



EST. 1899

MENTONE GIRLS'
GRAMMAR

OVERSEAS STUDENT ENROLMENT INFORMATION BOOKLET

CRICOS Registered Provider 00324B
Mentone Girls' Grammar School
CRICOS Course No: 011309K
Principal: Ms Natalie Charles

ABOUT OUR SCHOOL

Mentone Girls' Grammar is one of the finest schools for girls in the Melbourne bayside area. Set on a distinctive single campus location by the bay, with convenient transport facilities, we offer the advantages of a seamless Kindergarten to Year 12 education.

Founded in 1899, generations of staff, students and parents have been proud to be part of this vibrant, caring and highly successful learning community. Our approach blends the best of tradition with contemporary flair.

We offer a warm, and caring environment, rich in cultural diversity with students from countries including Japan, China, Korea, Taiwan, Indonesia, Sri Lanka, and India. The School welcomes overseas students who play an important role in the cultural enrichment of our School, contribute to the broader life of the School and the School community, and who participate in the wide variety of co-curricular opportunities. Mentone Girls' Grammar is also the first school in the world to achieve the highly esteemed *International Certification* through the Council of International Schools (CIS), headquartered in the Netherlands. The School has also undergone a rigorous evaluation process to become a CIS accredited school.

Principal: Ms Natalie Charles

Admissions Manager: Ms Glenda McDonald

Homestay Co-ordinator: Ms Xun Hu

Overseas Student Co-ordinator: Ms Xin Li

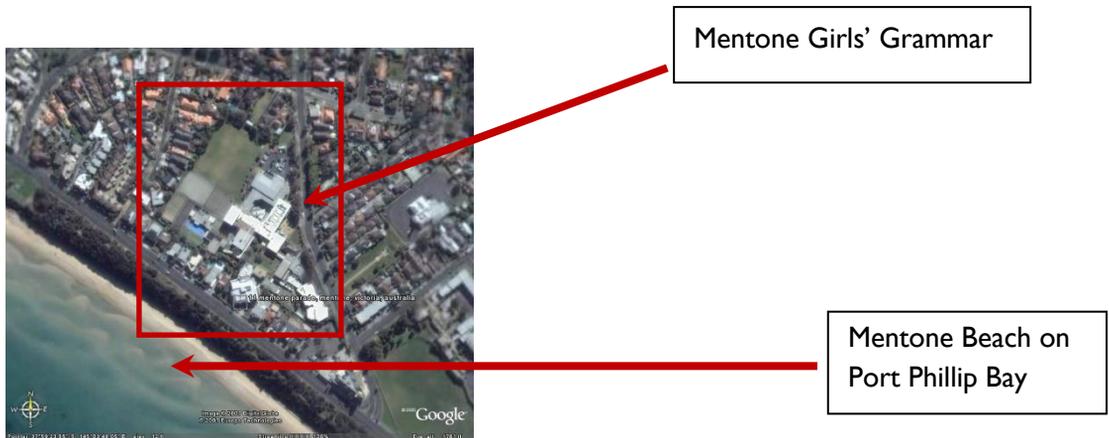
Website: www.mentonegirls.vic.edu.au

Mentone Girls' Grammar School
11 Mentone Parade, Mentone, Victoria, Australia 3194
CRICOS: 00324B

LOCATION

Mentone Girls' Grammar is situated in the suburb of Mentone, on the east coast of Port Phillip Bay, 22 km from the Melbourne central business district. The School is ideally located between the city of Melbourne and the holiday beach atmosphere of the Mornington Peninsula. Mentone is a quiet, family-orientated residential area.

The School is well served by public train and bus services, as well as a private school bus service.



TERM DATES

Term 1 2020	4 February to 27 March	Term 2 2020	15 April to 19 June
Term 3 2020	14 July to 18 September	Term 4 2020	5 October to 11 December
Term 1 2021	2 February to 1 April	Term 2 2021	20 April to 18 June
Term 3 2021	13 July to 17 September	Term 4 2021	4 October to 10 December

FACILITIES

Mentone Girls' Grammar facilities aim to integrate educational philosophy and practice with the physical environment and resources. Features of the campus include:

- The award-winning Cobbalanna Senior College; a pre-tertiary learning centre for students in Years 11 & 12.
- Year 7 & 8 Creative Learning Centre & Year 9 & 10 Global Learning Centre.
- Comfortable, air-conditioned classrooms & beautiful outdoor spaces for socialising & relaxing.
- Learning Support Centre and English as an Additional Language classes
- The Simpsons Art Centre equipped for working with a range of media including painting, textiles, photography, sculpture, printmaking, ceramics and lots more.
- Dedicated Science, Media & Performing Arts Suites.
- Well-resourced Library.
- Multipurpose all weather Sports Turf with adjacent 8 lane swimming & diving pool.
- Wellbeing Precinct with state-of-the-art fitness gym, mind body studio, health services including school nurse & psychologist.

