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GUIDE FOR INTERNATIONAL STUDENTS

Over the past century, St Hilda’s has developed extensive resources to create an independent girls’ school where Students from Junior Kindergarten to Year 12 (and international students from Years 1 - 12) experience an exceptional academic program that fosters critical thinking, independence and strong problem solving skills.

St Hilda’s is registered for international students under the ESOS (Education Services for Overseas Students) framework. Information on this framework can be found at:

https://internationaleducation.gov.au

The School is located in Mosman Park, a western suburb of Perth that is located between the river and the sea. Both the Senior School on the Bay View Campus and Junior School at the Chidley Campus are approximately one kilometre east of the Stirling Highway, the main route between Perth and Fremantle. The School opened in 1896 and has had a long tradition of enrolling international students.

PERTH

Perth is the capital and largest city of the Australian state of Western Australia. It is the fourth most populous city in Australia, with an estimated population of 2 million.

Perth enjoys a mediterranean climate with annual rainfall of 880mm, most of which falls between May and September. It has the highest number of average daily sunshine hours of any major Australian city. Humidity and pollution levels are low. Perth offers a safe and clean environment and an exciting multi-cultural and cosmopolitan atmosphere. The city is only a train or bus ride from the School.

Perth provides an excellent quality of life with respect to personal safety, health, education, transport and the environment and enjoys a very comfortable lifestyle. It often ranks as one of the most liveable places in the world.
ST HILDA’S ENTRY PROCEDURES

If you wish to send your daughter to St Hilda’s as an international student, the following procedures need to be completed.

1. APPLICATION FOR ENROLMENT

Please contact the Director of Enrolments enrol@sthildas.wa.edu.au for all initial enquiries.

Make an application to enrol your daughter by completing and returning to the School an Application for Enrolment from together with a copy of your daughter’s birth certificate, copy of the photo page from her passport, the application fee and her last two school reports.

International students at St Hilda’s must be resident boarders. They are not permitted to be day students unless a parent or person who has legal custody comes to Australia and lives in Perth. The parent’s Student Guardian visa must be provided to the School. Under no circumstances is it acceptable for the student to live with relatives.

Please ensure that the School is notified immediately if there is a change of address or circumstance. Failure to do so places visas at risk.

St Hilda’s does not work with educational agents. Families must approach the school directly.

2. ATTEND AN INTERVIEW

An interview with the Principal and Head of Boarding will be arranged through the Director of Enrolments. The prospective student and at least one of her parents must attend.

3. ENGLISH COMPETENCY

All instruction and text books at St Hilda’s are in English so a prospective student must be competent in the English language to succeed in achieving her educational objectives. No student will be enrolled at the School unless she can demonstrate a satisfactory level of competency in English. Younger students can demonstrate competency during an interview with St Hilda’s staff. Students from Year 9 upwards must have completed an intensive English course to pre-intermediate or intermediate standard. Some students may be asked to complete an intensive English course to a satisfactory standard prior to entry to St Hilda’s. St Hilda’s may ask a student to undertake formal English testing if required. We recommend testing by AEAS www.aeas.com.au.

4. LEVEL OF ENTRY

The level of entry and the program of study that is offered will be determined by the School. The requirements for secondary graduation, which is the Western Australia Certificate of Education (WACE), in conjunction with the students age and abilities will inform this decision.

5. OFFER OF A PLACE

If a student has not yet demonstrated the required level of English competency, a conditional offer will be made pending satisfactory completion of an intensive English course.

Once the School is satisfied that the student’s level of English, and academic records correspond to the level of entry being requested, a Confirming Fee is payable when the offer of a place is accepted. This fee is paid in advance. The Confirming Fee is listed in the Schedule of Fees, Conditions and Concessions for Overseas Students.
6. **CONFIRMATION OF ENROLMENT FORM (C OF E)**

Upon receipt of an offer of a place and payment of the Confirming Fee, the School will issue a C of E and Student Welfare Letter (for a boarding student) in order for a Student Visa to be issued by the relevant Australian Consulate or Embassy. Issuing of the C of E will occur in the September prior to entry to St Hilda’s. Just prior to this, the school will invoice you for payment of the compulsory health insurance. All other fees, including tuition, boarding and other associated fees, will be invoiced in January in the year of entry.

