



# International Student Handbook 2026



**St Hilda's**  
ANGLICAN SCHOOL FOR GIRLS



"Be bold, curious and open to new learning possibilities. Importantly, remember to have fun along the way! "

Fiona Johnston, Principal

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## CONTACTS

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International Student Liaison

TBC



## 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 Pre-Primary - 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 – WESTERN AUSTRALIA

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.

### TRAVELLING TO PERTH

Perth is serviced by Perth International Airport and is a five-hour flight from Singapore, a six-hour flight from Malaysia, a four- and-a-half-hour flight from Jakarta and an eight-hour flight from Hong Kong.

Most major airlines fly out of Perth International Airport.

Perth is on the same time zone as Hong Kong, Singapore, China, Macau, Taiwan and Kuala Lumpur making communication with home for our international students easy.

International students can be collected from or delivered to Perth Airport by the boarding house at the beginning and end of each term and at midterm breaks.

### LIVING IN AUSTRALIA

Australia is one of the best places to live while you study. The standard of living is amongst the highest in the world, yet costs are competitive. Australia is a natural wonderland of beautiful beaches, crystal blue waters, amazing ancient rock formations and pristine rainforests. Australia is the sixth largest country in the world and has the lowest population density per square kilometre. It has historic townships, bustling cities, vivid landscapes and exotic flora and fauna, all adding to its unique appeal.





## WHAT TO BRING

International students are often surprised by how strict Australian Customs Services and quarantines can be. If you are in doubt about whether or not your goods are prohibited, declare it anyway on the Incoming Passenger Card which you will receive on the plane.

Further details can be obtained from the Australian Government website:

<https://www.abf.gov.au/entering-and-leaving-australia/can-you-bring-it-in>

Baggage allowances flying into Australia will vary according to your carrier, flight class and country of origin. Economy passengers are generally permitted one piece of checked luggage (25kg) and one piece carry-on (7kg) for international flights, but only 20kg of checked baggage on domestic flights within Australia. This will limit the amount of things that you can bring; however, you can buy most things upon arrival in Australia and international students are allowed to store things within the boarding house in between each term and at the end of the school year.

## MONEY

You will need to make sure that you have enough funds to support you when you first arrive. It is recommended that you have approximately AUD\$500 to AUD\$1000 available for the first two to three weeks to pay for any initial purchases you might need, including books and stationery.

You should bring most of this money on an international credit card or travel card. The spare card can be kept by the Dean of Boarding in the boarding house safe. All money over AUD\$50 should be kept in the safe for safe-keeping.

You should open a bank account when you arrive. Our Dean of Boarding can assist you with this as there are plenty of banks at the local shopping centre in Cottesloe which is only 10 minutes' walk from the School.

## ATMS

Automatic Teller Machines are located everywhere within Australia. You can withdraw cash from an overseas bank account from these immediately, if it has the Cirrus logo. You would need to check that your ATM card has international access with your bank provider at home before departing.



# AUSTRALIAN LAWS

## ALCOHOL

People under 18 are not permitted to consume alcohol. If you buy alcohol, or are given it at a licensed premises, both you and the person selling the alcohol have committed an offence. There are heavy penalties for people who drink and drive. Any student having alcohol or having consumed alcohol at a school event or being under the influence of alcohol either at school or within the Boarding House will be suspended.

## DRUGS

There are severe penalties for illegal drug use or dealing drugs. Avoid being in any situation where illegal drugs are involved. At school, St Hilda's has very strict guidelines regarding alcohol and drugs as both are illegal. These guidelines are in place until after you have finished school, even if you have turned 18 years of age before completing your final year.

Any student found to either be using or having drugs in their possession would be expelled. This would have severe consequences for your student visa.

## SMOKING

Smoking is not permitted in many areas. It is illegal to lend, give or sell cigarettes or tobacco to anyone under 18 years of age. It is also illegal to buy cigarettes or tobacco for anyone under the age of 18. It is illegal to smoke in enclosed public spaces. St Hilda's Anglican School for Girls is a non-smoking campus.

## GAMBLING

Young people under the age of 18 are not permitted to gamble. If you are under the age of 18 you may not enter gambling establishments such as the casino or gaming areas in pubs.

## STEALING AND VANDALISM

There are severe penalties for anyone involved in stealing, shoplifting or damaging public or private property. Penalties will vary depending on the severity of the crime.

## HARASSMENT AND DISCRIMINATION

Perth prides itself on being a multicultural and tolerant society. In Australia it is generally illegal to discriminate against anyone based on gender, sexuality, marital status, pregnancy, race, physical or intellectual impairment or age. There are strong anti-discrimination policies in place to safeguard this.



# BENEFITS OF CHOOSING A GIRLS' SCHOOL

St Hilda's Anglican School for Girls is a proud member of the [International Coalition of Girl's Schools](#) and believes in the many benefits that girls' schools have to offer. Highlighted are some of the many benefits of choosing a single-sex school for your daughter.

## ACADEMIC ADVANTAGES

Girls in girls' schools achieve significantly stronger academic results than any other group in Australia. Without the competition from boys, girls are free to pursue academic excellence and each achievement is celebrated.

## ROLE MODELS AND LEADERSHIP

All the leadership roles in girls' schools are filled by girls: from the captain of the touch football team to the head of the student body; from the first trombone in the school orchestra to the main part in the school play; and from student leadership groups to the leaders of every school club.

Younger students see these female leaders as role models and learn that girls can lead in any field.

## A TAILORED CURRICULUM

Girls' education is a specialised field. Teachers tailor their classes and curriculum for the girls. This means that students are more likely to be engaged with the content and the methods used in each subject. Girls are free to participate in class without the teacher's attention being dominated by boys.

## COUNTLESS OPPORTUNITIES

Girls at girls' schools enjoy not only equal opportunity but every opportunity. All activities are open to girls: they participate, influence and lead. There is no gender stereotyping with subject selection. Girls are able and encouraged to explore a career or future in any area.

## COUNTERACTING NEGATIVE INFLUENCES

Girls can work through the challenges of adolescence without embarrassment. Many single-sex girls' schools run specific programs that counteract negative body imagery and ideals of how girls and women are portrayed in the media.

Educators in girls' schools believe strongly in helping girls to accept and be comfortable with 'who they are'.

## GLOBAL CITIZENS

Girls' schools prepare students to be citizens of the world, using rapidly developing technology and forming connections with girls in other countries. There is an emphasis on social justice and community as girls are encouraged to make connections with others outside the classroom walls.

St Hilda's Anglican School for Girls is an approved school to accept Full Fee Paying Overseas Students. The School encourages the enrolment of overseas students as they enrich our culture and bring a greater understanding and appreciation of other communities' lives and values. Each year we welcome girls from countries all over the world.

## ESOS FRAMEWORK

The Australian Government wants international students in Australia to have a safe, enjoyable and rewarding place to study. Australia's laws promote quality education and consumer protection for all international students.

These laws are known as the ESOS Framework and they include the Education Services for Overseas Students (ESOS) Act 2000 and the National Code 2018.

