

INTERNATIONAL PROSPECTUS



COOLUM BEACH CHRISTIAN COLLEGE

Coolum Beach Christian College Ltd t/a Coolum Beach Christian College
CRICOS Provider No: 02954M

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Principal's Address

Dear Prospective Parents and Students,

We welcome your enquiry about Coolum Beach Christian College. The choice of a school has a major influence on a family and on the life of the child. The purpose of this document is to give you some information on Coolum Beach Christian College, its values and beliefs and the personnel involved in this organization.

We have endeavored to build a school that reflects sound Christian principles within a progressive and proficient educational environment. We have ensured that all staff selected are of the highest caliber and that facilities and resources are designed or purchased to make certain of the highest learning outcomes.

Coolum Beach Christian College is interested in your child as an individual, and our aim is to develop your child in all areas: socially, emotionally, physically, spiritually and intellectually. We are a school that has a strong moral emphasis, and we develop in the individual the ability to make sound moral decisions, become effective members of society and agents for change in the lives of those around them.

In the physical design of our school we are consistently aiming at minimizing any impact on the natural environment, whilst making the most of the special features of that environment. For example, buildings have been designed to make the most of natural ventilation and lighting and, in most cases, without interference to the existing land contours. The abundant Queensland sun is to be harvested through solar panels that will feed into the main electricity grid. Environmentally friendly recycling is emphasized wherever possible. These are important illustrations to your children of how to take care of God's creation.

I would like to invite your family to come and visit the College to see for yourselves the facilities we are developing and discuss the educational opportunities available. Should you be interested in discussing enrolment, I would ask you to contact me at your earliest convenience.

Yours faithfully,



Mr Terry Hornby
Principal



CBCC offers ...

- ❖ Strong academic emphasis
- ❖ Fully air-conditioned classrooms
- ❖ Committed, caring Christian Teachers
- ❖ Small class sizes
- ❖ Low fee structure
- ❖ New, quality facilities and resources
- ❖ Classes from Prep to Year 12
- ❖ Integrated curriculum and real-life education
- ❖ Experiential learning through an age-appropriate camping program
- ❖ Family and community atmosphere
- ❖ Safe and Secure environment

Our College

Coolum Beach Christian College is situated at Coolum Beach on Queensland's beautiful Sunshine Coast. Five minutes out of central Coolum, we are blessed with a quiet rural environment in the midst of cane fields and bushland. Access to the many facets of the Sunshine Coast, from beaches and rocky headlands to rainforest areas and a magnificent hinterland, is facilitated by Coolum's central location.

A modern curriculum laced with strong Christian values and an emphasis on the development of the individual allows excellent opportunities for children to succeed in a safe and nurturing environment. Architecturally designed, air conditioned with an emphasis on environmental sustainability.

Our large rooms are easily able to accommodate all of the learning experiences you would expect in a modern educational facility.

Vision Statement

We believe, together we can build a better world.

We see a world...

Where families of all shapes and sizes are coming together in community; a world where children experience family and Christian values; a world where families see life as an adventure that integrates educational, social, spiritual and cultural contexts. We see a world where kids learn they are valued, but also learn to value others; a world where the wonder of God's creation comes to life as we journey together and children are engaged, challenged and supported.

We see a College...

That celebrates the uniqueness of every child, but even more, the richness of strong friendships and collaboration; a College that inspires children, and their families, to dream and then supports them to achieve their dreams; a College where every child can learn and love doing it. We see a College that journeys in life together and shares their trials and triumphs; a College that loves God and the blessings He has invested into each of us through our diverse personalities and talents.

We see a future...

That is built on strong leaders in all capacities...who are maturing in our College right now; a future where people feel they belong and can actively make a difference in their community whether local or global; a future that our children are passionate about, hope for and anticipate with enthusiasm. We see a future where we are loving life and learning together; a future where the journey has been just as exciting as the destination.

WE ARE COOLUM BEACH CHRISTIAN COLLEGE



Statement of Faith

1. The Bible is the inspired and only infallible and authoritative written Word of God.
2. There is one God, eternally existent in three persons, God the Father, God the Son, God the Holy Spirit.
3. In the deity of our Lord Jesus Christ, in His virgin birth, in His sinless life, in His miracles, in His vicarious and atoning death, in His bodily resurrection, in His ascension to the right hand of the Father, in his personal future return to this earth in power and glory to rule a thousand years. In the blessed hope – the rapture of the Church at Christ's Coming, in the resurrection of both the saved and the lost, one to everlasting life and the other to everlasting damnation.
4. The only means of being cleansed from sins is by grace through repentance and faith in the precious blood of Jesus Christ.
5. Regeneration by the Holy Spirit is absolutely essential for personal salvation.
6. In the sanctifying power of the Holy Spirit by whose indwelling the Christian is enabled to live a holy life.
7. The baptism in the Holy Spirit according to Acts 2:4 is given to believers who ask.
8. In the present day reality of the supernatural operation of the gifts of the Spirit.
9. The redemptive work of Christ on the cross provides healing of the human body in answer to believing prayer.
10. In the observance of the ordinances of Christian baptism by full immersion for believers and Lord's Supper.

Aims, School Management and Community Involvement

To provide relevant and appropriate learning activities for all students.

To provide a wholesome and caring environment in which all people are valued and supported.

To ensure that individual differences are catered for in a non-discriminatory and supportive manner.

To provide a range of learning activities aimed at developing the whole child.

To develop an appreciation of ways in which people can live in harmony



with God, each other and the natural environment.

To equip students with the skills to progress naturally into life in the wider community.

To allow students a school experience that is a solid, positive start to their lives.

Curriculum

At Coolum Beach Christian College, we believe that education should be exciting, satisfying and lifelong. We want our students to become critical and compassionate thinkers, able to communicate well, and make informed decisions. We want them to be able to defend their values, and understandings to others while becoming responsible citizens, able to adapt to change. At CBCC we endorse the Melbourne Declaration on Educational Goals for Young Australians; our curriculum is designed to develop **successful** learners, confident and creative individuals and active and informed citizens. We are a Christian School and as such, a Christian perspective directs our curriculum and filters into the learning opportunities we present. We believe that strong character development is an important aspect of learning as the development of the mind. Our Christian values equip the students to build social and emotional intelligence that will equip them for life.

Our curriculum aligns with the new National Australian Curriculum framework and focuses on the total growth of the student, intellectual, physical, social and spiritual. All students are provided with comprehensive and balanced learning programs that introduce them to the major areas of human knowledge and on which future learning and adult life can be built.

Our curriculum emphasizes the interrelatedness and integration of concepts and we use it in an inquiry based learning format in our units of study that invite students to be part of the learning process. Inquiry based learning strategies develop deep knowledge that will enable students to create new ideas and translate them into practical applications. At our College students will be involved in searching for minibeads, digging up historical relics, creating a museum display, researching information for the local solar farm, or investigating a crime scene, all in a day's work.

Within our curriculum there is strong emphasis on literacy and numeracy with explicit scaffolding of skills. These skills will provide students with a foundation to develop a range of generic skills there will have an application to lifelong learning.

Our focus as a school is that students will be motivated by dynamic learning opportunities and develop as engaged focused learners. Our goal is that curriculum will open journeys of opportunities for our students, realising their ability and attaining the highest possible curriculum outcomes.

At Coolum Beach Christian College we have a passion to prepare students to think well and live deliberately.

Teachers at Coolum Beach Christian College are committed to ensuring the provision of the highest quality educational program. Care is taken to ensure that students have the appropriate balance of all Key Learning Areas.

To ensure optimum development, specialist teachers in a number of subjects have been employed, and run classes for all students. Much effort has been spent on developing both the literacy and numeracy programs throughout the Primary school.

In Primary school, swimming lessons are held in Terms 1 and 4, and a school-wide Perceptual

Motor Program is run throughout the year. A range of other sports activities are run in the other terms. These include, Athletics, Swimming & Cross-Country Carnivals. Some of the Specialist subjects we offer, include Drama, Art, French, Home Economics, Hospitality, Aquatic Practices and Industrial Technology.

Course Breakdown

Junior Secondary Studies (Years 7-10) - CRICOS Course Code: 099649G

Primary School Studies (Years P-6) – CRICOS Course Code: 099688M

Senior Secondary Studies (Years 11-12) – CRICOS Course Code: 099650C

Course Name ▼	Level	Duration (Wks)
Junior Secondary Studies (Years 7-10)	Junior Secondary Studies	208
Primary School Studies (Years P-6)	Primary School Studies	364
Senior Secondary Studies (Years 11-12)	Senior Secondary Certificate of Education	104

Fees and Government Funding

All accredited Independent schools receive both State and Federal funding. Whilst this provides some level of support, it is necessary that a fee is charged to maintain the high standard of educational program and to develop the facilities.

Fees are kept to a minimum, and school expenditure is carefully monitored to ensure wise stewardship. Discounts are made available to families who have two or more students enrolled.



Building and infrastructure grants have been spent on our large classrooms, roadwork and landscaping. We have an active bursary program for parents who have troubles meeting fee commitments – please make sure you talk to us if this is a concern. We are an independent school providing a Christian education for those families desiring of such for their children.

Educational Accountability

Since the start of 2003 all independent schools in Queensland have had to be accredited by the Non-State Schools Accreditation Board if they are to operate as a school.

This process ensures that schools provide an appropriate level of educational service. Coolum Beach Christian College is fully accredited to deliver Preschool, Primary and Secondary education.

As a member of the Associated Christian Schools, our school is committed to providing excellence in education. Every five years, on behalf of the Minister of Education, all facets of the operation of the College are reviewed by a committee consisting of Principals from a number of Christian schools, and representatives of the Office of Non-State Schooling.

Written Entry Requirements

1. Coolum Beach Christian College will consider enrolment applications from students wishing to apply for a Student Visa, subject to compliance with minimum requirements and conditions set by the School, and with legislative requirements of the State of Queensland and the Commonwealth of Australia, including any requirements to undertake extra tuition to learn English to meet the English language proficiency standard needed to enter mainstream classes.
2. Applications for enrolment must be made on the International Student Application Form. This must be correctly completed, and must be accompanied by the following documents to support the application:
 - a) Copies of Student Report Cards from the previous 2 years of study, including a copy of the latest Student Report;
 - b) A completed Reference Form from the student's current or most recent school Principal is also required if student Report Cards do not record student behaviour or commitment to studies;
 - c) A completed Subject Choices Form if appropriate;
 - d) Appropriate proof of identity and age;
 - e) Written evidence of proficiency in English as a second language
 - f) Photocopy or scanned copy of passport page with name, photo identification, passport number and expiry date
 - g) Letter of Offer from another registered provider if applicable
Other documents may also be required, e.g.,
 - h) Completed Homestay Application Form
 - i) Enrolment Application Fee
 - j) Application to the Queensland Assessment and Curriculum Authority (QCAA) for relaxation of completed Core requirements if applicable.
3. Where the above documents are not in English, certified translations in English are required, with necessary costs to be met by the applicant.
4. An application for enrolment can only be processed when all of the above are in the hands of the Admissions Officer.
5. Applications from overseas students are processed according to established policy and procedures and are dealt with on their merits. **Failure to disclose details required as part of the application process may later result in cancellation of enrolment.**
6. Assessment procedures include an evaluation of reports from previous schools and of English language proficiency. In cases where report cards are not available or are inconclusive for any reason, the school may require relevant testing of the applicant to assess the application.
7. Onshore applications for Years 11-12, where the student is transferring from another CRICOS registered provider, will only be considered where the transfer, if accepted,

allows the student to achieve a successful study outcome at the end of the enrolment.

8. Offshore applications for enrolment in Years 11-12 will not be considered after the Yr 11 course has commenced/ unless the student can complete course assessment before the end of the first semester of Year 11.

Coolum Beach Christian College requires evidence that the applicant's academic ability and English proficiency is sufficient to successfully meet the entry and curriculum demands of the intended course. Students undertaking a package of courses will have their academic and English language capabilities re-assessed prior to the commencement of each course in their enrolment package. This is a requirement under the 2018 National Code of Practice, Part B Standard 2.

Minimum academic and English language requirements are as follows:

Academic Requirements

1. Students must provide evidence of satisfactory academic performance appropriate to entry to the Year level requested on the Application for Enrolment or offered as an alternative point of entry by the school in a Letter of Offer.
 - a) For Primary School:
 - i) Evidence of application to schoolwork and age-appropriate achievement in literacy and numeracy areas of the curriculum
 - b) For Year 7 – 12 students:
 - i) A pass level or "C" Year Level or better for the majority of core subjects

English Language Proficiency Requirements

1. Applicants are assessed individually based on the contents of their report cards and personal references and may also be required to undertake a language proficiency test set by the school.
2. If supplied, Coolum Beach Christian College will assess evidence of English language proficiency presented by a student at the time of application but reserves the right to confirm the student's English language proficiency through additional tests.
3. If not presenting appropriate evidence of English language proficiency at the time of application, Coolum Beach Christian College will assess the student's application for entry based on satisfactory test results as follows:

YEAR LEVEL	IELT S	TOEFL Paper Based	TOEFL Computer Based	TOEIC	ISLP R	NILL IA
YR 6	3	300+		125+	1	2(+)
YR 7	3.5	350+		250+	1+	3(-)
YR 8	3.5	350+		250+	1+	3(-)
YR 9	3.5	350+		250+	1+	3(-)
YR 10 Sem 1, 2	5	500+	190	560-	2,2+	5
YR 11 Sem 1, 2	5.5	525+	197	625+	2+, 3	5
YR 12	5.5 - 6	525 - 550	213	690+	3	6

4. Students should note that if their language proficiency is below that outlined above, they may be required to undertake an intensive English language (ELICOS) course before beginning mainstream studies.
5. Those students who have undertaken an intensive English language course before beginning mainstream studies, will have their English language proficiency reassessed at the conclusion of the language course to ensure the student's level of proficiency is sufficient to allow them to commence their mainstream course.
6. Note that where a student cannot, or will not, meet the English language or academic requirements for entry into their first mainstream course, or a subsequent course undertaken as part of an enrolment package, Coolum Beach Christian College may choose to apply the Conditions of Enrolment outlined the student's written agreement and the provisions of this Entry Requirements Policy – the outcome of which may result in the withdrawal of offer for enrolment on the grounds that entry requirements have not been met.