7. **PAYMENT OPTIONS**

St Hilda’s has five easy fee payment options:

- Cash, money order or bank cheque in Australian dollars
- Direct bank transfer: St Hilda’s account details are:
  
  BSB 086-164  
  Account Number 50818-3194  
  Swift Code NATAAU3306P
- Visa, Mastercard or Amex: an additional 1% fee is charged to cover merchant costs.
- EFTPOS: An EFTPOS terminal is located in the Reception Area and the Accounts Department at the school
- BPAY: by arrangement with the Accounts Department.

8. **GUARDIAN**

The parents must nominate an adult living in Perth (a relative or friend over 21 years of age) to act as a guardian. The appointed guardian must have Australian PR or Citizenship. The guardian will be required to provide accommodation when the boarding facilities are closed. In the case of emergencies the guardian and/or parents will be contacted. Parents will always remain the main contact point.

9. **ORIENTATION**

All new students and their parents and/or guardian are expected to attend Orientation at the end of January which is held the weekend before the new school year commences. This is a very valuable experience, with programs running concurrently for parents and girls.

10. **HEALTH INSURANCE**

All international students are required to have health insurance for their visa. A fee is paid to the School in advance of entry and a health card is provided to the student. The boarding staff will help boarders complete their logon details on arrival.

11. **SCHOOL UNIFORM**

St Hilda’s has an attractive and distinctive uniform. The St Hilda’s Shop is located on the Bay View Campus at Palmerston Street. It offers the full range of new and some second-hand school and sports uniforms. Footwear can be purchased locally. For more details contact the Enrolment Office.

12. **SCHOOL HOLIDAYS AND BOARDING CLOSURES**

The Boarding House closes for mid-term breaks and school holidays. All girls travel home for these breaks or stay with their guardian.

13. **CONTACT DETAILS**

Parents must inform the School if they change their address or other contact details. It is a legal requirement for the School to check that all contact details are correct every six months.
TEACHING AND STUDENT SERVICES, FACILITIES ON CAMPUS, CRITICAL INCIDENT POLICY

Please refer to current Boarding Handbook, Student Handbook, Website and Student Diary.

ATTENDANCE

International students are to maintain 80% attendance as a requirement of their visa. All absences must be cleared by the Head of Boarding and/or the Principal.

STUDENT CONTACT OFFICERS

The Head of Boarding and/or Dean of Students and Head of Year.

MONITORING AND REPORTING STUDENT PROGRESS

All students receive progress reports, semester reports, concern and commendation notes and parents are encouraged to attend Parent/Teacher meetings. Reports are emailed to families living overseas.

ACHIEVING SATISFACTORY COURSE PROGRESS

For international students, satisfactory course progress is a visa requirement. This is considered to be passing more than 50% of the student’s subjects in each study period. Please refer to Student Handbook.
COMPLAINTS AND APPEALS PROCESS

St Hilda’s has a procedure to reach a determination on issues that may arise during a student’s time at school.

- The process will begin within 10 working days of receipt of a formal complaint and be completed within a reasonable time frame.
- There is no cost applicable to the School’s complaints and appeals process.
- A student may be accompanied at all meetings by a support person.
- Students and their families will be provided with a written statement of the outcome including details and reasons for the decision.
- A student’s enrolment and welfare will be maintained during the appeals process.

Level 1: Form Tutor, Boarding House staff, Head of Boarding or a Counsellor

Level 2: Dean of Students (Disputes Officer)

Level 3: Principal

Level 4: Conciliator, appointed by the Department of Education Services:
(08)9441 1900 22 Hasler Road,
Osborne Park
or Curriculum & Standards Authority for WACE matters.