For more information, visit our website www.mentonegirls.vic.edu.au

ENGLISH REQUIREMENTS

All instruction at Mentone Girls' Grammar is in English, and all overseas students entering the School must complete an Australian Education Assessment Services (AEAS) English Proficiency Test.

Required Test Scores:

Non-direct entry to Years 7 to 9: AEAS score of at least 46 (with between 12-16 weeks intensive English, or as indicated by test results).

Non-direct entry to Year 10 to 11: AEAS score of at least 56 (with between 12-16 weeks intensive English, or as indicated by test results).

Direct entry to Years 7 to 9: AEAS score of at least 71.

Direct entry to Years 10 to 12: AEAS score of at least 80.

(The above direct entry scores are a guideline only, and depending on the student's academic reports and AEAS recommendations, students may still be required to complete further English language studies prior to commencement.)

For entry into Years 7 to 11, an offer of a place is conditional on the AEAS test results and recommendations. Students who are required to undertake an intensive English language course as indicated by AEAS, must be enrolled in an Intensive English Program prior to commencement in mainstream classes. Further English studies may also be required if the standard of English necessary for entry to Mentone Girls' Grammar has not been met by the student. For more information on AEAS testing please, go to www.aeas.com.au.

SCHOOL PROGRAMS

EAL Support Lessons: Mentone Girls' Grammar provides English as an Additional Language (EAL) tuition with individual and small group classes to improve oral and written skills. Students work on EAL specific material (textbooks, work sheets, CDs, internet tasks etc) and also on subject specific vocabulary and year level curriculum. The EAL teacher assists students with homework, assignment tasks and preparation for tests and examinations.

Facilities, Equipment and Resources: Students in Years 7 to 9 have a prescribed laptop computer purchased through the School. In Years 10 to 12 the School operates a 'Bring Your Own Device' program where students can bring their own laptop or iPad to connect to the School's eLearning systems. EAL students also have access to the School's Kerferd Library with computers, laptops, printed resources (i.e. textbooks, magazines, reference books etc), specific EAL software and video and audio material.

Academic Coaches: The School employs Academic Coaches to work in designated study periods and in the library after school until 6pm Monday to Thursday. All girls are encouraged to use this program to get additional help with their academic studies and in particular with their English.

Tutors: Students in homestay arrangements may only use School approved tutors for assistance with their studies. **Students must consult with the school before engaging the services of tutors.**

COURSE DESCRIPTION

The State of Victoria offers an internationally recognised standard of education. Mentone Girls' Grammar offers the Victorian Certificate of Education (VCE).

The VCE qualifies students for entry into university courses internationally. Every year students from Mentone Girls' Grammar achieve excellent VCE results and gain entry to prestigious Australian and overseas universities.

Students generally complete their course of study on site at Mentone Girls' Grammar.

The academic year in Australia commences at the beginning of February and ends at the beginning of December. There are two school semesters or half years for secondary level students and a total of four school terms.

Languages

Mentone Girls' Grammar offers Mandarin, French, German and Japanese.

Reports

Continuous reporting is available through the School's Parent Portal, '*mConnect*' with formal reports advising academic progress and co-curricular involvement issued at the end of each semester (June and December). Interviews between parents/relatives/guardians are scheduled twice per year. Parents living overseas may telephone or email the student's Head of Year or Overseas Student Co-ordinator if they require information regarding their daughter. Parents and Local Support Persons will be sent login details and instructions to access *mConnect* to receive up-to-date information about the progress and workload of the student.

COURSE DELIVERY

Modes of Study

The School's course is primarily classroom based face-to-face teaching, but may include work experience placements, online programs, camps and excursions.

In order to complete the course requirements, Students will need to complete set learning outcomes and undertake a variety of assessments which may include, but are not limited to:

- Essays
- Visual presentations
- Analysis
- Examinations.
- Community based learning
- Assignments,
- Tests
- Case studies
- Oral presentations

The School year is broken into two semesters of two terms each, with holiday periods in between. These dates are posted on m-Connect and the School website.

