



TRINITY COLLEGE

# *Student Handbook*

*For International Students*



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## Contact Details

### Trinity College Gawler Inc.

**Street address:** Alexander Ave  
Evanston South SA 5116

**Website:** [www.trinity.sa.edu.au](http://www.trinity.sa.edu.au)

**Telephone:** +61 8 8522 0666

### Trinity College North

Junior High School (Yrs 8-10)  
CRICOS Provider Code 00374C  
Principal: Mr David Kolpak

**Postal address:** PO Box 131  
Gawler SA 5118

**Email:** [enquiry@trinity.sa.edu.au](mailto:enquiry@trinity.sa.edu.au)

**Facsimile:** +61 8 8522 0631

### Trinity College Senior

Senior High School (Yrs 11-12)  
CRICOS Provider Code 02709B  
Principal: Mr Steve Bousfield

### International Student Co-ordinator/Homestay Co-ordinator

Mrs Pat Fabian  
[pat.fabian@trinity.sa.edu.au](mailto:pat.fabian@trinity.sa.edu.au)  
**Telephone:** +61 8 8523 8105

### Enrolment Officer

Mrs Ros Pearson  
[ros.pearson@trinity.sa.edu.au](mailto:ros.pearson@trinity.sa.edu.au)  
**Telephone:** +61 8 8523 8114

### Business Manager/Homestay Co-ordinator

Mr Stephen Rosier  
[stephen.rosier@trinity.sa.edu.au](mailto:stephen.rosier@trinity.sa.edu.au)  
**Telephone:** +61 8 8522 0644

## Useful Links

| Contact  | Reason  | Link   |
|--|---|--|
| Trinity College  | For information about enrolment and policies and procedures that will affect you. | Speak with the Enrolment Officer by phone on +61 8 8523 8114 or via email: <a href="mailto:enquiry@trinity.sa.edu.au">enquiry@trinity.sa.edu.au</a>  |
| Australian Education International (within the Department of Industry) | For your ESOS rights and responsibilities.  | ESOS Helpline<br>Phone 1300 615 262<br><a href="https://internationaleducation.gov.au">https://internationaleducation.gov.au</a>   |
| Department of Home Affairs   | For visa matters  | <a href="http://www.homeaffairs.gov.au">www.homeaffairs.gov.au</a>   |
| Overseas Student Ombudsman   | For complaints / appeals you feel you need assistance with about your provider.   | <a href="https://www.ombudsman.gov.au/How-we-can-help/overseas-students">https://www.ombudsman.gov.au/How-we-can-help/overseas-students</a><br>Phone 1300 362 072 or email <a href="https://www.ombudsman.gov.au/contact">https://www.ombudsman.gov.au/contact</a> |
| Department of Foreign Affairs and Trade                                | For advice on where to locate Australian Embassies, high commissions, consulates. | <a href="https://www.dfat.gov.au/about-us/our-locations/missions/Pages/our-embassies-and-consulates-overseas">https://www.dfat.gov.au/about-us/our-locations/missions/Pages/our-embassies-and-consulates-overseas</a>  |

## About Trinity College

Trinity College has become one of Australia's leading independent schools, widely recognised for its high quality academic, vocational, sporting and co-curricular programmes, excellent staff, nurturing environment and superb facilities.

Our student centred focus enables us to develop positive and confident young men and women, ready to change the world for the better. We pride ourselves on fostering a love of learning and a love of life. Our schools have a solid Christian foundation, in the Anglican tradition, to ensure the personal and spiritual development of each student.

At Trinity College, students get the best of all worlds. They receive the benefits and facilities of a large modern college, along with the personalised and individual attention traditionally associated with smaller schools.

Spanning five schools, Trinity College currently supports over 3,900 students from Reception to Year 12 and is the largest low-fee school in Australia. Our five schools: Trinity College Senior; North; Blakeview; South; and Gawler River, as well as our Montessori Pre-School, feature state-of-the-art facilities, modern classrooms and landscaped grounds.

The College offers an extensive academic, experiential, co-curricular and sporting experience in a caring Christian environment. It boasts STARplex, a sports and recreation complex with indoor pools, a café, four courts, a state-of-the-art gymnasium, a 2000 seat auditorium and four commercial tenancies.

We have two bush sites near the Para Wirra national park, extensive land holding for agricultural and water management courses, superb links with TAFE and vocational options for students, together with a strong academic programme.

The dedicated staff are well resourced and committed to ensuring a culture of respect, support and success; the spirit of 'doing your best' penetrates every area of Trinity College.

Our students thrive with clear behavioural expectations, and their talents are nurtured by our extensive curricular and co-curricular programmes; we strive to find opportunities for each individual to shine.

## Trinity College Senior

Students at Trinity College Senior study towards their SACE (South Australian Certificate of Education). The SACE is the internationally recognised qualification that South Australian students achieve upon completing their senior secondary education.

There are 47 SACE subjects to choose from and over 40 different VET (Vocational Education Training) qualifications. VET courses which attract credits towards the SACE are offered on-site or off-site in partnership with accredited training providers, including TAFE SA.

Trinity College Senior is a learning community committed to providing the finest in contemporary educational practice and offering the most appropriate learning opportunities for all its students. At Trinity College Senior, our focus is on understanding and valuing each student in a friendly, academically challenging environment.

Students are at the centre of learning and all decisions relating to university, employment pathways, behaviour management, pastoral care and assessment are made with this in mind. This means programmes and courses are case managed to equip all students with the knowledge, skills and attitudes to help them achieve individual long term goals.

As a senior school dealing with mature young people, more emphasis is placed on self-discipline and taking responsibility for their own actions. The staff are committed to the highest standards of professional conduct and teaching expertise, supporting students through the journey of their senior years. Our students' Year 12 results are consistently above both the State average and the average for 'like schools', as determined by the SACE Board of South Australia. Around 90% of students will pursue tertiary study. Our strong 2021 Year 12 results are summarised below:

- ❖ 282 students obtained their SACE; the highest number of SACE graduates from one school in the State.
- ❖ 100% of students achieved their SACE.
- ❖ 365 'A' grades were achieved with 11 Merits awarded in: Chemistry, Research Project B, Physics, Creative Arts, Digital Communication Solutions and Health and Wellbeing.
- ❖ 30 students attained an ATAR above 90, placing them in the top 10% of Australia.
- ❖ The top 12 students all received an ATAR above 95, placing them in the top 5% of Australia.
- ❖ The College Dux gained an excellent ATAR of 99.9.
- ❖ 159 students achieved a Certificate II or III qualification in a diverse range of vocations, with 84 students using VET towards their ATAR calculation.
- ❖ Recent graduates will be studying Medicine, Physiotherapy, Psychology, Aviation, Education, Fashion, Finance, Computer Science, Economics, Health and Medical Science, Law, Clinical Science, Engineering, Teaching, Plumbing, Veterinary Science, Journalism, Community Services, Hair and Beauty, Agriculture, Electronics, Construction, Film and Media, Fine Arts, Musical Theatre, Sport and Recreation, Music, Fitness, Automotive, Tourism and Hospitality to name but a few.

