



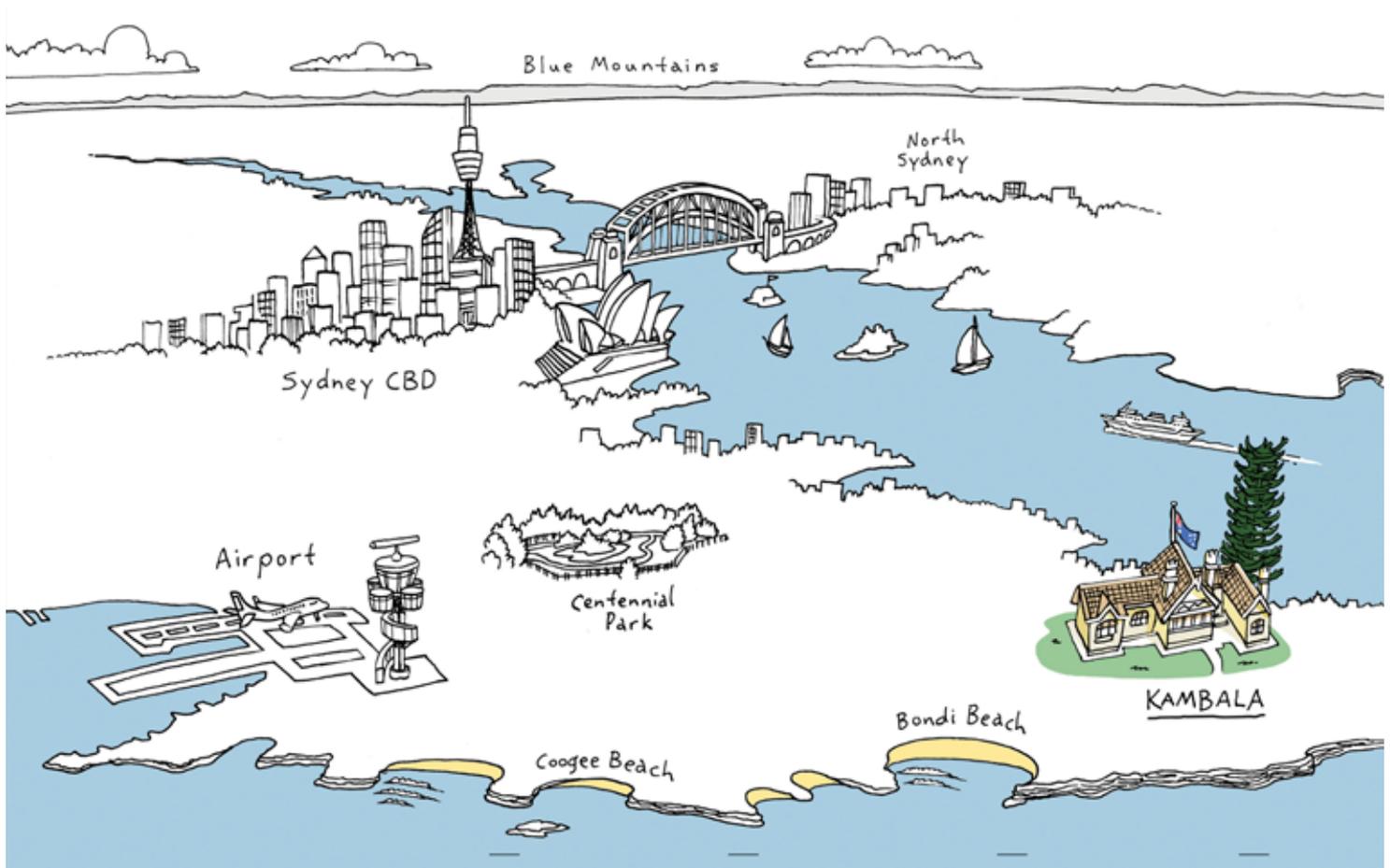
KAMBALA

**Information for Full Fee Paying  
Overseas Students**

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# Living in Sydney, Australia

Sydney is the capital of New South Wales and the largest city in Australia with a population of approximately five million. The city is built around one of the most beautiful harbours in the world and is bordered by a coastline of surf beaches including the famous beaches of Bondi and Manly.

The central business district features modern skyscrapers, historical buildings, museums, art galleries, vibrant shopping centres, world class sporting facilities, restaurants and theatres.

Sydneysiders enjoy a relaxed lifestyle and wonderful weather year round. The city has a pleasant climate, with warm summers (not usually above 30 degrees Celsius) and cool winters (not usually below 10 degrees Celsius). For more information visit: [www.visitnsw.com](http://www.visitnsw.com) or [www.sydney.com](http://www.sydney.com).

Education standards in Australia are amongst the highest in the world. Annually approximately 4,000 international school students commence their studies throughout Australia. For more information visit: [www.studyinaustralia.gov.au](http://www.studyinaustralia.gov.au).

In New South Wales there are 13 years of formal school education. The first year is usually known as Kindergarten or Transition (commencing at approximately five years of age), followed by Year 1 through to Year 12. Students complete their schooling at approximately 18 years of age. For more information visit: [www.boardofstudies.nsw.edu.au](http://www.boardofstudies.nsw.edu.au).

The Australian school year commences in late January and concludes in early December and is divided into four equal school terms (approximately 10 weeks each term) with a two to three week vacation break between terms and a longer break in December/January.



## Studying at Kambala

Kambala welcomes international students from around the globe. As well as international boarders, we enrol the daughters of overseas visitors who hold appropriate business or temporary visas issued by the Department of Immigration and Border Protection (DIBP).

Kambala is a registered provider for a limited number of full fee paying overseas students (FFPOS). Kambala's CRICOS provider number is 02284M.

A full fee paying overseas student requires a student visa to attend school in Australia. Australian or New Zealand citizens, those carrying permanent or temporary resident visas or refugees do not require student visas to attend the School.

Evidence of English language proficiency will be required and applicants will be asked to sit for the Australian Education Assessment Services (AEAS) testing, either in their own country or Australia.

Kambala is located in Rose Bay in the Eastern Suburbs of Sydney on the foreshore of Sydney Harbour with breathtaking views across the city skyline and the Opera House. The School is located 18 kilometres from the international airport, eight kilometres from the central business district and 3.5 kilometres from the iconic Bondi Beach.

The educational journey for students of Kambala takes place within a learning environment enriched to provide a breadth of experiences to challenge the mind, body and spirit of each girl.

Typically, Kambala graduates are unafraid of the new and have a social conscious. They build synergies and are vital for tomorrow.

Each young woman also understands that the privilege she enjoys by attending a school offering such opportunities brings a responsibility – a responsibility to contribute to this community and society at large.

The broad ranging curriculum and wealth of co-curricular and extra curricular activities, offered within a positive and supportive environment, invite the girls to explore their strengths and realise their potential. Confidence is developed as students learn that it is important to take risks, confront failures and learn from mistakes. Resilient, self-reliant young women understand that they will have the ability to make a difference in the world.

Consistent excellent academic results at all levels of benchmark testing attest to the expertise of the staff in all year levels and subject areas. The high degree of engagement and commitment to achieving personal excellence is evident within the student body and ensures impressive outcomes.

Our Higher School Certificate and International Baccalaureate results reflect this each year. On average 60 percent of Year 12 students achieve an Australian Tertiary Admissions Rank (ATAR) of over 90.

Students also have the opportunity to excel in Debating, Drama, Music, Sport and many other areas of interest. The life of a Kambala student is a busy and exciting one.

Kambala is committed to working with students to produce a love of learning, self-respect and a real sense of community. Self-esteem is built through the wide variety of opportunities to experience success in a very supportive environment. The School's wellbeing and discipline policies take a problem-solving approach to discipline, emphasising the responsibilities that students have to themselves, to one-another, to their teachers and to their parents. The policies are underpinned by values important at Kambala: a safe, nurturing environment, respect for people and property, tolerance and compassion and pride in the School.