Course content and modes of study will differ depending on the term and year level the student is enrolled in. For further information regarding course content and modes of study please refer to the Curriculum Handbook.

Third Party Providers

Depending on subjects chosen, some subjects may be delivered by external providers, which may include *Xin Jin Shan* for VCE Chinese Language. <https://xjs.vic.edu.au/>

VET Subjects

Overseas Students are not permitted to take VET subjects as part of their VCE studies.

HOW TO APPLY FOR ADMISSION

In order to assess a student's qualifications, experience and English language proficiency, the following documentation is required to be mailed, faxed or emailed to the Admissions Office:

The Overseas Student Online Enrolment Application Form <https://www.mentonegirls.vic.edu.au/enrolments/international-enrolments> is to be completed and submitted together with the following information:

1. Copy of passport (including passport number, photo and expiry date)
2. Copy of birth certificate (translated into English).
3. Payment of non-refundable Application Fee of A\$100.

4. Most recent school report (translated into English).
5. AEAS assessment.
6. Immunisation details.(translated into English)

The above documents can be attached to the application or emailed to admissions@mentonegirls.vic.edu.au

Please note the following:

- Following application, you will be invited to an enrolment interview by Skype or Zoom and sent a letter of offer along with a *Written Student Agreement*, which both parents and the student must sign. Please keep copies of all documentation for your records.
- To accept an offer, you must sign the *Written Student Agreement* and pay tuition and other fees as outlined in the offer letter.
- An eCoE (electronic Confirmation of Enrolment) will be created by the School **after** receipt of the signed *Written Student Agreement*, payment of the Admission Fee, overseas student health cover fee and required tuition fees (as per letter of offer) which will then be used by the Department of Home Affairs to complete processing of the student's visa application.
- Once a visa has been granted, please send a copy to the Admissions Office via admissions@mentonegirls.vic.edu.au.
- The Admissions Office will liaise with the student and/or agent to prepare the student for entry to the School.

WELFARE AND ACCOMMODATION REQUIREMENTS FOR STUDENTS UNDER THE AGE OF 18

Fully qualified staff are always available to assist students including Home/Tutor Group Teacher, Head of Year, Overseas Student Coordinator, School Psychologist, School Chaplain and School Nurse.

There are 3 options for accommodation and welfare arrangements for Overseas students.

1. Overseas Students can live with a parent on a Parent Guardian Visa (590). In this case, the parent is fully responsible for the care of the student and the visa requires that the student must reside with her parent. A parent on a Parent Guardian Visa cannot leave the country without his/her daughter.

2. Parents of overseas students can nominate a suitable relative to be the guardian and accommodation provider for their daughter. They must be closely related and the Australian Department of Home Affairs screens the relative for their suitability to care for the student. The student must remain in the care of this relative to comply with her visa.

3. Parents can request the School to source appropriate accommodation, approve the student's welfare arrangements and act as the legal guardian of the student **if the student is at least 15 years of age**. In this case, the School issues a Confirmation of Appropriate Accommodation and Welfare (CAAW) letter. The School cannot delegate its responsibility for the student and the student must follow the guidance and direction of the School in maintaining her welfare arrangements to comply with her student visa. Where the School issues a CAAW letter, it is the policy of Mentone Girls' Grammar that all overseas students have a Local Support Person to assist the School in caring for the student.
The Local Support Person needs to be engaged for the duration of enrolment at the School regardless of whether the student will turn 18 years of age before completing Year 12.

LOCAL SUPPORT PERSON

The role of the Local Support Person is to:

- Provide support and assistance to the student in addition to that provided by the School.
- Maintain regular contact with the student including regular visits, phone calls and emails. They should make contact within 48 hours of the student arriving at the School or Homestay whichever comes first.
- Liaise with the School on behalf of the parents including giving permission for local excursions and maintaining the CareMonkey (Electronic platform for medical information and camps, excursion permissions) profile for the student.
- Attend parent /teacher/ student interviews and translate reports for parents.
- Attend relevant information sessions on behalf of parents.
- Liaise with the Homestay Coordinator and Overseas Student Coordinator to monitor the student's health, wellbeing, academic performance and attendance.

