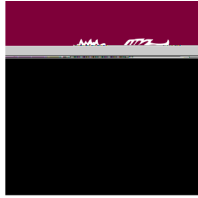












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## Frequently asked questions

### If I do need to go through a complaints and grievances process, what is expected of me?

The most important expectation is that you continue to maintain your enrolment and attendance at the School throughout the process. Not doing so may compromise your visa status.

### What do I do if my complaint or grievances is not resolved by these processes?

Should a complaint or grievance not find resolution through the processes detailed within this document, parties have the right to seek arbitration through the courts, an ombudsman, or other legal channels. These processes may entail a financial cost.

For International Students, it is recommended that any further appeals are lodged within two weeks of the completion of the complaints and grievances procedure. Should you wish to lodge an external appeal, you may contact the Overseas Students Ombudsman at no cost. The Overseas Students Ombudsman offers a free and independent service and may be contacted either via the website (<http://www.oso.gov.au>) or by phoning 1300 362 072.

If you are concerned about the actions of the School, you may approach the chief executive of the Department of Education, Training and Employment, who, under part 2, division 2 of the Education (Overseas Students) Act 1996, may suspend or cancel the registration of a provider or a course if a breach of the requirements of registration provision is proved. Concerns or complaints about the conduct of a registered provider should be addressed in writing to:

Executive Support Officer to the CEO Authority

Tasmanian Qualifications Authority

Level 6, 39 Murray Street, Hobart

Phone: +61 6165 6000

### What if my complaint or grievance is against the Headmaster?

Complaints and grievances against the Headmaster follow a separate procedure. This procedure is still triggered by the use of the [Complaints and Grievances Form](#) however, all records pertaining to this complaint are sent directly to the Chairman of the Board and are not accessible to the Headmaster. Simply ensure that you select 'complaint against Headmaster' from the drop-down box and your complaint will be directed accordingly.



**ESOS Standard 11**

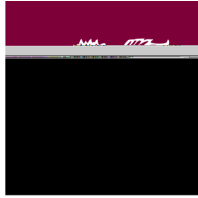
# Additional registration requirements

The School will notify in writing all applicable government agencies regarding any prospective changes to its ownership as soon as practicable and before those changes take effect.

The School will also notify in writing of any change to the high managerial agent of a provider (that is, an employee, agent or officer of the provider with duties of such responsibility that their conduct may fairly be assumed to represent the provider), as soon as practicable before the change OR within 10 working days of the change where the change cannot be accurately determined until it has taken effect.

The School will provide the designated authority with information on the new owner/s or the high managerial agent for an assessment being made under the ESOS Act, and ensure that all new high managerial agents/owners/PEOs complete the appropriate paperwork (fit and proper test) and submit to the authorities.

The School will make a written offer of refund to students should there be a change to our legal entity. Students may either take a refund or sign and agree to the change of legal entity should they wish to continue study. The School is aware that any change to the legal entity constitutes provider default.



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