NB: Level 4 should only be accessed after genuine attempts have been made by the student/family and the School to resolve the issue.

Level 5: Independent External Body appointed by St Hilda’s
Ms N Ciffolilli
PO Box 271
Floreat WA 6014

The Overseas Ombudsman offers a free and independent service for overseas students who have a complaint or want to lodge an external appeal about a decision made by their private education or training provider. See the Overseas Students Ombudsman (OSO) website http://www.oso.gov.au or phone 1300 362 072.

CHANGING EDUCATION PROVIDER

A student who wishes to change provider before completing the first six months of her main course of study must contact the Principal for permission and obtain a letter of release. A letter of offer, including acceptance of full responsibility for accommodation and welfare, from the new provider and a letter of support re the transfer from the parent/guardian will be required in order to apply for a letter of release from St Hilda’s.
# POLICIES

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<th>Notification</th>
<th>Refund</th>
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<td><strong>(Course greater than 10 weeks)</strong></td>
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<tr>
<td>Non Issue of Visa by Australian Government Authorities</td>
<td>Prior to commencement</td>
<td>Full refund (less a fee of $500 for administrative expenses)</td>
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<tr>
<td>Withdrawal following issue of Visa</td>
<td>More than ten weeks before course commences</td>
<td>Full refund (less a fee of $1000 for administrative expenses)</td>
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<td></td>
<td>Ten (10) weeks or less prior to commencement</td>
<td>Full refund of unspent pre-paid fees less 25% of the current annual tuition fees</td>
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<td></td>
<td>After course commences and during first four weeks</td>
<td>Refund 50% of semester’s pre-paid tuition fee. Full annual boarding fee payable</td>
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<tr>
<td></td>
<td>After four weeks</td>
<td>No refund of current semester’s tuition fees and/or annual boarding fees and 100% of fees applicable to subsequent semester’s tuition fees</td>
</tr>
<tr>
<td>Withdrawal of offer by the School or If School fails to provide the program offered</td>
<td>Prior to commencement</td>
<td>Full refund</td>
</tr>
<tr>
<td>Withdrawal of offer by the School because student has seriously breached visa or School rules</td>
<td></td>
<td>No refund of current semester’s tuition fees and/or annual boarding fees and 100% of fees applicable to subsequent semester’s tuition fees</td>
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**NB**

- All refunds will be made to the payee by electronic transfer or cheque within two weeks of confirmation of the reason for withdrawal.

- This agreement and the availability of complaints and appeals processes do not remove the right of a student’s parent/guardian to take action under Australia’s consumer protection laws.

- Notice of withdrawal must be made in writing to the Principal. To avoid penalties for a current student, a term’s notice must be given. Boarding fees must be paid for the entire academic year.
Deferring, suspending or cancelling the student’s enrolment

1. Deferment or suspension can occur due to
   1.1 Compassionate or compelling circumstances where a medical certificate states that the student is unable to attend classes.
   1.2 Misbehaviour by the student

2. The student will be
   2.1 Advised that deferring, suspending or cancelling her enrolment may affect her student visa.
   2.2 The secretary of DEEWR via PRISMS as required under section 19 of the ESOS Act will be notified of the deferment, temporary suspension or cancellation.

3. The School through the Principal will
   3.1 Inform the student of the School’s intention to suspend or cancel the student’s enrolment where the suspension or cancellation is not initiated by the student.
   3.2 Advise the student that she has 20 working days to access St Hilda’s internal complaints and appeals process.
   3.3 If the student accesses the internal complaints and appeals process, the suspension or cancellation of the student’s enrolment cannot take effect until the internal process is completed, unless extenuating circumstances in relation to the welfare of the student apply.

Attendance

1. The roll is called daily during tutor period 8.25-8.35am and at the beginning of each lesson. The data is entered daily. Students enrolling at St Hilda’s are expected to attend all scheduled classes.
   1.1 The attendance/absence regime is published in the Student Handbook and Student Diary.
   1.2 The procedures for late arrival are also published in the same publications.