Kambala is a school with a proud tradition of educating young women. From its inception in 1887, all those associated with this dynamic learning community have made a commitment to providing the best of opportunities to assist each girl in realising her own purpose with integrity, passion and generosity.





## Programs of study

### **Hampshire House Early Learning Centre - six months to five years**

Hampshire House Early Learning Centre, caters for boys and girls from six months to five years. Overseas boys and girls may be accepted from 6 months of age providing a vacancy is available.

### **Junior School - Preparation to Year 6**

Our Junior School is for girls only. There are eight years of junior schooling at Kambala. Students commence in Preparation (girls must have turned four by 31 March to be eligible for entry) and continue to Transition (start of compulsory education in New South Wales) then Years 1 to 6.

Students attending Kambala on a student visa must be at least six years of age. Please note that alternative arrangements exist for younger students on a dependent visa.

It is necessary for overseas students enrolled at Kambala to be living with at least one parent or grandparent for the duration of their early learning and junior school enrolment. Exceptional consideration may be made for entry as a boarder in Year 6.

### **Senior School - Years 7 to 12**

There are six years of secondary schooling. Students are usually 12 years old at the start of Year 7. Overseas students must be less than 19 years of age when they commence Year 11.

In Years 11 and 12 students have the option to study either for the New South Wales Higher School Certificate or the International Baccalaureate Diploma. Both courses are two years in duration with final examinations taken in October/November of Year 12. Both courses are recognised internationally and are essential for a student seeking university entry. Our Careers Advisor and Director of Curriculum will assist students in course and subject selection.

### **Curriculum - Years 7 to 10**

All students in Years 7 to 10 study Commerce, Design and Technology, English (including Drama), Geography, History, Mathematics, Music, Personal Development/Health/Physical Education (PDHPE), Religious Education, Science and Visual Arts. Foreign language options include French, Japanese, Latin and Mandarin.

### **Curriculum - Years 11 and 12**

Current Higher School Certificate subjects available include Ancient and Modern History, Biology, Business Studies, Chemistry, Design and Technology, Drama, Economics, English (compulsory), Food Technology, French, Geography, Information Processing and Technology, Japanese, Latin, Legal Studies, Mandarin, Mathematics, Music, Personal Development/Health/Physical Education (PDHPE), Physics and Visual Arts.

### **Curriculum - Years 11 and 12**

Current International Baccalaureate subjects include (Languages) English, French, Japanese, Latin, Mandarin, Spanish (beginners); (Individuals and Societies) Business Management, Economics, Global Politics, History and Psychology; (Experimental Sciences) Biology, Chemistry, Physics; (Mathematics) Standard and Higher; (the Arts) Music and Visual Arts. All IB students study Theory of Knowledge and participate in Creativity, Action, Service (CAS).



### **Student assessment and reporting**

All students are expected to attend all classes and complete and submit all homework tasks on time and as required. Assessments include classroom tests, assignments and formal exams conducted on a continual basis throughout the academic year. Student progression from one year to the next is based on teacher evaluation of individual performance and ability. Parents are provided with half yearly and yearly school reports outlining academic progress.

If an overseas student's performance falls below the required level even though all steps have been made to assist the student, including advising parents/guardians, the School has the right to inform the Department of Immigration and Border Protection.

### **Attendance**

It is a visa requirement that students must attend a minimum of 80 percent of scheduled classes. DIBP may be notified in the case of failure to meet this requirement. A medical certificate is required after two or more days of absence from school.





# Welfare and accommodation

The Director of Enrolments at Kambala manages the application process and arranges electronic Confirmation of Enrolment (eCoE) for students applying for student visas. Contact the Director of Enrolments during school hours at + 61 2 9938 6844 or enrolments@kambala.nsw.edu.au.

With the assistance of teaching staff, the school counsellor and boarding staff, the Director of Boarding (and Overseas Student Coordinator) assists new students to settle into their life at Kambala. Assistance is provided in opening a bank account and transport to and from the School from the airport. Contact the Director of Boarding during school hours at + 61 2 9388 6757 or jduffy@kambala.nsw.edu.au. Emergency out-of-hours phone is +61 0407 383 100.

## Accommodation

### Students living with parent or grandparent

All students from Hampshire House to Year 6 must be living with either a parent or grandparent to be eligible to enrol at Kambala on a student visa. In certain circumstances the Principal may agree to a Year 6 girl enrolling as a boarding student. Students from Years 7 to 12 who choose to live with a relative must ensure the relative is approved by the Department of Immigration and Border Protection (see [www.border.gov.au](http://www.border.gov.au) for more information).

### Boarding (residential) students

Residential accommodation is available for students from Years 7 to 12 in two boarding houses. Overseas boarders will be issued with the Confirmation of Appropriate Accommodation/Welfare Arrangements (CAAW) Form.

Kambala has accommodation for 100 boarders. Boarders from Years 7 to 10 live in Tivoli, Kambala's gracious heritage listed building. Years 11 and 12 students live in the purpose built Fernbank boarding house, which opened in 1987. Our boarders live in a caring, nurturing and disciplined environment maintained by the Director of Boarding, the resident staff, the school counsellor, the school nurse and the Director of Wellbeing. The boarding houses are open during school terms only. Accommodation is not available on campus during vacation periods.

### Homestay

Kambala does not offer homestay accommodation. All overseas students not residing with parents or approved relatives must reside in the boarding house to be eligible for enrolment.

# Guardians

Overseas students (not residing with their parents) are required to provide a suitable guardian. A guardian must be a person who can act on behalf of the student's parents and be contacted by Kambala to give written, or in the case of an emergency, telephoned permission for outings and medical assistance. A guardian must be over 25 years of age, have proficiency in English and reside in or close to Sydney. The guardian should be known to the student and be willing to assist her with support and advice whilst attending Kambala.

# Overseas student health cover (OSHC)

Students applying to study in Australia must meet health requirements outlined in the migration regulations. Family members included in the visa application must also meet the health requirements. As a condition of the student visa all overseas students must have medical and hospital insurance cover through overseas student health cover (OSHC) for the duration of their visa. Dependant students must be covered by their parents' health insurance and proof of cover must be provided on commencement. The Director of Enrolments will arrange for overseas student health cover for all new full fee paying overseas students through Medibank Private and a printed acknowledgement of the cover will be provided to the student.