## PROTECTION FOR INTERNATIONAL STUDENTS

As an international student on a student visa, you must study with an education provider and in a course that can be found on the Commonwealth Register of Institutions and Courses for International Students (CRICOS): <https://cricos.education.gov.au/>

CRICOS registration guarantees that the course and the education provider at which you study meets the high standards necessary for international students. St Hilda's CRICOS Provider Code is 00452E and is registered as a provider trading under the name St Hilda's Anglican School for Girls.



# RIGHTS AND RESPONSIBILITIES

## YOUR RIGHTS

The ESOS framework protects your rights, including:

- Your right to sign a written agreement with St Hilda's Anglican School for Girls before, or as you pay fees, setting out clearly the services to be provided, the fees payable and information about refunds. You should keep a copy of this agreement with you.
- Your right to get the education that you have paid for. The ESOS framework includes consumer protection that will allow you to receive a refund or to be placed in another course of study if St Hilda's Anglican School for Girls is unable to teach your course.
- Your right to receive, before enrolling, current and accurate information about the courses offered, the fees due, mode of study and other information from St Hilda's Anglican School for Girls and its approved agents. If you are under 18, to ensure your safety, you will only be granted a visa if there are structures in place for your accommodation, support and welfare.

The ESOS framework sets out the standards Australian education providers offering education services to international students must obey. These standards cover a range of information you have a right to know and services that must be offered, including:

- orientation and access to support services to help you study and adjust to life in Australia;
- who the contact officer or officers are for international students;
- when your enrolment can be deferred, suspended or cancelled;
- what St Hilda's Anglican School for Girls requirements are for satisfactory progress in the courses you have selected to study and what help is available to you if you are struggling;
- how attendance will be monitored during your course of study; and
- a complaints and appeals process.

## YOUR RESPONSIBILITIES

As an international student on a student visa, you have responsibilities to:

- satisfy your student visa conditions;
- maintain your International Student Health Cover (OSHC) for the period of your stay;
- meet the terms of the written agreement with St Hilda's Anglican School for Girls;
- inform St Hilda's Anglican School for Girls if your contact details change at any time;
- maintain satisfactory course progress at all times; and
- ensure that you meet the attendance expectations.



# MARKETING AND INFORMATION PRACTICES

St Hilda's Anglican School for Girls markets its education services in an ethical and professional manner to maintain the integrity and reputation of the School.

St Hilda's Anglican School for Girls marketing materials do not make false claims or provide misleading information regarding itself, its courses or course outcomes, including:

- claims of associations between providers;
- employment outcomes associated with a course;
- automatic acceptance into another course; and/or
- possible migration outcomes.

Students are allocated places via the standard, non-discriminatory enrolment procedure. The maximum number of international students that St Hilda's can have enrolled at any one time is specified by the Department of Education Services.

Pre-enrolment information, including the rights and responsibilities of both parties, is outlined in the Fees and Charges and Enrolment Application details sent to you. Copies of St Hilda's Anglican School for Girls pre-enrolment and marketing materials, such as the School Prospectus, Application for Enrolment Form and International Student Handbook and the curriculum handbooks are provided to all international students prior to their enrolment.

These documents are also available on the St Hilda's website: <https://www.sthildas.wa.edu.au/>

## INTERNATIONAL AGENTS

Many of our international students come to St Hilda's through word of mouth or recommendations from family and friends. We do not, however, have formal agreements with educational agents, families must approach the school directly.

## 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.

### APPLICATION FOR ENROLMENT

Please contact the Admissions Manager at [enrol@sthildas.wa.edu.au](mailto:enrol@sthildas.wa.edu.au) for all initial enquiries.

Make an application to enrol your daughter by completing and returning a Registration Form together with;

- The application fee
- a copy of your daughter's birth certificate
- a copy of the photo page from her passport
- last two school reports
- Evidence of English proficiency- copy of recent English competency test results

International students in Years 7-12 must be resident boarders. They are not permitted to be day students unless a parent or person who has legal custody lives with them 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 other 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.

## ATTEND AN INTERVIEW

An interview with the Principal and Dean of Boarding will be arranged through the Admissions Manager. The prospective student and at least one of her parents must attend.

## LEVEL OF ENTRY, COURSE OF STUDY AND GRADUATION

The student's level of entry (and course selection in Senior School) will be determined in close consultation between the Director Senior School and the Deans of Academics. The student's age, English competency results and academic reports will also form part of the decision process.

Students in Junior and Senior Schools must attain a 'C' average across a semester, and in Years 11 and 12 maintain achievement at a level that supports attainment of WACE or an ATAR score high enough to meet requirements for university entry.

## SENIOR SCHOOL

It is important to note that course programs for the Senior School are finalised each September, and the timetable constructed for these courses will determine course availability to students finalising arrangements after this date.

Whilst the student is given every opportunity to succeed, in terms of St Hilda's academic programs, and support structures both academic and pastoral, the School cannot make any guarantee in regard to a successful outcome.

## COURSE CREDIT POLICY

It is important that students intending to enter Year 11 in Term 2 (or Semester 2), are able to provide (to the Dean of Academics Administration) syllabus documents from their previous school, as these will be used by SCSA to gain accreditation points towards their WACE. If a Course Credit is granted, the student will be notified in writing, and a new Confirmation of Enrolment (CoE) will be issued if the course duration is reduced.

## THE SCHOOL CURRICULUM AND STANDARDS AUTHORITY (SCSA)

The SCSA is the government body responsible for all school curricula, for Year 11 and 12 syllabus preparation, for monitoring comparability of standards between schools, the setting and administration of the ATAR Examinations and the certification of student results.

## WESTERN AUSTRALIAN STATEMENT OF STUDENT ACHIEVEMENT (WASSA)

At the end of Year 12 all students will receive a WASSA (Western Australian Statement of Student Achievement). The WASSA provides a formal record of the achievements of all leaving Year 12 students as a result of their school education in Western Australia.

## WESTERN AUSTRALIAN CERTIFICATE OF EDUCATION (WACE)

The WACE is the certificate that students receive upon successful completion of their senior secondary education. It is recognised nationally in the Australian Qualifications Framework (AQF), by universities, industry and training providers.

University entry scores achieved at St Hilda's are fully transferrable to all Australian universities and many accredited, educational institutions in the United Kingdom, USA and Canada.

### The WACE Requirements

Achievement of a WACE is now a more significant achievement than it used to be. Essentially a WACE acknowledges a student has demonstrated at least a minimum standard in both literacy and numeracy and has at least achieved the minimum standards in an educational program of suitable breadth and depth.

The basic requirements:

- Satisfactory demonstration of the literacy and numeracy competency requirement. This is achieved from past Year 9 NAPLAN results or OLNA tests done thereafter;
- Complete at least twenty course units or the equivalent across Years 11 and 12, from ATAR and/or General courses;
- Complete four or more Year 12 ATAR courses or complete a VET Certificate II or Certificate III course.

### Breadth and Depth requirements:

Within the twenty course units completed across Years 11 and 12, there must be:

- A minimum of ten or the equivalent of Year 12 units;
- Two completed Year 11 English units and a pair of Year 12 English units (or Literature or EALD);
- One pair of Year 12 course units from each of List A (arts/languages/social sciences) and List B (mathematics/science/technology). Achievement standard requirements
- Achieve at least fourteen C Grades (or the equivalent) in units across Years 11 and 12 with at least six C Grades (or the equivalent) having been achieved in Year 12 units.