Explore the wide range of educational opportunities and the pathways available at Trinity College Senior <http://www.trinity.sa.edu.au/schools/senior>.

## Trinity College North

For Years 8 to 10 students attend Trinity College North. <https://www.trinity.sa.edu.au/schools/north>

## International Students

Our international students are welcomed from a wide range of countries, mostly from the Asia-Pacific region but also the United Kingdom.

The Department of Home Affairs provides comprehensive information about student visa requirements and the application process. Visit <https://www.homeaffairs.gov.au/trav/stud> for options, rules and requirements and other important information.

If you are granted a visa, you must abide by its conditions. Failure to comply could result in the cancellation of your visa.

These conditions include (but are not limited to):

- Complete the course within the duration specified on the Confirmation of Enrolment (CoE.)
- Maintain satisfactory academic progress.
- Maintain satisfactory attendance.
- Maintain approved Overseas Student Health Cover (OSHC) while in Australia.
- Remain with your principal education provider for six calendar months, unless issued a letter of release from the school to attend another institution.
- Notify the school of your Australian address, phone or email and any subsequent changes of address within seven days.

For the full list of mandatory and discretionary student visa conditions including rules for working while studying, visit <https://www.homeaffairs.gov.au/Trav/Stud/More/Work-conditions-for-Student-visa-holders>

Students wanting to apply for a student visa must firstly be accepted for full-time study in a course listed on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS). Trinity College is a registered provider of courses for international students on a student visa.

Our CRICOS Provider Numbers are:

**Trinity College North Provider Code 00374C**

Junior High School (Yrs 8-10) Course Code 004815F  
Intensive English Course Code 063869C

**Trinity College Senior Provider Code 02709B**

Senior High School (Yrs 11-12) Course Code 056815J  
Intensive English Course Code 063870K

CRICOS registration guarantees that the course and the education provider at which you study meet the high standards necessary for overseas students. The CRICOS website is <http://cricos.education.gov.au>.

## The ESOS Framework

### The ESOS Framework – providing quality education and protecting your rights

The Australian government wants overseas students in Australia to have a safe, enjoyable and rewarding place to study. Australia's laws promote quality education and consumer protection for overseas students. These laws are known as the ESOS framework and include the Education Services for Overseas (ESOS) Act 2000, Education Services for Overseas (ESOS) Regulations 2001 and the National Code. For information about the ESOS Framework visit <https://internationaleducation.gov.au/regulatory-information/pages/regulatoryinformation.aspx>

### 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 Trinity College. To ensure your safety, you will be granted a visa only if there are arrangements in place for your accommodation, support and welfare.
- Your right to sign a written agreement with Trinity College 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.

The **Tuition Protection Service (TPS)** is a placement and refund service for international students, which is activated in the event your provider is unable to teach your course. In the event of a default, either by the provider or by the student, there is a legal obligation to report the default to the Australian Government and to report any refunds owing, and paid, within prescribed timelines. Visit the TPS website for more information [www.tps.gov.au](http://www.tps.gov.au)

The **National Code** sets out the standards Australian providers offering education and training services to overseas students must meet. These standards cover a range of information you have the right to know and services that must be offered to you, including:

- Orientation and how to access Trinity College's student support services to help you study and adjust to life in Australia.
- Who the contact officer or officers are for international students at Trinity College.
- If you can apply for course credit.
- When your enrolment can be deferred, suspended or cancelled.

- What Trinity College’s requirements are for satisfactory course progress in the courses you study and what support is available if you are not progressing well.
- If attendance will be monitored for your courses.
- How to use the Trinity College complaints and appeals process.

## 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 stay.
- Meet the terms of the written agreement with Trinity College.
- Inform Trinity College within seven days if you change your address, phone or email.
- Maintain Trinity College’s satisfactory course progress.
- Follow Trinity College’s attendance policy.
- If you are under 18, maintain your approved accommodation, support and general welfare arrangements.
- Abide by all Trinity College’s Policies and Procedures as provided to you in the [Terms and Conditions of Enrolment](#) at the end of this handbook.

## School Entrance Requirements

To be considered for entry to Trinity College as an international student, all applicants will need to supply the following:

- Results of a recent English language proficiency test (AEAS, IELTS and TOEFL are accepted.)
- Certified English translation of school reports for the last two years.
- Letter from current school Principal commenting on the student’s behaviour and commitment towards studies (provided in English or a certified English translation.)

## Course Credit

At Trinity College, course credit does not apply in Years 8-10. For SACE (South Australian Certificate of Education) subjects in Years 11 and 12, Trinity College will grant credit for a variety of courses. For specific course credit information, prior to application, contact the International Student Co-ordinator or Enrolment Officer.

## English Language Intensive Courses for Overseas Students (ELICOS)

Upon arrival in Australia, prior to commencing study at Trinity College, a student may be required to undertake an ELICOS course to improve their English language skills to the following required minimum levels. Many of our students study intensive English at the South Australian College of English <https://sace.edu.au>. Most students will require at least six months of ELICOS, depending on their English test results.

### English Language Entrance Requirements

|                   | AEAS        | IELTS             | TOEFL       |
|-------------------|-------------|-------------------|-------------|
| Years 8 -9        | 66 or above | Band 4.5 or above | 32 or above |
| Year 10           | 71 or above | Band 5 or above   | 35 or above |
| Year 11-12 (SACE) | 76 or above | Band 5.5 or above | 46 or above |



## Overseas Student Health Cover (OSHC)

A requirement for study in Australia is that a student takes out OSHC for the visa period, in advance. Trinity College's preferred health cover insurance company is Medibank. OSHC will be organised by the College upon acceptance of the Letter of Offer. For information about the cover offered by Medibank, please visit [www.medibank.com.au/oshc/](http://www.medibank.com.au/oshc/)

## Enrolment Process

### Step One: Apply

Complete the Application for Admission form and return it with the required documents (see checklist on form) and \$100 non-refundable application fee to your Agent or directly to the Enrolment Officer at Trinity College.

Applications from students on a Student Visa (subclass 500) who are transferring from another CRICOS registered school in Australia and have been at that school for less than six months, will only have their application accepted if they provide a valid letter of release from their current school and written evidence of their parents' support for their transfer. Refer to our full Transfer between Registered Providers Policy in the [Terms and Conditions of Enrolment](#) at the end of this handbook.