Alternatively, Coolum Beach Christian College may (at its discretion, and if appropriate) choose to offer:

- New mainstream enrolments - entry into a mainstream course at a lower year level.
- Continuing mainstream enrolments - opportunity to repeat a year level as part of an academic intervention plan implemented by the school. Refer to the Student progress, attendance and course duration policy.

Changes in Family Circumstances

The school acknowledges that from time to time (whether prior to signing the Enrolment Application or after) parents of the child may separate or divorce. Whilst the school endeavors to be sensitive to the wishes and needs of the parents and the child, the parents:

(a) agree to provide the school with copies of any court orders, including Family Court orders, which deals with parental responsibility for the child or otherwise limits the contact or communication one or more parents or other persons has with the child (eg. domestic violence order);

(b) acknowledge and agree that despite the school being provided with copies of any such orders the school does not assume any responsibility for the parents complying with those orders or any other obligations that parents have at law including under the Family Law Act 1975 (Cth);

(c) acknowledge and agree that they are responsible for all parental responsibility in relation to the child as prescribed by law, including under the Family Law Act 1975 (Cth), or by any order of a court;

(c) agree to inform the school if they separate and to keep the school informed of any changes to the address or addresses of the parents and the child save that the parents must nominate an address in which the child ordinarily lives during school term (as this is the address that the school will correspond with the parents).

International Student Code of Conduct

At Coolum Beach Christian College, we endeavour to teach the children to C.A.R.E. by upholding the following attributes:

- ❖ Christlikeness (character, integrity, empathy, etc)
- ❖ Attitude
- ❖ Respect & Responsibility (to self, to family, to country, to God)
- ❖ Excellence

This is summed up in four broad school rules:

- Be prepared and on time
- Follow directions
- Speak at the right time and in the right way
- Respect other people and their property.

Behaviour which is strictly not permitted:

- Verbal abuse including profane or offensive language or actions, physical or sexual assault or harassment, intimidation, bullying, extortion or other dangerous behaviour
- Misconduct including fraud, theft, and/or engaging in any action that causes imminent and serious risk to the health and safety of a person, property, or the reputation of CBCC. If damage of property occurs, restoration, repair or replacement will be required at the Principal's discretion
- Possession or use of weapons
- Use or distribution of alcohol or unlawful drugs while on College property, including being

under the influence of the same while on the property.

When there are disagreements between students or students cause disruption, staff engage in a process of questioning students to encourage them to manage their own attitudes and behaviors and restore each other in such a way that values everyone involved. The College's approach is essentially firm and friendly. Acts of physical violence would be not be tolerated and the student would be removed from the classroom, but other issues are generally worked through by structured discussion.

There are several key elements to our pastoral care system ...

- ❖ Rewarding positive behaviour and attitudes
- ❖ Having clear expectations both in class and in the playground
- ❖ Students are made aware of or agree on appropriate consequences
- ❖ Students who willing disrupt the learning of others follow the strike system detailed below

Strike 1: Student is given the first official warning for inappropriate behaviour or asked what they should be doing. (Students should be clearly notified at this point that the process has commenced and why.)

Strike 2: Student is given the second official warning for inappropriate behaviour AND is asked to move to separate from other they may be disrupting (preferably placed so that the offending student can have no visual or other contact with their peers) where they continue doing class work.

Strike 3: Student is given their third and final warning for inappropriate behaviour AND is sent immediately to an assigned buddy class with a note from the issuing teacher and any necessary work books pencils etc.

On arrival at their buddy class the offending student is directed to an appropriate seat and notified to fill out the reflection sheet quietly and notify the teacher when finished so that they are ready to discuss their behaviour. The buddy class teacher would then check the reflection sheet and talk to the offending student about their behaviour.

If the teacher considers the reflection sheet (and the student's attitude) to be acceptable they would sign it and direct the student to quietly complete work set by their class teacher until the next break (morning tea, lunch or home). At this time (if the offending student's behaviour is still considered to be acceptable) they would be sent back to their home class with instructions to deliver their reflection sheet to their class teacher (and most likely further discussion about re-entry to the class).

Uniform Introduction

An attractive and functional uniform has been developed with parental consultation. All students are required to conform to the uniform regulation at school and whilst travelling to and from the campus. Being a Sun Smart school we have made sure that children are well-protected with broad-brimmed hats, shirts with collars and adequate length sleeves. There are distinct uniforms for Prep, Primary, Middle School and Senior School.



Prep



Primary



Secondary



Sports

Sun Smart Statement

Queensland has the highest rate of skin cancer in the world. Of all new cancers diagnosed in Australia each year, 80% are skin cancers. Research indicates that childhood sun exposure is an important contributing factor to the development of skin cancer in later life. Given that students are at school during peak ultraviolet radiation (UVR) times throughout the day, schools play a major role in both minimising student's UVR exposure and providing an environment where policies and procedures can positively influence student behaviour.

Skin damage, including skin cancer, is the result of cumulative exposure to the sun. Research shows that severe sunburn contributes to skin cancer and other forms of skin damage such as sunspots, blemishes and premature ageing. Most skin damage and skin cancer is therefore preventable.

Ultraviolet radiation (UVR) levels are highest during the hours that children are at school. As children will spend a portion of their day outdoors, we are committed to protecting them from harmful effects of the sun.

With this in mind Coolum Beach Christian College realises the need to protect children's skin and educate them about SunSmart behaviour, thus reducing the risk of skin damage from exposure to the sun.

Our Commitment:

- inform parents of the SunSmart policy when they enrol their child
- include details of the SunSmart policy statement in the school prospectus
- increase the amount of shade in the school grounds, where possible, by building shelter and planting trees
- teach skin cancer prevention within the school curriculum
- encourage all teachers and staff to act as positive role models for children in all aspects of SunSmart behaviour
- seek ongoing support from parents and the school community for the SunSmart policy and its implementation, through newsletters, parent meetings etc
- ensure that all students and staff wear hats that protect the face, neck and ears, and SPF 30+ broad spectrum, water-resistant sunscreen, when involved in outdoor activities

- students without adequate sun protection are to use shaded or covered areas at recess and lunch times. No hat – No play
- play session of 40 minutes morning tea and 40 minutes lunch have been scheduled with SunSmart in mind.
- ensure that adequate shade is provided at sporting carnivals and other outdoor events
- ensure that SPF 30+ broad spectrum, water resistant sunscreen is included in the school sports kit
- review the SunSmart policy annually
- ensure that SPF 30+ broad spectrum, water resistant sunscreen is available in each classroom area for student application throughout the day.

Our Expectations:

- provide a SunSmart school uniform (broad rimmed hat 8cm)
- ensure that their child applies SPF 30+ broad spectrum, water resistant sunscreen 20 minutes before leaving for school.
- wear school uniform top collared and sleeved.
- act as positive role models by practicing SunSmart behaviour.
- support the school's SunSmart policy and help to design and regularly update the policy.

Students will:

- be aware of the school's SunSmart policy
- take responsibility for their own health and safety by being SunSmart
- comply with SunSmart rules and guidelines by wearing suitable hats, clothing and sunscreen
- use shaded or covered areas when outdoors
- act as positive role models for other students in all aspects of SunSmart behaviour
- participate in SunSmart education programs

Primary School

The main purpose of Primary schooling is to ensure that all students learn and gain a permanent love of learning. At Coolum Beach Christian College our Primary years program directly caters to each unique stage of child development. All children are introduced to the major areas of human knowledge and our inquiry-based learning format ensures that students are highly engaged and develop high order thinking and problem solving skills. During the primary year's children begin to develop a sense of self; they establish independent relationships and social friendships.

At our College we believe that character development is as important an aspect of learning and success as ability and acquired skill and we support the character development of our students through our strong pastoral programs. Our teachers have a deep commitment to the spiritual and psychological development of our students. Chapel services, devotions, social skill lessons and workshops are a regular part of our students' lives. At CBCC we understand that the teachers of primary school children constitute a distinctive feature of primary schooling. We employ teachers who have a rich set of skills and capacities and a deep understanding of how children learn during the primary years. As we nurture and support students at this Primary stage, we believe they will learn to understand themselves and learn to care for and support others.

In our Primary school students will experience opportunities to participate in the areas of art, sport, music, and other cultural pursuits through planned activities and events. These activities may be part of their core learning units or a separate scheduled program. A competitive interschool sports program is available for our upper school students. Throughout the year there are opportunity to showcase their talents and skills both at school and through external events.

Primary schooling has a critical role to play in the lives of children. At CBCC our Primary school is defined by high expectations, joy in learning and rich experiences.

Middle School

The Middle years are a significant time for growth and development for students as they make the change from childhood to adolescence. It has been established that early adolescence mirrors early childhood in its complexity and importance to educational success. At Coolum Beach Christian College our Middle year's environment is characterised

by a tailored approach to teaching and learning that specifically considers the needs of Middle school students. Focusing on student engagement, our Middle school is designed to assist students continue learning well and involves a unique and appropriate combination of curriculum, pedagogy, and environment.

Through activities a new world of cultural and sporting pursuits opens up to the student as they learn skills in The Arts, Drama and Music. Sporting activities also abound with the College holding annual Swimming and Athletics carnivals. Each of these offer opportunities for students to progress to district, zone and regional levels should they qualify.

A core teacher is able to provide the security and mentoring that students at this age require. CBCC Middle school presents students with more continuity with a teacher while still exposing them to a variety of different teaching styles and personalities.

Senior School

Senior school is an important stage in every student's life as they embark on the final phase of school through Years 11 and 12. They will encounter a range of new learning, work and life experiences that will continue to shape their future.

At Coolum Beach Christian College we value critical thinking and want our students to reach beyond the comfortable, with courage and confidence to pursue their dreams. We are committed to providing support and guidance to students as they make decisions for their future while continuing to grow into strong, resilient and compassionate members of our society.

Our dedicated staff at CBCC assist our Senior students to match their individual skills, interests, motivations and strengths with the job market, as well as to set their personal career goals. Subjects are selected with support from our staff to attain the students' future goals. Innovative



educational structures to assist student achievement have been introduced to our senior curriculum. Each student is taken through an online careers program and develop a professional career portfolio.

We deliver flexible choices of study options that provide opportunities to study university level subjects, work placement opportunities and School Based Apprenticeships and Traineeships. Students at CBCC learn how to think for themselves and love learning and not just memorise, therefore they can approach any challenge with assuredness and maturity.

All Senior students at Coolum Beach Christian College are registered with the Queensland Curriculum & Assessment Authority (QCAA) to monitor their completion of the Queensland Certificate of Education (QCE). This opens an online learning account with the QCAA, which allows students to bank credits towards the QCE throughout the Senior Phase of Learning.

The QCE is Queensland's Senior Secondary schooling qualification. It is internationally recognised and provides evidence of Senior Schooling achievements. The QCE lets you choose from a wide range of subjects and courses to suit your interests, further study and career goals.

To receive a QCE, you must achieve the set amount of learning, at the set standard, in a set pattern, while meeting literacy and numeracy requirements.

- **Set amount:** 20 credits from contributing courses of study, including:
 - QCAA-developed subjects or courses
 - vocational education and training (VET) qualifications
 - non-Queensland studies
 - recognised studies.
- **Set standard:** satisfactory completion, grade of C or better, competency or qualification completion, pass or equivalent.
- **Set pattern:** 12 credits from completed Core courses of study and 8 credits from any combination of:
 - Core
 - Preparatory (maximum 4 credits)
 - Complementary (maximum 8 credits).
- **Literacy and numeracy:** you must meet literacy and numeracy requirements through one of the available learning options. Most students will study and pass senior English and mathematics subjects and meet the requirements that way. For other students, there are other learning options available.

Students are encouraged to excel in their studies as they work towards their QCE and may choose from a wide variety of subjects which include: English, Essential English, General Mathematics, Mathematical Methods, Essential Mathematics, Biology, Chemistry, Physics, Business, Modern History, Health and Physical Education, Drama, Visual Art, Christian Life Studies, Hospitality Practices, Information & Communication Technologies, Social and Community Studies, Aquatic Practices and a language other than English.

Each year level has a core teacher who supports the spiritual, pastoral and cultural lives of our students. Student and teacher relationships are fostered through this unique aspect of our College. Each student has daily contact with their core teacher at the beginning of each day during discussion and devotional time.

Our seniors are encouraged and expected to become active participants in their own

educational journey. The changing cultural, social and economic world in which students live requires them to develop a sense of their own self-worth and build values on which to draw from in their decision making to achieve a satisfying and rewarding future.

The requirements for a QCE are different to those for tertiary entrance. Eligible Year 12 students in Queensland will receive an Australian Tertiary Admission Rank (ATAR).

Across Australia the ATAR is a standard measure of a student's overall academic achievement in relation that of other students. It is intended to assist tertiary institutions to select applicants into their courses.

- The ATAR is a percentile rank, not a mark. This rank indicates a student's position relative to other students in their age group in any given year.
- It's expressed as a number on a 2000-point scale from 99.95 down to 0.00 in steps of 0.05. An ATAR of 80.00 does not mean a student got 80%. It indicates that the student placed in the top 20% of students in Queensland in their Year 12 age group.

To get an ATAR, students must:

- Satisfactorily complete an English subject
- Complete five General Subjects, or four general subjects plus one Applied Subject or VET course at AQF Certificate III or above
- Accumulate subject results within a five-year period.