# Support services

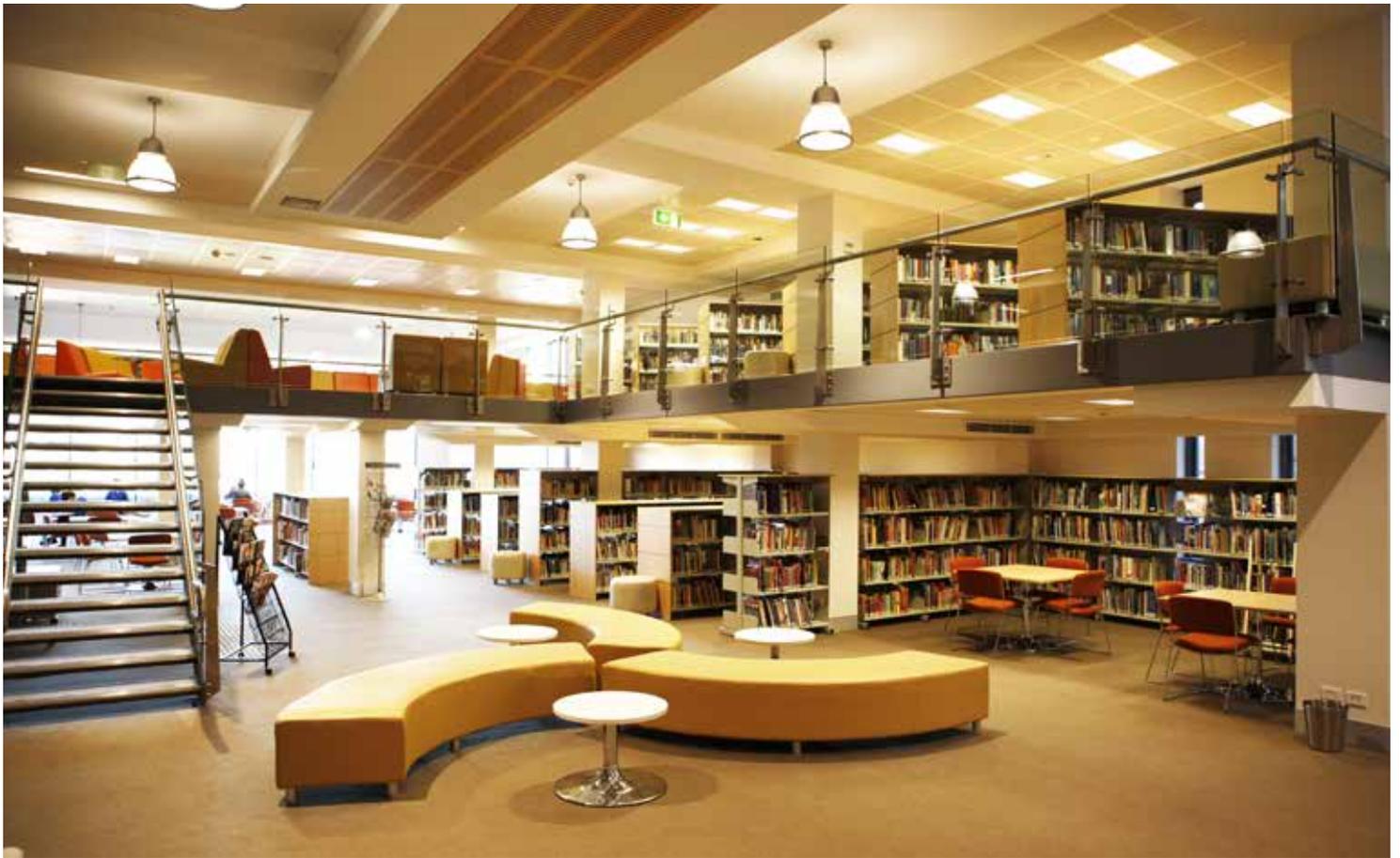
Kambala has a comprehensive program to support the academic care and wellbeing of all students. Students have access to Learning Enrichment staff, the Dean of Wellbeing, the School Counsellor and the Careers Advisor.

Students in the Junior School are primarily cared for by their homeroom teacher who should be the first point of contact for any questions about welfare issues. In the Senior School, students are allocated to tutor groups with a pastoral tutor who is responsible for their day-to-day welfare. Each year group has a year coordinator and the welfare of all students is overseen by the Dean of Wellbeing. In addition, the School has appointed the Overseas Student Coordinator whose role is to be the link between families, students and the School.

# Key personnel

- ◆ The Principal is the Chief Executive Officer of Kambala and is responsible to the School Council for the quality of education provided to all students.
- ◆ The Deputy Principal is responsible for the quality and consistency of research based programs implemented by members of staff focusing on the wellbeing and academic growth of all students.
- ◆ The Head of Senior School is responsible for the wellbeing, attendance and academic care of all students from Years 7 to 12 and efficient functioning of relevant staff.
- ◆ The Head of Junior School is responsible for the wellbeing, attendance and academic care of all students from ELC to Year 6 and efficient functioning of relevant staff.
- ◆ The Business Manager is responsible for all financial matters relating to a student's enrolment at the School.
- ◆ The Director of Curriculum is responsible for course progress for students in Years 7 to 12.
- ◆ The IB Coordinator is responsible for overseeing the IB program.
- ◆ The Director of Boarding is responsible for student welfare and attendance.
- ◆ The Overseas Student Coordinator is responsible for communication between parents, student, approved guardians and the School's key personnel.
- ◆ Year coordinators are responsible for the academic welfare of students in each year group.
- ◆ Tutors are responsible for small pastoral groups of students in each year group.
- ◆ Heads of Department are responsible for issues associated with student progress in each group.
- ◆ Class teachers are responsible for the welfare and progress of students in a particular class from Preparation to Year 6.
- ◆ The school nurse is responsible for the healthcare of all students. The school nurse will attend the student and make the necessary arrangements should further medical attention be required. The nurse will also inform the parents and/or approved guardian of the situation.
- ◆ The Dean of Wellbeing and school counsellor provide a confidential service that supports and promotes the growth and wellbeing of all students.
- ◆ The Director of Enrolments is responsible for student recruitment, for enrolment documentation and procedures as they relate to all students.





# General information

## **Additional expenses**

In addition to tuition and boarding fees, students will be required to purchase uniforms (approx. \$1,000), textbooks and stationery (approx. \$600), technology levy (approx. \$1,500), outdoor education camps (approx. \$500) and excursions (approx. \$500). These estimates will vary according to the age of the student.

## **Insurance**

It is the student's responsibility to take out private insurance against accidental loss or damage to personal items, such as mobile phones, cameras, iPads etc. School issued laptops are covered by the School as part of the rental program for this equipment.

## **Uniforms and stationery**

Outfitters, located in the school grounds, sells all items of school uniform except school and sports shoes. A limited range of stationery supplies and text books are also available.

## **Prescription drugs**

If a student has been prescribed any drugs, a letter must be provided by a doctor with details of the medication and the drugs and dosage to be taken. This information must be given to the school nurse in the Health Centre as soon as possible after diagnosis. Prescription drugs are available at the local chemist and are only available with a doctor's prescription. Please ask the school nurse for any assistance.

## **Alcohol and smoking**

It is illegal in Australia for persons under 18 years of age to consume alcohol, cigarettes or other tobacco products. Smoking is prohibited in Australian airports, on buses, trains, ferries and in most public places. Kambala is a non-smoking campus.

## **Water**

The quality of water in Sydney and Australia is greater than the standards for safe drinking water set by the World Health Organisation. You can drink water straight from the tap in Sydney.

## **Electricity**

The electrical current in Australia is 220-240 volts, AC 50Hz. The Australian three-point pin power outlet is different from any other countries. You may need an adaptor which you can purchase from electrical shops and at airports. You may also need a voltage converter for 110 volt appliances.

## **Customs and quarantine**

Australia has strict customs and quarantine rules. Strict rules prohibiting or restricting the entry of drugs, weapons, firearms, protected wildlife and associated products apply. Please refer to the Australian Customs Services website for further information: [www.australia.gov.au](http://www.australia.gov.au). Australia prides itself in being free from many pests and diseases found in other parts of the world. Luggage may be inspected on arrival in Australia. It is important that you declare items of quarantine concern to avoid being prosecuted for bringing forbidden items into the country. Please refer to the Australian Quarantine website for further information [www.agis.gov.au](http://www.agis.gov.au).



#### **Indemnity**

If your daughter is accepted as a student at Kambala, you are required to give permission for your daughter to take part in all activities associated with her attending Kambala.

You agree to delegate authority to the Principal of Kambala:

- ◆ To take whatever reasonable disciplinary action which is deemed necessary in ensuring the safety, wellbeing and successful conduct of the students of the School as a group or individually.
- ◆ or her delegates (guardians, servants, or agents) to obtain all such medical assistance as required and to make all such decisions as they deem necessary to preserve the health and wellbeing of the student.
- ◆ To submit the Medical Information Form (provided prior to commencement) regarding the student and include details of limitations which apply for any activities.
- ◆ To declare that you are not aware of any other conditions which may affect the above student's ability to study or live in Australia or to take part in school activities.