### Step Two: Letter of Offer

Your application will be assessed by the school Principal. If your application is accepted, you will receive your Letter of Offer, Written Agreement and Invoice for course fees for the first year. The Written Agreement will provide details of the student's enrolment, identify conditions of the enrolment, list the tuition and non-tuition fees, include the full Refund Policy, payment dates and student welfare requirements. It is important that families consider all of the conditions of enrolment prior to acceptance of the school's offer.

Offers may be subject to the successful completion of an intensive English course in Adelaide.

### Step Three: Acceptance and Payment

To accept the offer, return your signed Written Agreement and make full payment within 30 days of invoice.

### Step Four: Confirmation and Visa Application

Upon receipt of your signed Written Agreement and full payment, we will send you a Confirmation of Enrolment (eCoE). The Confirmation of Enrolment is required for the student's application for a student visa subclass 500.

### Step Five: Preparation

Book your flights to Adelaide and advise us of your flight details, at least two weeks prior to arrival.

### Step Six: Arrival in Adelaide

If we have arranged a homestay for you, we will meet you at the Adelaide Airport and introduce you to your host family.

Students under the age of 18 are unable to arrive in Australia prior to the commencement of the Welfare Period unless accompanied by a parent/guardian who will provide care until the Trinity College welfare arrangements begin.



## Payment of Fees

The current Tuition and Non-Tuition Fees are detailed in the Schedule of International Fees & Charges which can be found on our website at <https://www.trinity.sa.edu.au/contact/enrolments/international-students>.

Payment in advance for the first full year's course fees, OSHC fee for the duration of the course and the Homestay Bond (if applicable) is due upon acceptance of the offer. These fees will not exceed more than 50% of the total fees for the course.

Invoices for subsequent year's fees will be issued in November each year and must be paid two weeks prior to the start of Term 1.

Fees are reviewed on an annual basis and increased between 5 to 10% *per annum*.

At the beginning of each school year, families will also be invoiced for: one term's Homestay Accommodation charges (if applicable), text books, stationery and uniform. Subsequent Homestay charges will be invoiced at the beginning of each term.

Failure to pay course fees by the due date could result in cancellation of enrolment.

The full Refund Policy is in the [Terms and Conditions of Enrolment](#) at the end of this handbook.

## Study in Australia

The academic year is made up of four Terms (two Semesters), starting in late January and ending mid-December. There are approximately 10 weeks in each term, followed by school holidays. School hours are Monday to Friday from 8.50am to 3.15pm.

**Study in Australia** is the official Australian Government website for advice on study in Australia. [www.studyinaustralia.gov.au](http://www.studyinaustralia.gov.au) . Here you will find impartial and reliable information about courses, institutions, study and living in Australia.

Visit **Study Adelaide** [www.studyadelaide.com](http://www.studyadelaide.com) for lots of information about studying and living in Adelaide, including the costs of living. You will be pleased to know that Adelaide is Australia's most affordable city.

**Life in Australia** provides information about Australian history, culture, society, laws and the values we share. [www.homeaffairs.gov.au/trav/life/aust/life-in-australia-book](http://www.homeaffairs.gov.au/trav/life/aust/life-in-australia-book) .

Trinity College is in the Gawler council area. For information on the Town of Gawler, visit [www.gawler.sa.gov.au](http://www.gawler.sa.gov.au) .

## Living in South Australia

South Australia enjoys a high quality lifestyle with opportunities for all. South Australia's capital city, Adelaide, is a friendly, welcoming and sophisticated city repeatedly ranked among the world's top 10.

South Australia is internationally recognised as a centre for technology, research, innovation, tourism and the arts and attracts people from all over the world in pursuit of further study and work. Major industries such as defence, manufacturing, bioscience and water management have all found a base in South Australia.

Known as the Festival State, South Australia enjoys a vibrant arts culture and plays host to large annual international festivals and sporting events such as the Adelaide Fringe Festival, WOMADelaide music festival, OzAsia Festival, Tour Down Under cycling event and Adelaide 500 car race.

### **Adelaide is:**

- a relaxed coastal city of 1.3 million people
- accessible via flights direct from many destinations
- clean with blue skies and attractive heritage and natural environments
- well planned with excellent transport networks
- convenient with a central tertiary education, training and research hub
- at the centre of Australia's air, road and rail networks
- a vibrant multicultural community
- affordable for living, studying and doing business
- a significant centre for the arts and culture
- full of things to see and experience

### **Climate**

South Australia has a Mediterranean climate and is known for its mild winters and dry summers.

|        |                       |                 |                |
|--------|-----------------------|-----------------|----------------|
| Summer | December to February  | hot and dry     | 25 °C – 35 °C  |
| Autumn | March to May          | mild, some rain | 20 °C – 25 °C  |
| Winter | June to August        | some rain       | 10 °C to 15 °C |
| Spring | September to November | mild            | 20 °C – 25 °C  |

For more information, please visit the South Australia website [www.southaustralia.com](http://www.southaustralia.com)

## **Welfare and Accommodation**

Students under the age of 18 are required to maintain adequate welfare and accommodation requirements as a condition of their student visa.

Where a student under the age of 18 is not in the care of a parent or suitable relative, as defined by the Department of Home Affairs, their accommodation arrangements must be approved by Trinity College.

If the student is in the care of a parent or suitable relative holding a student guardian visa (subclass 590), the parent or suitable relative cannot leave Australia without the student, unless that person provides the department with evidence that there are compassionate or compelling circumstances for leaving the country, alternative arrangements for the student's accommodation, general welfare and support have been made until their return, and those arrangements have been approved by Trinity College.

It is a condition of the student visa that the school must be notified within 7 days, in writing, of any change of address. The school also asks its international students to complete a declaration every six months providing the latest contact information for themselves and their parents and/or legal guardians and their homestay hosts where applicable.

For the full [Accommodation and Welfare Policy](#), refer to the Terms and Conditions of Enrolment.

## **Homestay**

Trinity College offers boarding through Homestay. Living with a supportive homestay family will help you in your studies and enrich your South Australian experience.

Our homestay families have been individually selected to host our international students. As part of their accreditation, the family is interviewed in their home to better understand their interests and lifestyle. Each family member over the age of 14 years of age undergoes a Working with Children Check to ensure the safety of the environment.

We aim to find the best match between homestay family and student so that everyone benefits from the experience. When matching you to a suitable homestay family, we will take into account your individual preferences.

Your homestay family will provide you with:

- a furnished bedroom;
- daily meals (breakfast, lunch and dinner);
- use of shared household facilities;
- help in getting to and from school when you first arrive;
- help in catching public transport;
- help in opening a bank account (if needed).