Parent Resources from the QCAA:

[A comparison of the current and new QCE systems](#)

[The new QCE system: Popular Q&A's](#)

[12 Slide Presentation on the new QCE system](#)

Some of the benefits of completing senior education at CBCC include:

- Individual student education plans,
- Very small class sizes for greater teacher attention,
- Dedicated teachers who are passionate about what they teach,
- Christian teachers who believe in encouraging students to develop values such as good character, integrity, respect, self-discipline, honesty and passion for life,
- Comprehensive and detailed school reports that identify the strengths and weaknesses of each student,
- A family environment that welcomes parent and community involvement and support,
- Continuous education from Preschool to Year 12.



Prep School

At Coolum Beach Christian College, Prep Year facilitates the essential experiences necessary to welcome and settle students into our school community. A full time Teacher's Aide and a capped classroom size ensure that children receive the support and guidance that they need at this crucial stage of their development.

Prep is a place of new and exciting discoveries as the foundations for learning are established. In a caring atmosphere, our dedicated staff prepare students for school life by providing them with a range of diverse and essential learning experiences. These learning experiences focus on basic literacy, numeracy, social and physical skills, and encourage our students to be active thinkers using their senses to make enquiries and become problem solvers. The process of school routines are introduced and positive approaches to guidance are provided as the teaching staff work in partnership with the student's families to assist in their growth and development.

At Coolum Beach Christian College we are very proud of our Prep facility. Experts in Early Childhood education helped develop this facility and this is reflected in the high quality environment that has been established. The buildings maintain a consistent quality of design and child friendliness as in the other buildings at the school. The spacious air-conditioned classrooms have been constructed with low toxicity and low allergenic materials and feature a unique cooling system and maximised natural lighting and ventilation. The outside play space has been designed to enhance all areas of physical development. It features a rolling slope for vestibular stimulation [inner organ balance], a sensory trail, a climbing frame, wet play area which includes a spray fountain, mud pit and a dry sand pit.

At CBCC we are aware that "children who participate in quality early education are more likely to make successful transitions to other stages of learning." It is research we take seriously and



are committed to making our Prep year an exciting and successful experience for all our students.

Learning Enrichment

The vision for all students at Coolum Beach Christian College is for students to feel valued and supported in a learning environment which both challenges and inspires them to be their best, pursue individual excellence and develop a passion for life-long learning.

Our Learning Enrichment unit's aim is to provide for this vision within our school community by providing resources for students to cater for needs whether it be with learning support or our newly developing Advanced Learning Program.

To learn effectively, a child needs to experience success in school and feel confident about

their learning experiences.

Our learning support program seeks to identify students who may be experiencing difficulty with aspects of key learning areas and provide appropriate support, instruction, and guidance.

To enable this process to happen our College has set up a school data bank. All students have been tested using a standardised English and Mathematics test. These tests have been analysed and, in conjunction with teacher and parent consultation, students have been identified who may need additional assistance. The school data bank will not only enable us to identify needs within the school community but also will help us monitor students' progress across their school years.

The learning support program is coordinated by Mrs Glenda Hornby and the support for the students has been provided by dedicated Teacher Aides.

Advanced Learning Program

The College has an advanced learning program is based on the premise that students need to extend their individual potential and abilities through appropriate provisions.

- The College believes that all students have gifts and talents and that the nature of these may be spiritual, social, academic, physical or creative.
- The College will identify nurture and support those students who demonstrate that they are highly able, gifted or have a special talent or potential.
- The College understands that there are varying degrees of giftedness and will seek to provide a range of programs that cater for needs appropriately.

Within our school environment **three** levels of advanced learning provisions are being developed.

Level One

School wide thinking framework and curriculum:

The first level of provision ensures that there are opportunities to enrich and extend students through classroom activities and experiences by implementing thinking strategies and higher order thinking processes. The teaching staff have been involved in professional development workshops with renown thinking specialist Tony Ryan and learning experiences from his sessions are being translated into classroom curriculum and action. Another exciting development this year has been the work the teaching staff have been doing with curriculum renewal. To align with the National curriculum movement at Coolum Beach Christian College core documents and units of work are being prepared that combine the requirements of the national curriculum framework, with our own innovative rich inquiry-based curriculum.

Level Two

To encourage high achievement and pursuing of potential within the classroom environment teachers differentiate curriculum and continually assess student's knowledge and skills to provide learning opportunities that are appropriate for their development. At this level opportunities may also exist through ability grouping and individual tutoring programs.



Level Three

The third level of provision caters specifically for exceptionally able students. Students will participate in specially designed programs that extend learning beyond the regular classroom. At this level provision can also be through learning centres, support time, ability grouping or, specially prepared games.

The Advanced Learning Program also provides a Think Tank Space. The Think Tank Space is a learning space that nurtures advanced learning. Withdrawal sessions occur in this learning space involving literacy and numeracy-based inquiry, science investigations, and general knowledge explorations and activities.



Bus Travel

BUS FEE SCHEDULE

Full Time (per term) – (Students who use the bus every day of the term)

	Inner Coolum	Outer Coolum	Other Region
1 Student	\$312	\$396	\$420
2 Students	\$530	\$673	\$714
3 or more students	\$640	\$812	\$861

Part Time (per trip) – (Students who use the bus on designated days)

	Inner Coolum (per trip)	Outer Coolum (per trip)	Other Region (per trip)
1 Student	\$4.95	\$6.20	\$6.60
2 Students	\$8.40	\$10.55	\$11.25
3 or more students	\$10.15	\$12.70	\$13.55

Casual Bus Users: - (Non permanent bookings)

10 Trips \$75

5 Trips \$40

Student Insurance

Student Accident Protection Plan

The school is insured through ACS Insurance Services Australia to provide Student Accident Protection for every student in the school.

The protection plan provides generous accident benefits at an affordable price and students are covered 24 hours per day. Details of the Accident Protection Plan can be obtained from the office. The school considers student accident protection to be an important part of its care of students

School Fees

1. The College will determine the fees annually before the commencement of the relevant school year. Parents are to determine that as parents/guardians they have the resources to pay for the student's College Fees and Payments and undertake to meet all fees and charges by the stated due date.

2. **How are school fees determined?**

School fees are determined annually based on the analysis of costs to deliver the College Curriculum to each student in each section. Fees are determined by the College Board at the annual budget review.

3. **Fees do not include**

- Enrolment Application Fee
- Accommodation
- Overseas Student Health Cover
- Uniforms
- Bus Fees (for travel to and from home)
- Student devices e.g. Laptops
- Graphic Calculator (if required)
- Canteen purchases
- Extra-curricular activities
- ESL

Any temporary absence, irrespective of the duration, does not entitle parents to a fee reduction.



4. Payment of fees

The College collects fees in accordance with requirements under ESOS legislation.

This includes not receiving more than 50% of the student's total tuition fees for a course before the student has begun the course, unless the student or person responsible for paying tuition fees has chosen to pay more than this amount.

5. Fees are used to pay for the following

- The employment of staff (Teaching and Non-Teaching).
- Security services, insurances, utilities, audit fees and other professional costs.
- Maintenance of campus facilities.
- Classroom and specialist resources, stationery copy & printing.
- Professional development costs.

6. Notice of Withdrawal

If families are intending to leave the College, the College must be informed in writing as soon as possible. 1 Full Term's written notice, excluding school holidays is required prior to the last day of their child's attendance, otherwise one Terms fees will be charged in lieu of notice.

7. Overseas Student Health Cover Fee

The Overseas Student Health Cover fee is a requirement by the Commonwealth Government and is payable prior to commencement.

8. QCAA Fee

This charge is required by the Queensland Curriculum and Assessment Authority and is payable prior to commencement for students enrolled in Years 11 and 12 only.

9. Change in Visa Status

If a student changes visa status eg becomes a temporary or permanent resident, he/she will continue to pay full international fees for the duration of the current year.



COOLUM BEACH CHRISTIAN COLLEGE

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2022 INTERNATIONAL FEE SCHEDULE

APPLICATION FEE \$210

This application fee is one-off and must be paid with each enrolment registration. This is not refundable and does not guarantee a place at the College.

TUITION FEES

<u>(Per Year)</u>	<u>PRIMARY SCHOOL (Prep – Year 6)</u>	<u>SECONDARY SCHOOL (Years 7-10)</u>	<u>SECONDARY SCHOOL (Year 11-12)</u>
<u>First Child</u>	<u>A\$17,000</u>	<u>A\$22,500</u>	<u>A\$24,000</u>
<u>Second Child</u>	<u>A\$14,000</u>	<u>A\$19,000</u>	<u>A\$20,500</u>
<u>Laptop Device Fee</u>	<u>A\$525 Yr 4 and up</u>	<u>A\$525</u>	<u>A\$525</u>

Fees include tuition, outdoor education, sport, carnivals, textbooks, workbooks, graduation and administration. Instrumental Music Program costs and ESL are not included.

NON-TUITION FEES

	PRIMARY SCHOOL (Prep – Year 6)	SECONDARY SCHOOL (Years 7-12)
UNIFORMS (average total costs for summer & winter)	A\$515	A\$755
HOME STAY (if required)	N/A	A\$360 per week
	N/A	A\$130 placement fee
Overseas Student Health Cover per student	<u>A\$560 approx</u>	<u>A\$560 approx</u>
<u>QCAA Service Fee for Senior Secondary</u>	N/A	A\$807.30
<u>ESL</u>	A\$40 per hour	A\$40 per hour
<u>Optional: Airport Transfers per event</u>	A\$120	A\$120

BUS FEES (if required)	Inner Coolum (per term)	Outer Coolum (per term)	Other Routes (per term)
First Child	A\$320	A\$420	A\$430
Two Children	A\$550	A\$700	A\$730

PAYMENT OPTIONS

There are no other fees and charges to be paid by the student, other than those listed above.

- All tuition and non-tuition fees will be invoiced prior to commencement of the study period and will become payable in accordance with applicable visa requirements.
- 50% of all tuition and non-tuition fees will be payable prior to the commencement of the first study period (semester).
- The remaining 50% of all tuition and non-tuition fees payable must be paid within 2 weeks of the commencement of the second study period (semester).
- Payments are only accepted by direct debit or bank transfer.
- The application fee of \$210 must be paid with each application. This is not refundable and does not guarantee a place at the College.

NOTE: THE COLLEGE RESERVES THE RIGHT TO ALTER THESE FEES AT ANY TIME
Coolum Beach Christian College Ltd. t/a Coolum Beach Christian College CRICOS Code: 02954M

Outdoor Education Camps

The Outdoor Education Program at Coolum Beach Christian College continues to provide a diversity of activities and experiences during a student's time at the College and is a compulsory part of our curriculum.

Classes from Year 2 upwards are involved in our school camping program. The program is sequential, with young children having a sleep over at school, but with students eventually going on week long camps. Each camp focuses on individual and team development, providing students with stimulating and challenging activities.



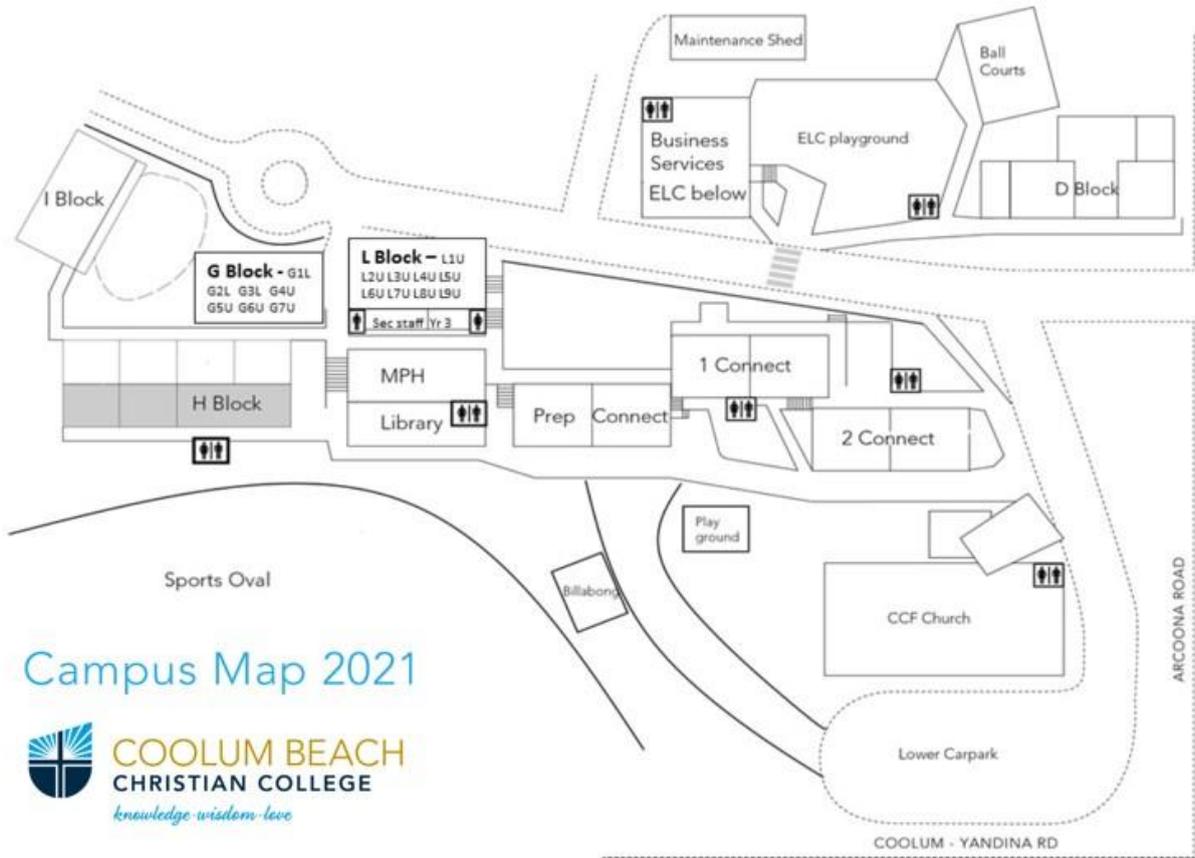
Term Dates 2022

Term 1	Term 2	Term 3	Term 4
Starts			
Mon, 24 Jan (K-Yr 7) Tues, 25 Jan (Yr 8-12)	Tues, 19 April	Monday, 11 July	Tuesday, 4 October
Ends			
Friday, 1 April	Friday, 17 June	Friday, 16 September	Tuesday, 29 November