### EXTENSION TO COURSE

St Hilda's will not extend the duration of the student enrolment if the student is unable to complete the course within the expected duration, unless the following occurs:

There are compassionate or compelling circumstances, as assessed by the registered provider on the basis of demonstrable evidence, or

The School has implemented, or is in the process of implementing, an intervention strategy for the student because the student is at risk of not meeting course progress requirements, or

An approved deferral or suspension of the student's enrolment has occurred under Standard 9 (Deferring, suspending or cancelling the overseas student's enrolment).

Visa Implications In the event of a course extension, St Hilda's will counsel the student to contact the Department of Home Affairs to seek advice on any potential impact to their visa, including the need to obtain a new visa.



## ENGLISH COMPETENCY

### English Competency Assessment

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. St Hilda's may ask a student to undertake formal English testing if required. We recommend testing by AEAS [www.aeas.com.au](http://www.aeas.com.au). Younger students can demonstrate competency during an interview with St Hilda's staff.

**Assessment Prior to Entry.** As part of the pre-enrolment process, if the student's first language is not English, St Hilda's requires a recent English competency test result to be submitted. Visit the [AEAS](http://www.aeas.com.au) website for information about the test, practice exams and testing centres available in Australia and other countries. AEAS recommended ELICOS Program is set out below. This is a general guide only. St Hilda's reserves the right to vary these recommendations.

AEAS Test Score	Level	ELICOS Recommendation	ELICOS Recommendation	ELICOS Recommendation
		Upper Secondary Entry Years 10-12	Lower Secondary Entry Years 7-9	Primary School Entry – up to Year 6
0-25	Beginners	40-48 weeks	30-40 weeks	12-20 weeks
26-35	Elementary	30-40 weeks	20-30 weeks	6-12 weeks
36-45	Pre-intermediate	20-30 weeks	12-20 weeks	4-6 weeks
46-60	Intermediate	12-20 weeks	8-12 weeks	0 weeks
61-70	Upper Intermediate	8-12 weeks	4-8 weeks	0 weeks
71-80	Pre-advanced	4-8 weeks	0 weeks	0 weeks
Above 80	Advanced	0 weeks	0 weeks	0 weeks

EALD (English as an Additional Language or Dialect) Level Guideline for entering St Hilda's:

Junior School	
Younger students can demonstrate competency during an interview with the Director of Junior School at St Hilda's. Following this interview, and in conjunction with the student's recent reports, enrolment is at the discretion of the Director of Junior School.	
Middle and Senior Schools	
Anticipated Year of Entry	AEAS Test Score
Years 5 – 6	40-50
Years 7 – 8	45-60
Years 9 – 10	60-75
Years 11 – 12	70+

### *ELICOS in Perth*

If the student is required to complete an intensive English course (ELICOS – English Language Intensive Course for Overseas Students) prior to entry to St Hilda's, the School refers students to [Phoenix Academy](https://www.phoenix.wa.edu.au) or a reputable ELICOS centre. For further information, please email [info@phoenix.wa.edu.au](mailto:info@phoenix.wa.edu.au)

Please note carefully the following:

Towards the end of the ELICOS course and prior to entry at St Hilda's, the student will be required to sit a follow-up assessment.

If the student has not reached the required level of English, St Hilda's will request that the student extend their ELICOS course.

St Hilda's may not progress an enrolment application if it deems that a prospective student does not have, or cannot meet, the required level of English language proficiency.

After commencement, if the student requires additional ELICOS to support her learning at St Hilda's; parents will be required to cover the supplementary cost of an external tutor.

### **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.

### **OFFER OF A PLACE**

The School will issue a formal letter of offer once satisfied with the interview, the submitted documentation and test results. If an ELICOS course is required prior to entry, the offer will be conditional upon the student reaching the required level.

### **CONFIRMATION OF ENROLMENT FORM (COE) & WELFARE LETTER (CAAW)**

The School will issue an electronic Confirmation of Enrolment (eCoE) and Student Welfare Letter (CAAW) upon receipt of the following:

- Signed Letter of Offer – the written agreement between St Hilda's and the family
- Proof of Overseas Health Cover (OSHC)
- Payment of Fees – which includes the School's Confirming Fee, advance payment of tuition fees of one semester *(and boarding, if applicable)*.

If the enrolment does not proceed, a refund will occur *(as per the School's Refund Policy)*.

## APPLYING FOR A STUDENT VISA

Families are required to submit a student visa application to the Department of Home Affairs, and details of the application process are available at your nearest Australian Embassy or High Commission. They are also available on the [Department of Home Affairs](#) website

The confirmation of Enrolment (eCoE) and the Student Welfare Letter (CAAW) are required to make the student visa application, along with proof of Overseas Health Cover.

St Hilda's staff are not qualified to assist with the visa process, or influence, or guarantee the outcome of an individual application.

St Hilda's cannot guarantee the outcome of a visa application. If the visa application is refused, the School's Refund Policy will apply.

Undertaking a course at St Hilda's is strictly for Primary or Secondary Education studies – and the courses in no way provide a pathway to Australian residency.

## OVERSEAS HEALTH COVER

All visa applications must provide evidence of Overseas Student Health Cover (OSHC) for the proposed duration of their visa. OSHC is an insurance that provides cover on the costs for medical and hospital care which international students may need while in Australia. OSHC will also pay for most prescription drugs and emergency ambulance transport. OSHC provides a safety net for international students, similar to that provided to Australians through Medicare, and includes access to some private hospitals, day surgeries, ambulance cover and benefits for pharmaceuticals. Parents must organise Overseas Student Health Cover for their daughter and provide a copy to St Hilda's, so the School can issue the Confirmation of Enrolment for Visa Application purposes.

## NOMINATION OF A LOCAL CARER

If a student is boarding at St Hilda's, parents must nominate a Local Carer to ensure the School has access to a Perth-based adult at all times. The Local Carer is an important contact person in liaising with the family and the School, and serves as a vital link in ensuring each girl has a positive boarding experience.

### School Monitoring of Local Carers

The School must be satisfied at all times that appropriate welfare arrangements are in place, and that the person nominated by the family is appropriate as a Local Carer. The appropriateness of the Local Carer's homestay accommodation will be checked as part of the pre-enrolment process, and bi-annual site visits will occur thereafter.

### Local Carer Guidelines:

- Be 25 years of age (family members over the age of 21 will be considered at the discretion of the Principal)
- Be of good character, and provide current Police Clearance and Working with Children Check
- Have permission to reside in Australia until the student turns 18, or their visa expires

### Local Carer Expectations:

Provide suitable homestay accommodation for the overseas student;

- Act as a contact for general, day-to-day issues;
- Be responsible for caring for the student if she is unwell, injured, requires



emergency care, requires transport and an adult to attend scheduled appointments, or is required to be removed from St Hilda's Boarding House for disciplinary reasons.

### **MID-TERM BREAKS AND SCHOOL HOLIDAYS**

A Term Date schedule for the academic year will be provided prior to commencement – updates and future dates will be available on the School website. The Boarding House closes during mid-term breaks and school holidays, if your daughter is not returning home she will need to stay with her Local Carer at these times.