## Terms and Conditions of Enrolment

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 stay;
- Meet the terms of the written agreement with Trinity College;
- Inform Trinity College with seven days if you change your address, phone or email;
- Maintain Trinity College's satisfactory course progress;
- Follow Trinity College's attendance policy;
- If you are under 18, maintain your approved accommodation, support and general welfare arrangements;
- Abide by all Trinity College's Policies and Procedures as provided to you in the Terms and Conditions of Enrolment.

Trinity College will:

- Provide the student with the same level of teaching and care as normally provided to other students of the school enrolled at the same year level;
- Arrange homestay accommodation, if required;
- Provide an orientation programme for the student;
- Meet and introduce the student to the school community;
- Monitor attendance and course progress;
- Monitor the welfare of the student and provide counselling and ongoing support while the student is enrolled at the school;
- Provide written reports to parents for Trinity College North students twice a year. Provide continuous online reporting and feedback for Trinity College Senior students with an academic transcript provided at the end of each semester.

Trinity College cannot guarantee that the student will:

- Be accepted for enrolment at the school;
- Complete studies undertaken;
- Complete the South Australian Certificate of Education (SACE);
- Gain entry into a tertiary institution.

As a condition of enrolment, the student agrees to abide by all school policies for the duration of enrolment and to disclose any medical or health conditions that may affect studies or student welfare. These include but are not limited to:

- [Accommodation and Welfare Policy](#)

- [Behaviour Policy/Code of Conduct](#)
- [Complaints and Appeals Policy](#)
- [Course Progress and Attendance Policy](#)
- [Deferment, Suspension and Cancellation Policy](#)
- [Fee Schedule and Policy](#)
- [Privacy Notice](#)
- [Refund Policy](#)
- [Student Transfer Request Assessment Policy](#)

### Trinity College Accommodation and Welfare Policy

Trinity College approves the following accommodation and care options for overseas students:

**1. The student will live with a parent or relative approved by the Department of Home Affairs.**

In this case:

- The School does **not** provide a welfare letter (CAAW) via PRISMS. The student's family provides proof of relationship to Department of Home Affairs for the purposes of visa application.
- If the adult responsible for the welfare, accommodation and other support arrangements for a student under 18 years holds a [Student Guardian visa \(subclass 590\)](#), all obligations and conditions of this visa must be met, including:
  - o not leaving Australia without the nominating student unless the School has first approved alternative welfare and accommodation arrangements for the student for the adult's period of absence; and
  - o advising the Department of Home Affairs of any change of address, passport or other changes of circumstances.

**2. The student will live in school approved accommodation and care arrangements and the School will generate the welfare letter (CAAW) via PRISMS to accompany the student's Confirmation of Enrolment (CoE).**

In this case:

- Any accommodation, welfare and other support arrangements for the student must be approved by the School, including arrangements provided by third parties;
- Any changes to approved arrangements must also be approved by the School. **This includes any requests by students under 18 years of age to attend "Schoolies Week" on completion of Year 12;**
- If a student for whom the School has issued a CAAW refuses to maintain approved arrangements, the School will report this to the Department of Home Affairs and advise the student to contact the Department of Home Affairs to ensure visa implications are understood. *See Department of Home Affairs office addresses at: <https://www.homeaffairs.gov.au/about/contact/offices-locations> .*

School approved accommodation options for full fee paying 500 visa subclass students under 18 years of age include:

- Homestay Programme operated by Trinity College;
- Private accommodation and care arrangements approved by the School which meet all requirements under relevant state and commonwealth legislation.

**3. For School vacation periods, the following accommodation options are available to full fee paying 500 visa subclass students under 18 years of age for whom the School has issued a CAAW:**

- Student returns home to parents;

- ii. Student continues to live in Homestay arranged and approved by the school;
- iii. Student may spend vacation with relatives or a friend's family if all requirements are met in order to attain school approval;
- iv. Student may attend a supervised excursion, camp, etc., if all requirements are met in order to attain school approval.

**4. Accommodation options for full fee paying 500 visa subclass students 18 years and older include:**

- i. Homestay Program;
- ii. Private accommodation arrangements.

**5. For School holiday periods, the following accommodation options are available to full fee paying 500 visa subclass students 18 years or older:**

- i. Student returns home to parents;
- ii. Student continues to live in Homestay, details of which are recorded by the School;
- iii. Student may spend vacation with friend's family or relatives, provided details are given;
- iv. Student may attend a supervised excursion, camp, etc., provided details are given;
- v. Student may travel unaccompanied during vacation periods, provided details are given.

**Additional Information:**

**HOMESTAY:**

The Homestay Programme operated by Trinity College meets legislative requirements for child protection as well as Standard 5 of the National Code. These include:

- o Continuous dates for approved welfare arrangements;
- o Documented procedures for checking suitability of accommodation, support and general welfare arrangements:
  - Guidelines for selecting family and ensuring the family can provide a stable environment for the duration of the student's enrolment at the school;
  - Orientation program for families new to provision of homestay services;
- o Screening and background checks for adults, other than overseas students, living in the homestay.

**STUDENT GUARDIAN VISAS**

Trinity College requires holders of Student Guardian Visas to:

- i. maintain Overseas Visitor Health Cover for themselves and any dependent children living with them in Australia;
- ii. immediately advise the School of any change to address or contact details;
- iii. immediately advise the School if there are any compassionate or compelling reasons to travel overseas or not be at home for an extended period of time to care for the student.

If there is a valid reason for travelling overseas, and the School is able to approve alternative accommodation and care arrangements for the student for the period of the student guardian visa holder's absence, the School will provide documentation approving temporary care arrangements for the student for the Department of Home Affairs.

If there is not a valid reason for travelling overseas, or if the School is not able to approve alternative accommodation and care arrangements for the student for the period of the student guardian visa holder's absence, the student will need to travel overseas with the holder of the student guardian visa. In this case, the School will advise if compulsory attendance requirements will or will not be affected by the student's absence.

## Student Behaviour/Code of Conduct

Through consultation with parents, students and staff, Trinity College has developed clear policies and procedures to guide students' behaviour. The aim of these policies is for students to take responsibility for their own behaviour and the consequences of their actions, the goal of which is to create a safe, success-oriented school environment, populated by happy and resilient students.

### **Positive Behaviour Management is based on the following principles:**

1. Definitions of responsible behaviour must be developed;
2. The school must recognise that students have different levels of ability to learn and to co-operate with other people, as well as different understandings of what is responsible behaviour;
3. Individuals must accept responsibility for their own behavior, both in the classroom and in the schoolyard;
4. Behaviour occurs as a result of choices, conscious or unconscious, which are based on the student's perception of the best way to satisfy a particular need;
5. All behaviour has consequences, which affect future opportunities;
6. Irresponsible behaviour requires a response which protects the rights of students who want to learn, supports the rights of teachers to teach and offers the student involved a chance to learn how to make a more responsible choice in the future;
7. A partnership between staff, students and their families is necessary for successfully developing responsible behaviour;
8. The school must provide a curriculum appropriate to student needs.

