

Australian Islamic College of Sydney

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Overseas Student School Policies and Procedures Handbook



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1 Enrolments

This document provides a thorough overview of the School's policies and entry requirements. Parents or a suitable direct relative are encouraged to contact the Enrolments Officer for further assistance prior to, or during their child's application for enrolment at AICS.

When students apply for enrolment at AICS they are provided with comprehensive information (via multiple avenues including our Overseas Students Handbook and school website) and advice on:

- The course content and duration, study modes and assessment methods;
- Information about the Higher School Certificate requirements;
- The minimum level of English language proficiency and academic level required;
- Campus locations and general descriptions of facilities equipment and resources available to students
- Details of any arrangements with other registered providers
- Information on course fees and what is included in those fees and details of the school's refund policy;
- Information about the grounds on which the student's enrolment may be deferred, suspended or cancelled.
- School policies and general procedural information;
- Relevant Information about living in Australia;
- A copy of the ESOS Framework, also available electronically at:

<https://internationaleducation.gov.au/Regulatory-Information/Pages/Regulatoryinformation.aspx>

All families that make an enquiry are provided with information regarding the school and invited to attend a tour. All families are encouraged to attend a tour at AICS as part of the enrolment procedure. Tours provide an opportunity to see the school in action and ask any questions necessary. AICS is an Islamic institution and all applicants must be willing to support the school's values and ethos.

After completing the application form and lodging it with a non-refundable application fee of \$150 an interview will be arranged either by phone or Skype, if the applicant is unable to attend physically at AICS. The information you provide on any application/enrolment form is confidential and will be carefully recorded and used in future to maintain ongoing contact.

AICS is non-selective, however a pre-entry assessment is conducted to determine the applicant's English language proficiency. AICS requires copies of the applicant's last two school reports and any other recent assessments that are available.

All students are expected to demonstrate a willingness and ability to support the ethos of AICS, to apply themselves academically and participate fully in school life. Parents and guardians are also expected to become involved in the community life of the school and commit to understand the AICS educational philosophy.

All enrolment procedures and practices comply with the various state and federal anti-discrimination laws. In assessing applications for enrolment, each prospective student's educational needs are considered and where necessary, further information is sought in consultation with parents/guardians and other relevant parties.

Courses Offered

AICS has the approval to offer the following courses:

- 098356F Primary School (Kindergarten to Year 6)
- 098357E Junior Secondary (Years 7 to 10)
- 098358D Senior Secondary (Years 11 and 12)

Application for Enrolment

Contact the Overseas Student Coordinator for an Application form at international.info@aics.nsw.edu.au

The APPLICATION FOR ENROLMENT must include the following documents:

1. Completed Overseas Students Application Form
2. Completed Student Medical Information
3. Non-refundable application fee of \$150
4. Certified copies of last two school reports
5. Certified copy of evidence of date of birth (i.e. Birth Certificate or similar)
6. Certified copy of passport details

Preferred school entry times

It is also expected that all applicants will be able to commence school at the beginning of the academic year which is usually the end of January. In special cases, approval may be given for a student to enrol during the academic year. However, due to the importance of the foundation work and the volume of the work to be completed in Years 11 and 12 for the Higher School Certificate, applicants for entry into Year 11 will not be permitted to enrol after the beginning of Term 1. Students will not generally be granted enrolment directly into Year 12 due to HSC requirements.

TERMS AND CONDITIONS

1. A non-refundable Application Fee of \$150 per child is payable at the time this form is lodged
2. A separate Application Form must be completed for each child seeking entry.
3. Places are offered to prospective students only after an interview by school coordinators.
4. Fees are due and payable on the first day of each semester. Accounts will be sent by email beforehand.
5. Two terms tuition fees are payable at acceptance of enrolment
6. One full term's written notice of the withdrawal of a student from the school is required, otherwise the term's fees will be charged in lieu of notice.

Amendments of terms and conditions

The School Board may alter these conditions of entry at any time by notifying parent(s)/guardian(s) in writing. Alterations will apply from the date of the notice.

English Proficiency Requirements

Students entering Australia with their parents and beginning their studies in Kindergarten to Year 6 must have ESL proficiency at Intermediate Level or above, achieving satisfactory results in accordance with internal assessments. Students wishing to commence at AICS in Years 7-10 must have ESL proficiency at the Upper Intermediate Level or above, achieving satisfactory results in accordance with internal assessments. Students wishing to commence at AICS in Year 11 must have ESL proficiency at the Advanced Level or above, achieving satisfactory results in accordance with internal assessments.

Students sit both a written assessment and participate in a listening and speaking task. Their results from both assessments are used to determine their language proficiency level. If applicants are overseas the

listening and speaking component is done via phone or skype and written assessments are given via a link that send to the email provided. This will be done by the Overseas Student Coordinator.

AICS may also use previous school reports to determine if a student meets English proficiency requirement if English is their main official language.

Students from New Zealand, the United Kingdom, the United States of America, Canada or the Republic of Ireland maybe exempted from demonstrating English language proficiency.

Education Agents

AICS does not use Education Agents.

Fee Policy – Overseas Students

All signatories to the original Acceptance of Offer are jointly and severally liable for the payment of fees and disbursements incurred on behalf of their child/ren unless the School is otherwise notified by all signatories to the Acceptance. AICS reserves the right to review its fees. If tuition fees are increased, you will be required to pay the new fees as they are introduced. If you defer your course, you will be required to pay the fees which apply at your new commencement date.

SCHOOL FEE PAYMENT

New Students must pay:

- Application fee – regardless of application outcome
- Fees specified in the AICS invoice by the due date.

Continuing Students must pay:

- Fees specified in the AICS invoice by the due date.

Invoicing

Fees are usually set annually. Fees will be invoiced prior to the commencement of each semester and must be paid before commencement of each semester. Fees are payable in Australian currency.

Payment of accounts

If accounts are not paid prior to the first day of each semester, the student may not return to School until the fees are paid in full. This will impact fulfilment of visa requirements and the School is obliged to advise the Commonwealth Department of Immigration and Border Protection of any student who is enrolled at the school who is not attending the School.

Payment options

Payment options include BPAY, direct debit cards and credit card. Fees are to be paid in Australian currency.

Application fee

An application fee is payable at the time an application form is lodged. This is non-refundable.

Sibling Concessions

Do not apply

Notice of withdrawal of a student

One full term's notice in writing to the Enrolment Registrar must be given of the withdrawal of a student from the school. The deposit lodged at the time of the Acceptance of Enrolment will be applied toward the last term's fees. This deposit will not be refunded if sufficient notice is not received.