The Local Carer must be appointed for the duration of the student's course, and details must be confirmed at the beginning of each academic year, or at any time the Local Carer becomes unavailable.

The School will take responsibility for the care and well-being of the international student once she has been signed in to the Boarding House by the local carer, and the School will relinquish responsibility when the local carer signs the student out at the end of the academic term, at mid-term breaks or out for approved weekend leave.

### **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. An Admissions Manager will provide details for arranging a full fitting. A full St Hilda's uniform will cost approximately \$AUD 1,500.

### **ORIENTATION**

To ensure our new families are familiar with St Hilda's campus and programs, an orientation day is held for new students entering the School. This provides new students with a chance to meet their peers in a fun, relaxed setting. For boarding students, orientation also includes a Boarding House orientation weekend. This provides an opportunity for both the parents and Local Carers of international students to meet Boarding House staff, and to become familiar with the policies and routines of the Boarding House.

If a student starts mid-year, the Admissions Manager will facilitate a less formal orientation whilst ensuring the parents, the Local Carer and the student meet all key personnel responsible for the student and her well-being.

### **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.

## ACCOMMODATION

International students at St Hilda's must reside as boarders in our Boarding House. They are not permitted to be a day student unless a parent comes to Australia and lives in Perth with them. This ensures that the appropriate accommodation, care and support are available whilst the international students are away from their family homes.

All international students are to have a Perth based, family-appointed local carer. See Section on Nomination on Local Carers.

The Dean of Boarding, Mrs Rachel Stenslunde, her staff, and the School's pastoral care staff care for your daughter whilst she is living here at school.

Additional mentoring and support for international students is provided by the School's Psychologists and the Dean of Boarding. She is the key contact person for every international student who is boarding at the School.

Following the orientation program, which is held in January each year, the Dean of Boarding will help the students settle into the Boarding House and ensure that their transition into the St Hilda's community is as smooth as possible.

All Senior School international students are required to remain in the care of the Boarding House until they have completed Year 12. This is a condition of their enrolment and is not negotiable.

## BOARDING FACILITIES

The Boarding House is a purpose-built facility, with bright open common areas and comfortable and welcoming bedrooms. The building is fitted with alarm systems for both fire and security.

The Boarding House has facilities for relaxation, e.g. pool and table tennis tables, Chess, Monopoly and other games; television and DVDs.

The School's swimming pool is a popular treat in the summer months!

Boarders have access to the facilities and resources of the School after hours and on weekends. These include the School Library, the Information and Technology Centre, and the music practice rooms.

The Library remains open on weekdays until 9pm and on the weekends from 2-5pm. Many of the sporting facilities are available for use by boarders after school and at weekends.

The Boarding House has a well-equipped fitness centre which the girls may use, before and after school and at weekends.

## TEACHING AND STUDENT SERVICES

St Hilda's is a vibrant learning community where students and their teachers work as partners, collaborating formally and informally to help students achieve their potential. St Hilda's provides opportunities for each student to succeed. Our Early Learning Centre and Junior School (Pre Primary to Year 6) are based at our Chidley campus and our Senior School (Years 7-12) is located at our Bay View campus.

From Kindergarten to Year 10, students study the West Australian Curriculum <https://k10outline.scsa.wa.edu.au/> in English, Mathematics, Science, Humanities and Social Sciences, Health Education, Physical Education and Digital Technologies. A range of electives in the Arts, Languages, Technology and Science is offered to cater for varying interests and to enable students to discover their special passion and talent.

In Years 11 and 12, the final years of schooling within Australia, students can choose to study either WACE (West Australian Certificate of Education) or the VET (Vocational Education Training) Program. A wide range of Year 11 and 12 ATAR courses, from Physics to Visual Arts, Music to Physical Education Studies, Maths to Mandarin, History to Accounting and Finance, provides for students planning to pursue a university degree.

Other General courses, such as Food Science and Business Management, prepare students for destinations such as training organisations, for employment, traineeships and for life in an ever-changing world. In addition, students can participate in our VET Program, a selective program in association with employers, which allows Year 12 students to gain a VET certificate as well as workplace training and provides an excellent foundation for prospective employment. Students can choose a combination of ATAR, General and VET courses.

A summary of our students' WACE results and awards are available on the

School website: [Year 12 Achievements - 2023](#)

The confidence and self-esteem which comes from understanding what is unique about her and doing it well will begin her lifelong learning journey. St Hilda's educates and inspires girls for life, equipping them with enterprise skills for the future.

Dedicated, highly skilled educators are committed to overcoming barriers to learning and encourage our girls to be creative, critical thinkers and self-motivated learners who are able to set goals and work to achieve them.

Our differentiated curriculum and personalised learning means our teachers ensure that each student has the opportunity to progress, to build skills and move seamlessly to the next challenge by providing a vibrant, creative and dynamic learning environment. It is important your daughter learns to learn so she has a life skill beyond the classroom.

For students who are learning above and beyond, our extension programs allow your daughter to flourish and come into her own.

Our Tutoring Centre in the Senior School, gives students additional academic support and structured study time to achieve their academic goals under the supervision of our qualified teachers.

Individual Year Handbooks and the Enrichment, Support and Enterprise Skills booklet are available on Enrolment.



# COMMUNICATION AT ST HILDA'S

St Hilda's utilises SEQTA, a virtual learning environment and communications platform for staff, students and parents. It requires authenticated logins for access, making it ideal for all types of notifications and announcements. Information you can find on SEQTA includes news, student reports, calendar updates, general course information for staff, students or parents, information on particular events, activities or services. There is a dedicated webpage for Full-Fee Paying Overseas Students with information about the School's Refund Policy, Transfer Policy, Complaints and Appeals Procedure and the Local Carer Guidelines and Responsibilities.

St Hilda's aims to keep parents informed of their child's progress throughout the year via formal reporting (at the end of each school term), and through formal and informal communications, and meetings with staff. Staff will also regularly use email and phone to communicate on an informal basis when necessary, and parents will also be able to contact staff within the School with their concerns.

## STUDENT VISA REQUIREMENTS

### CHANGE OF LIVING CIRCUMSTANCES (LOCAL CARER AND/OR GUARDIAN)

St Hilda's must be informed within 7 days of any change of living circumstances, including change of accommodation details and Local Carer and/or Guardian details.

### SATISFACTORY ATTENDANCE AND PROGRESS

International students must make satisfactory attendance and academic progress in order to maintain a student visa.

- Satisfactory attendance is defined as attending a minimum of 80% of classes. All absences must be cleared by the Dean of Boarding and/or the Principal.
- Satisfactory progress is defined as attaining a 'C' average across a semester

Where St Hilda's assesses an international student as not achieving satisfactory progress across a semester, the parents (and student if appropriate) will be contacted and an intervention strategy will be agreed and implemented in order to maximise the student's opportunity for success.

### PROCEDURES FOR ABSENCES

Absences will be monitored by the Dean of Boarding in conjunction with the Director of Junior School or Dean of Student Wellbeing, depending on the age of the international student.

A student will be considered to be at risk of not meeting attendance requirements upon accumulation of five (5) unexplained absences in a term. A student at risk of not meeting attendance requirements will be seen by both the Dean of Boarding and Dean of Student Wellbeing or Dean of Junior School.