### **The Outcomes:**

- Successful teaching and learning occurs through responsible behaviour;
- The school environment is safe and caring;
- Students and staff are self-disciplined and have the opportunity to fulfil their potential;
- People in our community respect each other.

### **Our Code of Conduct that Underpins our Policy:**

- Communication – speak and listen to each other positively and politely;
- Co-operation – co-operation with other members of the school community;
- Caring – protect your own and others' safety and health and maintain a tidy environment;
- Courtesy – acknowledge, respect and tolerate each other's differences and views;
- Consequences – be aware that all behaviour has consequences;
- Challenge – strive to achieve personal best in learning.

**Where instances of inappropriate behaviour that break our code occur in the classroom, building and yard areas (within our school environment), a variety of strategies will be applied as a consequence to help modify the behaviour.**

### **Consequences for Inappropriate Behaviour**

Depending on the severity of the breach, the possible consequences are divided into three categories:

#### **1. Level 1 - Low level strategies (to be applied at the time, between staff and student concerned).**

Inappropriate behaviours at this level are those that occur in the classroom and disrupt teaching and learning **OR** in the yard and impacting on others' safety and well-being. Examples of responses may include:

- talk to/with individual student, explain behaviour, request change or caution the student;
- keep back for five minutes at start of recess/lunch;
- ring parent to discuss behaviour/concern for students' learning or write a note in the diary/planner;
- inform tutor/Head of House.

**2. Level 2 - Medium level consequences (to be applied in collaboration with Year Level Coordinators).**

Inappropriate behaviours at this level are those that continue to disrupt the classroom or the yard **OR** incidents that involve serious issues of safety and student welfare. Examples of responses may include:

- yard duty detentions;
- Level 2 detention after consultation with tutor;
- use pre-arranged class swap/sit-out procedures.

**3. Level 3 - Extreme level consequences.**

**Inappropriate behaviours at this level are those that persistently disrupt the teaching and learning environment, including violent or illegal behaviour and severe forms of harassment. *Disruptive, antisocial and disobedient behaviour on camps and excursions is also an example.***

This could be defined as student behaviour that seriously threatens the safety or good order of the classroom, yard, camp, excursion, student car park or at VET courses  
OR

Where a student remains disruptive after the application of a series of Medium level consequences.

Examples of responses may include:

- Level 3 detention (1 hour after school);
- Internal suspension (Heads of Pastoral Care and above);
- External suspension (Principal);
- Exclusions from school (Principal);
- Referral to police when illegal behaviour is involved (Principal);
- Paying for damage to property or replacement due to theft (Principal).

**Detention System (Medium to extreme level consequences)**

Detentions are a necessary part of our management of student behaviour and are used for breaches of school rules. LEVEL 2 detentions occur during lunch time, 1 pm - 1:30 pm, and LEVEL 3 detentions occur from 3:15pm - 4:30 pm on Fridays (alternative times will be arranged for students who attend TAFE or work-placement on these days). Students report on time to the School Office. Once a detention is given, it will not be changed unless there is agreement between the teacher and the student concerned. Negotiations may occur with parents and students regarding a change of date. These must be done well before the detention is to occur.

Parents will be informed of Level 2 and Level 3 detentions by email or a telephone call.

Failure to attend a given detention without an acceptable reason will result in the student being given a higher level detention.

Failure to attend any additional or further detention will be seen as a major breach of discipline policy and may result in suspension. Simply forgetting to attend detention is not an acceptable excuse.

**As a general rule three LEVEL 3 offences will result in termination of enrolment.**



## Trinity College Complaints and Appeals Policy

A copy of this policy will be provided to the student (or parent(s)/legal guardian if the student is under 18) at a reasonable time prior to a written agreement being made and again within 7 days of the commencement of student attendance at the enrolled course.

1. Purpose
  - a) The purpose of Trinity College'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.
  - b) The internal complaints and appeals processes are conciliatory and non-legal.
2. Complaints against other students
  - a) Grievances brought by a student against another student will be dealt with under the school's Behaviour Policy/Code of Conduct.
3. Informal Complaints Resolution
  - a) In the first instance, Trinity College requests there is an attempt to informally resolve the issue through mediation/informal resolution of the complaint.
  - b) Students should contact the International Student Co-ordinator in the first instance to attempt mediation/informal resolution of the complaint.
  - c) If the matter cannot be resolved through mediation, the matter will be referred to the Principal and Trinity College's internal formal complaints and appeals handling procedure will be followed.
4. Formal Complaints Handling Procedure
  - a) 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.
  - b) The student must notify the school in writing, of the nature and details of the complaint or appeal.
  - c) Written complaints or appeals are to be lodged with the Principal.
  - d) Where the internal complaints and appeals process is being accessed because the student has received notice by the school that the school 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.
  - e) Complaints and appeals processes are available to students at no cost.
  - f) Each complainant has the opportunity to present his/her case to the Principal.
  - g) Students and / or the School may be accompanied and assisted by a support person at all relevant meetings.
  - h) The formal grievance process will commence within 10 working days of the lodgement of the complaint or appeal with the Principal.
  - i) 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.

- j) If the grievance procedure finds in favour of the student, Trinity College will immediately implement the decision and any corrective and preventative action required, and advise the student of the outcome.
- k) Trinity College undertakes to finalise all grievance procedures within 10 working days.
- l) For the duration of the appeals process, the student's enrolment and attendance must be maintained.

5. External Appeals Processes

- a) If the student is dissatisfied with the conduct or result of the complaints procedure, he/she may seek redress through an external body at minimal or no cost within 2 weeks.
- b) If the student wishes to complain or to lodge an external appeal about a decision made or action taken by Trinity College, he/she may contact the Commonwealth Ombudsman at no cost. The Commonwealth Ombudsman offers a free and independent service for overseas students. Please see: <https://www.ombudsman.gov.au/How-we-can-help/overseas-students> or phone 1300 362 072 for more information.

6. Other legal redress

- a) Nothing in the School's Complaints and Appeals Policy negates the right of an overseas student to pursue other legal remedies.

7. Definitions

- a) Working Day – any day other than a Saturday, Sunday or public holiday during term time
- b) Student – a student enrolled at Trinity College or the parent(s)/legal guardian of a student where that student is under 18 years of age
- c) Support person – for example, a friend/teacher/relative not involved in the grievance.

## Trinity College Course Progress and Attendance Policy

This policy is available to staff and to students.