Course Credits

AICS does not grant or recognize course credits or provide formal recognition of prior learning (RPL) in relation to the course offered at this school for overseas students

TERMS AND CONDITIONS

AICS defines a study period as one semester (2 terms and up to 20 weeks).

Definitions:

- a) Application Fee – fee payable on making application to the School for enrolment.
- b) Enrolment Confirmation Fee – fee payable to the School to confirm acceptance of offer of placement at the School.
- c) Course Monies – includes non-tuition and tuition Fees, Security Deposit and any other amount the student has to pay in order to undertake the course.
- d) The School – Australian Islamic College of Sydney.
- e) Security Deposit – deposit payable on confirmation of acceptance of an offer of placement at the School. The deposit is refundable on withdrawal from the School after deduction of any monies due to the School.

This refund policy applies to all Course Monies paid to the School. The School requires all Course Monies to be paid directly to the School and does not accept Course Monies from Education Agents.

Fees for services paid to the Education Agent by the student or their parent(s)/legal guardian are not refunded by the School. The Application Fee is non-refundable.

Payment of Course Monies and Refunds:

- a) School Fees are payable one semester in advance.
- b) All fees must be paid in Australian dollars.
- c) If the student changes visa status (e.g. becomes a temporary or permanent resident) he/she will continue to pay full international student's fees for the duration of the year.
- d) Refunds will be reimbursed in Australian dollars and the payment sent to the applicant's home country address unless otherwise requested in writing.
- e) Refunds will be paid to the person(s) specified in the written agreement

All notification of withdrawal from a course, or applications for refunds, must be made in writing and submitted to the Principal. Such application must be made by the person(s) who has signed the agreement with the School, i.e. parent(s) or guardian(s). Applications will not be accepted from the Education Agent.

Unsuccessful Enrolment/Visa Rejection

- a) The School will refund within 4 weeks all Course Monies paid where the student's application for enrolment is refused by the School except the non-refundable payment of application fee.
- b) If a student produces evidence of visa refusal by the Australian immigration authorities and fails to start the course on, or withdraws from the course on or before the agreed start date, the

school will refund (within 4 weeks of receiving a written claim from the student) the total amount of course fee received by the school before the student default day, minus the lesser of

- 5% of the amount of course fees received
- AUD \$500

- c) except The School will refund within 4 weeks, all Course Monies 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 except for the non-refundable payment of application fee

Student Default

- a) Refunds for student default apply to School Fees only. Course Monies (excluding School Fees) will be refunded on a pro rata basis proportional to the amount of time the student was studying in the course, except where a non-refundable payment on behalf of the student has been made.
- b) If the student does not provide written notice of withdrawal and does not start the course on the agreed starting date, the School will refund within 28 days, ten weeks of School Fees from the Course Monies.
- c) The School will refund within 28 days of the receipt of written notification of withdrawal by the student or parent(s)/legal guardian(s), School Fees and Security Deposit paid by or on behalf of the student less the amounts to be retained as agreed and detailed below:
- i. If a written notice is received up to 4 weeks prior to the commencement of the course, the school will be entitled to retain an administration fee (\$500 including GST).
 - ii. If written notice is received less than 4 weeks prior to commencement of the course, 70% of the tuition fee will be refunded.
 - iii. If written notice is received within six months of the commencement date of the student's course, only one term's (or ten weeks) tuition fee will be refunded from the annual tuition fee.
 - iv. If written notice is received more than six months after the commencement date of the student's course no refund of tuition fees will be made.

d) No refund of School Fees will be made where a student's enrolment is cancelled for any of the following reasons:

- i. Failure to maintain satisfactory course progress (visa condition 8202)
- ii. Failure to maintain satisfactory attendance (visa condition 8202)
- iii. Failure to maintain approved welfare and accommodation arrangements (visa condition 8532) [if applicable]
- iv. Failure to pay Course Monies
- v. Any behaviours identified as resulting in enrolment cancellation in AICS's Code of Conduct:
 - a. repeated bullying and harassment
 - b. physical violence
 - c. stealing
 - d. dealing in illegal substances
 - e. possession and/or use of an illegal substance

- f. drinking and/or possession of alcohol.

School Default

- a. 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 refused placement in an alternative course arranged by the School, a full refund of any unspent prepaid tuition fees will be made within 14 days of the agreed course.
- b. If for any reason the School is unable to continue offering a course after the student commences a course, and the student for the reason cannot be placed or refuses placement in an alternative course arranged by the School, a full refund of any unspent prepaid tuition fees paid to the School default day.
- c. In the event that the School is unable to fulfil its obligations of providing an agreeable alternative course for the student, or a refund, the student will receive advice to seek assistance from the Australian Government's Tuition Protection Service. (For more information on the TPS, please see: <http://tps.gov.au/Information/Students/How>)

This agreement, and the availability of complaints and appeals processes, does not remove the right of the student to take action under Australia's consumer protection laws.

Complaints & Appeals

The AICS has a formal procedure to deal with complaints or appeals, such as disputes related to assessment results or any aspect of your welfare and education. Full details of the procedures will be found in the Overseas Student Handbook.

EXPECTATIONS

The student:

- Must commence school enrolment on the date stated on the Confirmation of Enrolment and if this is not possible notify AICS in writing within two working days prior to the start date on the Confirmation of Enrolment.
- Is subject to the requirements of the ESOS Act 2000 and National Code and must comply with the School enrolment conditions and requirements in respect of international students.
- Must comply with student visa requirements and Australian laws.
- Must reside at a DHA approved accommodation as per visa requirements.
- Must meet attendance and course requirements.
- Must not engage in any activity that may endanger the safety of themselves or any other persons.
- Must return books and materials which are the property of the school when they complete the course or withdraw.

The parent:

- Must ensure the student obtains the appropriate student visa.
- Must ensure requirements are met and maintained for accommodation and welfare arrangements for students under 18 years.
- Must notify AICS College and the school immediately if the student's studies are terminated, or there are any changes to the student's visa status.

- Must ensure any change to the student's address (unless arranged through AICS) is advised in writing to the school within 7 days.
- Must ensure that at least one parent or a relative who is able to provide parental care and supervision is living with the student.
- Must pay the required fees. Payment of an application fee is required, regardless of application outcome.

Breach of Terms and Conditions

Any breach of these terms and conditions may result in the termination of the student's enrolment.