#### **Sharing information**

Information provided by the student to the provider (Kambala) may be made available to commonwealth and state agencies pursuant to obligations under the ESOS Act 2000 and the National Code. 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. In other instances information collected during your enrolment can be disclosed without your consent where authorised or required by law.

#### **Change of address**

The student is obliged to notify the School of a change of address within fourteen days while enrolled at the School. This is to ensure that any notifications sent to the student advising of visa breaches are sent to the student's current address. Where Kambala has approved the student's welfare and accommodation arrangements, the student requires school approval for any changes to welfare and accommodation arrangements **prior to that change**.

#### **Privacy**

Information is collected on the application form and during your enrolment in order to meet our obligations under the ESOS Act and the National Code 2007 to ensure student compliance with the conditions of their visas and their obligations under Australian immigration laws generally. The authority to collect this information is contained in the Education Services for Overseas Students Act 2000, the Education Services for Overseas Student Regulations 2001 and the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2007. Information collected about you on this form and during your enrolment can be provided, in certain circumstances, to the Australian Government and designated authorities and, if relevant, the Tuition Assurance Scheme and the ESOS Assurance Fund Manager. In other instances, information collected during your enrolment can be disclosed without your consent where authorised or required by law.



# Application process

All students must complete the *Application for Enrolment Form* available from the Director of Enrolments ([enrolments@kambala.nsw.edu.au](mailto:enrolments@kambala.nsw.edu.au)).

The completed form should be returned to the Director of Enrolments together with a AU\$200.00 non-refundable registration fee, a copy of the first pages of the student's passport showing personal details, translated copies of the student's most recent school reports and English language testing results (if applicable).

## English language requirements

Overseas students from Year 5 onwards **not currently** being schooled fully in English must be tested in English, Mathematics and General Ability. Kambala uses Australian Education Assessment Services (AEAS) for this procedure. Please refer to their website ([www.aeas.com.au](http://www.aeas.com.au)) for more information including international test centres and test dates. Overseas students must provide AEAS results with their application. Based on the recommendation of the AEAS report, many overseas students will be required to attend a High School Preparation course prior to commencing at Kambala.

Applicants currently being schooled in English are required to sit placement tests in English, Mathematics and General Ability. These tests can be sat at Kambala on specific test dates or sent to the student's current school with their permission to supervise.

Year placement is at the Principal's discretion based upon a student having a satisfactory level of English proficiency to meet the demands of the curriculum.

Once the Application for Enrolment Form and accompanying documentation has been received, the student will either be placed on a waiting list if a vacancy is not available for the requested entry or written offer documents will be supplied.

If the student accepts the offer this requires the parent(s) to sign the offer documents and return these to the Director of Enrolments together with the necessary payments outlined in the offer. On receipt of these Kambala will issue the eCoE and CAAW documents the student will need to apply for a student visa.

Please note that students applying to commence the Junior Secondary Course (Years 7 to 10) in Year 10 must begin the course at the beginning of Year 10 to meet course requirements. Similarly, students applying to commence the Senior Secondary Course (Years 11 and 12) or the International Baccalaureate Diploma (Years 11 and 12) must begin either of these courses at the start of Year 11.

## Educational agents

The School is not affiliated with any College or Overseas Student Placement Centre. As such, Kambala does not have agent agreements or commission policies with any educational agents or centres.

## Payment of school fees

Parents are jointly and individually responsible for the payment of fees. Payment of fees may be made by cash, cheque, B-Pay or credit cards (these attract a merchant fee surcharge). Kambala provides a *Schedule of Fees*. Please take the time to read this carefully. All financial arrangements are handled by the Business Office.

Should a student withdraw from Kambala, parents are required to give a term's (approximately 10 weeks) written notice before the removal of their daughter or to pay a full term's fees in lieu. In order to be valid and binding, such notice must be in writing, signed by the parent and delivered to the Principal.

## Orientation

Kambala has a dedicated orientation program in place each October for all new students commencing at the School the following year. This program is run by the Director of Enrolments, Head of Junior and Senior Schools assisted by various teaching and boarding staff. In addition to the orientation day program, new boarders experience a 'sleep over' in the boarding house with the opportunity to meet current boarders.

KAMBALA



# Conditions of enrolment for full fee paying overseas students (FFPOS)

In accordance with government CRICOS registration regulations the following information is provided for families seeking full fee paying overseas student entry to Kambala.

## Information for parents and students

The following conditions apply should your daughter be accepted for enrolment at Kambala.

1. The student will participate fully in the life and program of the School.
2. The parents will support fully both the student and the School in all activities.
3. To ensure your child submits to the School's academic, dress and disciplinary regulations as may be instituted by the Principal and staff of the School.
4. To be aware that your child must demonstrate effort and maintain a proper attitude towards her academic studies during her time at Kambala.
5. It is a requirement that all applicable tuition fees are paid on enrolment and prior to the commencement of the course. All fees are to be paid in Australian Dollars. Subsequent tuition fees must be paid in full upon receipt of an account and prior to the date shown unless the Principal gives prior approval.
6. To pay for the provision of school approved ESL classes if these are required after school by private tuition.
7. Tuition fees are not transferable.
8. Kambala reserves the right to change its fees for the following academic year.
9. A student wishing to enrol in Kambala must have a current passport.
10. Unless otherwise shown in the application form, to entrust the Principal of Kambala to undertake to provide accommodation for, and to be responsible for, the support and general welfare of the student.
11. All students under the age of 18 are required to live in the boarding house or in accommodation with a parent/guardian approved by the School as part of their enrolment conditions. Enrolment will be terminated if students breach this condition.
12. Students 18 years and over will be required to live in boarding house accommodation unless private arrangements are approved by the Principal prior to such arrangements being made. Enrolment may be terminated if students breach this condition.
13. Boarding house fees must be paid in advance by a minimum period of one semester.
14. Accommodation during holiday periods must be approved by the Principal prior to the event.
15. Students must advise Kambala of any change in their contact details within 48 hours of the change.
16. Students on student visas must comply with the conditions of their visas to maintain a minimum of 80 percent attendance for each term and maintain satisfactory progress which will be assessed by maintaining regular and punctual attendance, completing prescribed tasks and homework and abiding by the School's rules, student dress code and code of conduct. Should the student not comply with these conditions their enrolment and visa may be cancelled.
17. Holiday travel must be taken in the official school breaks. This is an important visa requirement and the Principal must approve any variation.
18. Kambala shall not be liable for any loss, damage or injury to persons or property. Students are advised to take out personal insurance to cover themselves against accidents or illness.
19. The School may suspend or terminate enrolment at its discretion for failure to comply with these conditions or any other serious breach of the School's rules and regulations. Subject to Complaints and Appeals Policy.
20. Transferring from other institutions: Kambala will only enrol a student who has completed another relevant course (a course provided by a registered provider and listed on CRICOS) if the School is satisfied that:
  - ◆ the student had demonstrated a commitment to studies in that previous course
  - ◆ attendance was above that required by ESOS legislation and
  - ◆ had paid all fees for that course.Enrolment into Kambala will only be considered if the student who has not completed a previous course can produce a letter of release or has DIBP approval that attests to the three matters stated above.
21. Refunds are paid in accordance with Kambala's Refund Policy.
22. Information provided to Kambala may be made available to commonwealth and state agencies as required by law.

# Overseas student compliance

The Education Services for Overseas Students ACT 2000 (ESOS Act) and related legislation is designed to protect the interests of students coming to Australia on student visas. The legislation aims to protect and enhance Australia's reputation for quality education, to provide tuition protection and support the integrity of the student visa program.

The Australian Government is committed to ensuring overseas students have a great education experience in Australia. The ESOS Act and related laws protect international students through:

- ◆ The ESOS legislation and recent reforms
- ◆ The National Code
- ◆ The Overseas Students Ombudsman
- ◆ The Tuition Protection Service

Further information about students' right and obligations under the ESOS Framework can be found in ESOS Framework Student Fact Sheet: <https://internationaleducation.gov.au/regulatory-information/pages/regulatoryinformation.aspx> .