### 1. Course Progress

- a) The school will monitor, record and assess the course progress of each student for the course in which the student is currently enrolled.
- b) The course progress of all students will be assessed at the end of each study period (semester) of enrolment.
- c) Students who have begun part way through a semester will be assessed after one full study period.
- d) To demonstrate satisfactory course progress, students will need to achieve a minimum C grade in all subjects in any study period.
- e) If a student does not achieve competency in at least 50% of units studied in a study period the International Student Co-ordinator will formally contact the parent(s) to advise there will be a meeting with the student to develop an intervention strategy for academic improvement. This may include:
  - i. *After hours tutorial support;*
  - ii. *Subject tutorial support in class time;*
  - iii. *Mentoring;*
  - iv. *Additional ESL support;*
  - v. *Change of subject selection, or reducing course load (without affecting course duration);*
  - vi. *Counselling – time management;*
  - vii. *Counselling – academic skills;*
  - viii. *Counselling – personal;*
  - ix. *other intervention strategies as deemed necessary.*
- f) A copy of the student's individual strategy and progress reports in achieving improvement will be forwarded to parents.
- g) The student's individual strategy for academic improvement will be monitored over the following study period by the International Student Co-ordinator and records of student response to the strategy will be kept.
- h) If the student does not improve sufficiently, academically, and achieve satisfactory course progress by the end of the next study period, the College will advise the student, in writing, of its intention to report the student for breach of visa condition 8202, and that he/she has 20 working days in which to access the school's internal complaints and appeals process. Following the outcome of the internal process, if the student wishes to complain or lodge an external appeal about a decision made or action taken by Trinity College, he/she may contact the Overseas Student Ombudsman at no cost. This must be done within 14 working days. Please see Trinity College's Complaints and Appeals Policy for further details.
- i) The school will notify the National ESOS Authority, via PRISMS, of the student not achieving satisfactory course progress as soon as practicable where:
  - i. the student does not access the complaints and appeals process within 20 days; or
  - ii. withdraws from the complaints and appeals process; or
  - iii. the complaints and appeals process results in favour of the school.

## 2. Completion within expected duration of study

- a) As noted in 1.a), the school will monitor, record and assess the course progress of each student for the course in which the student is currently enrolled.
- b) 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 the expected duration of the course.
- c) The school will only extend the duration of the student's study where it is clear the student will not be able to complete their course by the expected date because:
  - i. of compassionate or compelling circumstances (see Definitions below);
  - ii. of student participation in an intervention strategy as outlined in 1.e);
  - iii. an approved deferment or suspension of study has been granted in accordance with Trinity College's Deferment, Suspension and Cancellation Policy.
- d) Where the school decides to extend the duration of the student's study, the school will report this change via PRISMS within 14 days and/or issue a new COE if required.

## 3. Monitoring Course attendance

- a) Satisfactory course attendance is attendance of 80% of scheduled course contact hours.
- b) Student attendance is:
  - i. checked and recorded daily;
  - ii. assessed regularly;
  - iii. recorded and calculated over each study period.
- c) **Late arrival at school will be recorded and will be included in attendance calculations.**
- d) All absences from school will be included in absentee calculations and should be accompanied by a medical certificate, an explanatory communication from the student's carer or evidence that leave has been approved by the Principal.
- e) Any absences longer than 5 consecutive days without approval will be investigated.
- f) Student attendance will be monitored by the International Student Co-ordinator every 10 weeks over a study period to assess student attendance using the following method:
  - i. Calculating the number of hours the student would have to be absent to fall below the attendance threshold for a study period e.g. number of study days x contact hours x 20%. [For example, a 20 week study period with 5 contact hours a day would equal 500 contact hours. 20% of this is 100 hours.];
  - ii. Any period of exclusion from class will be included in student attendance calculations. [See [Deferment, Suspension and Cancellation Policy](#) points 5 and 6.]
- g) Parents of students at risk of breaching Trinity College's attendance requirements will be contacted by email and students will be counselled and offered any necessary support when they have absences totalling 85% of any study period.
- h) If the calculation at 3.f) indicates that the student has passed the attendance threshold for the study period, Trinity College will advise the student of its intention to report the student for breach of visa condition 8202, and that he/she has 20 working days in which to access the school's internal complaints and appeals process *except in the circumstances outlined in 3.j.*

- i) The school will notify the National ESOS Authority via PRISMS of the student not achieving satisfactory course attendance as soon as practicable where:
  - i. the student does not access the complaints and appeals process within 20 days;
  - ii. the student withdraws from the complaints and appeals process;
  - iii. the complaints and appeals process results in a decision in favour of the school.
- j) Students will not be reported for failing to meet the 80% attendance threshold for a study period where:
  - i. the student produces documentary evidence clearly demonstrating compassionate or compelling circumstances, e.g. medical illness supported by a medical certificate or as per Definition below; and
  - ii. the student's attendance has not fallen below 70% for the study period.
- k) The method for calculating 70% attendance is the same as that outlined in 3.f) with the following change: number of study days x contact hours x 30%.
- l) If a student is assessed as having nearly reached the threshold of 70% attendance for a study period, the Principal will assess whether a suspension of studies is in the interests of the student as per Trinity College's Deferment, Suspension and Cancellation Policy.
- m) If the student does not obtain a suspension of studies under the College's Deferment, Suspension and Cancellation Policy, and falls below the 70% threshold for attendance for the study period, the process for reporting the student for unsatisfactory attendance (breach of visa condition 8202) will occur as outlined in 3.h) – 3.i).

#### 4. Definitions

- a) *Compassionate or compelling circumstances* - circumstances beyond the control of the student that are having an impact on the student's progress through a course. These could include:
  - i. serious illness, where a medical certificate states that the student was unable to attend classes;
  - ii. bereavement of close family members such as parents or grandparents (with evidence of a death certificate if possible);
  - iii. major political upheaval or natural disaster in the home country requiring their emergency travel, that has impacted on their studies;
  - iv. a traumatic experience which has impacted on the student (these cases should, where possible, be supported by police or psychologists' reports);
  - v. where the school was unable to offer a pre-requisite unit;
  - vi. 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.
- b) *Expected duration* – the length of time it takes to complete the course studying full-time. This is the same as the registered course duration on CRICOS.
- c) *School day* – any day for which the school has scheduled course contact hours.
- d) *Study period* – a discrete period of study within a course which cannot exceed 24 weeks. Trinity College defines a "study period" for the purposes of monitoring course attendance and progress as a *Semester*.

## Trinity College School Deferment, Suspension and Cancellation Policy

### 1. Student-Initiated Deferment of Commencement of Study

- a. Trinity College 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 supported, where possible, by police or psychologists' reports.)
- b. The final decision for assessing and granting a deferment of commencement of studies lies with the Principal.
- c. Deferment will be recorded on PRISMS within 14 days of being granted.