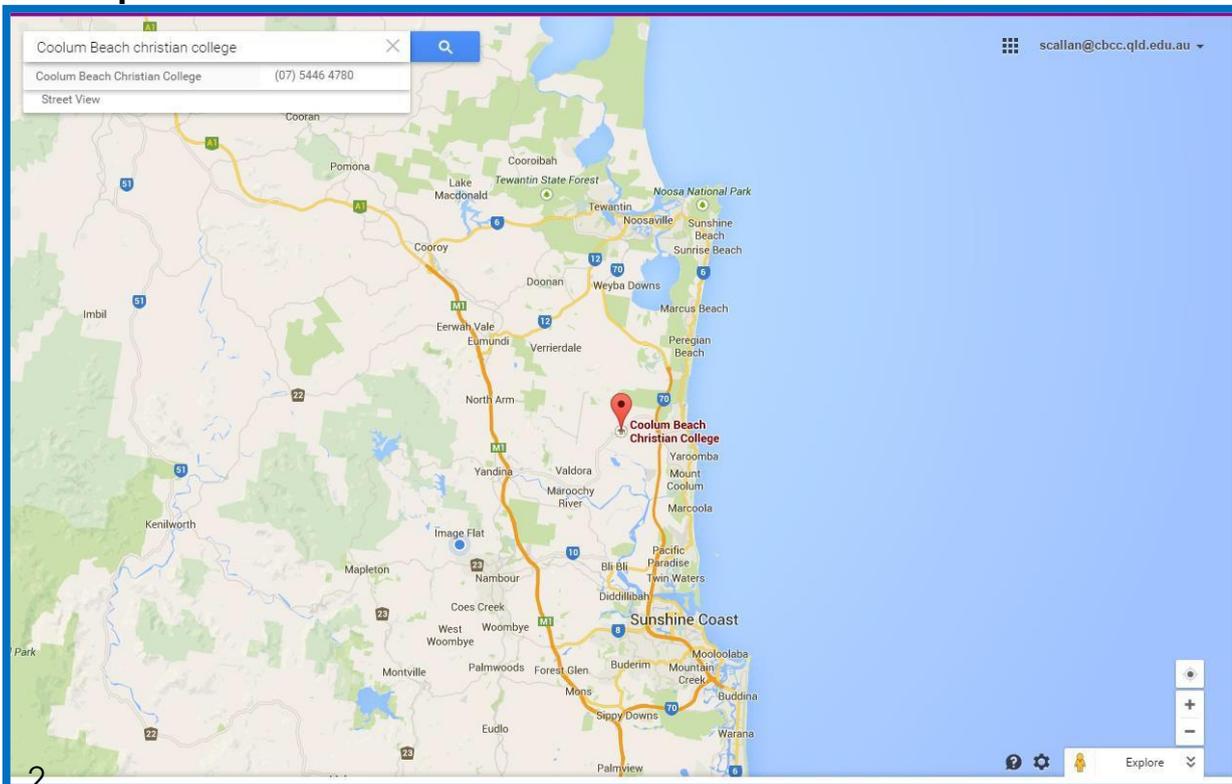
Public Holidays 2022

New Year's Day	Saturday, 1 January
New Year's Day Holiday	Monday, 3 January
Australia Day Public Holiday	Wednesday, 26 January
Good Friday	Friday, 15 April
Holy Saturday	Saturday, 16 April
Easter Sunday	Sunday, 17 April
Easter Monday	Monday, 18 April
ANZAC Day	Monday, 25 April
Labour Day	Monday, 2 May
Sunshine Coast Show Day (Nambour)	Friday, 10 June
Queen's Birthday	Monday, 3 October
Christmas Day	Sunday, 25 December
Boxing Day	Monday, 26 December

Campus Map



Campus Location



International Student Policies

1. Accommodation and Welfare Policy
2. Complaints and Appeals Policy
3. Course Progress and Attendance Policy
4. Critical Incident Policy
5. Deferment, Suspension and Cancellation Policy
6. Fees Policy
7. Refund Policy
8. Transfer Policy
9. Privacy Policy
10. Information Links – The ESOS Framework and TPS

Coolum Beach Christian College is an approved school under the Accreditation of Non-State Schools Act, 2001 and the Education (Overseas Students) Act. The College provides regular instruction and teaching programs and co-curricular activities as devised by the College Management from Prep to Year 12.



COOLUM BEACH CHRISTIAN COLLEGE

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Accommodation and Welfare Policy

Care for younger students under 18 years

Coolum Beach Christian College is a CRICOS-registered provider which enrolls younger students under 18 years of age.

As part of its registration obligations Coolum Beach Christian College must satisfy Commonwealth and State legislation, as well as any other regulatory requirements, relating to child welfare and protection for any overseas student enrolled who is under 18 years of age.

These obligations include ensuring that all overseas students under 18 years of age are given age- and culturally appropriate information on:

- who to contact in emergency situations, including contact number/s of a nominated staff member, and
- how to seek assistance and report any incident or allegation involving actual or alleged sexual, physical or other abuse.

Coolum Beach Christian College has documented procedures relating to child welfare and safety and will implement these procedures in the event that there are any concerns for the welfare of a student under 18 years of age.

Accommodation and care options for overseas students under 18 years

Coolum Beach Christian 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 Immigration.

In this case:

- i. The School does **not** provide a welfare letter (CAAW) via PRISMS. The student's family completes Form 157N and provides proof of relationship to Department of Home Affairs (Immigration) at the time of visa application for approval of these arrangements. The Department of Home Affairs (Immigration) must also approve any further change of welfare arrangements.
- ii. 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:

- a) not leaving Australia without the nominating student unless there are compassionate and compelling circumstances and the School has first approved alternative welfare and accommodation arrangements for the student for the adult's period of absence, and
- b) advising the Department of Home Affairs (Immigration) of any change of address, passport or other changes of circumstances.

Coolum Beach Christian 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 student guardian visa holder's absence, the School will provide documentation approving temporary care arrangements for the student to the student's guardian and for the Department of Home Affairs (Immigration) via PRISMS.

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 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.

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

Accommodation options that may be approved by Coolum Beach Christian College for full fee paying 500 visa subclass students under 18 years of age include:

- i. Homestay Program operated by Coolum Beach Christian College
- ii. Private accommodation and care arrangements requested by the parent but approved by the School which meet all requirements under relevant state and commonwealth legislation.

Coolum Beach Christian College will maintain approval of accommodation and care arrangements until:

- i. The student completes the course and departs Australia
- ii. the student turns 18 years

- iii. any appeals process in relation to Coolum Beach Christian College's intentions to cancel the student's enrolment has been finalised (including suspensions, cancellations, course progress and attendance)
- iv. the student has alternative welfare arrangements approved by another registered provider
- v. a parent or nominated relative approved by the Department of Home Affairs (Immigration) assumes care of the student
- vi. Coolum Beach Christian College has notified the Department of Home Affairs (Immigration) that it is no longer able to approve the student's welfare arrangements and has taken the required action after not being able to contact the student.

Any accommodation, welfare and other support arrangements for the student must be approved by Coolum Beach Christian College, including arrangements provided by third parties.

Accommodation and care arrangements are checked prior to approval and at least every six months thereafter to ensure they are appropriate to the student's age and needs.

Any adults involved in or providing accommodation and welfare arrangements to the student have a blue card as appropriate [Blue Card Services website](#)

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 cannot be located and the School has concerns for his/her welfare, the School will contact the student's parents / legal guardian and notify the police and any other relevant authorities.

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 (Immigration) and advise the student to contact the Department of Home Affairs (Immigration) to ensure visa implications are understood: [DHA enquiries](#).

In the event of a significant or critical welfare issue involving the student, and if determined necessary by the school, a parent, legal guardian or approved relative agrees to travel to a designated location within 5 days to assume care of the student until the situation has been resolved to the school's satisfaction.

If a parent / nominated guardian wishes to assume welfare responsibility, the parent / nominated guardian must notify the school as soon as practicable of their intentions and must provide the school with written evidence of a guardian visa grant.

- 3) For School vacation periods, students under 18 years of age for whom Coolum Beach Christian College has issued a CAAW will:**
- i. return home to parents, or
 - ii. continue to live in / is placed in Homestay arranged and approved by the school, or
 - iii. apply for approval to spend the vacation with relatives or a friend's family*, or
 - iv. apply to attend a supervised excursion, camp, etc..., if all requirements are met in order to attain school approval.
- 4) Accommodation options for students 18 years and older include:** students over 18 years must also maintain school approved accommodation arrangements. List accommodation options for term time and vacation periods for students 18 years or older:
- i. Homestay Program, including private arrangements requested by a parent
- 5) For School vacation periods, the following accommodation options are available to students 18 years or older:**
- i. Student returns home to parents
 - ii. Student continues to live in / is placed 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.
- 6) Homestay / private accommodation arrangements at Coolum Beach Christian College:**
- The Homestay / private accommodation arrangements operated by Coolum Beach Christian College / approved by Coolum Beach Christian College meet Queensland legislative requirements for child protection as well as Standard 5 of the 2018 National Code of Practice for Providers of Education and Training to Overseas Students.
- These include
- i. Continuous dates for approved welfare arrangements
 - ii. Documented procedures for checking suitability of accommodation, support and general welfare arrangements before a student is placed in an approved arrangement, and at least every six months thereafter, covering
 - o Guidelines for selecting, screening and monitoring each family and ensuring the family can provide age appropriate care and facilities for the duration of the student's enrolment at the school
 - o Criteria about accommodation services to be provided, and contract for arrangements about providing accommodation services

- Orientation program for families new to provision of homestay services
 - Compliant Homestay risk management strategy, reviewed annually, undertaken by school / operator of the homestay program.
- iii. Blue Cards as required for adults living in the homestay / private arrangement, other than overseas students, or who otherwise have regular contact with the student.*

***Note:**

As of 31 August 2020, "[No card, No start](#)" Blue Card requirements apply for providers of child accommodation services, unless an exemption applies.



COOLUM BEACH CHRISTIAN 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 signed, and again during orientation or within 7 days of the commencement of student attendance of the enrolled course.

1. Purpose
 - a) The purpose of Coolum Beach Christian 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 involving Coolum Beach Christian College, or an education agent or third party engaged by Coolum Beach Christian College to deliver a service on behalf of Coolum Beach Christian College.
 - 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, Coolum Beach Christian College requests there is an attempt to informally resolve the issue through mediation/informal resolution of the complaint.
 - b) Students should contact the Head of Secondary 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 Coolum Beach Christian College's internal formal complaints and appeals handling procedure will be followed. Academic issues to the Head of Department or all complaints at this point will be directed to the Principal.
4. Formal Internal Complaints Handling and Appeals Process
 - 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 internal complaints and appeals process will commence within 10 working days of lodgement of the complaint or appeal with the Principal and will be finalised as soon as practicable.
- i) For the duration of the internal complaints and appeals process the student's enrolment will be maintained, as required under the National Code of Practice for Providers of Education and Training to Overseas Students 2018 and the student must continue to attend classes.

However, if the Principal deems that the student's health or well-being, or the well-being of others is at risk he/she may decide to suspend or cancel the student's enrolment before the complaints and appeals process has been accessed or fully completed. In such cases, the student may still lodge a complaint or appeal, even if the student is offshore.

- j) 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.
- k) If the complaints and appeals procedure finds in favour of the student, Coolum Beach Christian College will immediately implement the decision and any corrective and preventative action required and advise the student of the outcome and action taken.
- l) Where the outcome of a complaint or appeal is not in the student's favour, the school will advise the student within 10 working days of concluding the internal review of the student's right to access the external appeals process.

However, the school is only obliged to await the outcome of an external appeal if the matter relates to a breach of course progress or attendance requirements. For all other issues, the school may take action (including making changes to the student's enrolment status in PRISMS) in accordance with the outcome of the internal appeal.

5. External Appeals Processes

- a) If the student is dissatisfied with the conduct or result of the internal complaints and appeals procedure, he/she may contact and / or seek redress through the Overseas Students Ombudsman at no cost. Please see: <http://www.ombudsman.gov.au/How-we-can-help/overseas-students> or phone 1300 362 072 for more information.
- b) If the student wishes to appeal a decision made by Coolum Beach Christian College that relates to being reported for a breach of course progress or attendance requirement (under Standard 8), the student must lodge this appeal with the Overseas Student Ombudsman's office within 10 working days of being notified of the outcome of his/her internal appeal.
- c) If the student wishes to appeal a decision made by Coolum Beach Christian College that relates to:
 - i) refusal to approve a transfer application (under Standard 7), or
 - ii) suspension or cancellation of the student's enrolment (under Standard 9)any choice to lodge an external appeal with the Overseas Student Ombudsman is at the student's discretion. The school need not await the outcome of any external appeal lodged, before implementing the outcome of the internal appeal.

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 Coolum Beach Christian 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**



COOLUM BEACH CHRISTIAN COLLEGE

Course Progress and Attendance Policy

This policy is available to staff and to students.

Overseas students are required to meet and maintain satisfactory course progress and attendance requirements under visa condition 8202 and under Standard 8 of the National Code of Practice for Providers of Education and Training to Overseas Students 2018.

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 of enrolment according to Coolum Beach Christian College's course assessment requirements.
- c) Students who have begun part way through a study period will be assessed according to Coolum Beach Christian College's course assessment requirements after completing one full study period.
- d) Students will need to demonstrate satisfactory course progress in any study period.

For Primary Years

Students must demonstrate academic outcomes each semester that allow them to remain on track for progression to the next year level.