- Assist the Homestay Coordinator to confirm leave and holiday arrangements.
- Assist the School with reinforcing safety information and other orientation information to help the student settle into life in Melbourne.
- Provide referral assistance on personal problems or issues.
- Alert the School to any concerns about the Homestay and work with the Homestay Coordinator to resolve them.
- Assist the student with local banking and phone issues if required.

Mentone Girls' Grammar recommends parents of overseas students use the services of professional companies to provide additional support. We currently use 2 companies to provide this service; International Student Alliance (ISA) at www.studentguardians.com/ or Melbourne Students Services Centre at www.mmec.com.au . Further information and application details can be obtained by visiting their websites. The approximate cost of this service is A\$2,000 per annum.

HOMESTAY (Accommodation Provider)

For Homestay requirements, the School's Admissions Manager and Homestay Co-ordinator will allocate suitable Homestay accommodation. All homes are carefully selected and every assistance is given to students seeking accommodation. A *Homestay Application Form* which includes questions to help match students with a host family is sent with the Offer Letter. Payment for Homestay is a private arrangement between the student's family and the Homestay provider. The cost is approximately A\$330 per week. An additional A\$200 - 250 per week should be allowed for living expenses.

A *Homestay Agreement Form* will be signed by both provider and student, and a copy will be retained by the School. An A\$800 bond is held by the School in case the student is responsible for any damage to the homestay. This bond will be refunded to the student once she completes Year 12 or leaves homestay.

The Homestay Accommodation Provider will ensure the following:

- An opportunity for students to experience Australian culture and lifestyle.
- Regular meals – a prepared dinner at night, and either a packed lunch or access to adequate fresh food for the student to make lunch and breakfast independently.
- Laundry facilities.
- Internet access for school work.
- A clean, tidy, safe, supportive and welcoming environment
- Access to a shared bathroom or private bathroom
- Access to a form of heating in the winter and a form of cooling in summer

- A suitable study area including desk and lamp if required.
- A single bedroom
- Have a bedroom located in a suitable part of the house suitable for the age of the student
- Match the students tolerance for pets where appropriate.
- Have Working With Children Checks for all adults of 18 years and above.

The School carefully assesses each home. These assessments may preclude homes where males aged 15 to 25 years reside.

AUSTRALIAN VISA REQUIREMENTS

1. It is the student's responsibility to ensure her passport, student visa and medical cover are valid at all times and that visa conditions are observed. Failure to do so will result in the student being reported to the Australian Immigration authorities and risk having her visa cancelled.
2. **Mentone Girls' Grammar expects 100% attendance unless a student is ill.** Attendance and academic progress are carefully monitored and students will be assisted to meet the requirements through support and guidance from key staff and classroom teachers. Unsatisfactory attendance (below 80%) or unsatisfactory academic performance will result in the student being reported to the Australian Immigration authorities and her visa will potentially be cancelled.
3. Students are required to keep the School informed of current contact details and gain approval, **in advance**, if they wish to change the Local Support Person and/or accommodation provider (Homestay) arrangements.
4. Students **must** obtain permission from the School prior to any travel within or outside of Australia. Generally, permission will not be granted unless the student is travelling with her parents or homestay family. The School reserves the right to refuse permission where travel arrangements are deemed unsuitable.
5. Students must be able to demonstrate that they have sufficient funds to meet living costs in Australia. The Australian Government has set this amount at A\$21,041 per year.

For additional information about the costs of living in Melbourne, please visit:
www.studyinaustralia.gov.au and www.tourism.australia.com

CONDITIONS OF ENROLMENT

As a condition of enrolment, the Student agrees to abide by all obligations required of her as an overseas student in Australia for the duration of her enrolment with the School. These include, but are not limited to:

School Policies:

- Overseas Student Accommodation and Welfare Policy (Homestay) (Where applicable)
- Course Progress and Attendance Policy
- Uniform Policy
- Deferment, Suspension and Cancellation Policy
- Complaints and Appeals Policy
- Student Code of Conduct
- Student Transfer Request Assessment Policy
- Refund Policy

Visa Requirements

As a condition of enrolment, the student must agree to abide by all conditions of her Visa including the following plus any new requirements introduced by the Australian Government:

- 8105 Work limitation
- 8501 Maintain health insurance
- 8517 Maintain education for dependents
- 8202 Meet course requirements
- 8516 Must maintain Visa eligibility
- 8532 Maintain Under 18 approved welfare

SCHEDULE OF FEES

Education Provider: Mentone Girls' Grammar
CRICOS Provider No: 00324B
CRICOS Course No: 011309K

At Mentone Girls' Grammar, a study period is defined as one semester (2 terms). Each academic year consists of two semesters.