Privacy

Applicants must acknowledge that the School may from time to time collect personal information about parents and students which may be necessary for the School's function or activities. Applicants and their parent/guardian need to authorise the School to use and disclose information in such a manner as the Deputy Principal may deem appropriate for the purposes of the student's education, health, care, welfare or development.

Parents/guardians must acknowledge on their written agreement:

- They have read the School's Privacy Policy and Standard Collection Notice.
- They give permission for photographs and videos of the student to be placed in the School's records, displayed from time to time around the School, and published in School publications, on its website, its social media sites and in flyers, handbooks, advertising, editorial and online directories.
- They understand that from time to time the School may wish to use a photographic image of the student for more widespread publicity such as signage on school buses or banners for promotion of the school. In this instance specific written permission will be sought.

Student Personal Information Provided to Australian Authorities

AICS, as a registered provider is required to provide to the Australian Government through CRICOS the following Personal Information:

- about the student: full name, gender, date and country of birth and nationality; and once the student has established an address in Australia, the student's residential address
- about the course: the CRICOS course code, agreed starting date and if the student didn't begin the course when expected; the expected completion date, and any termination of the student's enrolment prior to the expected completion date; and any change to the identity or duration of the course
- about course money: the amount of money the provider has received prior to issuing a CoE, and an estimate of the total amount the student will be required to pay to undertake the full course
- about health insurance: whether the student has paid for Overseas Student Health Cover (OSHC) before the course starts
- about English language proficiency: whether the student has undertaken a test to determine his or her level of understanding of English, the name of the test and the score the student received for the test
- about the student's visa: the DIBP office where the application for a student visa was made or is expected to be made; and if the student holds a student visa, the number of the visa; and once studying in Australia, the student's local DIBP office
- about the student's passport: if the student was in Australia when he or she became an accepted student, the student's passport number
- about any breaches of student visa conditions relating to attendance or satisfactory academic performance

Information is collected on the applicant's enrolment form in order to meet the school's obligations under the ESOS Act and the National Code; 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 Students 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 on this form or during your enrolment can be disclosed without your consent where authorised or required by law.

2 Student Welfare and accommodation

AICS does not offer CAAW certification.

Where students under the age of 18 are not being cared for in Australia by a parent or suitable nominated relative (as defined by the DHA). The College will only accept K-12 students whose DHA-approved relative lives in Sydney.

The Australian Islamic College of Sydney **will only** accept an international student if:

- a) The student lives with a nominated parent or sibling whose over 18 years old.
- b) AICS **does not** take responsibility for the accommodation arrangements of International Students. AICS does not offer CAAW certification.
- c) Kindergarten to Year 12 students are only accepted when their parent/s or sibling lives in Sydney.

Living with a nominated parent/ guardian

At the time of enrolment, all international students are required to provide the College with details of their nominated Parent/Guardian.

When the parent/s of a student has been granted a Guardian Visa (or similar) for the purpose of caring for a student attending the college as a day student, the following visa conditions apply:

(<http://www.immi.gov.au/students/studentguardians/580/obligations-student-guardians.htm>)

It is essential that the parent or nominated guardian:

- Resides with that student at all times.
 - Must hold an appropriate visa enabling them to remain in Australia until the student is 18 years of age.
 - Provides the college with a copy of the parent's passport photo and visa page and visa duration prior to the student commencing.
 - Advises the college of the student's and the parent's residential details, phone and email prior to the student commencing and thereafter within seven days of any change in these details.
- Parents /guardians are not permitted to depart Australia without the student for who they are the guardian.

Information for students in emergency situations

The International Students Officer and school teacher will provide the students with information on who to contact in the case of an emergency situation.

Teachers will be instructed in Professional Development days and meetings how to help students deal with acts of bullying and any type of harassment.

Examples of bullying include:

- Physical –fighting, pushing, gestures, standing over or invading someone’s personal space.
- Verbal –name calling, offensive language, insults, teasing, putting someone down, spreading rumours.
- Non-Verbal –writing offensive notes or graffiti about someone, sending offensive notes, text messages or emails to someone.
- Victimisation –picking on someone, making threats to ‘get’ someone.
- Exclusion –deliberately leaving someone out of the group, refusing to sit next to someone.
- Property–stealing, hiding, damaging or destroying someone’s property.
- Cyber -Sending emails, Social Media (Facebook, Snapchat, Instagram) or text messages from home or school to other students that are offensive, threatening or derogatory in nature.

Harassment is any behaviours which is not invited and not welcomed. It may occur because of a person’s race, age, disability, sexuality or religious beliefs. Sexual harassment is any unwelcome conduct of a sexual nature where the purpose has been to offend, humiliate or intimidate, or in circumstances where a reasonable person should have anticipated the possibility. Sexual harassment is unlawful under the Anti-Discrimination Act 1977 whenever and wherever it occurs and whoever is the victim.

How do we respond to bullying and harassment?

Bullying and harassment will not be tolerated at our School. Any reports of bullying or harassment will be investigated thoroughly and appropriate action will be taken.

The School’s response to bullying and harassment will provide:

- Counselling and other support for the victim.
- Clear and consistent sanctions for the bullying and support for the student to address their behaviours.

It is the role of the staff members:

- To inform the International Student Officer, Coordinators and teachers about suspected cases of bullying or harassment.
- To stop any incidents of bullying or harassment they encounter and to take immediate steps to remove the sources of distress without putting the victim at further risk.

Students are encouraged to:

- Intervene if they observe an incident of bullying or harassment and take some positive action to stop this.
- Report the incident of bullying or harassment to a Teacher, Coordinator, International Students Officer or the Deputy Principal as soon as possible.
- Make it clear to their peers that bullying and harassment are not acceptable.

Victims of bullying or harassment are encouraged to:

- Initially ignore the bullying and not show that it is upsetting. Many bullies will stop if they do not elicit a response.
- Confront the bully and let them know that the behaviour is unwanted and not justified. This step should be taken if the initial tactic is unsuccessful.
- Discuss the problem with parents and friends, who may be able to assist with strategies to deal with the problem
- Notify their Year Advisor or Overseas Student Officer.

Victims of sexual harassment can choose from the following actions:

- Approach the International Student Officer, their Year Advisor, the Welfare Coordinator, or the Deputy Principal for advice, support and assistance.
- Choose to take no action. Whilst the student may take no action, the student acknowledges that the

School has an overriding obligation to all students and may choose to take action.

- Ask the Principal or Deputy Principal to speak to the person accused of sexual harassment.
- Make an informal complaint.
- Make a formal complaint when other approaches are unsuccessful, or the allegations are so serious that other approaches are inappropriate.
- Make an external complaint.