For Senior Secondary Years 11 & 12 – full duration

To demonstrate satisfactory course progress for the Senior Secondary Course, students must progressively accrue sufficient credit in Units in Years 11 and 12 to remain eligible for a Queensland Certificate of Education (QCE). Students enrolled for all four Units of a Senior Secondary Course will be identified and notified as being at risk of not achieving satisfactory course progress when their results indicate that the Learning Options available to them to remain eligible for a QCE are becoming limited.

- e) If at the end of a study period a student does not achieve satisfactory course progress as described above, the Head of Secondary will formally contact the parent(s) to advise that the student is at risk of breaching the course progress requirement and that there will be a meeting with the Principal and the student to develop an intervention strategy for academic improvement. This may include;
- i. Subject tutorial support in class time
 - ii. Mentoring
 - iii. Additional ESL support
 - iv. Change of subject selection, or reducing course load (without affecting course duration)
 - v. Offer to repeat a year level (requiring an extension of course duration under Item 2c) ii) of this policy)
 - 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 for academic improvement and any relevant progress reports will be forwarded to parents. Parents will be advised if the proposed strategy has any implications for fees payable, the student's progression through a package of courses, or the student's visa. Where a proposed intervention plan has significant implications for the student's course of study (as originally agreed), a new written agreement will need to be established. A new CoE may also be required.
- g) The student's individual strategy for academic improvement will be monitored over the following study period by the Head of Secondary records of student response to the strategy will be kept. Parents will be kept informed of the student's academic progress while the student is receiving formal intervention.
- h) If the student does not achieve satisfactory course progress by the end of the next study period, Coolum Beach Christian 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. The notification of intention to report will be issued to the student prior to the commencement of the next semester. 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 Coolum Beach Christian College, he/she may contact the Overseas Student Ombudsman at no cost. Please see Coolum Beach Christian College's Complaints and Appeals Policy for further details.

- i) The school will notify the ESOS agency 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. the student withdraws from the complaints and appeals process by notifying the Principal of Coolum Beach Christian College in writing, or
 - iii. the complaints and appeals process, including any external appeal made by the student, results in a decision 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 study period will include an assessment of whether the student's progress is such that they are expected to complete their studies 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. the student can provide evidence of compassionate or compelling circumstances (see Definitions below)
 - ii. the student has, or is, participating in an intervention strategy as outlined in 1.e.
 - iii. an approved deferment or suspension of study has been granted in accordance with Coolum Beach Christian 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. In this case, the student will need to contact the Department of Home Affairs (Immigration) to seek advice on any potential impacts on their visa, including the need to obtain a new visa.

3. Monitoring Course attendance

- a) Satisfactory course attendance is attendance of 80% of scheduled course contact hours. [NB the National Code St 8 specifies a minimum attendance requirement of 80%, or under certain conditions, of 70% as outlined in St 8.15. School policy can require a higher minimum attendance rate.
- b. Student attendance is:

[Title][Title][Title][Title]

- 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/Head of School.
- e) Any absences longer than 5 consecutive days without approval will be investigated 5 days is the maximum allowed under NC St 8.6.4]
- f) Student attendance will be monitored the Head of Secondary every week over a study period to assess student attendance using the following method:
 - i. The school will choose to calculate attendance using a formula based on the number of days absent. For example, a 20-week study period with 5 days a week would equal 100 school days. 20% of this is 20 school days.
 - ii. The monitoring process will include a review of the reasons given for student absence, including a determination of whether compassionate and compelling circumstances apply (as per Definition, below).
 - iii. Where a student's absences represent grounds for the student to apply and be approved for a deferment of study or temporary suspension of enrolment, those absences will not be included in the student's attendance calculations for that study period (see Coolum Beach Christian College's Deferment, Suspension and Cancellation Policy).
 - iv. Attendance for any period of exclusion from class will be assessed under Coolum Beach Christian College's Deferment, Suspension and Cancellation Policy.
- g) Parents of students at risk of breaching Coolum Beach Christian College's attendance requirements will be contacted by email and phone and students will be counselled and offered any necessary support when they have absences totalling 20 % in any study period.
- h) If the calculation at 3.f. indicates that the student has fallen below the 80% attendance threshold for the study period, Coolum Beach Christian College will assess the student against the provisions of Item 3.i. (below). Where the student has failed to meet the minimum attendance requirement, and evidence of compassionate and compelling circumstances do not apply, the school will promptly 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.

- i) The school will notify the ESOS agency 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 by notifying the Principal of Coolum Beach Christian College in writing,
 - iii. the complaints and appeals process, including any external appeal made by the student, results in a decision in favour of the school.

Students will not be reported for failing to meet the 80% attendance threshold for a study period where:

- i. the student has produced documentary evidence in a timely manner clearly demonstrating the presence of 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.
- j) 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%, or number of study days x number of days per week x 30%.
 - k) If the student's attendance falls below the 70% threshold 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 course progress or attendance 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 death a 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 be where possible 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 course progress or attendance 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
 - for the purpose of monitoring attendance, a study period is a semester
 - for the purpose of monitoring course progress in a Primary School or Junior Secondary School course, a study period is a semester
 - for the purpose of monitoring course progress in a Senior Secondary School course, a study period is a Unit of a subject or course of study (i.e., Unit 1 or Unit 2 in Year 11 or Units 3 and 4 in Year 12)

At Coolum Beach Christian College we offer Applied, Applied (Essential) and General subjects. Applied and Applied (Essential) syllabuses are developmental four-unit courses of study.

Units 1 and 2 of the courses are designed to allow students to begin their engagement with the course content, i.e. the knowledge, understanding and skills of the subject. Course content, learning experiences and assessment increase in complexity across the four units as students develop greater independence as learners.

Units 3 and 4 consolidate student learning. Results from assessment in Applied subjects contribute to the award of a QCE and results from Units 3 and 4 may contribute as a single input to ATAR calculation.

A course of study for Applied syllabuses includes core topics and elective areas for study.

- e) Learning Options – the range of subjects and programs as outlined in Learning Options 1.2.2 of the Queensland Curriculum and Assessment Authority (QCAA) QCE and QCIA Handbook.



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Critical Incident Policy

- 1) Coolum Beach Christian College recognises the duty of care owed to its students and that planning for the management of a critical incident is essential.

- 2) A critical incident is a traumatic event, or the threat of such (within or outside Australia) which causes extreme stress, fear or injury that may affect the student's ability to undertake or complete their course. This may include but is not limited to:
 - a) Serious injury, illness or death of a student or staff
 - b) Students or staff lost or injured on an excursion
 - c) A missing student
 - d) Severe verbal or psychological aggression
 - e) Physical assault
 - f) Student or staff witnessing a serious accident or incident of violence
 - g) Natural disaster e.g. earthquake, flood, windstorm, hailstorm or extremes of temperature
 - h) Fire, bomb threat, explosion, gas or chemical hazard
 - i) Social issues e.g. drug use, sexual assault

- 3) **Critical Incident Committee**
 - a) Coolum Beach Christian College has a Critical Incident Committee to assist the principal in the prevention and management of critical incidents at the school, or off campus in the case of an overseas student for whom the school has undertaken care responsibilities.

 - b) The Principal is the critical incident team leader.

 - c) The Critical Incident Committee includes:
 - i) the Principal,
 - ii) Deputy Principal
 - iii) Head of Secondary
 - iv) Head of Primary
 - v) Business Manager
 - vi) Executive Assistant to Principal
 - vii) Facilities Team
 - viii) Enrolment Officer

- d) The responsibilities of the committee include:
 - i) risk assessment of hazards and situations which may require emergency action
 - ii) analysis of requirements to address these hazards
 - iii) establishment of liaison with all relevant emergency services e.g. police, fire brigade, ambulance, hospital, poisons information centre, community health services
 - iv) 24-hour access to contact details for all students and their families and emergency contacts provided by the student's family (for schools with overseas students this will also include agents, homestay families, carers, consular staff, embassies and interpreting services if necessary)
 - v) 24-hour access to contact details for all relevant staff members needed in the event of a critical incident e.g. Chaplain, Student Welfare officer, legal services, school security
 - vi) development of a critical incident plan for each critical incident identified, including arranging emergency or alternative accommodation arrangements if necessary
 - vii) dissemination of planned procedures
 - viii) organisation of practice drills
 - ix) regular review of the critical incident plan
 - x) assisting with implementation of the critical incident plan
 - xi) arranging appropriate staff development
 - xii) budget allocation for emergencies
 - xiii) ensuring written records of any critical incident and remedial action taken by Coolum Beach Christian College are kept on file for at least two years after the student ceases to be enrolled.

4) Critical Incident Plans

- a) All critical incident plans assign responsibilities among relevant staff members; cover all the actions to be taken and timelines for doing so.
- b) Immediate Action (within 24 hours)
 - i) Identify the nature of the critical incident
 - ii) Notification of the critical incident committee/team leader
 - iii) Implement the appropriate management plan or action strategy, including arranging emergency or alternative accommodation arrangements if necessary
 - iv) Assignment of duties and resources to school staff
 - v) Seeking advice and help from any necessary emergency services/hospital/medical services
 - vi) Dissemination of information to parents and family members
 - vii) Completion of a critical incident report
 - viii) Media response if required (see below)

- ix) Assess the need for support and counselling for those directly and indirectly involved
- c) Additional Action (48 – 72 hours)
 - i) Assess the need for support and counselling for those directly and indirectly involved (ongoing)
 - ii) Provide staff and students, parents / family members with factual information as appropriate
 - iii) Restore normal functioning and school delivery
- d) Follow-up – monitoring, support, evaluation
 - i) Identification of any other people who may be affected by critical incident and access of support services for affected community members
 - ii) Maintain contact with any injured/affected parties
 - iii) Provision of accurate information to staff and students where appropriate
 - iv) Evaluation of critical incident management
 - v) Be aware of any possible longer-term disturbances e.g. inquests, legal proceedings

5) Resources

- a) The nature of critical incidents is such that resources cannot always be provided in anticipation of events. The critical incident committee uses its discretion to provide adequate resources – both physical and personnel – to meet the needs of specific situations. Staff will be reimbursed for any out-of-pocket expenses.

6) Managing the Media

- a) Manage access of the media to the scene, and to staff, students and relatives
- b) The principal should normally handle all initial media calls
- c) Determine what the official school response will be
- d) All facts should be checked before speaking to the media
- e) If accurate information is unavailable or the issue is of a sensitive nature, explain that questions cannot be answered at this time
- f) Avoid implying blame or fault for any part of the incident as this can have significant legal implications
- g) The principal may delegate media liaison to another member of staff.

7) Evaluation and review of management plan

- a) After every critical incident, a meeting of the critical incident committee will be held to evaluate the critical incident report and the effectiveness of the management plan and to make modifications if required. If appropriate this process will incorporate feedback from all staff, students and local community representatives.

Example of a critical incident plan - injury to overseas student

1) Immediate Action (within 24 hours)

- a) Identify the nature of the critical incident
- b) The person, who is initially notified of the incident, be that the school secretary or homestay co-ordinator or international student co-ordinator, should get as much information as possible regarding the nature of the critical incident.
 - i) Where did the injury occur? On campus or off?
 - ii) How severe is the nature of the injury?
 - iii) Where is the student now?
 - iv) Is the student in hospital?
 - v) Has an ambulance been called?
 - vi) Is an interpreter required?
- c) The information should be documented for further reference.
- d) Notification of the critical incident committee/team leader
- e) The person who is initially notified of the incident should notify the critical incident team leader immediately.
- f) Assignment of duties to school staff
 - i) The critical incident team leader will identify the staff member responsible for any immediate action.
 - ii) The incident will then be referred to the identified staff member.
 - iii) The responsible staff member should keep in close contact with the critical incident team leader and any other staff members as required.
- g) Implement the appropriate management plan or action strategy
 - i) If the student is on campus
 - Ensure appropriate intervention to minimise additional injury
 - Provide first aid where necessary
 - Ascertain seriousness of injury
 - Call ambulance if required
 - If ambulance is required, accompany student to hospital
 - Ascertain seriousness of injury from hospital staff
 - If ambulance is not required accompany student to relevant medical service e.g. doctor

- ii) If the student is off campus
 - If situation appears serious, call an ambulance and either meet the ambulance at the student's location or at the hospital
 - Otherwise go to location of student
 - Provide first aid where necessary
 - Ascertain seriousness of injury
 - Call ambulance if required
 - If ambulance is required, accompany student to hospital
 - Ascertain seriousness of injury from hospital staff
 - If ambulance is not required accompany student to relevant medical service e.g. doctor
- iii) If the student has already been taken to hospital
 - Go to hospital
 - Ascertain seriousness of injury from hospital staff
- h) Dissemination of information to parents and family members
 - i) When there are a number of people to contact such as when a student is in a homestay, the school should attempt to simultaneously contact all parties.
 - ii) Contact the parents/legal guardian of the student
 - iii) Contact the carer of the student e.g. they may be living with a relative
 - iv) Contact any emergency contacts provided by the student's family
 - v) Contact the homestay family of the student
- i) Completion of a critical incident report [see critical incident report]
- j) Media response if required
- k) Inform critical team leader of any relevant factual information to be conveyed to the media liaison.
- l) Assess the need for support and counselling for those directly and indirectly involved
- m) If the student is seriously injured or requires hospitalisation, the school should enlist aid of overseas consular staff to assist the family if they are travelling to Australia, with interpreting services to aid in communication with the relevant medical services and with counselling services if required.
- n) The school should assess whether other staff and students have been affected by the incident and provide support and counselling as required.
- o) The school should also contact Department of Home Affairs (Immigration) and inform them of the incident.

2) Additional Action (48 – 72 hours)

- a) Assess the need for support and counselling for those directly and indirectly involved (ongoing)
- b) Provide staff and students with factual information as appropriate
 - i) Depending on the nature of the incident, it may be appropriate for the principal to address the school and inform them of the facts of the incident and the condition of the student concerned.
- c) Restore normal functioning and school delivery
 - i) Where the incident occurred on school premises, there will be other procedures to follow in relation to any possible safety issues and the school's legal obligations. The critical incident committee should identify the appropriate staff member to follow up these issues.