2. The requirement for achieving satisfactory attendance requires the student to attend a minimum of at least 80 per cent of the scheduled class contact hours in WACE courses.

3. The Dean of Students has responsibility for attendance and absences.
   3.1 The attendance and absence statistics are checked daily and weekly.
   3.2 The student has responsibility to contact teachers concerning absence from class.

4. The Head of Boarding has responsibility for knowing the whereabouts of boarders before and after school hours.

5. Assessment of satisfactory attendance is determined by the Dean of Students.

6. The point at which the student has failed to meet satisfactory attendance.
   6.1 The Dean of Students contacts the student for an explanation and counsels students whose academic success and welfare are at risk. The parents will also be contacted at the same time.
7. Procedure for notifying students that they have failed to meet satisfactory attendance requirements.

7.1 The Dean of Students contacts the student and her parents.

7.2 The student is advised in writing of the school’s intention to report the student for not achieving satisfactory attendance.

7.2.1 Written notice informs the student that she is able to access the School’s complaints and appeals process and that the student has 20 working days in which to do so.

7.3 If the student does not access the complaints and appeals process within the 20 working day period, withdraws from the process, or the process is completed and results in a decision supporting the School, the School will notify the Secretary of DEEWR through PRISMS that the student is not achieving satisfactory attendance as soon as practicable.

7.4 The School may only decide not to report a student for breaching the 80 per cent attendance requirement if:

7.4.1 The student produces documentary evidence clearly demonstrating that compassionate or compelling circumstances apply.

7.4.2 The School confirms that the student is attending at least 70 per cent of the scheduled course contact hours for the Year in which she is enrolled.

7.4.3 Students will be maintained in suitable welfare circumstances until all issues are resolved.

Transfer between Registered Providers

1. St Hilda’s will not knowingly enrol a student transferring from another registered provider’s school prior to the student completing six months of her principal course of study except where:

1.1 The original registered provider has ceased to be registered or the school where the student was enrolled has ceased to be registered.

1.2 The original registered provider has provided a written letter of release.

1.3 The original registered provider has had a sanction imposed on its registration by the Australian Government or state or territory government that prevents the student from continuing her principal course of study, or

1.4 Any government sponsor of the student considers the change to be in the student’s best interest and has provided written support for that change.

2. St Hilda’s Student Transfer Request Assessment policy and procedure specifies:

2.1 A transfer to St Hilda’s will be granted provided:

2.1.1 A place is available.

2.1.2 The school is able to offer an appropriate course of study.

2.1.3 The transfer is considered to be in the best interests of the student.

2.2 A transfer from St Hilda’s will be granted provided:

2.2.1 The transfer is considered to be in the student’s best interest.

2.2.2 The appropriate fees have been paid to St Hilda’s.

2.2.3 A letter is received from another registered provider confirming that a valid enrolment offer has been made and it accepts responsibility for the student’s accommodation, support and general welfare arrangements.

2.2.4 The student’s parent or legal guardian supports the transfer.

2.2.5 Students will be maintained in suitable welfare circumstances until the matter is resolved.

2.3 A transfer from St Hilda’s will not be granted if:

2.3.1 The timeframe for assessing the transfer has been insufficient to make proper assessment.

2.3.2 The transfer is considered detrimental to the student.

2.3.3 The appropriate fees have not been paid to St Hilda’s.
2.3.4 If the student’s parent or legal guardian does not support the transfer.

2.4 The letter of release from St Hilda’s will be issued at no cost to the student.

2.5 The student will be advised to contact the Department of Immigration and Citizenship (DIAC) to seek advice on whether a new student visa is required.

2.6 If St Hilda’s does not grant a letter of release, the student will be provided with written reasons for refusing the request and will be informed of her right to appeal St Hilda’s decision in accordance with Standard 8 (Complaints and Appeals).

2.7 St Hilda’s will maintain a record of all requests from students for a letter of release and the assessment of, and decision regarding, the request on the student’s file.
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