Fees for Years 7 to 12 - AUD \$39,585 per annum

REGISTRATION

An Application Fee of A\$100 is payable when the Application Form is lodged.

ADMISSION

Students from overseas are required to pay the following **in advance** prior to Confirmation of Enrolment:

- Admission Fee:
 - Year 7 to Year 10 - AUD \$1,000
 - Year 11 to Year 12 - AUD \$500
- Two Terms' Fees (half a year) - AUD \$19,792.5
- Bupa Levy (medical insurance for the duration of their visa) – approximately AUD \$596 per annum (subject to change).
- A\$800 homestay bond (If living in homestay)

If students commence in Term 2, payment for the remainder of the year (ie, Terms 2, 3 & 4) will be required in advance. If students commence in Term 4, payment for that term, plus Terms 1 & 2 of the following year will be required in advance.

	Term 1 entry	Term 2 entry	Term 3 entry	Term 4 entry
Tuition fees to be paid in advance	\$19,792.5	\$29,689	\$19,792.5	\$9896 + Term 1 & 2 2021 rate (approx. \$30,000 total)

The Tuition fees are the fees that the School receives to deliver the course to the Student.

It includes:

- Lectures
- Classroom learning
- Excursions (excludes optional extra excursions)
- Compulsory Camps
- Any field work
- Laboratory work
- Compulsory sports and music programs

They **do not include**:

- Late fees
- Health Insurance
- Homestay and accommodation fees
- Books and equipment
- Administration fees
- Education Agent fees
- Transport and living costs
- Uniform costs
- Extra-Curricular and Voluntary Camp/ tour fees
- Visa related fees
- Additional tutoring costs
- Holiday programs
- Any after school care arrangements
- VCE Entry fee

BILLING

Overseas students who commence in Term 1 (February) will be required to pay Term 1 and 2 fees in January and Term 3 and 4 fees in May of the same year. Any additional charges (e.g. music, aerobics, etc) will be added to this account.

ADDITIONAL EXPENSES

- Year 11 and 12 students should note that there is a VCE (Victorian Certificate of Education) entry fee of **A\$298.75** (Year 11) or **A\$439.70** (Year 12) required during the year. Please note these costs may be subject to change.
- Other costs include uniform, texts, stationery, airport transfers, co-curricular (for example, individual music or sport tuition) and will be approximately **A \$4,500** per year (in addition to living expenses as outlined above).
- Any other extra-curricular and voluntary camp fees (where applicable) will vary depending on the type of activities planned, the location and facilities of the camp destination. These fees will be provided to Legal Guardian(s)/ Parent(s) who elect to participate. All other camp fees are included in the tuition fees.
- **Uniform cost** is approximately **A\$1300**. This includes summer, winter and sports uniforms. These costs are subject to change and will vary depending on the year level of the Student and the optional items selected by the Student. See the Uniform Price List on the School Website for more accurate costs. Second hand uniform costs may vary from new uniform costs.

- The School offers a **privately run bus service** for Students. The fees for this elected service are charged per term and are approximately:

AUD\$285 per term for a full service

AUD\$155 one way

AUD\$9.00 per day on a casual basis

- **Laptops** – approximately **AUDS \$1500** for years 7 to 8 (this is subject to annual change). All other year levels must supply their own device at their own expense. These devices will need to be compliant with the School's technology specifications.
- **Textbooks and stationery** – approximately **AUD \$500 - \$1500** depending on the year level of the Student. These costs are subject to supplier changes of costs.
- Other possible costs include airport transfers, co-curricular (for example, individual music or sport tuition) and will be subject to individual provider charges. Fees for special/medical needs (if applicable) will be at the expense of the student and their legal guardian(s)/ parent(s).
- For other fees and the approximate costs, including the cost of living in Australia, please review the following website: <https://www.studyinaustralia.gov.au/English/Live-in-Australia/living-costs>

BUSINESS REGULATIONS

REGISTRATION

An Application Fee of A\$100 is payable when the Application Form is lodged.

WAITING LIST

If a place in the School cannot be offered, the child's name will be included on a waiting list without further fee.