People you can talk to if you are being bullied:

- International Student Officer
- Year Advisor
- Roll Call teacher
- Welfare Teacher
- Deputy Principal
- School Counsellor

Evidence of Compliance A & C- For school providers enrolling students under 18 years of age & Where welfare and accommodation are approved by the Department of Home Affairs (DHA)

It is the responsibility of the student and their parents/guardian to update any changes to personal information regarding the welfare of the child. This includes changes in address, contact details and changes in contact details of emergency contacts. The parents can send information of changes to the school's email address, contact the school office, or student's classroom teacher by writing in the student's diary.

Procedure:

If the Classroom teacher, Welfare Coordinator and International Students Officer are unable to contact the student and hold concerns for the student/s welfare, the Welfare Coordinator and International Students Officer can make efforts to locate the student, including notifying the police and any other relevant Commonwealth, state or territory agencies as soon as possible.

The Teacher and Welfare Coordinator will engage with the student by daily questions to get a sense of the student's welfare (E.g. what did you have for dinner last night?). If the school has any concerns about the welfare of a student it will contact the parents/guardians in the first instance. If the International Student Officer and Classroom teacher believe the student is in some kind of danger it will conduct a personal home visit and contact the Department of Immigration and Border Protection as a matter of urgency.

Serious matters may require reporting to the Department of Immigrations and Border Protection and the Ombudsmen, and or changing the welfare and accommodation arrangements.

Details of any reporting carried out by the Classroom teacher, International Students Officer and Welfare Coordinator will be recorded and kept in the students file. PRISMS may be notified of a situation or incident.

Approved Student Care and Accommodation

Overseas students under the age of 18, or over the age of 18, applying for a position at AICS must live with a parent or direct relative (as defined by DHA) who is over the age of 25. The parent/direct relative must live full time in Sydney while the student attends AICS.

Students living with a parent or direct relative

- Where the parent(s) or direct relative(s) of a student has been granted a Guardian Visa (or similar) for the purpose of caring for a student attending AICS, it is essential that:
- The parent(s) / direct relative(s) are residing with that student at all times.

- The nominated parent / direct relative must hold an appropriate visa enabling them to remain in Australia for the duration of the course.
- AICS will require a copy of the parent's passport photo and visa page prior to the student commencing.
- AICS must be advised of the student's and the parent's residential details prior to the student commencing and thereafter within seven days of any change to these details. Contact details will also be checked every six months by the Enrolments Officer.
- The written agreement requires that if the direct relative caring for the student is not a parent they will be the nominated guardian of the student and be authorised by the parents to act as parents in all matters relating to the school policy, order and discipline. Please note that even when a student is 18 years of age or older the school still requires the same parental/guardian supervision and approvals as for all other students.

Information available for Students

This document provides a thorough overview of the School's policies and entry requirements. Parents or a suitable direct relative are encouraged to contact the Enrolments Officer for further assistance prior to, or during their child's application for enrolment at AICS.

The enrolments officer will provide an information package regarding enquiry.

When students apply for enrolment at AICS they are provided with comprehensive information (via multiple avenues including our Overseas Students Handbook and school website) and advice on:

- The course content and duration, study modes and assessment methods;
- Information about the Higher School Certificate requirements;
- The minimum level of English language proficiency and academic level required;
- Campus location and general descriptions of facilities equipment and resources available to students
- Details of any arrangements with other registered providers
- Information on course fees and what is included in those fees and details of the school's refund policy;
- Information about the grounds on which the student's enrolment may be deferred, suspended or cancelled.
- School policies and general procedural information;
- Relevant Information about living in Australia;
- A copy of the ESOS Framework, also available electronically at:

<https://internationaleducation.gov.au/Regulatory-Information/Pages/Regulatoryinformation.aspx>

3 Visa requirements

Attendance & Absences

Parent(s)/guardian(s) will inform the school each day that their child is absent, giving a reason. Medical certificates are required for an absence of 2 or more consecutive days. Students should miss school only in the case of illness or emergency and for no other reason.

Overseas Students must attend 80% of their classes for each course and/or satisfy the school that the course has been satisfactorily completed in order to comply with the Overseas Student requirements. If the student is unable to attend or complete classes satisfactorily, the school will inform the relevant authorities in the following to:

- The parent/guardian produces documentary evidence clearly demonstrating that compassionate or compelling circumstances (e.g. illness where a medical certificate states that the student is unable to attend classes) apply, and

- The student is able to attend at least 70% of the scheduled course contact hours for the course in which s/he is enrolled or can otherwise demonstrate completion of the particular course

In the event that neither of the above cases is met the school will inform the student's parents/guardians of the breach of the attendance condition. The student's parent(s)/guardian(s) will have 20 working days to contact the Head of School or Principal to dispute the breach providing written documentation to support their case.

Behavioural Guidelines and Procedures & Student Conduct Code

Students must adhere to the Discipline Policy and the Student Welfare and Conduct Procedures without exception.

Exclusion from the School include:

- a) If the Principal, or their delegate, considers that a student is guilty of a serious breach of the rules or has otherwise engaged in conduct which is prejudicial to the school or its students or staff, the Principal or their delegate may exclude the students permanently or temporarily at their absolute discretion.
- b) If the School Board or the Principal believes that a mutually beneficial relationship of trust and cooperation between a parent and school has broken down to the extent that it adversely impacts on that relationship, then the School, the School Board or the Principal or their delegate may require the parent to remove the child from the school. No remission of fees will apply in either case.

Student Attendance Recording and Monitoring Procedures

Purpose

The purpose of AICS's attendance procedures is to facilitate the keeping of the attendance register to comply with following expectations and requirements to have in place and implement policies and procedures to:

- Monitor the daily attendance/absence of students identify absences from school and/or class(es).
- Follow up unexplained absences notify parent(s) and/or guardian(s) regarding poor school and/or class attendance transfer unsatisfactory attendance information to student files.
- To maintain a register of daily attendance, which includes the following information for each student.
- Overseas Students must attend school at least 80% of the time to comply with visa requirements. If an overseas student's attendance falls below 85%, the student and his/her parent/guardian will be notified and a meeting will take place to ascertain the cause and take action to ensure full attendance from that time on.

The Attendance Register is kept in an electronic form as part of the AWMS Student Database. The database is regularly backed up. All absences are recorded using an electronic attendance system.