### 2. Student-Initiated Suspension of Study

- a. Once the student has commenced the course, Trinity College 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 supported, where possible, by police or psychologists' reports).
- b. The final decision for assessing and granting a suspension of studies lies with the Principal.
- c. The period of suspension will not be included in attendance calculations.
- d. Suspensions will be recorded on PRISMS within 14 days of being granted.

### 3. Assessing requests for Deferment or Suspension of Studies

- a. Applications must be made in writing and submitted to the Principal. Requests will be assessed on merit.
- b. All applications for deferment or suspension will be considered by the Principal and the decision will be provided in writing to the student within 5 working days.

### 4. Student-Initiated Cancellation of Enrolment

Any notification of withdrawal from a course, or application for refund, must be made in writing and submitted to the Principal. Please see the Refund Policy for information regarding refunds.

### 5. School-Initiated Exclusion from Class

- a. Trinity College may exclude a student from class on the grounds of misbehaviour by the student. Exclusion will occur as the result of any behaviour identified as resulting in exclusion in the School Rules or Behaviour Management Policy.
- b. Excluded students must abide by the conditions of their exclusion from studies, which will be determined by the Principal. The conditions will take into account the accommodation and welfare arrangements in place for the student.
- c. 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.
- d. Exclusion from class will not be recorded on PRISMS. (This is only required if exclusion exceeds 28 days. Trinity College would not normally impose an exclusion longer than 5 days.)
- e. Periods of exclusion will be recorded as absences from class for the purposes of attendance calculations as per the Course Progress and Attendance Policy.

## **6. School-Initiated Cancellation of Enrolment**

- a. Trinity College will cancel the 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 the School Rules or Behaviour Management Policy.
- b. Trinity College is required to report failure to maintain satisfactory course progress and failure to maintain satisfactory attendance to the Department of Home Affairs, which may impact on a student's visa. School-initiated cancellation of enrolment is subject to the Complaints and Appeals Policy. Please see below.

## **7. Complaints and Appeals**

- a. Student requests for deferment, suspension and cancellation of enrolment are not subject to Trinity College's Complaints and Appeals Policy.
- b. Exclusion from class and school-initiated cancellation of enrolment are subject to Trinity College's Complaints and Appeals Policy.
- c. School initiated suspension, where the suspension is to be recorded in PRISMS, and cancellation, are subject to Trinity College's Complaints and Appeals Policy.
- d. 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 a supervised arrangement outside of classes.
- e. If students access Trinity College's Complaints and Appeals process regarding a school-initiated cancellation of enrolment, the 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.
- f. 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;
- the student is at risk of committing a criminal offence; or
- the student is the subject of investigation relating to criminal matters.

g. The use of extenuating circumstances by Trinity College to suspend or cancel a student's enrolment prior to the completion of any Complaints and Appeals process will be supported by appropriate evidence.

h. The final decision for evaluating extenuating circumstances lies with the Principal.

## 8. Student Advice

a. 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 advised to seek information from Department of Home Affairs via the website:  
<https://immi.homeaffairs.gov.au/visas/cancelling-a-visa>

## 9. Definitions

a. Day – any day including weekends and public holidays in or out of term time.

## Fee Schedule and Policy

The current Tuition and Non-Tuition Fees are detailed in the Schedule of International Fees & Charges which can be found on our website at <https://www.trinity.sa.edu.au/contact/enrolments/international-students>.

Fees are reviewed on an annual basis and increase between 5-10% per annum.

Payment in advance for the first full year's course fees, Overseas Student Health Cover fee for the duration of the course and the Homestay Bond (if applicable) is due upon acceptance of the offer. These fees will not exceed more than 50% of the total fees for the course.

Invoices for subsequent years' fees will be issued in November each year and must be paid two weeks prior to the start of Term 1.

At the beginning of each school year, families will also be invoiced for: one term's Homestay Accommodation charges (if applicable); text books; stationery; and uniform requirements. Subsequent Homestay charges will be invoiced at the beginning of each term.

Failure to pay course fees by the due date could result in cancellation of enrolment.

## Privacy Notice

Trinity College collects and maintains student information for the purpose of assessing the eligibility of international students to enrol in the school.

Trinity College also uses the personal information collected to enable the school to provide successful applicants with a range of associated services, such as guidance in selecting appropriate subjects, enrolment in an English language course, career counselling and assistance with cultural adjustment. The personal information collected from students, parents, guardians, agents and host families may be used by the school or student nominated agents for enrolment and homestay provision purposes.

In accordance with the ESOS Act and the National Code, certain information may also be provided to the Commonwealth and State agencies such as the Department of Home Affairs, the Department of Education, Skills and Employment and the Overseas Student Health Cover provider.  
The school's full Privacy Policy is available on our website <http://www.trinity.sa.edu.au/privacy> .

### Trinity College Refund Policy

**A copy of this policy is provided to the student (or parent(s)/legal guardian if the student is under 18) at a reasonable time prior to a written agreement being signed.**

1. This policy outlines refunds applicable to course fees paid to the school.
2. Any service fees a student (or parent(s)/legal guardian if the student is under 18) pays directly to a third party are not within the scope of this refund policy.
3. The enrolment application fee is non-refundable.
4. Payment of Course Fees and Refunds
  - a) Fees are payable according to the invoice.
  - b) An itemised list of school fees is provided in the school's written agreement *[as per NC Standard 3.1.b*

All fees must be paid in Australian dollars unless requested otherwise. Refunds will be reimbursed in the same currency as fees were received.

  - c) Refunds will be paid to the person who enters into the written agreement unless the school receives written advice from the person who enters the written agreement to pay the refund to someone else.
5. All notifications of withdrawal from a course, or applications for refunds, must be made in writing and submitted to the school Principal.
6. Student default because of visa refusal
  - a) If a student produces evidence of visa refusal and fails to start a course on, or withdraws from the course on or before the agreed starting day, the school will refund, within four weeks of receiving a written claim from the student, the total amount of course fees received by the school before the student's default day
  - b) If a student whose visa has been refused withdraws from the course after it has commenced, the school will retain the amount of tuition fees proportionate to the amount of the course the student has undertaken and will refund any unused tuition fees\* received by the school with respect to the student within the period of four weeks after the day of student default.

*\*Calculation of the refund due in this case is prescribed by a legislative instrument (s.10 of Education Services for Overseas Students (Calculation of Refund) Specification 2014).*

#### 7. Student default

Any amount owing under this section will be paid within 4 weeks of receiving a written claim from the student (or parent(s)/legal guardian if the student is under 18).