ADMISSION

An eCoE (electronic Confirmation of Enrolment) will be created by the School **after** receipt of payment of the Admission Fee, Overseas Student Health Cover and two terms' fees (half a year – see Schedule of Fees above) which will then be used by the Department of Home Affairs to complete the processing of the student's visa application.

The Admission Fee is A\$1,000 for the first daughter in a family and A\$500 for each subsequent daughter. There is a concession for those entering at Year 11 or 12 and the fee is only \$500. The Admission Fee is non-refundable.

FEES

Fee levels are determined by School Council in November each year and may be subject to an annual increase.

Two terms' fees (half a year) will be invoiced prior to commencement of the student after acceptance of the *Written Student Agreement*. For those commencing at the start of the academic year, these fees must be paid by January of the commencing year. Fees for Terms 3 and 4 are due in May of the current year.

Any account that remains unpaid after the due date will be subject to a default fee of A\$200. The default fee will be charged each 30 days that the account is outstanding after the due date.

The Principal reserves the right to refuse to allow a pupil to continue at the School while any fees or charges remain unpaid after payment is due.

A discount of 10% applies to tuition fees for a second sibling attending the School at the same time, with 25% for the third and 50% for the fourth and any subsequent siblings.

If a student changes visa status (i.e. becomes a temporary or permanent resident), she will continue to pay full overseas student fees for the duration of that calendar year.

NOTICE OF WITHDRAWAL

One full term's notice **in writing must be given to the Principal** before a pupil is removed from the School or from any extra subject or activity or one term's fees are payable in lieu of notice.

OVERSEAS STUDENT HEALTH COVER CHARGE (OSHC)

Approximately **AUS \$596 per year**. An additional sum may be required to cover the difference between a quoted cost at the time of application and the actual commencement of cover. The private health insurer the School has selected is BUPA. This charge is subject to annual change as directed by the health insurer.

REFUNDS

Mentone Girls' Grammar's *Overseas Student Refund Policy* applies to all course monies paid to the School under this agreement. All refund requests must be made in writing to the School. This can be electronic or paper. A copy of the School's Overseas Student Refund Policy can be found on the School's website.

All refund requests must be made in writing by the parent/guardian or the person specified in this *Written Student Agreement* (Identified as the *Debtor* on the School database) to the School's Business Manager.

All approved refunds will be made within the period of four weeks after receiving a written request.

Refunds will be reimbursed in Australian dollars and the payment sent to the applicant's nominated bank account in their home country unless otherwise requested in writing.

Refunds will only be paid to the Parent/Guardian or the person specified in this *Written Agreement* (Identified as the *Debtor* on the School database.)

Visa Refusal Refunds

The school will refund within 28 days all course monies paid where the student produces evidence that the application made by the student for a Student Visa has been rejected by the Australian Department of Home Affairs.

Refunds for Student default because of a visa refusal or due to provider default will be calculated in accordance with the *Education Services for Overseas Students (Calculation of Refund) Specification 2014*.

Withdrawal Refunds

If the Student does not provide written notice of withdrawal and does not start the course on the agreed starting date, only one term's (or ten weeks) tuition fees will be refunded from the semester tuition fee.

The school will refund within 28 days of the receipt of written notification of withdrawal by the Student (or parent(s)/legal guardian if the Student is under 18) tuition fees paid by or on behalf of the Student less the amounts to be retained as agreed and detailed below.

If written notice is received up to 4 weeks prior to commencement of the course, all tuition fees will be refunded but the school will be entitled to retain an administration fee of \$100. The administration fee covers bank charges and administration time. The \$100 Application

Fee and \$1000 Admission Fees are normally non-refundable but under the ESOS Act, the school may retain a maximum of \$500.

If written notice is received less than 4 weeks prior to commencement of the course, 70% of the semester's tuition fee will be refunded.

One full term's notice of withdrawal is required or a term's fees (10 weeks) will be required in lieu of notice.

A student cannot transfer to another provider within 6 months of attending Mentone Girls' Grammar without an official release letter from the School.

No Refunds

- No refund of tuition fees will be made where a student's enrolment is cancelled for any of the following reasons;
- Failure to maintain satisfactory course progress (visa condition 8202)
- Failure to maintain satisfactory attendance (visa condition 8202)
- Failure to maintain approved welfare and accommodation arrangements (visa condition 8532)
- Failure to pay course fees
- Failure to comply with Mentone Girls' Grammar's *Student Code of Conduct*.