Following up and monitoring absences

The following processes are used to follow up and monitor absences:

- An electronic SMS message is sent to parent/guardian for any unexplained absences at approximately 10.00am on the day of absence.
- If no absence note is received, an automated letter or email will be sent to parent/guardian regarding frequent and/or unexplained absences.
- If a student is absent for 3 days or more then the Class Teacher or Roll Call teacher will call parents to monitor the student's absence.
- Absence issues of 3 days will be reported to the Overseas Student Coordinator who will follow them up with the family as required.

- The Overseas Student Coordinator will regularly monitor student attendance via the AWMS database and follow up any attendance issues identified.
- In the case of students identified as being at high risk for medical or other reasons the Overseas Student Coordinator will regularly monitor attendance and take steps as necessary.
- If the absence is found to be truancy the Student Welfare Coordinator will deal with the matter as required in accordance with student conduct procedures.
- The Overseas Student Coordinator will report about attendance matters to the Principal/Deputy Principal on a regular basis.
- Attendance is marked year to date and will become clear if student has been attending school for the required duration in the course.

Overseas Students Attendance Intervention

Any Overseas student in danger of falling below the required attendance (85% of full) is referred to the Student Welfare Coordinator for follow up. When a student is at 85% attendance a meeting will occur as above. If the student's attendance falls below 85% a letter will be sent to the student and his/her parent guardian requesting an explanation and warning that the student is in danger of being unable to meet the required attendance.

If the student is unable to attend or complete classes satisfactorily, the school will not inform the relevant authorities in the following cases:

a) the parent/guardian produces documentary evidence clearly demonstrating that compassionate or compelling circumstances (e.g. illness where a medical certificate states that the student is unable to attend classes) apply, and

b) the student is able to attend at least 70% of the scheduled course contact hours for the course in which s/he is enrolled or can otherwise demonstrate completion of the particular course

In the case that neither of the above cases are met the school will inform the student's parents/guardians of the breach of the attendance condition in writing. The student's parent(s)/guardian(s) will have 20 working days to contact the Principal to dispute the breach providing written documentation to support their case before attendance is reported to appropriate authorities.

Policy and Procedures for Monitoring Academic Progress

Australian Islamic College of Sydney is registered on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) as a registered provider of courses to students in New South Wales. As a Registered Provider, AICS must comply with the provisions of the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2017 (National Code).

Registered providers that enrol overseas students studying in Australia on student visas are regulated by the Commonwealth Education Services for Overseas Students (ESOS) Act 2000.

Standard 10 of the National Code requires registered providers to have a documented policy and procedure for monitoring, recording and assessing course progress. This section of the policy outlines the way that AICS monitors the academic progress of overseas students:

- The classroom teacher monitors, records and assesses the course progress of each student for each unit of the course (school term) for which the student is enrolled.
- AICS has a documented intervention strategy via the learning support department available to staff and students, specifying the procedures for identifying and assisting students at risk of not meeting the course progress requirements.
- Classroom Teachers/ Subject teachers will implement the intervention strategy for any student who is at risk of not meeting satisfactory course progress requirements. This intervention strategy must be activated where the student is at risk of failing multiple subjects. Students who have failed or are

not yet competent in 50% or more of the units attempted in any study period (school term) are considered to be making unsatisfactory course progress.

- The Deputy Principal/ Head of Teaching and Learning will notify the student in writing of an intention to report the student for not achieving satisfactory course progress and inform the student of the opportunity to access the school's complaints and appeals process within 20 working days.
- After the expiration of the 20-day period, withdrawal of the student from the appeal process and/or after the settlement of any appeal in EQI's favour, EQI will notify the Department of Education, Employment and Workplace Relations (DEEWR) through PRISMS if a student does not satisfy student visa requirements relating to satisfactory course progress (i.e. the student has breached Condition 8202 of their student visa).

Required Actions and Processes

In order to comply with legislative requirements and achieve consistency, AICS will adhere to the following processes in relation to monitoring and reporting overseas student academic progress:

AICS's policy is that students are required to maintain a satisfactory rate of progress and achieve satisfactory academic results each semester.

The academic progress is recorded through interim term reports and semester reporting of each student's academic performance for the duration of his/her stay at the school.

Students who are not meeting satisfactory academic standards are monitored and supported on an ongoing basis by class teachers, Head of Teaching and Learning and the Overseas Student Coordinator. School staff will implement intervention strategies as outlined in the learning support intervention plans to ensure that students at risk of not achieving satisfactory completion of courses can be assisted to achieve at an appropriate level. Written records must be maintained on each student's file documenting intervention by school staff.

AICS provides an end-of-semester report directly to each student from Kindergarten to Year 12 and forwards a copy to the parents/guardians. The school teachers meet with the parents/guardians at mid- year and end of year to provide parent teacher meeting to the parents/guardians annually. AICS monitors students' academic progress, supports students and issues warning letters according to the procedures set out the "Academic Progress Monitoring Policy for International Students". These warning letters should be sent to the student, his/her parents/guardians.

In order to alleviate potential stress amongst students, before sending a warning letter the Class Teacher will meet with the student or parent to explain the contents and implications of the letter. The issue of academic progress is very subjective and all decisions will be informed by the professional opinion of school personnel. AICS reserves the right to make decisions on a case by case basis.

Continued unsatisfactory academic progress will result in the school deciding to report the student through PRISMS. The student will be advised in writing of the intention of the school to report them for not achieving satisfactory course progress.

After 20 working days if the student has not accessed the complaints and appeals process or withdraws from the process, AICS will notify the TPS Director and the Secretary through PRISMS within 5 business days that the student is not achieving satisfactory course progress.

Academic progress for each Overseas student should be measured at the end of each school term and if necessary a meeting with the student and his or her parents or guardian. At this time Letter 1 may be issued (if required). School staff should continue to monitor students' progress at regular intervals so that, if

necessary a second warning letter can be issued the following term, if no academic progress is demonstrated.

Procedure

- Poor assessment results (i.e. D grade) – school monitors and records student progress, and Class Teacher interviews parent/student to ensure they/he/she are/is aware of the consequences.
- After one term at school, if progress is less than satisfactory (i.e. not meeting standards, E in one or more subjects, all others at C level) Class Teacher meets with the parent/student warning of the consequences and a letter is issued. A follow-up meeting is arranged to discuss academic results and help student develop a study plan. A copy of the letter is forwarded to the parents if they are not in Australia.
- After two terms at school if progress is still below satisfactory (i.e. continued E in more than one subject, all others at C level) the Class Teacher meets with the parents/student and sends stronger warning letter to student and if the student is in Class 11 or 12, the Principal/Deputy Principal interviews student.
- Continued poor performance (i.e. E in more than half subjects) Class Teacher meets with parent/student to issue a final letter to the student, ensuring that they are aware of the consequences to their visa. A copy of the letter is sent to the student's parents if they are not in Australia.
- If there is still no improvement in performance (ie E in more than half subjects) the student and his/her parents will be notified in writing of AICS's intention to report them to DIBP for not achieving satisfactory course progress and of their right to access the AICS complaints and appeals process within 20 working days.