Further information about overseas student health cover (OSHC) can be found in the Department of Immigration and Border Protection's OSHC Fact Sheet: <https://www.border.gov.au/Trav/Stud/More/Health-Insurance-for-Students>.

Kambala is committed to full compliance with the ESOS Act. Our staff observe this commitment and support the School in complying fully in providing consistent advice and reporting to the school community in meeting our obligations.

## Protection for overseas students

As an overseas student on a student visa, you must study with an education provider in a course that can be found on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS). Kambala is a registered CRICOS Provider (02284M). CRICOS registration guarantees that the course and the education provider where you study meet the high standards necessary for overseas students.

## Your rights

The ESOS framework protects your rights, including:

- ◆ Your right to receive, before enrolling, current and accurate information about the courses, fees, modes of study and other information from your provider. If you are under 18 years of age, to ensure your safety, you will be granted a visa only if there are arrangements in place for you accommodation and welfare.
- ◆ Your right to sign a written agreement with your provider before or as you pay fees, setting out the services to be provided, fees payable and information about refunds of course money. You should keep a copy of your written agreement.
- ◆ Your right to get the education you pay for. The ESOS framework includes consumer protection that will allow you to receive a refund or to be placed in another course if your provider is unable to teach your course.

## ◆ Your right to know:

- how to use your provider's support services
- who the contact officer or officers are for overseas students
- if you can apply for course credit, when your enrolment can be deferred, suspended or cancelled
- what your provider's requirements are for satisfactory progress in the courses you study
- if attendance will be monitored for those courses
- what will happen if you want to change providers
- how to use your provider's Complaints and Appeals Policy

## Your responsibilities

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

- ◆ Satisfy your student visa conditions.
- ◆ Maintain your overseas student health cover (OSHC) for the period of your visa.
- ◆ Meet the terms and conditions of the written agreement with your provider.
- ◆ Inform your provider if you change your address.
- ◆ Maintain satisfactory course attendance.
- ◆ if you are under 18 years of age, maintain your approved accommodation and welfare arrangements.

To meet our obligations for overseas students our policies, included in this handbook, are also available on the school website: [www.kambala.nsw.edu.au](http://www.kambala.nsw.edu.au).

- ◆ Accommodation and Welfare Policy (FFPOS)
- ◆ Course Progress and Attendance Policy (FFPOS)
- ◆ Transfer Request Policy (FFPOS)
- ◆ Deferment, Suspension and Cancellation Policy (FFPOS)
- ◆ Complaints and Appeals Policy (FFPOS)
- ◆ Refund Policy (FFPOS)





# FFPOS policies

## FFPOS Accommodation and Welfare Policy

It is a condition of the student visa (condition 8532) that students under 18 years of age maintain adequate welfare and accommodation arrangements while studying in Australia. It is a condition of enrolment at Kambala that students over 18 years of age also maintain accommodation arrangements approved by the Principal.

Kambala is committed to the care and wellbeing of all students. Kambala ensures the arrangements made to protect the personal safety and social wellbeing of FFPOS are appropriate in accordance with the National Code Standard 5.

### Parents

Students enrolled on a student visa enrolling from six years of age (Transition) to Year 6 must live in Sydney with a parent. The School does not provide a Confirmation of Appropriate Accommodation/Welfare Arrangements (CAAW) letter via PRISMS for these students.

For students in Years 7 to 12 living with parents or a suitable relative in Sydney, full details must be provided and approved by the Principal 14 days prior to a parent, parents or approved relative being absent from Sydney while the student is studying at the School. This includes any holiday period.

Kambala does not enrol girls wishing to live in homestay accommodation. All overseas students not living with a parent or suitable relative must live in the boarding house.

### Boarding

- ◆ Kambala undertakes welfare responsibility for overseas students under 18 years of age, enrolled at the School, by requiring them to live in the boarding house unless residing with at least one parent or approved relative.
- ◆ The School will issue for your daughter a Confirmation of Enrolment (eCoE) and Confirmation of Appropriate Accommodation/Welfare Arrangements (CAAW) for boarding students.
- ◆ The School will provide welfare responsibilities for your daughter from the date shown on the CAAW issued to you.
- ◆ Your daughter should not arrive in Australia before the date on the CAAW unless the School has been advised at least seven days before arrival and has approved an earlier arrival.
- ◆ Evidence of your daughter's arrival date must be provided to the School, i.e. a copy of airline ticket.
- ◆ The School will guarantee welfare arrangements for the duration of your daughter's enrolment at the School unless your daughter resides with at least one parent in Sydney.
- ◆ Parents of overseas students must inform the OSC of accommodation arrangements for the student during non term time. Students not returning to their parents or approved guardians for term or other holidays, must notify the OSC at least one week before the student's departure so that all necessary documentation can be completed. All hosts other than the parent or approved guardian must have the permission of the parents, notified in writing, together with appropriate Working with Children Check to the OSC before the student is placed in their care.
- ◆ The OSC coordinates all boarding student term departures and arrivals, in conjunction with parents and guardians.

### Guardians

- ◆ The School requires your daughter to have an approved guardian unless your daughter resides with at least one parent in Sydney. A suitable relative or family friend is able to be the nominated guardian whilst your daughter is studying at Kambala. The School must approve a suitable guardian appointment.
- ◆ Guardians are required to complete the Kambala FFPOS Approved Guardian Agreement and Guardian Contact Information Form.
- ◆ The approved guardian must live in Sydney, be at least 25 years of age, have proficiency in English, attend interviews and meetings at the School on behalf of the parents should any concerns arise during your daughter's enrolment at the School.
- ◆ Approved guardians must meet commonwealth and state legislation, for example The Commonwealth's Privacy Act of 1988, ESOS Act of 2000 (Standard 5).
- ◆ The student must have an approved guardian in place before commencing at Kambala.
- ◆ The approved guardian is not in any way connected to the student visa welfare that is undertaken by the School for student visa purposes.

### Process

The Overseas Student Coordinator (OSC) meets with each overseas student at orientation and induction. Term meetings and individual interviews are held with each overseas student to assess and monitor that their specific needs are being met. The OSC retains records of student interviews on the FFPOS student's file. All FFPOS students participate in the pastoral care program at Kambala and their welfare is also monitored in accordance with the Kambala safe and supportive environment policies.

International dinners are held in the boarding house for each boarder's home of origin. Those overseas students who are not boarders are invited to attend. The girls share photographs and presentations enlightening all boarders about their respective culture. Opportunities to partake in activities specific to their culture are provided as a weekend recreational option. Notable cultural festivities and events such as Chinese New Year and Ramadan are also acknowledged or celebrated by all boarders in recognition of the diversity in cultures that exists at Kambala.

The Director of Enrolment informs DIBP in the event that a student under 18 changes her living arrangements or the provider no longer approves the arrangements for the students using the DIBP proforma letters available through PRISMS.



## FFPOS Course Progress and Attendance Policy

### Confirmation of enrolment and course duration

The Confirmation of Enrolment Form (eCoE) indicates the start and end date of the student's course duration.

Courses provided at Kambala

- ◆ Primary (Kindergarten/Transition to Year 6)
- ◆ Junior Secondary (Years 7 to 10)
- ◆ Senior Secondary (Year 11 and 12)
- ◆ International Baccalaureate (Year 11 and 12)

### Course progress

Kambala monitors, records and assesses the course progress of each Kambala student, including FFPOS. Staff responsible for record management and follow up are outlined in the Reporting Policy.