TUITION PROTECTION SERVICE

In the unlikely event that Mentone Girls' Grammar is unable to deliver the course in full to the Student, the School will take all reasonable steps to assist the Student to complete their course requirements with another education provider. Please refer to the School's website for further details about the *Tuition Protection Service*.

DEFAULTS

It is the School's policy to ensure that in the event of either a default by the School, as a registered provider, or the student, the School will follow all the notification and refund processes and procedures prescribed by the ESOS Act.

The student, legal guardian(s)/ parent(s) and the School agree to comply with the School's *Default Policy (Overseas Students)*.

Student Default

Under section 47A of the ESOS Act a student defaults if:

- The course starts on the agreed starting day, but the student does not start the course on that day (and has not previously withdrawn); or
- The student withdraws from the course (either before or after the agreed starting day); or
- The School refuses to provide, or continue providing, the course to the student because of one or more of the following events:
 - The student failed to pay an amount they were liable to pay the School, directly or indirectly, in order to undertake the course;
 - The student breached a condition of their visa;
 - Misbehavior by the student.
- A student will not be classified as defaulting if the reason why the student does not start a course on the start day is that the School fails to provide the course to the student on the agreed starting day.
- In relation to student misbehavior, the student will not be considered to have defaulted unless the School accords them natural justice before refusing to provide, or continue providing, the course to the student.

TRANSFERS

Overseas students and their legal guardian(s)/ parent(s) agree to comply with the School's Overseas Student Transfer Policy.

Overseas students are restricted from transferring from the School prior to completing a period of six months of coursework at the School.

The School will only grant a transfer in the first six months of a student's coursework at the School if there are compassionate or compelling circumstances. Applications to transfer must be made in writing using the Transfer Application Form which will be made available on request to the Admissions Manager. A valid enrolment offer from another registered provider must accompany the transfer request letter. No Transfer will be considered without an enrolment offer.

ENROLMENT CANCELLATIONS, DEFERRALS AND SUSPENSIONS

The School may defer or suspend the enrolment of the student if it believes there are compassionate or compelling circumstances.

The School may suspend or cancel a student's enrolment including, but not limited to, on the basis of:

- Misbehavior by the student
- The student's failure to pay an amount they were required to pay the School to undertake or continue the course as stated in the *Written Student Agreement*
- A breach of course progress or attendance requirements by the overseas student

The student may initiate a deferment or suspension on the grounds of compassionate or compelling circumstances.

In order for the School to grant the student a deferment, suspension or cancellation of their enrolment on the grounds of compassionate and compelling circumstances, the student must provide the School with suitable documentary evidence to prove the compassionate and compelling circumstances in accordance with the School's *Deferring, Suspending or Cancelling an Overseas Student's Enrolment Policy*.

The School will inform the student and their legal guardian(s)/ parent(s) of the intention and the reasons for imposing a suspension or cancellation in writing.

- The letter will also advise the student of their right to appeal through the School's internal complaints and appeals process and;
- The letter will be sent within 20 working days from the date the school intends to initiate a Suspension or Cancellation of enrolment.

Any deferment, cancellation or suspension of the student's enrolment will affect the student's CoE. Notification to the Department of Education will be made by the School.

- When there is any deferral, suspension or cancellation action taken the School will

inform the student of the need to seek advice from the Department of Home Affairs on the potential impact on her student visa and report the change to the overseas student's enrolment under section 19 of the ESOS Act.

COMPLAINTS & APPEALS

The School has a documented internal complaints and appeals handling process and policy, that is free, easily accessible and available to the Mentone Girls' Grammar community. Information about the complaints handling process and policy is located on the School's *mConnect*.

Overseas students who would like to make a complaint or appeal should first access the School's informal complaints handling process by contacting the Admissions Manager for assistance.

The suspension or cancellation of the student's enrolment will not take effect until the complaints handling process is completed, unless the student's health or wellbeing, or the wellbeing of others, is likely to be at risk.

The *Written Student Agreement*, and the right to make complaints and seek appeals of decisions and actions under various processes, does not affect the rights of the student to take action under Australia's Consumer Law if the Australian Consumer Law applies.

The **Overseas Students' Ombudsman** offers a free and independent service for overseas students who have a complaint or want to lodge an external appeal about a decision made by their private education or training provider. Please also see the Overseas Student Ombudsman website for further information about assistance with refunds or disputes for Overseas Students: <https://www.ombudsman.gov.au/How-we-can-help/overseas-students>

PRIVACY

Under the Privacy Act 1988 (the Act), the School is required to provide you with certain information as to how we protect your privacy and how we comply with the requirements of the Act and the Australian Privacy Principles (APP's). This information is set out in our Privacy Policy which is available by contacting the Privacy Officer or on the School's website. You can also request a hard copy from the Mentone Girls' Grammar office.