Intervention Strategy – Academic Progress

Each term (or more frequently) the Class Teacher/ Guardian/ Overseas Student Coordinator (Classes 9-12 only) will review the academic records of overseas students to ensure that students are not in danger of falling below the required standard (i.e. the student is achieving unsatisfactory results for each subject). This intervention can be instigated by a subject teacher at any time she or he assesses that the student is in danger of not meeting course requirements or falling below a satisfactory level in a subject.

First Intervention

- The development of a study plan with the student that addresses the specific issues required to satisfactorily complete the course.
- The introduction of a 'homework book' taken to each class and signed by teacher(s) to ensure that assessment tasks and their due dates are understood by the student.
- One-on-one meeting/s with the teacher of the subject at lunch-time, before or after school to review material and clarify course work.
- In-class support from a member of the Learning Support staff to address any in-class learning issues.

Second Intervention

At this meeting the strategies employed previously will be reviewed for effectiveness and the following strategies, as appropriate will be put in place:

- The further development of a study plan with the student that addresses the specific issues required to satisfactorily complete the course. The Learning Support Coordinator's expertise may be employed at this time to address any specific learning issues the student displays. In-class support from a member of the Learning Support staff to address any in-class learning issues.
- Continuing one-on-one meetings with the teacher of the subject at lunch-time, before or after school to review material and clarify course work.

- Recommendation for outside tutoring.
- One or all of these strategies may be used as deemed appropriate by the teacher/s involved. There will be no charge to the student for the in-school interventions.
- Student welfare and conduct procedures can be found in the Welfare and Discipline policy on the School's website. These policies are created with the intention to assist each child as they develop into a balanced, responsible and self-disciplined person who is able to take up their place in the community, to abide by the community's expectations, and to contribute in a positive manner to community wellbeing.
- At AICS, every staff member works to build a cohesive school community based on cooperation and mutual respect between child and child, and between child and teacher.
- Teachers are to treat each child with respect and courtesy and in return each child has the responsibility to adhere to AICS's core values.

Course Completion within the expected duration of study

AICS will monitor the enrolment load of students to ensure they complete the course within the duration specified on the Confirmation of Enrolment (CoE). The School will only enable students to extend the expected duration of study for the course through the issuing of a new CoE in limited circumstances. Course delivery is only available in face-to-face teaching mode.

As outlined above the School will monitor the progress of each overseas student through the Subject Teachers, Year Advisors and Student Welfare Coordinator for the courses in which they are currently enrolled. The assessment of course progress at the end of each semester will include an assessment of where the student's progress is such that they are expected to complete their course within the expected duration of the course.

The School will only extend the duration of the student's study where there are compassionate or compelling circumstances, the student is involved in an intervention strategy or an approved deferment or suspension of study has been granted in accordance with the School's Deferment, Suspension and Cancellation Policy.

4 Support Services

The Overseas Student Coordinator is the official point of contact for all international students. The Overseas Student Coordinator will provide culturally appropriate and clear advice on how to access support services available at the Australian Islamic College of Sydney. They will also be responsible for providing orientation to the Overseas Student within their initial week of commencement.

In this Orientation, Overseas students will receive a student handbook and additional policies to ensure they are aware of their support services.

The Orientation Program will consist of tour of the college by the Overseas Student Coordinator, meetings with Deputy Principal or designate the Pastoral Care Coordinator, the Year Coordinator and Curriculum Coordinator, and the School Counsellor. The student and parent/guardian will be given an overview of the College policies and procedure, a copy of the Student Handbook, decide on subject choices (if not previously arranged), overview of timetable, and assistance to ensure the new student becomes accustomed to the routine. Help is given to assist to the family with the purchase of uniforms, textbooks and stationery. The Year Coordinator will allocate a student buddy to help the student for the first few days so he can settle in to the college routine.

Any Welfare related support services are provided at no additional cost to all students at AICS. At AICS the college will provide the following free student support services to all International students:

- Orientation on arrival
- Advice on school policy relating to their accommodation and welfare assistance with and information about their academic progress and attendance
- English language and study assistance
- Assistance with and Information to assist student meet course requirements, and maintain attendance
- Information regarding entry to further study
- Ongoing counselling as required in relation to health and personal matters
- A designated student officer who will assist the student to adjust to life and study at an Australian Institution, and to help resolve problems
- Advice on the school's complaints, and grievance policy
- Advice on any relevant legal services
- Advice on emergency and health services
- Advice on working, their employment rights and conditions, and how to resolve workplace issues, such as through the Fair Work Ombudsman

At the beginning of each year, all staff that will interact with overseas students are given a staff development session, presented by the Overseas Student Coordinator, explaining the College's obligations under the ESOS Act, National Code and the Education Act.

A copy of the induction for overseas students is available for all staff.

All Overseas students enrolled in the school that are CRICOS students are listed in the school directory, and are flagged in the Student Administration System. All staff will also be advised by email if any new Overseas student has been enrolled during the year.

The Australian Islamic College of Sydney's Orientation Program is attached in Appendix 1. The Overseas Student Coordinator must ensure the Orientation Program is complete and kept in the student file as record.

Change of Education Provider Procedure

Overseas students are restricted from transferring from their course of study for a period of six months. This restriction also applies to any course(s) packaged with their principal course of study. Students can apply for a letter of release to enable them to transfer to another education provider.

AICS will NOT provide a letter of release to students in the first six months of their principal course in the following circumstances:

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

Students under 18 years of age MUST have written evidence that the student's parent(s)/legal guardian supports the transfer and also evidence that the student is always in DHA approved welfare and accommodation arrangements.

All applications for transfer will be considered within 10 working days and the applicant notified of the decision. Copies of all documentation relating to student transfer requests and decisions will be kept permanently on the student's file.

Critical Incident Management (Traumatic Events) Policy

The Hazard – Traumatic Events

A traumatic event is a situation that evokes deep sorrow or distress due to a powerful shock, or negative experience that may cause lasting psychological effects.

A traumatic event may occur from a critical incident or emergency situation within the school such as a fire, hostage or siege situation (refer to our Critical Incident (Emergency Situations) Response Policy), through a related school-based activity or circumstance, or even from events occurring outside the school such as a major regional disaster or a death within the school community.