3) Follow-up – monitoring, support, evaluation

- a) Identification of any other people who may be affected by critical incident and access of support services for affected community members
 - i) The effects of traumatic incidents can be delayed in some people; the school needs to be aware of any emerging need for support and/or counselling.
- b) Maintain contact with any injured/affected parties
- c) If the student is in hospital for some time, the school needs to maintain contact with the student and their family.
 - i) Support and assistance for the student and family
 - ii) Depending on the condition of the student, the school could provide schoolwork for the student to enable them to remain in touch with school activities
 - iii) Discuss with the family any required changes to the enrolment of the student e.g. suspension or cancellation of enrolment and make any changes required on PRISMS
- d) Provision of accurate information to staff and students where appropriate
 - i) Depending on the nature of the incident, it may be appropriate for the principal to address the school and inform them of the facts of the incident and the condition of the student concerned.
- e) Evaluation of critical incident management
 - i) The critical incident committee should be held to evaluate the critical incident report and the effectiveness of the management plan and to make modifications if required.

- f) Be aware of any possible longer-term effects on the school and student well-being e.g. inquests, legal proceedings.



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Deferment, Suspension and Cancellation Policy

1. Communicating with families about changes in enrolment status

- a) All communications regarding changes to enrolment status will be made directly with students and parents, in accordance with the latest contact details provided to the school.
- b) Parents must therefore keep Coolum Beach Christian College informed of their current contact details, as per the conditions of the student visa.

STUDENT-INITIATED CHANGES IN ENROLMENT

2. Deferment of commencement of study requested by student

- a) Coolum Beach Christian College will only grant a deferment of commencement of studies for compassionate and compelling circumstances. These include but are not limited to:
- i) illness, where a medical certificate states that the student will be unable to attend classes
 - ii) bereavement of close family members such as parents or grandparents (where possible a death certificate should be provided)
 - iii) major political upheaval or natural disaster in the home country that has impacted on expected commencement of studies
 - iv) a traumatic experience which has impacted on the student (where possible, these cases should be supported by police or psychologists' reports).
 - v) after undertaking ELICOS studies, the student has not/will not meet the English language benchmark required for entry into the desired course, and the school is willing to defer the student's commencement in the course until a later date when the required benchmark is achieved.
- b) All applications for deferment will be considered within 10 working days.
- c) The final decision for assessing and granting a deferment of commencement of studies lies with the Principal. Where a student's request to defer his/her commencement of studies is refused, the student has a right of appeal (see Coolum Beach Christian College's Complaints and Appeals policy).

- d) Deferment will be recorded on PRISMS within 14 days of being granted.

3. Suspension of study requested by student

- a) Once the student has commenced the course, Coolum Beach Christian College will only grant a suspension of study for compassionate and compelling circumstances. These include but are not limited to:
- i. 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 (where possible a death certificate should be provided)
 - iii. major political upheaval or natural disaster in the home country requiring emergency travel that has/will impact on studies
 - iv. a traumatic experience which has impacted on the student (where possible, these cases should be supported by police or psychologists' reports).
 - v. Student return to their home country to sit a university exam (or similar assessment) which impacts upon their education.
- b) Where there is a significant issue impacting upon a student's attendance or course progress, it is essential that the student or parents contact the school as soon as possible to discuss the concern so that appropriate support can be put in place. Where deemed necessary, this may involve temporarily suspending the student's enrolment so that matters can be resolved without having a negative impact on the student's ability to satisfy their visa conditions.
- c) Temporary suspensions of study cannot exceed 6 months duration.
- d) Suspensions will be recorded on PRISMS within 14 days of being granted if the student is under 18 years of age, and within 31 days if the student is over 18 years of age.
- e) The period of suspension will not be included in attendance calculations.
- f) Applications will be assessed on merit by the Principal.
- g) Some examples of circumstances that are not considered compassionate and compelling at Coolum Beach Christian College include:
- i. Requests for early departure or late return from vacation, including inability to secure cheap flights
 - ii. Leaving early or returning late from holidays in order to attend festivals in the student's home country
 - iii. Returning home to attend family gatherings that occur during term time.
- h) As part of any assessment of a request to defer or temporarily suspend studies, the impact of the request on the student's ability to complete their intended course of study in accordance with their CoE/s and student visa will be considered. Any implications will be communicated to students.

- i) All applications for suspension will be considered within 10 working days.
- j) The final decision for assessing and granting a suspension of studies lies with the Principal. Where a student's request to suspend studies is refused, the student has a right of appeal (see Coolum Beach Christian College's Complaints and Appeals policy).

4. Student-initiated cancellation of enrolment

- a) All notification of withdrawal from a course, or applications for refunds, must be made in writing and submitted to [insert appropriate person]. Please see Coolum Beach Christian College's Refund Policy for information regarding refunds.
- b) A student will be deemed to have inactively notified Coolum Beach Christian College of cancellation of enrolment where:
 - i. the student has not yet finished his/her course/s of study with the school, and
 - ii. does not resume studies at the school within 14 days after a holiday break, and
 - iii. the student has not previously provided the school with written notification of withdrawal.
- c) Student-initiated cancellation of enrolment, including "inactive" cancellation of enrolment in 4.b), above, is not subject to Coolum Beach Christian College's Complaints and Appeals Policy.

COLLEGE-INITIATED CHANGES IN ENROLMENT

1. School-initiated exclusion from class or suspension from attending school (no impact on CoE)

- a) Coolum Beach Christian College may exclude a student from class studies or suspend attendance from school on the grounds of misbehaviour by the student. Temporary exclusion or suspension will occur as the result of any behaviour identified as resulting in exclusion in Coolum Beach Christian College's Behaviour Policy/Code of Conduct.
- b) Students may also be excluded from class or suspended from school for failure to pay fees that he/she was required to pay in order to undertake or continue the course, as stated in the written agreement.
- c) Where Coolum Beach Christian College intends to exclude a student from class or suspends a student from school, it will [school to outline domestic management process.

- d) Excluded or suspended students must abide by the conditions of their withdrawal from studies or school, and must adhere to any welfare and accommodation arrangements in place, as determined by the Principal.
- e) Where the student is provided with homework or other studies for the period of the exclusion or suspension, the student must continue to meet the academic requirements of the course.
- f) Exclusions from class or suspensions from school under this section of the policy:
 - will not be included in attendance calculations for the study period,
 - will not impact the CoE or study, and
 - will not be recorded on PRISMS
 - will not be visible to the Department of Home Affairs (Immigration).

6. **School-initiated suspension of enrolment (CoE will be impacted)**

- a) Coolum Beach Christian College may initiate a suspension of enrolment 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 Coolum Beach Christian College's Behaviour Policy/Code of Conduct.
- b) Student enrolment may also be suspended for failure to pay fees that he/she was required to pay in order to undertake or continue the course, as stated in the student's written agreement.
- c) Where Coolum Beach Christian College intends to suspend the enrolment of a student, it will first issue a letter that notifies the student and parents of this intention. The letter will provide details of the reason/s for the intended suspension, potential impact on the CoE and study path, as well as information about how to access Coolum Beach Christian College's internal appeals process. Further information about the appeals process in the event of a school-initiated suspension is outlined below.
- d) Suspended students must abide by the conditions of their suspension of enrolment and must adhere to any welfare and accommodation arrangements in place, as determined by the [insert position].
- e) Students whose enrolment have been suspended for more than 28 days may need to contact Department of Immigration. (Please see contact details at: <https://immi.homeaffairs.gov.au/help-support/contact-us.>)
- f) Where applied, a suspension of enrolment will impact the student's CoE and will be recorded on PRISMS. The suspension will therefore be visible to the Department of Home Affairs (Immigration).
- g) The period of suspension will not be included in attendance calculations.

7. **School-initiated cancellation of enrolment (CoE will be impacted)**

- a) Coolum Beach Christian College will cancel the enrolment of a student under the following conditions:
 - i) Any breach of an agreed condition of enrolment as outlined in the student's written agreement, including failure to disclose information required by the school at the point of application or a pre-existing condition requiring a high degree of specialised support or care
 - ii) Failure to pay course fees
 - iii) Failure to maintain approved welfare and accommodation arrangements (visa condition 8532) [Alternatively schools may decide that they will not cancel enrolment for this reason]
 - iv) Any behaviour identified as resulting in cancellation in Coolum Beach Christian College's Behaviour Policy/Code of Conduct
- b) Where Coolum Beach Christian College intends to cancel the enrolment of a student it will first issue a letter which notifies the student and parents of this intention. The letter will also provide details of the reason/s for the intended cancellation, as well as information about how to access Coolum Beach Christian College's internal appeals process. Further information about the appeals process in the event of a school-initiated cancellation is outlined below.
- c) Coolum Beach Christian College is required to report any confirmed breach of course progress and attendance requirements to the Department of Immigration. Where a student is reported for breach of visa condition, his/her enrolment at Coolum Beach Christian College will be cancelled and this may impact on the student's visa. Further information can be found in Coolum Beach Christian College's Course Progress and Attendance Policy.
- d) For the duration of the internal appeals process, Coolum Beach Christian College will maintain the student's enrolment and the student will attend 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 a student decides to access Coolum Beach Christian College's complaints and appeals process because they have been notified of a school-initiated suspension or cancellation of enrolment under Standard 9, the change in enrolment status will not be reported in PRISMS until the internal complaints and appeals process is finalised, unless extenuating circumstances relating to the welfare of the student apply (see Definitions below).
- f) Where extenuating circumstances are deemed to exist, a student may still access the complaints and appeals process, but Coolum Beach Christian College need not await the outcome of this process before changing the student's enrolment status in PRISMS. If the school has issued a CAAW for such a student, welfare provisions under Standard 5.6 are applicable.

- g) The use of extenuating circumstances by Coolum Beach Christian 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 to seek information from Department of Immigration

- i) Deferment, suspension and cancellation of enrolment can have an effect on a student's visa as a result of changes to enrolment status. Students can visit the Department of Home Affairs (Immigration) Website <https://immi.homeaffairs.gov.au/visas/getting-a-visa/visa-listing/student-500> for further information about their visa conditions and obligations.

9. Definitions

- a) CoE – 'Confirmation of Enrolment' - The CoE provides evidence of a student's enrolment with a provider registered on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS). This evidence is required before Home Affairs will issue a student visa. The CoE contains information about the Provider, agent (if involved), course and duration of study in which the student has enrolled.
- b) Deferment of enrolment - To defer or suspend enrolment means to temporarily put studies on hold (adjourn, delay, postpone). Providers do this by notifying the Department of Education, PRISMS of the deferment of enrolment. A student may request a temporary deferment to his or her enrolment on the grounds of compassionate or compelling circumstances. A provider may also initiate suspension of a student's enrolment due to misbehaviour of the student.
- c) Exclusion from class – when a student is not allowed to attend classes for a period of time but may access learning material offline.
- d) Suspension from attending school - when a student is removed from school or class for a period of time. After a suspension, they will return to school or class. When considering suspending a student, the Principal must take into account the disruption to your child's learning, their disability, home circumstances, educational needs.
- e) Suspension of enrolment - To suspend enrolment means to temporarily put studies on hold (adjourn, delay, postpone). Providers do this by notifying the Department of Education, through PRISMS of the suspension of enrolment. A student may request a temporary suspension to his or her enrolment on the grounds of compassionate or compelling circumstances. A provider may also initiate suspension of a student's enrolment due to misbehaviour of the student. It is important to note the meanings of the terms for this context – suspension of

enrolment is not necessarily due to misbehaviour – suspension of enrolment may also be initiated by the student.

- f) Cancellation of enrolment - The provider notifies the Department of Education through PRISMS that it wishes to permanently cancel (terminate) the student's enrolment. Once this process is complete, the student's CoE status will be listed as 'cancelled'.
- g) PRISMS - The Provider Registration and International Student Management System (PRISMS) is the system used to process information given to the Secretary of DEST by registered providers.

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

- e) Extenuating circumstances - if the student's health or wellbeing, or the wellbeing of others, is likely to be at risk.

Examples 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.



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Fees Policy

How are school fees determined?

School fees are determined annually based on the analysis of costs for each student in each section. These figures are determined in the School Budget each year.

School fees do not include

- Health insurance
- Accommodation

- Exam fees
- ESL
- Canteen purchases
- Uniforms
- School bus services (for travel to and from home)
- Extra-curricular activities
- Stationery supplies: pens, compass, rulers, etc...

Any temporary absence, irrespective of the duration, does not entitle parents to a school fee reduction.

Payment of fees

The College collects fees in accordance with requirements under ESOS legislation.

This includes not receiving more than 50% of the student's total tuition fees for a course before the student has begun the course, unless the student or person responsible for paying tuition fees has chosen to pay more than this amount.

- 50% of total course cost is payable in advance, as per invoice due date. Balance to be paid once student has commenced their course, again as per invoice due date.
- Payments are only accepted by direct debit or bank transfer.

School fees pay the following

The employment of staff (Teachers, School Officers, Clerical, and Groundsmen) and associated award Superannuation and Workcover expenses, contract payments associated with fire protection, pest control and security services. They also pay for insurances, water, electricity, audit fees and other professional costs, cleaning supplies and telephones. Maintenance of grounds and repairs to plant, equipment and furnishings. Classroom and specialist resources, general office and stationery costs, copy paper, postage, professional printing and staff professional development costs; bus transport for sports.



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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 as well as comprising part of student's written agreement.