At this meeting it will be explained that the student's pattern of attendance is unsatisfactory and that, unless corrected, may place her position at the School in jeopardy. It will be explained that satisfactory attendance is expected for the remainder of the year and will address any concerns or issues raised by the student that may be causing the pattern of absences and provide her with support where required. When a student's absence is in breach of attendance requirements, she will be reported as required by the ESOS Act and National Code, through PRISMS.

## 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. These meetings can also occur online and international families can make direct contact with their daughters' teachers via their school email or organise to have face-to-face meetings with their daughters' teachers whenever they are in Perth during term time. The Dean of Boarding will help to manage this on the parents behalf, in consultation with the Dean of Student Wellbeing or Dean of Junior School.

St Hilda's Anglican School for Girls will monitor, record and assess the course progress of each student for the course in which the student is currently enrolled. No course credits are given for prior learning.

The academic progress of all students at St Hilda's is carefully monitored; however, the School provides additional mentoring and support for international students through the Dean of Boarding for girls in the Senior School, and the Dean of Junior School and classroom teacher, for Junior School students. These staff regularly check and manage the progress of our international students academically.

Academic progress is managed using SEQTA and regular meetings are held with the students to ensure that they are reaching their potential academically.



## ACHIEVING SATISFACTORY COURSE PROGRESS

For international students, satisfactory course progress is a visa requirement. To achieve satisfactory course progress a student must achieve results which, projected as final results, will achieve a WACE certificate.

To demonstrate satisfactory course progress, students will need to compile drafts and assessments on time, attend class and achieve a satisfactory result in all subjects, which in most cases would be considered to be a C grade or better.

If a student does not achieve a satisfactory result, academic staff will meet with the student to develop an intervention strategy. In the Junior School this would be the classroom teacher and Director of Junior School; in the Senior School this would be the Dean of Boarding. The Head of Year and Dean of Teaching and Learning may also be involved where necessary.

The details pertaining to this meeting will be discussed with the parents by the Dean of Boarding and also with the relevant Head of Year and Deans or Dean of Junior School, as applicable.

Intervention may include:

- after school tutorial support in the Tutoring Centre or in prep time for boarders;
- Literacy Support classes from Years 7–10;
- Spelling Club before school for Year 7–8 students;
- mentoring support within the Boarding House;
- change of course or subjects in consultation with parents and the Dean of Teaching and Learning;
- School psychologist's intervention for study structures and guidance.

The Dean of Boarding or Director of Junior School, will continue to monitor the student carefully to ensure that improvements occur with their academic progress.

If the School needs to implement strategies for monitoring attendance or improving course progress under the standards provided by the National Code, parents and local carers would be kept informed. If a student's attendance or course progress do not improve to the required levels after this intervention, the School is required to report the student to Department of Home Affairs through PRISMS for failure to meet visa conditions.

Full details of our Course Progress and Attendance Policy can be found on the website and will be reviewed with the students by the Dean of Boarding as part of their orientation, and annually thereafter.

St Hilda's will allow extensions of course duration if the student is meeting a minimum of 70% attendance and provides evidence demonstrating that there are compassionate or compelling circumstances. Or St Hilda's is implementing an intervention strategy if the student is at risk of not meeting course progress requirements. Or an approved deferral or suspension of overseas students' enrolment has occurred under Standard 9 of the National Code 2018. If St Hilda's extends the duration of the students enrolment, St Hilda's will contact immigration to seek advice on students visa requirements.

## HOMework

The amount of homework given to students varies according to their age and the subjects they choose. All girls have compulsory prep periods. The length of these times depends on the Year group. However, Year 7 – 10 can expect at least one to two hours of homework preparation time per evening while senior girls are allocated two to three hours per evening. Prep begins after dinner at 6.45pm and continues until 8.00pm when senior girls break for 30 minutes and Year 7 – 10 begin to get organised for School for the next day and for bed. Senior girls return to their studies for a second session of prep. All boarders have access to the Library and technology facilities after school hours. The School also offers free tuition in English, Maths, Science and Humanities after school to any student who wishes to use the Tutoring Centre. Prep tutors are also available after 7.00pm for boarding students.

Naturally some girls will need more time to complete their work than the allocated prep times. Girls find that they can study before and after school and many take advantage of the Library at weekends. Sunday night is regarded as a time to prepare for the school week.

### HOMework PREPARATION TIMES (PREP)

Year Group	Prep	Supper	Prep
Years 7 & 8	6.45pm – 8.00pm	Pre p Bre ak	
Year 9	6.45pm – 8.15pm	Pre p Bre ak	
Year 10	6.30pm – 8.30pm	Pre p Bre ak	9.15pm – 10.00pm
Year 11	6.45pm – 8.45pm	Pre p Bre ak	9.30pm – 10.30pm May continue at supervisor's discretion.
Year 12	6.45pm – 8.45pm	Pre p Bre ak	9.30pm – 11.00pm May continue at supervisor's discretion.

To minimise disturbance to other students during prep, girls in Year 9 – 12 are expected to remain in their bedrooms during the designated homework period. They may visit tutors or the Library with the supervisor's permission. Girls who wish to study after lights out should make this request to their supervisor.



## SUPPORT & PASTORAL CARE

Under the ESOS National Code all education providers must offer their international students support to help them adjust to study and life in Australia, achieve their learning goals and achieve satisfactory progress in their learning. This support is available because we recognise that Australia is a new environment for our students, as well as a different culture, with different laws and systems.

St Hilda's has a sequential, proactive pastoral care program. We work hard to anticipate social and peer group challenges and to equip students to deal with issues before they occur. The pastoral curriculum is overseen by our School Psychologists and delivered by classroom teachers in Pre-Primary to Year 6 and by Head of Years from Year 7 -12.

The following section outlines the support structure and services at St Hilda's. These are available to our international students and may be accessed at no additional cost.

### SUPPORT AND WELFARE SERVICES AVAILABLE AT ST HILDA'S

- Legal services (Fair Work Ombudsman)
- Emergency and Health Services
- Facilities, Resources and Complaints and Appeals Processes

Pastoral care and behaviour management are inextricably linked. The classroom teacher, wellbeing teacher, Head of Year, Dean of Student Wellbeing, Director of Junior School and Director of Senior School are responsible for the effective care of a student. This may require interventions under the behaviour management policy and such interventions, including the impositions of sanctions, invariably have a pastoral and educative dimension.

St Hilda's offers many levels of support for its international students, who receive help and assistance from School staff in a caring and welcoming environment.

Monitoring students' pastoral care is the direct responsibility of:

- The classroom teacher from Pre-Primary to Year 6
- The Wellbeing teacher and Head of Year from Years 7 - 12
- The Dean of Boarding and supervisors for Boarders
- International Student Liaison

Contact details for staff are available via our Parent Portal (SEQTA). Junior School families will be introduced to their daughter's classroom teacher and Senior School students to their Wellbeing teacher, Head of Year and Dean of Boarding during the Orientation process. These staff should be the first point of contact for any concerns about your daughter's general welfare and progress.