Policy

AICS is committed to providing a safe and supportive environment for all domestic and international students.

Given the diverse nature of possible traumatic events and the variance of potential impacts on members of the school community, it is not possible to establish a single response strategy for all situations. In these circumstances it is our policy to:

- Provide psychological support to all students and staff where they are experiencing, or may be at risk of experiencing, emotional distress in the aftermath of a traumatic event;
- Presume that a traumatic event will occur within the school community and make appropriate preparations to ensure that the school is in the best possible position to respond when the event takes place;
- Establish a Critical Incident Management Team (CIMT) that is trained to respond to emergency situations and to manage the response to traumatic events;
- Ensure that the CIMT will develop a Critical Incident Management Plan for each traumatic event following the guidelines set out in this policy;
- Ensure that the Critical Incident Management Plan is clearly communicated to staff and members of the school community;
- Liaise with relevant organisations, external to the school, that may also be involved in responding to a particular situation; and
- Ensure that all staff receive appropriate briefings to so that they are able to carry out their roles in any Critical Incident Management Plan.

Critical Incident

AICS has established a Critical Incident Management Team (comprising of the International Student Coordinator, Welfare Coordinator and the Principal/Deputy Principal) whose responsibility it is to:

- Lead the response to emergency situations;
- Make an initial assessment of the support required by any affected individuals or groups of individuals within the school;
- Develop an initial Critical Incident Management Plan and active relevant responses;
- Determine and implement the most appropriate communications strategy to manage a given situation.
- Ensure that all staff receive appropriate briefings to ensure that they are able to carry out their roles in any Critical Incident Management Plan.
- Ensure staff and student welfare and support; and
- Refine the Critical Incident Management Plan as required where a situation is ongoing.

All teaching and non-teaching staff must follow directions provided to them by the CIMT and other staff members acting at their direction. Staff will be informed of any development/changes of incident specific

policies and procedures through staff meetings and implementations of a clear communications strategy. Where a staff member breaches this policy AICS may take disciplinary action.

5 Changes to enrolment

Cancellation of Enrolment

If the student cancels their enrolment prior to commencement at AICS for any reason other than Visa rejection, one term's notice is required in accordance with the Enrolment Contract signed by the Parent(s) / Direct Relative(s). In the event of insufficient notice, then one quarter of the annual tuition fee will be retained and the balance refunded. If the student cancels after commencement the Tuition Fees will be refunded on a pro-rata basis, with one term's notice required.

Where a student's enrolment is cancelled for any of the following reasons, a cancellation fee of one term's fee is applicable:

- Failure to maintain satisfactory course progress
- Failure to maintain satisfactory attendance
- Failure to maintain approved welfare and accommodation arrangement
- Failure to pay course fees
- Any serious behavioural breach identified as resulting in grounds for expulsion from the School community as outlined in AICS Discipline Policy and Student Welfare and Conduct Procedures.

Default by the School

Any default by the school will be covered by the provisions of the ESOS Act 2000 (amended 2010) and the ESOS Regulations 2001. These 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 offering a course after commencement, a full refund of fees paid will be made within 14 days of notification of course cancellation.

The school's written agreement, and the availability of complaints and appeals processes, does not remove the right of the student to take action under Australia's consumer protection laws.

Procedure for Deferment, Cancellation, Suspension or Extension of Enrolment

Deferment of commencement of study requested by student

(a) AICS 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 (where possible a death certificate should be provided)
- 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 should be where possible supported by police or psychologist's reports)

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

Suspension of study requested by student

(a) Once the student has commenced the course, AICS will only grant a suspension of study 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 (where possible a death certificate should be provided)
- 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 should be where possible supported by police or psychologists' reports)

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/Deputy Principal.

Extension of CoE

The duration of the student's study may only be extended where it is clear that the student will not complete the course within the expected duration, as specified on the student's CoE, as the result of:

- Compassionate or compelling circumstances (e.g. illness where a medical certificate states that the student was unable to attend classes or where the school was unable to offer a pre-requisite unit);
- The school implementing its intervention strategy for students who were at risk of not meeting satisfactory course progress, or;
- An approved deferment or suspension of study has been granted.

Where there is a variation in the student's enrolment load which may affect the student's expected duration of study the school is to record this variation and the reasons for it on the student's file. The school must correctly report the student via PRISMS and/or issue a new CoE when the student can only account for the variation/s by extending his or her expected duration of study.

Except in the circumstances specified above, the expected duration of study specified in the student's CoE must not exceed the CRICOS registered course duration.

Assessing requests for deferment or suspension of studies

Applications will be assessed on merit by the Principal/Deputy Principal. All applications for deferment or suspension will be considered within 10 working days.

AICS 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 AICS Discipline Policy or as may be determined by the Welfare Coordinator from time to time.

Suspensions from class of less than 28 days, due to behavioral misconduct will not be recorded on PRISMS. Periods of suspension will not be included in attendance calculations as per AICS Course Progress and Attendance Policy.

Initiated by the school

AICS 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 AICS Discipline Policy or as may be determined by the Welfare Coordinator from time to time.

Students who have been suspended for more than 28 days are required to return to their home country by DIBP unless special circumstances exist (e.g. the student is medically unfit to travel). These suspensions will be recorded on PRISMS.

The period of suspension will not be included in attendance calculations.

Cancellation of enrolment

AICS will initiate the cancellation of enrolment of a 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 in AICS Discipline Policy or as may be determined by the Welfare Coordinator from time to time.

AICS is required to report failure to maintain satisfactory course progress and failure to maintain satisfactory attendance to DHA which will result in automatic cancellation.

6 Complaints and Appeals

Complaints and Appeals Policy & Procedure

School initiated suspension, where the suspension is to be recorded in PRISMS, and cancellation are subject to AICS Complaints and Appeals Policy. For the duration of the appeals process, the student is required to maintain his/her enrolment and attendance at all classes as normal.

If students access AICS 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 in PRISMS until the complaints and appeals process is finalised, unless extenuating circumstances relating to the welfare of the student apply.

Extenuating circumstances include;

- the student refuses to maintain approved welfare and accommodation arrangements (for students under 18 years of age)
- the student is missing
- the student has medical concerns or severe depression or psychological issues which lead the school to fear for the student's wellbeing
- the student has engaged or threatened to engage in behaviour that is reasonably believed to endanger the student or others
- is at risk of committing a criminal offence, or
- the student is the subject of investigation relating to criminal matters

The use of extenuating circumstances by AICS to suspend or cancel a student's enrolment prior to the completion of any complaints and appeals process will be supported by appropriate evidence. The final decision for evaluating extenuating circumstances lies with the Principal/Deputy Principal.