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 fee is non-refundable.
4. Payment of Course Fees and Refunds
 - a) Fees are payable according to the School's Fees Policy.
 - b) An itemised list of school fees is provided in the school's written agreement
 - c) All fees must be paid in Australian dollars unless requested otherwise. Refunds will be reimbursed in the same currency as fees were received.
 - d) 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 notification of withdrawal from a course, or applications for refunds, must be made in writing and submitted to the Enrolment Officer.
6. Student default because of visa refusal
 - a) If a student produces evidence of visa refusal (or provides permission for the school to verify visa refusal with the Department of Immigration) 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, minus the lesser of
 - o 5% of the amount of course fees received, or
 - o AUD 500.
 - 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 of 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). *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

- a) 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).
- b) 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.
- c) If the student, does not provide written notice of withdrawal, and does not start the course on the agreed starting date, up to 100% of tuition fees will be retained from tuition fees received by the school and the remainder will be refunded
- d) If tuition fees for up to 1 semester have been received in advance by the school and the school receives written notification of withdrawal by the student (or parent(s)/legal guardian if the student is under 18), the school will:
 - i. Retain an administration fee of \$150, refund the balance of the tuition fees if written notice is received up to four weeks prior to commencement of the course.
 - ii. Refund 70 % of the tuition fees received if written notice is received less than four weeks prior to commencement of the course.
 - iii. Refund 100 % of any tuition fees received, if written notice is received **before** one (1) semester of the payment period has passed.
 - iv. Refund 50% if written notice is received **after** 1 [term/semester] of the payment period has passed.
- e) If tuition fees have been received for more than 1 semester, refund provisions under (d) will apply for the first 1 semesters] and any balance of unused tuition fees after this will be refunded.
- f) No refund of tuition 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).
Please see [School Policy Ref]
 - ii. Failure to maintain satisfactory attendance (visa condition 8202).
Please see [School Policy Ref]
 - iii. Failure to maintain approved welfare and accommodation arrangements (visa condition 8532). [If applicable: Please see School Policy Ref]
 - iv. Failure to pay course fees.
 - v. Any behaviour identified as resulting in enrolment cancellation in Coolum Beach Christian College's Behaviour Policy/Code of Conduct. Please see [School Policy Ref]
- g) If Coolum Beach Christian College's cancels a student's enrolment for failure to maintain agreed conditions as outlined in the student's written agreement, including failure to disclose required information at the point of application or a pre-existing condition requiring a high degree of specialised support or care, any refund of tuition fees will be at the discretion of the school.

8. Provider 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 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.
- 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.
- 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 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>.

9. This written agreement, and the right to make complaints and seek appeals of decisions and action under various processes, does not affect the rights of the student to take action under the Australian Consumer Law if the Australian Consumer Law applies.

Definitions

- a. **Non-tuition fees** – fees not directly related to provision of the student's course, including uniforms, homestay, bus fees.
- b. **Tuition fees** – fees directly related to the provision of the student's course, including tuition, outdoor education, sport, excursions, carnivals, textbooks, workbooks, graduation and administration, instrumental music and ESL.
- 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. **Term = 10 Weeks**
- e. **Semester = 2 Terms**

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 year.



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Transfer Policy

Coolum Beach Christian College's Overseas student transfer policy and processes apply to:

- overseas students requesting to transfer prior to completing the first six months of their first registered school sector course or
- where the student has completed the first six months of their enrolment in their first registered school sector course and wishes to transfer but the provider holds welfare responsibility via a CAAW.

Overseas students requesting to transfer prior to completing the first six months of their first registered school sector course:

1. Overseas students are restricted from transferring from their first registered school sector course of study for a period of six months. This restriction also applies to any course(s) packaged with their first registered school sector 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 release in PRISMS.
2. Students can apply to be released by submitting a Student Transfer Request Application 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 first registered school sector course of study or is under 18 years of age, conditions apply.
3. Coolum Beach Christian College will only release a student before completing the first six months of their first registered school sector 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) The student will be reported because they are unable to achieve satisfactory course progress at the level they are studying, even after engaging with Coolum Beach Christian College 's intervention strategy to assist them in accordance with Standard 8 (Overseas student visa requirements).

- c) The student provides evidence of compassionate or compelling circumstances.
- d) Coolum Beach Christian College fails to deliver the course as outlined in the written agreement.
- e) The student provides evidence that their reasonable expectations about their current course are not being met.
- f) The student provides evidence that he / she was misled by Coolum Beach Christian College or an education or migration agent regarding Coolum Beach Christian College or its course and the course is therefore unsuitable to his/her needs and/or study objectives.
- g) An appeal (internal or external) on another matter results in a decision or recommendation to release the student.
- h) Any other reason stated in the policies of Coolum Beach Christian 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 application
- b) Written confirmation that the receiving provider will accept responsibility for and communicate with the student about approving the student's accommodation, support, and general welfare arrangements from the proposed date of release where the student is not living with a parent / legal guardian or a suitable nominated relative.

5. Coolum Beach Christian College will NOT agree to the transfer before the student completes the first six months of their first registered school sector course in the following circumstances:

- a) The student's progress is likely to be academically disadvantaged
- b) Coolum Beach Christian 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 term/semester.

6. To apply for transfer to another provider, students need to:

- a) Complete an Application for Student Transfer Form available from [insert details]
- b) Give this completed application form and a valid offer of enrolment from another provider to [insert details] for assessment.
- c) If under 18 years of age, attach written confirmation of the parent/s or legal guardian/s support for the transfer to the nominated provider.
In this case, the valid offer of enrolment must also confirm the new provider's acceptance of responsibility for approving the student's accommodation, support and general welfare arrangements from the proposed date of the

student's release from Coolum Beach Christian College, in accordance with Standard 5 (Younger overseas students) of the 2018 National Code of Practice for Providers of Education and Training for Overseas Students.

7. Coolum Beach Christian College will assess the student's transfer request application and notify the student of a decision within 10 working days.
8. If Coolum Beach Christian College grants the student's transfer request, the student will be notified, and the decision will be reported to the Department of Home Affairs (Immigration) via PRISMS.
9. If Coolum Beach Christian College intends to refuse the student's transfer application request, Coolum Beach Christian College will provide the student with reasons for refusal in writing and include a copy of Coolum Beach Christian College 's complaints and appeals policy (available at: [insert details]). The student has the right to access Coolum Beach Christian College 's complaints and appeals process and has 20 working days to do this. The student's transfer request application will only be finalised in PRISMS after one of the following occurs:
 - a) the student confirms in writing they choose not to access Coolum Beach Christian College 's complaints and appeals process, or
 - b) the student confirms in writing they withdraw from any appeals process they have commenced, or
 - c) the appeals process is completed, and a decision has been made in favour of the student or Coolum Beach Christian College.
10. Applications to transfer to another registered provider may have visa implications. The student is advised to contact the Department of Home Affairs (Immigration) office as soon as possible to discuss any implications:
<https://immi.homeaffairs.gov.au/help-support/contact-us>.

Students who are no longer subject to the transfer restriction but where Coolum Beach Christian College holds welfare responsibility via a CAWW.

- 11.** Students under 18 years of age MUST have:
 - a) Written evidence that the student's parent(s)/legal guardian supports the transfer application.
 - b) Written confirmation that the receiving provider will accept responsibility for and communicate with the student about approving the student's accommodation, support, and general welfare arrangements from the proposed date of release where the student is not living with a parent / legal guardian or a suitable nominated relative.
- 12.** To apply for transfer to another provider, students need to:
 - a) Complete an Application for Student Transfer Form available from [insert details]
 - b) Give this completed application form and a valid offer of enrolment from another provider to [insert details] for assessment and response within 10 working days.
 - c) If under 18 years of age, attach written confirmation of support for the transfer to the nominated provider by a parent/s or legal guardian/s. In this case, the valid offer of enrolment must confirm acceptance of responsibility for approving the student's accommodation, support and general welfare arrangements from the proposed date of the student's release from Coolum Beach Christian College in accordance with Standard 5 (Younger overseas students) of the 2018 National Code of Practice for Providers of Education and Training for Overseas Students.
- 13.** Coolum Beach Christian College will negotiate the welfare transfer date with the receiving provider and will advise the student of the welfare transfer date within 10 working days.
- 14.** Transfers to another registered provider may have visa implications. The student is advised to contact the Department of Home Affairs (Immigration) office as soon as possible to discuss any implications:
<https://immi.homeaffairs.gov.au/help-support/contact-us>.



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PRIVACY POLICY

Exception in Relation to Employee Records:

Under the Privacy Act 1988 (Cth) (**Privacy Act**), the Australian Privacy Principles do not apply to an employee record held by the employing entity. As a result, this Privacy Policy does not apply to Coolum Beach Christian College's treatment of an employee record, where the treatment is directly related to a current or former employment relationship between Coolum Beach Christian College and employee.

Policy

This Privacy Policy sets out how Coolum Beach Christian College manages personal information provided to or collected by it. Coolum Beach Christian College is bound by the Australian Privacy Principles contained in the Privacy Act. Coolum Beach Christian College may, from time to time, review and update this Privacy Policy to take account of new laws and technology, changes to Coolum Beach Christian College's operations and practices and to make sure it remains appropriate to the changing College environment.

What kinds of personal information does the College collect and how does the College collect it?

The type of information Coolum Beach Christian College collects and holds includes (but is not limited to) personal information, including health and other sensitive information, about:

- students and parents and/or guardians ('Parents') before, during and after the course of a student's enrolment at the College:
 - name, contact details (including next of kin), date of birth, gender, language background, previous College and religion;
 - parents' education, occupation and language background;
 - medical information (e.g. details of disability and/or allergies, absence notes, medical reports and names of doctors);
 - conduct and complaint records, or other behaviour notes, and College reports; information about referrals to government welfare agencies;
 - counselling reports;
 - health fund details and Medicare number;
 - any court orders;
 - volunteering information; and
 - photos and videos at College events.

- job applicants, staff members, volunteers and contractors:

- name, contact details (including next of kin), date of birth, and religion;
- information on job application;
- professional development history;
- salary and payment information, including superannuation details;
- medical information (e.g. details of disability and/or allergies, and medical certificates);
- complaint records and investigation reports;
- leave details;
- photos and videos at College events;
- workplace surveillance information;
- work emails and private emails (when using work email address) and Internet browsing history
- other people who come into contact with the College including name and contact details and any other information necessary for the particular contact with the College.

Personal Information you provide:

Coolum Beach Christian College will generally collect personal information held about an individual by way of forms filled out by parents or students, face-to-face meetings and interviews, emails and telephone calls. On occasions, people other than parents and students provide personal information.

Personal Information provided by other people:

In some circumstances Coolum Beach Christian College may be provided with personal information about an individual from a third party, for example a report provided by a medical professional or a reference from another College.

How will the College use the personal information you provide?

- Coolum Beach Christian College will use personal information it collects from you for the primary purpose of collection, and for such other secondary purposes that are related to the primary purpose of collection and reasonably expected by you, or to which you have consented.

Students and Parents

In relation to personal information of students and parents, Coolum Beach Christian College's primary purpose of collection is to enable Coolum Beach Christian College to provide schooling to students enrolled at the College, exercise its duty of care, and perform necessary associated administrative activities, which will enable students to take part in all the activities of the College. This includes satisfying the needs of parents, the needs of the students and the needs of Coolum Beach Christian College throughout the whole period the student is enrolled at the College.

The purposes for which Coolum Beach Christian College uses personal information of students and parents include:

- to keep parents informed about matters related to their child's schooling, through correspondence, newsletters and magazines

- day-to-day administration of Coolum Beach Christian College
- looking after student's educational, social and medical wellbeing
- seeking donations and marketing for Coolum Beach Christian College
- to satisfy Coolum Beach Christian College's legal obligations and allow the College to discharge its duty of care.

In some cases where Coolum Beach Christian College requests personal information about a student or parent, if the information requested is not provided, Coolum Beach Christian College may not be able to enrol or continue the enrolment of the student or permit the student to take part in a particular activity.

On occasions, information such as academic and sporting achievements, student activities and similar news is published in College newsletters and magazines, on our intranet and on our website and College social media sites. This may include photographs and videos of student activities such as sporting events, College camps and College excursions. The College will obtain permissions at the time of enrolment from the student's parent or guardian (and from the student if appropriate) if we would like to include such photographs or videos [or other identifying material] in our promotional material or otherwise make this material available to the public such as on the internet.

Job applicants, Staff Members and Contractors

In relation to personal information of job applicants, staff members and contractors, Coolum Beach Christian College's primary purpose of collection is to assess and (if successful) to engage the applicant, staff member or contractor, as the case may be.

The purposes for which Coolum Beach Christian College uses personal information of job applicants, staff members and contractors include:

- in administering the individual's employment or contract, as the case may be
- for insurance purposes
- seeking donations and marketing for the College
- to satisfy the College's legal obligations, for example, in relation to child protection legislation.

Volunteers

The College also obtains personal information about volunteers who assist Coolum Beach Christian College in its functions or to conduct associated activities, such as alumni associations, to enable Coolum Beach Christian College and the volunteers to work together.

Marketing and Fundraising

Coolum Beach Christian College treats marketing and seeking donations for the future growth and development of the College as an important part of ensuring that Coolum Beach Christian College continues to provide a quality learning environment in which both students and staff thrive. Personal information held by Coolum Beach Christian College may be disclosed to organisations that assist in the College's fundraising, for example, the Coolum Beach Christian College's

Foundation or alumni organisation [or, on occasions, external fundraising organisations].

Parents, staff, contractors and other members of the wider College community may from time to time receive fundraising information. College publications, like newsletters and magazines, which include personal information, may be used for marketing purposes.

If you would like to opt-out of direct marketing please contact the Principal on 07 5446 4780 or business@cbcc.qld.edu.au.

Who might the College disclose Personal Information to and store your information with?

Coolum Beach Christian College may disclose personal information, including sensitive information, held about an individual for educational, legal, administrative, marketing and support purposes. This may include to:

- another College or staff at another College
- government departments (including for policy and funding purposes)
- medical practitioners
- people providing educational, support and health services to the College, including specialist visiting teachers, [sports] coaches, volunteers, counsellors and providers of learning and assessment tools
- assessment and educational authorities, including the Australian Curriculum, Assessment and Reporting Authority (ACARA) and NAPLAN Test Administration Authorities (who will disclose it to the entity that manages the online platform for NAPLAN)
- people providing administrative and financial services to Coolum Beach Christian College;
- recipients of College publications, such as newsletters and magazines
- students' parents or guardians
- anyone you authorise Coolum Beach Christian College to disclose information to
- anyone to whom we are required or authorised to disclose the information to by law, including child protection laws.