## THE ROLE OF THE DEAN OF BOARDING AND BOARDING SUPERVISORS

The Dean of Boarding has an overarching responsibility for the academic and pastoral welfare of the girls living in the boarding house and is supported by Boarding Supervisors. Each year group in the Boarding House has a specific Boarding Supervisor. Along with the International Student Liaison, this person is the main contact point for the student, and also liaises with parents and the boarders' Local Carers. Each student attends a regular Wellbeing Group during school hours. Wellbeing teachers are also responsible for overseeing the pastoral and academic aspects of each student and are in regular contact with the Dean of Boarding.

Specialist guidance and support is available from the School Psychologists. An outline of the specialist framework for our students is as follows:

### SCHOOL PSYCHOLOGIST

The Psychology Services team at St Hilda's provide a variety of services for the school community, including individual counselling for students, direct psycho-educational assessment and indirect support for students by consulting with teachers and parents, as well as advice about prevention and intervention practices to support the whole-school population.

### SCHOOL CHAPLAIN

St Hilda's has a chaplain, serving as a steady source of support and guidance for our students and wider community. The School operates under the auspices of the Anglican Church in Australia, and attendance Chapel Service is mandatory for all students. This regular contact with the chaplain ensures that our students come to know and feel comfortable seeking support when needed. The Anglican faith is founded on Christian values; however, St Hilda's welcomes students from all religions. The School has students from a variety of faith backgrounds, including Hindu, Buddhist, Muslim and Jewish.

### LEGAL SERVICES AND THE FAIR WORK OMBUDSMAN

International students have the same workplace rights as all other workers in Australia. Pay rates and workplace conditions are set by Australian Law. [The Fair Work Ombudsman](#) provides free advice and assistance to all workers to help them understand their rights, and translated information is available in multiple languages in the 'Language Help Section' of the website. If an interpreter is required, the call line for the Translating and Interpreting Service is 131 450.

If you do wish to undertake part-time work whilst studying at St Hilda's, the School recommends that you seek guidance from your Head of Year, or the International Student Liaison, prior making a commitment. The conditions of your visa should also be checked through the [Department of Home Affairs](#).

In the event of concerns, or you require to seek legal advice, please speak with your Head of Year or the Admissions Office as soon as possible, for guidance.

## HEALTH CENTRE FOR MEDICAL SUPPORT

The Health Centre is staffed by experienced registered nurses who care for our boarding and day girls. Our nurses work closely with the Dean of Boarding and Boarding House supervisors to provide excellent care and attention to boarders, offering physical and emotional support, when required. This includes but is not limited to looking after students when they are unwell or have been injured, providing ongoing medications (if prescribed), arranging appointments to health professionals, providing support, education and health promotion.

### COMMUNICATION

To adequately care for boarders, it is very important that the Health Centre is kept up to date with any medical information relating to your daughter. Please email or phone the Health Centre to discuss any health-related issues or concerns with a nurse.

### UNWELL OR INJURED BOARDERS

If a boarder is unwell or injured, they advise their teacher during the school day or Boarding House supervisors out of school time. The boarder will be advised to attend the Health Centre where they will be assessed by the nurse. Depending on the reason being seen, the nurse will provide a primary health assessment and treatment, as required. If boarders need to be referred for further assessment and treatment by another health professional such as a General Practitioner or Physiotherapist, the nurse can organise this. Parents will be kept informed by the nurse of their daughter's condition and the care being provided.

If not well enough to attend school, boarders are cared for in the Health Centre. If deemed infectious, they will need to be isolated to decrease the risk of infection amongst other students and staff. Boarders may need to temporarily leave boarding to be cared for at home, by a guardian or an approved host, depending on each individual's situation at the time, until they are symptom free.

Out of Health Centre hours (8am – 5pm, Monday to Friday during term), the Boarding House supervisor will liaise with the Dean of Boarding for the best option. Depending on the reason, this could be using a locum General Practitioner, after-hours GP practice or attending a hospital emergency department. Parents will be kept informed throughout the process.

### DOCTORS

A female General Practitioner (GP) visits the Health Centre to see boarders weekly, if required. Appointments are made by the Health Centre nurse. At other times, an appointment will be made at a local GP practice.

If it is necessary to contact a doctor after hours, the Boarding House may use a locum GP service, a local after-hours medical clinic or the emergency department of the local hospital.

In the event of an emergency, an ambulance will be called, and parents will be notified. St John's Ambulance Service charge ~\$1000 even if the boarder is not transferred to hospital.

### MEDICAL APPOINTMENTS

Nurses assist in scheduling appointments, arranging transport, coordinating care and communicating with health care providers and parents. Appointments are recorded in the Health Centre calendar and relevant staff within the School are advised, such as Student Wellbeing Centre, if the student will be absent during the school day.

## MEDICATION

The Health Centre is well stocked with over-the-counter medications and medical supplies to care for boarders, with items such as paracetamol, antihistamines, wound dressings, medicated lotions. There is no cost involved for these supplies when provided to boarders.

Medications and pharmaceutical items are ordered from a local pharmacy by Health Centre staff. Ongoing prescription medications are provided in Webster packs as this gives an extra level of safety when dispensing of medications is required. If your daughter is commencing new prescription medication, please discuss with Health Centre nurse so a Webster pack can be arranged. Medications and medical supplies required specifically for an individual student will be added to their school account.

Boarders are not permitted to self-medicate, as such medications are not permitted to be stored in boarder's rooms and should always be handed to the Health Centre nurse or Boarding House supervisor. This includes vitamins and supplements. The nurse and/or supervisors dispense and record all medications, vitamins and supplements ensuring the boarder receives the correct dose and the correct time.

All medical information is kept in strict confidence. The Health Centre is open during school terms:

- 8.00am – 5.00pm Monday to Friday

After hours, emergency contact numbers will be provided to you as part of your Boarding package.

### **What to do in the event of an Emergency:**

Dependent on the nature or urgency of the emergency, the following steps are available to the student and parent:

1. Telephone Boarding House Reception 9285 4226, or St Hilda's Reception 9285 4100
2. Telephone the Dean of Boarding (*mobile number provided prior to commencement*)

If the emergency is life-threatening or time-critical, in Australia you telephone 000 (Triple Zero)

An operator will answer your call and ask whether you need police, fire and rescue, or ambulance.

## CRITICAL INCIDENT POLICY

St Hilda's Anglican School for Girls takes seriously its responsibility for duty of care for all members of the School community and has in place a number of policies, programs and procedures to create a safe and supportive environment for all students, employees, parents and visitors.

Critical incidents by their very nature are disruptive events that can have serious effects on people. The St Hilda's Critical Incident Policy has been developed to enable the School to respond promptly and effectively to situations that are likely to cause trauma to individuals and the School in general. The policy allows the School to manage the situation professionally and minimise the potential adverse effects of the incident.

Response to specific incidents is always at the direction of the Principal who will assess the situation and determine the best possible response given the unique situation of the incident. The School has also established a network of persons who form the Critical Incident Response Team.

Drills for fire evacuation and school lockdowns are carried out regularly at school and within the boarding house, to help students manage such events. The procedures are reviewed with the girls by their classroom teacher, boarding staff member and Dean of Boarding, to ensure that they know the evacuation points and drills when studying at St Hilda's.