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 for advice.

This process outlines how students and parents can raise concerns or make a complaint that is related to the school or the student's education. The Class Teacher should always be the first point of contact; Concerns are best resolved at classroom level if possible. Complaints can be withdrawn at any time. It may not always be possible to resolve an issue to complete satisfaction.

How to raise an issue or make an informal complaint?

Step 1: Clarify the issue (what is the problem?) Before students and/or parents approach the school or Class Teacher, they should be clear about the topic or issue they want to discuss; always remain calm and think about what an acceptable outcome would be. It is advisable for students and parents to check the school's policies or guidelines, where relevant.

Step 2: Contact the school – There are a number of ways parents/guardians can raise any concerns about the student. These include:

- write a note to your Class Teacher outlining the concerns

- make an appointment to speak on the phone or in person with the Class Teacher or Overseas Student Coordinator
- arrange any meeting times or phone calls through the school office
- Class Teachers, together with others who may be involved, should be given a reasonable amount of time to take the steps required to resolve or address concerns raised.

Step 3: If the problem remains unresolved then parents are required to contact the Head of School. If concerns are related to issues of school policy, these should be raised in a more formal complaint (in writing) with the Head of School or the Principal.

The School has an obligation to maintain the enrolment of an overseas student whilst the complaint or appeal is being considered unless the student's family makes an independent decision to withdraw the student.

AICS will commence an assessment of the complaints within 10 working days.

Formal Complaints Handling Procedure

- The process of this grievance procedure is confidential and any complaints or appeals are a matter between the parties concerned and those directly involved in the complaints handling process.
- The student must notify the College in writing of the nature and details of the complaint or appeal.
- Written complaints or appeals are to be lodged with the Principal.
- Where the internal complaints and appeals process is being accessed because the student has received notice by the College that the College intends to report him/her for unsatisfactory course attendance, unsatisfactory course progress or suspension or cancellation of enrolment, the student has 20 working days from the date of receipt of notification in which to lodge a written appeal.
- Complaints and appeals processes are available to students at no cost.
- Each complainant has the opportunity to present his/her case to the Principal/other.
- Students and/or the School may be accompanied and assisted by a support person at all relevant meetings.
- The formal grievance process will commence within 10 working days of the lodgment of the complaint or appeal with the Principal.
- Once the Principal has come to a decision regarding the complaint or appeal, the student will be informed in writing of the outcome and the reasons for the outcome, and a copy will be retained on the student's file.
- If the grievance procedure finds in favour of the student, AICS will immediately implement the decision and any corrective and preventative action required, and advise the student of the outcome.
- AICS undertakes to finalise all grievance procedures within 5 working days.
- For the duration of the appeals process, the student is required to maintain enrolment and attendance at all classes as normal, unless extenuating circumstances prevail.

If the parent feels the complaint has not been addressed satisfactorily after following all the processes, then a letter can be written to the School Board. Letters to the School Board should be addressed to the Chairman of the School Board.

External Appeals Processes

If the complaints procedure does not find in favour of the student, they will be advised that they have a right of appeal at no cost through an independent external arbitrator to adjudicate. The student may also contact the Overseas Student Ombudsman. The Overseas Students Ombudsman offers a free and independent

service for international students who have a complaint or want to lodge an external appeal about a decision made by their private education or training provider. See the Overseas Students Ombudsman website or phone 1300 362 072 for more information.

Overseas Students - External Appeals

If the complaints procedure does not find in favour of the student or the student is dissatisfied with the result of the internal complaints process, outside assistance may be required to resolve the dispute. In this case, the student can contact the Overseas Students Ombudsman.

Confidentiality is to be maintained to protect all parties. All meetings must be documented and a written record of the complaint or appeal must be kept. Records of Complaint and meeting records are to be kept in student files with the Administration staff. The complainant or appellant is to be given a written statement of the outcome of their complaint and/or appeal including details of the reasons for the outcome. All allegations of abuse must be directly passed on to the Principal/Deputy Principal

7 Notification to NESAs

Completion of All NESAs Courses- Course Completion Criteria

Followed the course developed by NESAs	- In each of the subjects - The syllabus details - The content or information of classwork and assessments
The student has applied themselves with diligence and sustained efforts to the set tasks and experiences provided by AICS	- Diligence means hard work and student applies themselves to all of their work all the time. - Student continuously working - Set Tasks = classwork, activities and assessments - Experiences = Excursions and all activities - Attends all classes - Follows the teachers guidance in what is required in the course
The student has achieved the course outcomes	- Succeeds in completing classwork and homework - Completes assessment tasks - Completes tests and examinations successfully - Work is handed in on time
The student has adequate attendance rate	- 80% or more in attendance rate - Full day absences are provided with a note from parent/ guardian and/or doctors medical certificate - Late arrival to school with a note from parent/ guardian with a valid reason - Early departure from school with a note from parent/guardian with a valid reason

In accordance with the CRICOS guidelines, the Principal at the Australian Islamic College of Sydney will notify NESAs in writing via RANGS online if the following occurs:

- When AICS, or an associate of AICS, or a higher managerial agent of AICS has been, or will be involved in the business of delivering programs to overseas students:

- has been convicted of an offence
 - has been convicted of an offence under the ESOS Act at any time during the past five years
 - has ever had its CRICOS registration cancelled or suspended under the ESOS Act
 - has ever been issued with an Immigration Minister's suspension certificate
 - has ever had conditions imposed on its registration under the ESOS Act
 - has been bankrupt
 - has ever been disqualified from managing a corporation under the Corporations Act
 - has been involved in the business of provision of course by another provider that was subject to any of the points above.
-
- Of any change in the name or address of the School at least one month before such a change is to take effect
 - Of any intention to relocate premises (including the head office or principal place of business) at least three months before the relocation
 - Of any change in the school name and/or name of a delivery site at least one month before such a change is to take place
 - Of any prospective changes to the ownership of the registered provider as soon as practicable before the change is to take effect
 - Of any change to the details of the courses approved including changes to course duration and course cost at least one month before such a change is to take place
 - To request a decrease in the overseas student capacity of the school's scope of approval at least one month before such a change is to take place
 - To request the cancellation or suspension of the school's approval and registration to deliver courses to overseas students, at least three months before the cancellation or suspension
 - To request to add to the school provider's existing scope of approval by adding a course, adding a delivery site or increasing the maximum approved overseas student capacity