Specific requirements for FFPOS

- ◆ Kambala will monitor, record and assess the course progress of each student for the course in which the student is currently enrolled.
- ◆ The course progress of all students will be assessed at the end of each semester of enrolment.
- ◆ Students who have begun part way through a semester will be assessed after one full period of attendance.
- ◆ To demonstrate satisfactory course progress, students will need to achieve competency in at least 50 percent of units in any study period [or any other measure of satisfactory course progress as required by the School].
- ◆ If a student does not achieve competency in at least 50 percent of units studied in an assessment period, the Director of Curriculum or equivalent will meet with the student to develop an intervention strategy for academic improvement. This may include:
  - individual education plan
  - additional supervised study periods
  - literacy and numeracy support
  - other intervention strategies as deemed necessary such as psychological assessment and counselling.

The point of intervention will be in accordance with the National Code 2007 (at a minimum the School must implement an intervention strategy if a student is deemed not competent in 50 percent or more of the units in any one study period).

- ◆ A copy of the student's individual strategy and progress reports in achieving improvement will be forwarded to parents.
- ◆ The student's individual strategy for academic improvement will be monitored over the following semester by the Director of Curriculum and/or the Head of Senior School, and records of student response to the strategy will be kept.
- ◆ If the student does not improve academically and achieve satisfactory course progress by the end of the next assessment period, the Principal or her representative will advise the student in writing of its intention to report the student for breach of visa condition 8202, and that she has 20 working days in which to access the School's internal complaints and appeals process.

- ◆ Kambala will notify DET and DIBP via PRISMS of the student not achieving satisfactory course progress as soon as practicable where:
  - the student does not access the complaints and appeals process within 20 days, or
  - withdraws from the complaints and appeals process, or
  - the complaints and appeals process results in favour of the School.

### Completion within expected duration of study (course progression)

- ◆ As noted in Course Progress, Kambala will monitor, record and assess the course progress of each student for the course in which the student is currently enrolled.
- ◆ Part of the assessment of course progress at the end of each semester will include an assessment of whether the student's progress is such that they are expected to complete their course within its expected duration.
- ◆ The School will only extend the duration of the student's study where the student will not complete their course within the expected duration due to:
  - compassionate or compelling circumstances.
  - student participation in an intervention strategy as outlined in Course Progress.
  - an approved deferment or suspension of study has been granted in accordance with Kambala's Deferment, Suspension and Cancellation Policy.

Where Kambala decides to extend the duration of the student's study, the School will report via PRISMS and/or issue a new eCoE if required.

### Course attendance

All Kambala students, including FFPOS, are subject to Kambala's Attendance Policy. Staff responsible for record management and follow up are outlined in the Attendance Policy.

Specific requirements for FFPOS

- ◆ Satisfactory course attendance is 80 percent of scheduled course contact hours.
- ◆ Student attendance is:
  - checked and recorded daily
  - assessed regularly
  - recorded and calculated over each semester.
- ◆ Late arrival at school will be recorded and will be included in attendance calculations.
- ◆ All absences from school should be accompanied by a medical certificate, an explanatory communication from the student's caregiver or evidence that leave has been approved by the Principal.
- ◆ Any absences longer than three consecutive days without approval will be investigated.
- ◆ Student attendance will be monitored by the Overseas Student Coordinator every 14 days over a semester to assess student attendance using the following method.
  - Calculating the number of hours the student would have to be absent to fall below the attendance threshold for a semester. For example the number of study days x contact hours x 20 percent.

[For example, an eight week semester with five contact hours a day would equal 200 contact hours. 20 percent of this is 40 hours.]

- Any period of exclusion from class will not be included in student attendance calculations. (See Standard 13 - deferring, suspending and cancelling enrolment for an explanation of this item).
- ◆ Students are at risk of breaching Kambala's attendance requirements when they have absences totalling more than 20 percent during any assessment period.
- ◆ If the calculation indicates that the student has not passed the attendance threshold for the study period, Kambala will advise the student of its intention to report the student for breach of visa condition 8202, and that she has 20 working days in which to access the School's internal complaints and appeals process except in the circumstances outlined below.
- ◆ The School will notify DEEWR via PRISMS of the student not achieving satisfactory course attendance as soon as practicable where:
  - the student does not access the complaints and appeals process within 20 days.
  - withdraws from the complaints and appeals process.
  - the complaints and appeals process results in a decision for the School.
- ◆ Students will not be reported for failing to meet the 80 percent threshold where:
  - the student produces documentary evidence clearly demonstrating compassionate or compelling circumstances; for example medical illness supported by a medical certificate, and
  - has not fallen below 70 percent attendance
- ◆ The method for calculating 70 percent attendance is the same as that outlined previously with the following change; study days x contact hours x 30 percent.
- ◆ If a student is assessed as having nearly reached the threshold for 70 percent attendance, the Overseas Student Coordinator will assess whether a suspension of studies is in the interests of the student as per Kambala's Deferment, Suspension and Cancellation Policy.
- ◆ If the student does not obtain a suspension of studies under Kambala's Deferment, Suspension and Cancellation Policy, and falls below Kambala's 80 percent threshold for attendance, the process for reporting the student for unsatisfactory attendance (breach of visa condition 8202) will occur.

#### Definitions

- ◆ Compassionate or compelling circumstances are circumstances beyond the control of the student that are having an impact on the student's progress through a course. These could include:
  - Serious illness, where a medical certificate states that the student was unable to attend classes.
  - Bereavement of close family members such as parents or grandparents.
  - Major political upheaval or natural disaster in the home country requiring their emergency travel that has impacted on their studies.
  - A traumatic experience which has impacted on the student (these cases should be where possible supported by police or psychologists' reports).

- Where the School was unable to offer a pre-requisite unit.
- Inability to begin studying on the course commencement date due to delay in receiving a student visa.
- ◆ For other circumstances to be considered as compassionate or compelling, evidence would need to be provided to show that these were having an impact on the student's progress through a course.
- ◆ Expected duration is the length of time it takes to complete the course studying full-time. This is the same as the registered course duration on CRICOS.
- ◆ School day is any day for which the School has scheduled course contact hours.

#### FFPOS Transfer Request Policy

The Independent Schools Council of Australia (ISCA) represents the interests of the independent school sector at the federal level. The following is based on the policy of ISCA:

Overseas students are restricted from transferring from their principle course of study for a period of six months. This restriction also applies to any course(s) packaged with their principle course of study except:

- ◆ If the student's course or school becomes unregistered.
- ◆ A Government sponsor (where applicable) considers a transfer to be in the best interests of the student.
- ◆ If the student is granted a letter of release.

Students can apply for a letter of release (at no charge) to enable them to transfer to another education provider through the Overseas Student Coordinator (OSC) with final approval resting with the Principal.

Kambala will only provide a letter of release to students in the first six months of their principle course in the following circumstances:

- ◆ The student has changed welfare and accommodation arrangements and is no longer within a reasonable travelling time of the School.
- ◆ It has been agreed by the School that the student would be better placed in a course that is not available at Kambala.
- ◆ Any other reason stated in the policies of Kambala.

Students under 18 years of age must have:

- ◆ Written evidence that the student's parent(s)/legal guardian supports the transfer.
- ◆ Written confirmation that the new provider will accept responsibility for approving the student's accommodation, support, and general welfare arrangements where the student is not living with a parent(s)/legal guardian or a suitable nominated relative.
- ◆ Evidence that the student is always in DIPB approved welfare and accommodation arrangements.

Kambala will not provide a letter of release to students in the first six months of their principle course in the following circumstances:

- ◆ The student's progress is likely to be academically disadvantaged.
- ◆ Kambala is concerned that the student's application to transfer is a consequence of the adverse influence of another party.



### Applying for a letter of release

To apply for a letter of release from Kambala you must first have a letter of offer from another registered provider. Applications to transfer to another registered provider may have visa implications. The student is advised to contact the Department of Immigration and Border Protection as soon as possible to discuss any implications. Contact details for the nearest DIBP office are: Ground Floor, 26 Lee Street, Sydney NSW 2000. Telephone: +61 131 881. Email: studentcentre@immi.gov.au.