All teachers at St Hilda's are required to be qualified teachers and registered with the Teacher Registration Board of Western Australia (TRBWA).

As part of the School's Child Protection responsibilities, all staff, including those who assist on a voluntary basis, complete the Working with Children Check as mandated by the Commission for Children and Young People and Child Guardians under the Commission for Children and Young People and Child Guardian Act 2000 for people working in Child-Related Employment.

All boarding staff hold nationally recognised qualifications in residential care as well as First Aid and Youth Mental Health First Aid.



# 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. It is always the intention of the School to work constructively and cooperatively with students, parents and legal guardians, and we expect that regular communication through the School's well-established pastoral and academic care systems will allow the majority of issues to be resolved. However, if an issue is unable to be resolved through the normal course of communication, and the student enrolment is to be suspended, they may access the School's Complaints and Appeals process as follows.

## INTERNAL PROCESS

The student will be allowed 20 working days to access the School's internal Complaints and Appeals process. A complaint should be submitted in writing to the Principal, then the following will apply:

- Assessment will begin within 10 working days, and a meeting with the Principal will be arranged.
- The Principal may ask other staff to attend the meeting (such as Director Senior School, Director Junior School, Head of Year, International Student Liaison, Dean of Boarding, Boarding Year Coordinator, School Psychologist).
- The student may be accompanied by a parent/guardian, or a support person.
- Following the meeting, a written statement will be provided outlining the outcome of the meeting and any decisions made, along with the reasons for the decision(s).

If the complaint relates to the Director of Junior or Senior School, the student and her family may send a written complaint to the Principal or the Director of Finance & Operations. Please contact the Admissions Department for guidance.

## STUDENT ENROLMENT DURING THE COMPLAINTS AND APPEALS PROCESS

The School will uphold Standards 9 and 10 of the National Code during the Complaints and Appeals Process.

- During the internal process, the School will maintain the student enrolment.
- Depending on the nature of the suspension, the Director of Junior or Senior School will decide whether the student is allowed to attend classes and/or remain in the Boarding House. In the event the overseas student is required to be removed from the School Boarding House, the Local Carer will be asked to accommodate the student. Under these circumstances it is preferable, and an expectation, that a parent or guardian fly to Perth as soon as possible in order to discuss and resolve the situation.

The School will await the outcome of the appeals process before notifying the Department of Education through PRISMS of the change to the student enrolment. The student will only be reported in PRISMS after:

- The internal process has been completed and the breach has been upheld;
- The student has chosen not to access the internal complaints and appeals process within the 20 working day period;
- The student withdraws from St Hilda's (in writing).

Following the internal complaints process, if the student (and family) is not satisfied with the outcome or the recommendations made, St Hilda's will advise the student (and parents) within 10 days, that they may appeal the decision through the Overseas Student Ombudsman – an impartial, external body.

## OVERSEAS STUDENT OMBUDSMAN

In the unlikely event that an issue is unable to be resolved through either the School's internal Complaints and Appeals process, the student may appeal through the [Overseas Students Ombudsman](#). Family or friends of the student may also contact the Ombudsman. The Overseas Student Ombudsman is independent and impartial. You can make a complaint in your own language, and the Ombudsman will pay for the interpreter.

## EXTERNAL APPEAL IN FAVOUR OF THE OVERSEAS STUDENT

If the external appeal is against the School's decision to report the student for poor attendance, progress, serious breach of school code of conduct, or failure to pay fees, St Hilda's will immediately implement the decision or recommendation and/or take the preventive or corrective action required by the decision, and advise the student of that action (in writing).

## STUDENT WELFARE ARRANGEMENTS IN THE EVENT OF A CANCELLATION OR SUSPENSION OF ENROLMENT

If a student is suspended, or their enrolment is cancelled, St Hilda's will continue to approve the welfare arrangements for that student until any of the following applies:

- the student has alternative welfare arrangements approved by another registered provider
- care of the student by a parent or nominated relative is approved by Department of Home Affairs
- the student leaves Australia
- St Hilda's has notified Department of Home Affairs under Standard 5.3.6 that it is no longer able to approve the student's welfare arrangements or under Standard 5.5 that it has taken the required action after not being able to contact the student.

## STUDENT RECORD OF COMPLAINT OR APPEAL

A written record of the complaint or appeal, including a statement of the outcome and reasons for outcome will be provided by the Head of School (or his representative) to the student's parents and the record will be maintained on the student file, in perpetuity.

## 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.

## CANCELLATION OF ENROLMENT

Unsatisfactory progress, poor attendance (across a second semester), non-payment of fees, or a serious breach of the Student Code of Conduct, may ultimately lead to the cancellation of the student's enrolment at St Hilda's, and a report to the Secretary of the Department of Education through PRISMS.

If this occurs, the student may need to seek advice from Department of Home Affairs on the potential impact, as there may be implications for the ongoing viability of the student's visa. The School will uphold Standards 9 and 10 of the National Code 2018 when assessing and administering a deferment, suspension, or cancellation of enrolment.

## DEFERRAL OR CESSATION OF STUDIES

Student visa conditions specify that international students must remain enrolled and attend a full time course of study. St Hilda's is required to advise the Department of Home Affairs when a student fails to commence a course or withdraws before the course ends. Deferral or cessation of studies for a period of time may result in the student visa being cancelled by the Department of Home Affairs if a student is not attending a full time course of study.

If a student wishes to defer or cease her studies with St Hilda's the request should be made by the student's parents or legal guardian(s) to the Director of Senior School, in writing. The Director of Senior School will consider the request for deferment, or suspension of study for the student within 10 working days. A written response will be sent to the family, and documentary evidence of the assessment of the application will be placed on the student's file.

St Hilda's will advise a student in writing of its intention to notify the Department of Education and the Department of Home Affairs via PRISMS of its intention to report a student's deferral or cessation of studies. A student will be allowed 20 working days to access the provider's internal complaints and appeals process, unless extenuating circumstances relating to the welfare of the student apply.

Please refer to our 'Cancellation Deferral or Cessation of Studies policy for detailed information'.

## OVERSEAS STUDENT TRANSFER POLICY

In the Schools sector, international students are restricted from transferring to another Provider until they have completed the first six months of their first school course, not the principal course.

In this case, St Hilda's will not consider or accept an application from an overseas student unless the transfer reason meets an exception under the National Code (Standard 7).

### STEPS TO REQUEST A TRANSFER:

If a student wishes to transfer from St Hilda's to another Provider during the first six months:

A transfer request must be made in writing to the Director of Senior School or Director of Junior School, clearly outlining the reasons for the request. If under 18 years of age, the request must be from the student's parents. If over 18 years of age, St Hilda's still requires a written communication from the student's parents, indicating their support for the transfer

The request will be responded to as soon as practicable, but certainly within 10 working days.

St Hilda's will always consider the wellbeing of the student when considering a transfer request and uphold the requirements of the National Code (Standard 7).