(a) Non-tuition fees:

Non-tuition 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.

|  |
|--|
| <p>(b) <u>Non-commencement with no notification of withdrawal:</u><br/>If the student does not provide written notice of withdrawal, and does not start the course on the agreed starting date, up to 50% tuition fees will be retained from tuition fees received by the school.</p> <p>(c) <u>Non-Commencement with notification of withdrawal:</u></p> <ul style="list-style-type: none"> <li>i. If the school receives written notification of withdrawal by the student (or parent(s)/legal guardian if the student is under 18) 4 or more weeks prior to commencement, the school will refund the amount of tuition fees received less an administration fee of AUD\$500.</li> <li>ii. If the school receives written notification of withdrawal by the student (or parent(s)/legal guardian if the student is under 18) less than 4 weeks prior to commencement of the course, the school will refund 30% of the tuition fee.</li> </ul> <p>(d) <u>Refunds after commencement of a course:</u></p> <ul style="list-style-type: none"> <li>i. Where the student (or parent(s)/legal guardian if the student is under 18) notifies the school in writing of withdrawal before completing the relevant study period, no tuition fees will be refunded.</li> <li>ii. If fees for more than one study period have been received in advance, and the school receives 10 weeks' written notification of withdrawal by the student (or parent(s)/legal guardian if the student is under 18), in the first study period, the school will refund the tuition fees for the second study period.</li> </ul> <p>NB: Where less than 10 weeks' notice of withdrawal is received, the school will refund the amount of unused tuition fees less 50%.</p> <p>(e) <u>Refunds in the event of a provider initiated cancellation of enrolment:</u></p> <p>No refund of tuition fees will be made where a student's enrolment is cancelled for any of the following reasons:</p> <ul style="list-style-type: none"> <li>i. Failure to maintain satisfactory course progress (visa condition 8202). Please see Course Progress and Attendance Policy.</li> <li>ii. Failure to maintain satisfactory attendance (visa condition 8202). Please see Course Progress and Attendance Policy.</li> <li>iii. Failure to maintain approved welfare and accommodation arrangements (visa condition 8532). Please see Welfare and Accommodation Policy.</li> <li>iv. Failure to pay course fees.</li> <li>v. Any behaviour identified as resulting in enrolment cancellation in the school's Behaviour Policy/Code of Conduct. Please see International Student Handbook/Student Planner.</li> </ul> |
| <p>7. Provider default</p> <p>Any default by the school must be compliant with the current provisions of the ESOS Act 2000 and the ESOS regulations 2001 (as amended).</p> <ul style="list-style-type: none"> <li>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 refuses placement in an alternative course arranged by the school, a full refund of any unused tuition fees* received by the school with respect to the student will be made within 14 days of the agreed course starting day.</li> <li>b) If for any reason the school is unable to continue offering a course after the student commences a course, and the student for some reason cannot be placed or refuses placement in an alternative course arranged by the school, a full refund of any unused tuition fees* received by the school with respect to the student will be made within 14 days of the school's default day.</li> <li>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 assistance from the</li> </ul>   |

Australian government's Tuition Protection Service. For information on the TPS, please see: <https://tps.gov.au/StaticContent/Get/StudentInformation>.

*\*Calculation of the refund due in this case is prescribed by a legislative instrument (s.7 of Education Services for Overseas Students (Calculation of Refund) Specification 2014).*  
<http://www.comlaw.gov.au/Details/F2014L00907>.

8. 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.

#### Definitions

- a. **Non-tuition fees** – fees not directly related to provision of the student's course, including Health Insurance, Homestay Bond, Uniform, Text Books & Stationery.
- b. **Tuition fees** – fees directly related to the provision of the student's course, including tuition fee, subject costs, administration.
- c. **Course fees** – the sum of tuition fees and non-tuition fees received by the school in respect of the student in order for the student to undertake the course.
- d. **Study period** - equals one Semester.

**If the student changes visa status (e.g. becomes a temporary or permanent resident) he/she will continue to pay full overseas student's fees for the duration of that Study Period.**

### Trinity College Student Transfer Request Policy

1. Overseas students are restricted from transferring from their principal course of study for a period of six months. This restriction also applies to any course(s) packaged with their principal course of study. Exceptions to this restriction are:
  - a) If the student's course or school becomes unregistered
  - b) The school has a government sanction imposed on its registration
  - c) A government sponsor (if applicable) considers a transfer to be in the student's best interests
  - d) If the student is granted a Letter of Release.
2. Students can apply for a Letter of Release at no charge to enable them to transfer to another education provider. However, if a student has not completed the first six months of the principal course of study or is under 18 years of age, conditions apply.
3. Trinity College will only provide a letter of release to students before completing the first six months of their principal course in the following circumstances:
  - a) The student has changed welfare and accommodation arrangements and is no longer within a reasonable travelling time of the school
  - b) It has been agreed by the school the student would be better placed in a course that is not available at Trinity College.
  - c) Any other reason stated in the policies of Trinity College.
4. Students under 18 years of age MUST also have:
  - a) Written evidence that the student's parent(s)/legal guardian supports the transfer
  - b) 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 / legal guardian or a suitable nominated relative
  - c) Evidence that the student is always in Department of Home Affairs approved welfare and accommodation arrangements.

See also [Transfer between registered providers Explanatory Guide for Standard 7, in particular: Transfer policy – what is reasonable and Reasons for refusing a letter of release.](#)

5. Trinity College will NOT provide a letter of release to students before completing the first six months of their principal course in the following circumstances:
  - a) The student's progress is likely to be academically disadvantaged
  - b) Trinity College is concerned that the student's application to transfer is a consequence of the adverse influence of another party
  - c) The student has not had sufficient time to settle into a new environment in order to make an informed decision about transfer
  - d) The student has not accessed school support services which may assist with making adjustments to a new environment, including academic and personal counselling services
  - e) School fees have not been paid for the current study period.
6. In order to apply for a letter of release, all students must first have a letter of offer from the receiving provider.
7. Applications to transfer to another registered provider may have visa implications. The student is advised to contact the Department of Home Affairs office as soon as possible to discuss any implications. The address of the nearest Office is: Level 4, 70 Franklin Street, Adelaide.  
  
Other contact details for Department of Home Affairs are: Tel: 131 881 or complete an enquiry form at <https://immi.homeaffairs.gov.au/what-we-do/education-program/what-we-do/simplified-student-visa-framework>
8. If a letter of release is provided by this School it will give information about whether the student has demonstrated a commitment to studies during the course, had a good attendance record for the course, and paid all fees for the course.
9. All applications for transfer will be considered within 5 working days and the applicant notified of the decision.
10. Students whose request for transfer has been refused will be notified in writing of the reasons for refusal and may appeal the decision in accordance with Trinity College's complaints and appeals policy. The complaints and appeals policy is available in the International Student Handbook and on the website.