The letter of release, whether from this school or another registered provider, must show the reason for transfer and provide evidence demonstrating the student's commitment to studies, attendance records and all fees for the course have been paid.

The application to transfer and letter of release will be considered within 10 working days and the student notified of the decision;

- ◆ should the request to transfer be denied the student will be advised in writing by the Principal.
- ◆ the student may appeal the decision under Kambala's Complaints and Appeals Policy.

## FFPOS Deferment, Suspension and Cancellation Policy

### Deferment of commencement of study requested by a student

A deferment occurs when an enrolment is postponed to a future date. Kambala will only grant a deferment of commencement of studies for compassionate and compelling circumstances. These include but are not limited to:

- ◆ Illness, where a medical certificate states that the student was unable to attend classes.
- ◆ Bereavement of close family members such as parents or grandparents.
- ◆ Major political upheaval or natural disaster in the home country requiring emergency travel that has impacted on studies.
- ◆ A traumatic experience, which has impacted on the student (these cases where possible should be supported by police or psychologists' reports).

The final decision for assessing and granting a deferment of commencement lies with the Principal.

Deferment will be recorded on PRISMS depending on the student's eCoE status.

### Suspension of study requested by a student

A suspension occurs when an enrolment is suspended for a period of time as determined by the Principal.

Once the student has commenced the course, Kambala will only grant a suspension of study for compassionate or compelling circumstances. These include but are not limited to:

- ◆ Illness, where a medical certificate states that the student was unable to attend classes.
- ◆ Bereavement of close family members such as parents or grandparents.
- ◆ Major political upheaval or natural disaster in the home country requiring emergency travel that has impacted on studies.
- ◆ A traumatic experience, which has impacted on the student (these cases where possible should be supported by police or psychologists' reports).

Suspensions will be recorded on PRISMS.

The period of suspension will not be included in attendance calculations. The final decision for assessing and granting a suspension of studies lies with the Principal.

### Assessing requests for deferment or suspension of studies

Applications will be assessed on merit by the Principal. All applications for deferment or suspension of studies will be considered within 14 working days.

### Exclusion from class (1 to 28 days)

- ◆ Kambala may exclude a student from class studies on the grounds of misbehaviour by the student. Exclusion will occur as the result of any behaviour identified as resulting in exclusion in the Kambala Code of Conduct.
- ◆ Excluded students must abide by the conditions of their exclusion from studies which will depend on welfare and accommodation arrangements in place for each student and which will be determined by the Principal.
- ◆ Where the student is provided with homework or other studies for the period of the exclusion, the student must continue to meet the academic requirements of the course.
- ◆ Exclusions from class will not be recorded on PRISMS.
- ◆ Periods of exclusion from class will not be included in attendance calculations as per Kambala's Course Progress and Attendance Policy.

### School initiated suspension of studies (28 days+)

- ◆ Kambala may initiate a suspension of studies for a student on the grounds of misbehaviour by the student. Suspension will occur as the result of any behaviour identified as resulting in suspension in the Kambala Code of Conduct.
- ◆ Suspended students must abide by the conditions of their suspension from studies that will depend on the welfare and accommodation arrangements in place for each student and will be determined by the Principal.
- ◆ Students who have been suspended for more than 28 days are required to return to their home country by DIBP unless specific special circumstances exist (for example the student is medically unfit to travel).
- ◆ If special circumstances exist, the student must abide by the conditions of her suspension that will depend on the welfare and accommodation arrangements in place for each student.
- ◆ Suspension will be recorded on PRISMS.
- ◆ The period of suspension will not be included in attendance calculations.

### Cancellation of enrolment

Kambala will cancel enrolment of the student under the following conditions:

- ◆ Failure to pay course fees.
- ◆ Failure to maintain approved welfare and accommodation arrangements (visa condition 8532).
- ◆ Any behaviour identified as resulting in cancellation under Kambala's Code of Conduct.

Kambala is required to report failure to maintain satisfactory course progress and failure to maintain satisfactory attendance to DIBP, which will result in automatic cancellation.

## Complaints and appeals

- ◆ Student requested deferment and suspension are not subject to Kambala's FFPOS Complaints and Appeals Policy.
- ◆ Exclusion from class is subject to Kambala's FFPOS Complaints and Appeals Policy.
- ◆ School initiated suspension is subject to Kambala's FFPOS Complaints and Appeals Policy.
- ◆ For the duration of the appeals process, the student is required to maintain enrolment and attendance at all classes as normal.
- ◆ The Principal will determine if participation in studies will be in class or under supervised arrangement outside of classes.
- ◆ If students access Kambala's FFPOS Complaints and Appeals Process regarding a school initiated suspension, where the suspension is recorded in PRISMS, or cancellation, the suspension or cancellation will not be reported to PRISMS until the complaints and appeals process is finalised, unless extenuating circumstances relating to the welfare of the student apply.
- ◆ The use of extenuating circumstances by Kambala to suspend or cancel a student's enrolment prior to the completion of any complaints and appeals process will be supported by appropriate evidence.

### Student advice

Deferment, suspension and cancellation of enrolment can have an effect on a student's visa as a result of changes to enrolment status. Students will be informed to contact the Department of Immigration and Border Protection (DIBP) for advice.

## FFPOS Complaints and Appeals Policy

The purpose of Kambala's Complaints and Appeals Policy is to provide a student or parent(s)/legal guardian with the opportunity to access procedures to facilitate the resolution of a dispute or complaint. These internal procedures are a conciliatory and non-legal process.

In the first instance, Kambala requests there is an attempt to informally resolve the issue. Staff will make every effort to resolve all enquires, concerns, complaints and disputes promptly and in accordance with procedural fairness.

If this is unsatisfactory or does not result in a resolution of the matter, the School's internal formal complaints handling procedure will be followed.

The process of this grievance procedure is confidential and any complaints are a matter between the parties concerned and those directly involved in the complaints handling process.

If the student or parent(s)/legal guardian remain dissatisfied with the outcome, the School will advise of access to an independent external appeals process.

Grievances brought by a student against another student will be dealt with under Kambala's Code of Conduct.

For conditions that apply to handling of a complaint or appeal arising from the School's suspension or cancellation of a student's studies, please read the School's Deferment, Suspension and Cancellation Policy.

## Principles

The following principles apply:

- ◆ Student wellbeing is the first priority.
- ◆ The process is accessible to all parties and there is a commitment to cooperation by school staff.
- ◆ Procedural fairness is offered to all parties.
- ◆ The subject of the complaint is informed of its substance.
- ◆ Confidentiality is always maintained as appropriate.
- ◆ Complaints are monitored and their management evaluated to pre-empt systemic/recurring issues.
- ◆ All persons in the school community are entitled to respect and courtesy.
- ◆ Complainants are entitled to be dealt with fairly and promptly.
- ◆ Procedures for lodging a complaint are communicated to the school community.
- ◆ The Principal will appoint an independent investigator as required when dealing with a complaint.

## Procedures

Students, parents, members of the community and staff employed by the School may lodge a complaint with the Principal. This may be about the provision of education/conduct of a school employee.

Complaints will be handled promptly, confidentially and according to procedural fairness. Appropriate confidentiality will be maintained between parties involved and support persons (unions or professional associations).

Teachers must:

- ◆ Maintain confidentiality.
- ◆ Resolve complaints where possible.
- ◆ Communicate outcomes of all complaints to the Principal.
- ◆ Refer complaints to the Principal where appropriate.

The Principal must:

- ◆ Maintain confidentiality.
- ◆ Ensure complaints are resolved.
- ◆ Ensure that procedures for resolving complaints are communicated to staff and parents.
- ◆ Ensure complainants and respondents are aware that they can have a support person present during discussion.