A transfer may be approved if:

St Hilda's will grant a transfer request because it is in the student's best interests, including but not limited to where the Principal has assessed that:

- The student will be reported because they are unable to achieve satisfactory course progress at the level they are studying, even after engaging an intervention strategy to assist the student in accordance with Standard 8 (*Overseas student visa requirements*)
- There are compassionate or compelling circumstances

- St Hilda's is unable to deliver the agreed course as outlined in the written agreement, and there is evidence that the student's reasonable expectations about their current course are not being met
- The student demonstrates that the new course more appropriately meets the capabilities and/or long term goals of the student
- The student wishes to gain access to greater support (including academic, cultural and personal) with a new Provider
- There is evidence that the student was misled by St Hilda's 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 student.
- The student's enrolment has been suspended or cancelled
- If the student has a valid offer of enrolment from a new provider, and the Provider has indicated their willingness to accept welfare responsibility for the student if she is under 18 years of age.

If a release is granted:

There will be no cost to the student. The student must contact the Department of Home Affairs to seek advice on whether a new student visa is required

If a transfer is refused

A transfer may be refused if the following occurs:

- The student does not have permission from his parents or legal guardians
- The student is unable to provide a valid offer of enrolment with a new Provider

The School will notify the parents in writing, the reasons for the refusal. The family then has 20 working days to access the Complaints and Appeals process (*in accordance with Standard 10 of the National Code*).

In the event of an appeal, St Hilda's will not finalise the student's refusal status in PRISMS until the appeal finds in favour of St Hilda's, or the student has chosen not to access the Complaints and Appeals processes within the 20 working day period, or the student withdraws from the process.

## PERSONAL INFORMATION

In some instances, personal information may need to be shared between St Hilda's and the Australian Government and designated authorities and, if relevant, the Tuition Protection Service. This information includes personal and contact details, course enrolment details and changes, and the circumstance of any suspected breach by the student of a student visa condition.

ESOS Framework – If you would like to access further information about the ESOS framework, please click [here](#).

## OTHER IMPORTANT INFORMATION

To ensure your child's transition to St Hilda's student life is as smooth as possible, it is important that we receive as much relevant information as possible.

You will need to finalise your daughter's travel arrangements. If she returns to her home country during holiday and school term breaks, you will need to make bookings well in advance. To meet your daughter's student visa requirements, it is important that she leaves school at the end of term and returns before the new term begins. Permission for students to arrive after the term starts or leave before the term ends will only be given by the Principal in exceptional circumstances, and written notification must be received at least three weeks in advance. The Principal's decision in such circumstances is final.

Overseas students may not drive whilst a student at St Hilda's.

The possession, distribution or use of any form of illegal substance under Australian law or any type of offensive weapon or behaviour illegal under Australian law will lead to the immediate dismissal of the student from St Hilda's.

Overseas students are expected to participate fully in the academic, sporting and social life of St Hilda's. Our international students are encouraged to speak English whenever possible and to observe Australian customs of social courtesy and behaviour. In return, Australian students are expected to respect the different cultural backgrounds and experiences of their overseas peers. An unwillingness to be an active and committed member of the St Hilda's community will lead to a review of the student's enrolment by the Principal.





## REFUND POLICY

On withdrawal of a student from the School, refunds will be made in relation to the following:

Reason for Refund	Notification Period	Refund
Student application for a student visa is unsuccessful	As soon as practical <i>Refer ESOS Act 2000</i> Subdivision B- Student Defaults Section 47D and 47E	A full refund of unspent pre-paid fees, less \$500 for administration expenses will be made
Student with a student visa withdraws	Notification of more than 10 weeks before the commencement date at the school:	A full refund of unspent pre-paid fees less \$500 for administration expenses will be made
	Notification less than 10 weeks before planned date of commencement	Full refund of unspent pre-paid fees less 25% of the current FFPOS annual tuition fees
	After the commencement of the semester and provides one school term or the equivalent of 10 weeks' notice	Unexpended course fees, calculated on a pro rata basis
	After the commencement of the semester and does NOT provide one school term or the equivalent of 10 weeks' notice	Course fees received less 25% of the current FFPOS annual tuition fee
St Hilda's withdraws the offer of a place, fails to provide a program offered or terminates an Education Service	Before the commencement date at the School  <i>Refer ESOS Act 2000</i> Subdivision A- Provider Defaults Section 46A and 46B	A full refund of unspent pre-paid tuition fees will be made within 14 days of the School's default day.
Student withdrawn due to a serious breach of the international student visa conditions. Failure to maintain:  <i>Satisfactory course progress Satisfactory attendance Approved welfare accommodation arrangements (visa conditions 8202 and 8532)</i>	After course commences	No refund of current tuition semester fees or annual boarding fees will be made.  Full refund of subsequent semester fees
Failure to pay course fees	After course commences	No refund
Any behaviour resulting in enrolment cancellation at St Hilda's as per the School's "Student Code of Conduct"	After course commences	No refund

Default by St Hilda's	<p>If for any reason the School is unable to offer a course on an agreed starting day for the course and the student for some reason cannot be placed or refuses placement in an alternative course arranged by the School</p> <p>OR</p> <p>If for any reason the School is unable to continue offering a course after the student commences a course, and the student for some reason cannot be placed or refuses placement in an alternative course arranged by the School</p>	<p>A full refund of unspent pre-paid tuition fees will be calculated according to a Legislative instrument <a href="https://www.legislation.gov.au/D details/F2012L01351">https://www.legislation.gov.au/D details/F2012L01351</a></p>
	<p>In the event that the School is unable to fulfil its obligations of providing an agreeable alternative course for the student, or a refund.</p>	<p>Student will receive assistance from the Australian Government's Tuition Protection Service. For information on the TPS, please see <a href="#">Tuition Protection Service - Department of Education, Australian Government</a></p>

**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.

## INFORMATION FOR FULL FEE OVERSEAS STUDENTS

Campus location and information	Provided at time of Enrolment
Schedule of Fees	Provided at time of Enrolment
Information on living in Australia	Provided at time of Enrolment
Application for Registration (signed contract)	Completed and signed at Enrolment
Accommodation, support and general welfare arrangements	Refer to Boarding Handbook
Support Services:  Legal Emergency & Evacuation Procedures Health Services	Refer to Boarding Handbook, Student Handbook and Student Diary
Campus Facilities	Refer to Boarding Handbook, Student Handbook and Student Diary
Complaints and Appeals Process	Provided at time of Enrolment
Contact Officers	Dean of Boarding Dean of Student Wellbeing Head of Year International Student Liaison
Critical Incident Policy Emergency & Evacuation Procedures	Dean of Boarding, Dean of Student Wellbeing Handbook
Boarding House	Refer to Dean of Boarding
Monitoring & Reporting Student's course load	Refer to Student Handbook
Procedures for Monitoring Student's progress	Refer to Student Handbook, SEQTA
Requirements for achieving satisfactory course progress	Refer to Student Handbook
Procedures re failure to achieve satisfactory course progress	Refer to Dean of Academics
Process for determining point at which Student has failed to meet satisfactory course progress	Refer to Dean of Academics
Procedure for notifying students that they have failed to meet satisfactory course progress requirements	Refer to Dean of Academics, Dean of Student Wellbeing
Attendance: 80% Attendance required	Provided at time of enrolment
Deferring, Suspending, or Cancelling Student's enrolment  Compassionate or compelling circumstances or Misbehaviour	Refer to Principal Notify Secretary of DEEWR as required  Under section 19 of ESOS. This may affect Student Visa.