Sending and Storing Information Overseas

Coolum Beach Christian College may disclose personal information about an individual to overseas recipients, for instance, to facilitate a College exchange. However, Coolum Beach Christian College will not send personal information about an individual outside Australia without:

- obtaining the consent of the individual (in some cases this consent will be implied)
- otherwise complying with the Australian Privacy Principles or other applicable privacy legislation.

Coolum Beach Christian College may use online or 'cloud' service providers to store personal information and to provide services to Coolum Beach Christian College that involve the use of personal information, such as services relating to email, instant messaging and education and assessment applications. Some limited personal information may also be provided to these service providers to enable them to authenticate users that access their services. This personal information may be stored in the 'cloud' which means that it may reside on a cloud service provider's server which may be situated outside Australia.**

An example of such a cloud service provider is Google. Google provides the 'Google Apps for Education' (GAFE) including Gmail, and stores and processes limited personal information for this purpose. College personnel and its service providers may have the ability to access, monitor, use or disclose emails, communications (e.g. instant messaging), documents and associated administrative data for the purposes of administering Microsoft 365 and ensuring its proper use.

The data centres where the personal information is likely to be kept are located in the USA, Taiwan, Singapore, Ireland, Netherlands and Belgium.

Sensitive Information

In referring to 'sensitive information', Coolum Beach Christian College means: information relating to a person's racial or ethnic origin, political opinions, religion, trade union or other professional or trade association membership, philosophical beliefs, sexual orientation or practices or criminal record, that is also personal information; health information and biometric information about an individual.

Sensitive information will be used and disclosed only for the purpose for which it was provided or a directly related secondary purpose, unless you agree otherwise, or the use or disclosure of the sensitive information is required by law.

Management and Security of Personal Information

Coolum Beach Christian College's staff are required to respect the confidentiality of students' and parents' personal information and the privacy of individuals. Coolum Beach Christian College has in place steps to protect the personal information Coolum Beach Christian College holds from misuse, interference and loss, unauthorised access, modification or disclosure by use of various methods including locked storage of paper records and password access rights to computerised records.

Data Breaches

It will be deemed that an 'eligible data breach' has occurred if:

- there has been unauthorised access to, or unauthorised disclosure of, personal information about one or more individuals (**the affected individuals**)
- a reasonable person would conclude there is a likelihood of serious harm to any affected individuals as a result
- the information is lost in circumstances where:
 - unauthorised access to, or unauthorised disclosure of, the information is likely to occur

- o assuming unauthorised access to, or unauthorised disclosure of, the information was to occur, a reasonable person would conclude that it would be likely to result in serious harm to the affected individuals.

Serious harm may include serious physical, psychological, emotional, economic and financial harm, as well as serious harm to reputation.

What must the College do in the event of an 'eligible data breach'?

If Coolum Beach Christian College suspects that an eligible data breach has occurred, it will carry out a reasonable and expedient assessment/investigation within 30 days.

If such an assessment/investigation indicates there are reasonable grounds to believe an eligible data breach has occurred, then Coolum Beach Christian College will be required to lodge a statement to the Privacy Commissioner (**Commissioner**). Where practical to do so, the College entity will also notify the affected individuals. If it is not practicable to notify the affected individuals, Coolum Beach Christian College will publish a copy of the statement on its website, or publicise it in another manner.

Exception to notification obligation

An exception to the requirement to notify will exist if there is a data breach and immediate remedial action is taken, and as a result of that action:

- there is no unauthorised access to, or unauthorised disclosure of, the information
- there is no serious harm to affected individuals, and as a result of the remedial action, a reasonable person would conclude the breach is not likely to result in serious harm.

Access and Correction of Personal Information

Under the Privacy Act, an individual has the right to seek and obtain access to any personal information which Coolum Beach Christian College holds about them and to advise Coolum Beach Christian College of any perceived inaccuracy. There are some exceptions to this right set out in the Act. Students will generally be able to access and update their personal information through their parents, but older students may seek access and correction themselves.

To make a request to access or to update any personal information Coolum Beach Christian College holds about you or your child, please contact the College Principal in writing. Coolum Beach Christian College may require you to verify your identity and specify what information you require. Coolum Beach Christian College may charge a fee to cover the cost of verifying your application and locating, retrieving, reviewing and copying any material requested. If the information sought is extensive, Coolum Beach Christian College will advise the likely cost in advance. If we cannot provide you with access to that information, we will provide you with written notice explaining the reasons for refusal.

The College will take reasonable steps to ensure that any personal information is accurate, up to date, complete, relevant and not misleading.

Consent and Rights of Access to the Personal Information of Students

Coolum Beach Christian College respects every parent's right to make decisions concerning their child's education. Generally, Coolum Beach Christian College will refer any requests for consent and notices in relation to the personal information of a student to the student's parents. Coolum Beach Christian College will treat consent given by parents as consent given on behalf of the student, and notice to parents will act as notice given to the student.

As mentioned above, parents may seek access to personal information held by Coolum Beach Christian College about them or their child by contacting the College Principal. However, there will be occasions when access is denied. Such occasions would include where release of the information would have an unreasonable impact on the privacy of others, or where the release may result in a breach of the Coolum Beach Christian College's duty of care to a student.

The College may, at its discretion, on the request of a student grant that student access to information held by Coolum Beach Christian College about them, or allow a student to give or withhold consent to the use of their personal information, independently of their parents. This would normally be done only when the maturity of the student and/or the student's personal circumstances warrant it.

Enquiries and Complaints

If you would like further information about the way Coolum Beach Christian College manages the personal information it holds, or wish to make a complaint about Coolum Beach Christian College's breach of the Australian Privacy Principles please contact the College Principal on 07 5446 4780 or business@cbcc.qld.edu.au.

Coolum Beach Christian College will investigate any complaint and will notify you of the making of a decision in relation to your complaint as soon as is practicable after it has been made.

APPENDIX 1

Standard Collection Notice

1. The College collects personal information, including sensitive information about students and parents or guardians before and during the course of a student's enrolment at the College. This may be in writing or in the course of conversations. The primary purpose of collecting this information is to enable the College to provide schooling to students enrolled at the College, exercise its duty of care, engage in marketing/fundraising and perform necessary associated administrative activities, which will enable students to take part in all the activities of the College.
2. Some of the information we collect is to satisfy the College's legal obligations, particularly to enable the College to discharge its duty of care.
3. Laws governing or relating to the operation of a College require certain information to be collected and disclosed. These include relevant Education Acts, and Public Health and Child Protection laws.
4. Health information about students is sensitive information within the terms of the Australian Privacy Principles (**APPs**) under the Privacy Act 1988. We may ask you to provide medical reports about students from time to time.
5. The College may disclose personal and sensitive information for educational, legal, administrative, marketing and support purposes. This may include to:
 - other Colleges and teachers at those Colleges;
 - government departments (including for policy and funding purposes);
 - medical practitioners;
 - people providing educational, support and health services to the College, including specialist visiting teachers, coaches and mentors, volunteers, and counsellors;
 - providers of learning and assessment tools;
 - assessment and educational authorities, including the Australian Curriculum, Assessment and Reporting Authority (ACARA) and NAPLAN Test Administration Authorities (who will disclose it to the entity that manages the online platform for NAPLAN);
 - people providing administrative and financial services to the College;
 - anyone you authorise the College to disclose information to; and
 - anyone to whom the College is required or authorised by law, including child protection laws, to disclose the information.
6. Personal information collected from students is regularly disclosed to their parents or guardians.
7. The College may use online or 'cloud' service providers to store personal information and to provide services to the College that involve the use of personal information, such as services relating to email, instant messaging and education and assessment applications. Some limited personal information may also be provided to these service providers to enable them to authenticate users that access their services.

This personal information may reside on a cloud service provider's servers which may be situated outside Australia. Further information about the College's use of online or 'cloud' service providers is contained in the College's Privacy Policy.**

8. The College's Privacy Policy, accessible on the College's website, sets out how parents or students may seek access to and correction of their personal information which the College has collected and holds. However, access may be refused in certain circumstances such as where access would have an unreasonable impact on the privacy of others, where access may result in a breach of the College's duty of care to a student, or where students have provided information in confidence. Any refusal will be notified in writing with reasons if appropriate.
9. The College's Privacy Policy also sets out how parents and students can make a complaint about a breach of the APPs and how the complaint will be handled.
10. The College may engage in fundraising activities. Information received from you may be used to make an appeal to you. It may also be disclosed to organisations that assist in the College's fundraising activities solely for that purpose. We will not disclose your personal information to third parties for their own marketing purposes without your consent.
11. On occasions information such as academic and sporting achievements, student activities and similar news is published in the College newsletters and magazines, on our intranet and on our website. This may include photographs and videos of student activities such as sporting events, College camps and College excursions. The College will obtain permissions at the time of enrolment from the student's parent or guardian (and from the student if appropriate) if we would like to include such photographs or videos [or other identifying material] in our promotional material or otherwise make this material available to the public such as on the internet.
12. We may include students' and students' parents' contact details in a class list and College directory.
13. If you provide the College with the personal information of others, such as doctors or emergency contacts, we encourage you to inform them that you are disclosing that information to the College and why.

APPENDIX 2

Alumni Association Collection Notice

1. We may collect personal information about you from time to time. The primary purpose of collecting this information is to enable us to inform you about our activities and the activities of Coolum Beach Christian College and to keep alumni members informed about other members.
2. We must have the information referred to above to enable us to continue your membership of the College Alumni Association.
3. As you know, from time to time we engage in fundraising activities. The information received from you may be used to make an appeal to you. It may also be used by Coolum Beach Christian College to assist in its fundraising activities. If you do not agree to this, please advise us.
4. The College's Alumni Association may publish details about you in our marketing material and our College's website. If you do not agree to this, you must advise us.
5. The College's Privacy Policy, accessible on the College's website, contains details of how you may seek access to and correction of your personal information which the College has collected and holds, and how you may complain about a breach of the Australian Privacy Principles.
6. The College may use online or 'cloud' service providers to store personal information and to provide services to the College that involve the use of personal information, such as email services. Some limited personal information may also be provided to these service providers to enable them to authenticate users that access their services. This personal information may reside on a cloud service provider's servers which may be situated outside Australia.
7. If you provide us with the personal information of others, we encourage you to inform them that you are disclosing that information to the College and why.

APPENDIX 3

Employment Collection Notice

1. In applying for this position, you will be providing Coolum Beach Christian College with personal information. We can be contacted 07 5446 4780 / business@cbcc.qld.edu.au / PO Box 480 Coolum Beach Qld 4573 or to the Business Services office on campus at 2 Arcoona Road, Yandina Creek, Qld.
2. If you provide us with personal information, for example, your name and address or information contained on your resume, we will collect the information in order to assess your application for employment. We may keep this information on file if your application is unsuccessful in case another position becomes available.
3. The College's Privacy Policy, accessible on the College's website, contains details of how you may complain about a breach of the Australian Privacy Principles and how you may seek access to and correction of your personal information which the College has collected and holds. However, access may be refused in certain circumstances such as where access would have an unreasonable impact on the privacy of others. Any refusal will be notified in writing with reasons if appropriate.
4. We will not disclose this information to a third party without your consent unless otherwise permitted.
5. We may collect information regarding whether you are or have been the subject of an Apprehended Violence Order and certain criminal offences under Child Protection laws. We may also collect personal information about you in accordance with these laws.
6. The College may use online or 'cloud' service providers to store personal information and to provide services to the College that involve the use of personal information, such as email services. Some limited personal information may also be provided to these service providers to enable them to authenticate users that access their services. This personal information may reside on a cloud service provider's servers which may be situated outside Australia.
7. If you provide us with the personal information of others, we encourage you to inform them that you are disclosing that information to the College and why.

APPENDIX 4

Contractor/Volunteer Collection Notice

1. In offering, applying or agreeing to provide services to the College, you will be providing Coolum Beach Christian College with personal information. We can be contacted 07 5446 4780 / business@cbcc.qld.edu.au / PO Box 480 Coolum Beach Qld 4573 or to the Business Services office on campus at 2 Arcoona Road, Yandina Creek, Qld.
2. If you provide us with personal information, for example, your name and address or information contained on your resume, we will collect the information in order to assess your application. We may also make notes and prepare a confidential report in respect of your application.
3. You agree that we may store this information for [insert amount of time].
4. The College's Privacy Policy, accessible on the College's website, contains details of how you may complain about a breach of the Australian Privacy Principles and how you may seek access to and correction of your personal information which the College has collected and holds. However, access may be refused in certain circumstances such as where access would have an unreasonable impact on the privacy of others. Any refusal will be notified in writing with reasons if appropriate.
5. We will not disclose this information to a third party without your consent unless otherwise permitted to.
6. We may collect information regarding whether you are or have been the subject of an Apprehended Violence Order and certain criminal offences under Child Protection laws. We may also collect personal information about you in accordance with these laws.
7. The College may use online or 'cloud' service providers to store personal information and to provide services to the College that involve the use of personal information, such as services relating to email, instant messaging and education and assessment applications. Some limited personal information may also be provided to these service providers to enable them to authenticate users that access their services. This personal information may reside on a cloud service provider's servers which may be situated outside Australia.
8. If you provide us with the personal information of others, we encourage you to inform them that you are disclosing that information to the College and why.

INFORMATIVE LINKS

Description of the ESOS Framework

<https://internationaleducation.gov.au/Regulatory-Information/Documents/esosstudentfactsheetv4%20-%20Final%20clean%20copy.pdf>

Tuition Protection (TPS)

<https://internationaleducation.gov.au/Regulatory-Information/Education-Services-for-Overseas-Students-ESOS-Legislative-Framework/ESOS-Review/Documents/TPSStudentBrochure03.pdf>