An investigator will be appointed by the Principal, follow direction from the Principal and according to the principles of procedural fairness. The investigator will inform the Principal of the findings of the investigation. The Principal will inform the claimant and the respondent of the findings. In the case of overseas students/parents a suitable interpreter will be provided for the duration of the procedures.

## Complaints against other students

Grievances brought by a student against another student will be dealt with under the School's Behaviour Management Policy.



### Information complaints resolution

- ◆ First, Kambala requires that there is an attempt to informally resolve the issue through mediation or informal resolution of the complaint.
- ◆ The student should contact the year coordinator in the first instance to attempt mediation/informal resolution of the complaint.
- ◆ If the matter cannot be resolved through mediation/informal resolution, it will then be referred to the Principal/Director of Boarding and Kambala's internal formal complaints and appeals handling procedure will be followed:
  - Boarding (Director of Boarding)
  - Academic (Director of Curriculum)
  - All other matters (Head of Senior or Junior Schools)

### Formal complaints handling procedure

#### Students

- ◆ Students should contact the Overseas Students Coordinator in the first instance to attempt mediation/informal resolution of the complaint.
- ◆ If the matter cannot be resolved through mediation, the matter will be referred to the Principal. For specific issues for example, academic issues to the Director of Curriculum/Head of Senior or Junior Schools.
- ◆ At this point, the student should notify the School in writing of the nature and details of the complaint (see Kambala's Grievance Appeal Form).
- ◆ Each complainant has the opportunity to present her case to the Principal/other. Students may be accompanied by a support person.
- ◆ The formal complaints process will commence within 10 working days of the lodgement of the complaint with the Principal/other.
- ◆ Once the Principal has come to a decision regarding the complaint, the student will be informed in writing.
- ◆ If the complaints procedure finds in favour of the student, Kambala will immediately implement the decision and any corrective and preventative action required.
- ◆ If the complaints procedure does not find in favour of the student or the student is dissatisfied with the result of the complaints procedure, she will be informed of the external complaints and appeals process available to her at minimal or no cost.
- ◆ Kambala undertakes to finalise all grievance procedures in a timely process.
- ◆ For the duration of the appeals process, the student is required to maintain enrolment and attendance at all classes as normal.

#### Parent(s)/legal guardians

- ◆ Parent(s)/legal guardians should contact the Overseas Students Coordinator in the first instance to attempt mediation/informal resolution of the complaint.
- ◆ If the matter cannot be resolved through mediation, it will be referred to the Principal/other. For specific issues for example, academic issues to the Director of Curriculum/Head of Senior or Junior Schools.
- ◆ At this point, parent(s)/legal guardians must notify the School in writing of the nature and details of the complaint.
- ◆ Each complainant has the opportunity to present their case to the Principal/other. Parent(s)/legal guardians may be accompanied by a support person.

- ◆ Kambala's internal formal complaints process will commence within 10 working days of the lodgement of the complaint with the Principal/other.
- ◆ Once the Principal has come to a decision regarding the complaint, the parent(s)/legal guardian will be informed in writing.
- ◆ If the complaints procedure finds in favour of the parent(s)/legal guardian the School will immediately implement the decision and any corrective and preventative action required.
- ◆ If the complaints procedure does not find in favour of the parent(s)/legal guardian or the parent(s)/legal guardian is dissatisfied with the result of the complaints procedure, the School will advise of the external complaints and appeals process available to them at minimal or no cost.
- ◆ Kambala undertakes to finalise all grievance procedures within a timely process.

### External appeals process

If the complaints procedure does not find in favour of the student, or the student is dissatisfied with the result of the complaints procedure, the student will be informed of the external complaints and appeals process available at minimal or no cost.

The external body used for Kambala's external complaints and appeals processes is the Association of Independent Schools (AIS).

The overseas students may also contact the Overseas Student Ombudsman at [www.ombudsman.gov.au](http://www.ombudsman.gov.au).

### Definitions

- ◆ Working Day is any day other than a Saturday, Sunday or public holiday during term time.
- ◆ Student is a student enrolled at Kambala, or the parent(s)/approved guardian of a student where that student is under 18 years of age.
- ◆ Support person is a friend/teacher/relative not involved in the grievance. It should be noted that the student's lawyer and/or education agents are not regarded as acceptable support persons at this stage of the complaints handling process.

### FFPOS Refund Policy

The School's Refund Policy sets out refunds applicable to course fees paid to the School.

1. The application fee is non-refundable.
2. The School will refund within 28 days all tuition fees paid where the student produces evidence that the application made by the student for a student visa has been rejected by the Australian Immigration authorities.
3. The School will refund within 28 days of the receipt of written notification of cancellation by the parent(s)/legal guardian tuition fees paid by or on behalf of the student less the amounts to be retained as agreed and detailed below.
  - ◆ If written notice is received up to four weeks prior to commencement of the course, the School will be entitled to retain a \$500 administration fee.
  - ◆ If written notice is received less than four weeks prior to commencement of the course 70 percent of the course fee will be refunded.

4. You are required to make your request for a refund in writing, signed by the parent(s)/legal guardian, to the Principal, Kambala.
5. Where a student's enrolment is cancelled for any of the following reasons, a cancellation fee of 100 percent of the current term fee is applicable.
  - ◆ Failure to maintain satisfactory course progress (visa condition 8202).
  - ◆ Failure to maintain satisfactory attendance (visa condition 8202).
  - ◆ Failure to maintain approved welfare and accommodation arrangements (visa condition 8532).
  - ◆ Failure to pay course fees.
  - ◆ Any behaviour identified as resulting in enrolment cancellation in Kambala's Code of Conduct.
6. Any refund of tuition fees approved will be sent to your home country and is not payable in Australia unless authorised by parents. Refunds will be paid to the person who enters into the written agreement.
7. If a student becomes an Australian resident during the course of studies (i.e. has a change of visa status), there will be no adjustment to the fees paid for the remainder of the calendar year.
8. Any default by the School will be covered by the provisions of the ESOS Act 2000 and the ESOS regulations 2001 (as amended). They include:
  - ◆ If for any reason the School is unable to offer a course, a full refund of fees paid will be made within 14 days of notification of course cancellation.
  - ◆ If for any reason the School is unable to continue to offer a course after commencement, a full refund of fees paid will be made within 14 days of notification of course cancellation.
9. This agreement and the availability of complaints and appeals processes, does not remove the right to take further action under Australia's consumer protection laws.
10. Completion of an application form does not guarantee acceptance into Kambala.

#### Tuition Protection Service

In the event that Kambala is unable to fully deliver a course of study the student will receive advice to seek assistance from the Australian Government's Tuition Protection Service (TPS): [www.tps.gov.au](http://www.tps.gov.au). In this instance students and PRISMS will be notified within three working days.

The TPS ensures that full fee paying overseas students are able to either complete their studies in another course or with another education provider; or, receive a refund of their unspent tuition fees. Students will either be placed in an alternate course within 14 days or unspent fees will be refunded. The outcome of this process will be reported via PRISMS within seven working days.

TPS is designed to maintain the integrity and international reputation of the industry and registered providers. As an approved CRICOS provider, Kambala pays an annual Tuition Protection Service (TPS) Levy for each calendar year.

# Kambala policies

As a condition of enrolment, the student agrees to abide by all school policies for the duration of their enrolment. These include:

- ◆ Safe and Supportive Environment (Anti-Bullying)
- ◆ Code of Conduct (Student Rights and Responsibilities)
- ◆ Critical Incident Management Plan and Policy
- ◆ Learning Enrichment
- ◆ Child Protection Policy

For details visit [www.kambala.nsw.edu.au](http://www.kambala.nsw.edu.au).



“Living as a boarder at Kambala gives me lots of opportunities. Boarding is one of the best experiences anyone can get.”

**Humanity | Courage | Wonder | Respect**

*Celebrating learning; inspiring young women*



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