The School strongly recommends that the student and their legal guardian(s)/ parent(s) read the School's Privacy Policy and refer any queries or concerns with respect to its content the Mentone Girls' Grammar Privacy Officer at privacy@mentonegirls.vic.edu.au.

Information is collected in this document and during the enrolment process in order to:

- Meet the School's obligations under the ESOS Act and the ESOS National Code 2018;
- Ensure student compliance with the conditions of their visas and their obligations under Australian immigration laws generally.

Information collected in this document and during the enrolment process can be provided, in certain circumstances, to the Australian Government and designated authorities, and, if

relevant, the *Tuition Protection Scheme*. In other instances information collected on this document or during the enrolment process can be disclosed without your consent where authorised or required by law.

Students and their legal guardian(s)/ parent(s) can review their personal information by request to the Admissions Manager or the School's Privacy Officer. All requests will be reviewed by the School's Privacy officer.

All personal information collected by the School will be stored in Synergetic and where required PRISMS. CareMonkey may also be used to store personal information for excursion purposes.

Information collected by the School as part of the student's enrolment with the School will not be used for secondary purposes without the consent of the student and their legal guardian(s)/ parent(s).

Personal information will be shared with Homestay Providers where there are homestay accommodation arrangements and will be used for the purpose of providing homestay accommodation services only.

For more information on privacy, please refer to Mentone Girl's Grammar School's Privacy Policy. <https://www.mentonegirls.vic.edu.au/privacy-policy> or request a copy from the School's Privacy Officer by emailing; privacy@mentonegirls.vic.edu.au

THE ESOS FRAMEWORK

The Australian government wants overseas students in Australia to have a safe, enjoyable and rewarding place to study. Australia's laws promote quality education and consumer protection for overseas students. These laws are known as the ESOS framework and they include the *Education Services for Overseas Students (ESOS) Act 2018* and the National Code.

Protection for overseas students

As an overseas student on a Student Visa (500), you must study with an education provider and in a course that can be found on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) at <http://cricos.education.gov.au/>. CRICOS registration guarantees that the course and the education provider at which you study meet the high standards necessary for overseas students. Please check carefully that the details of your course, including its location, match the information on CRICOS.

Your rights

The ESOS framework protects your rights, including:

- Your right, before enrolling, to receive current and accurate information about the courses, fees, modes of study and other information from your provider and your provider's agent. If you are under 18, to ensure your safety you will be granted a visa only if there are arrangements in place for your accommodation, support and welfare.

- Your right to sign a *Written Student Agreement* with your provider before or as you pay fees, setting out the services to be provided, fees payable and information about refunds of course money. You should keep a copy of the signed agreement.
- Your right to receive the education and other services as outlined in the letter of offer from the School and in any course information provided.

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

- Orientation and access to support services to help you study and adjust to life in Australia.
- Who the contact officer/s is for overseas students.
- When your enrolment can be deferred, suspended or cancelled.
- What your provider's requirements are for satisfactory progress in the courses you study and what support is available if you are not progressing well.
- If attendance will be monitored for your course.
- A complaints and appeals process.

Your responsibilities

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

- Satisfy your Student Visa conditions.
- Maintain your Overseas Student Health Cover (OSHC) for the period of your stay.
- Meet the terms of the written agreement with the School.
- Inform your Local Support Person and Overseas Student Co-ordinator if you change your address.
- Maintain satisfactory course progress.
- Follow the School's *Attendance Policy* and *Student Code of Conduct*.
- Maintain your approved accommodation, support and general welfare arrangements.
- Discuss plans for any overnight stay or travel which is not accompanied by an approved adult such as homestay provider or relative with the Overseas Student Co-ordinator and Local Support Person. For any such travel, you must obtain written approval from

your Local Support Person, a copy of which must be sent to the Overseas Student Co-ordinator.

- For school holiday arrangements that involve travel within or outside Australia, you must complete the School's *Holiday Form* which must be submitted to the Overseas Student Co-ordinator four weeks prior to travel. NOTE: Homestay providers will require a minimum of two weeks' notice if a student will be away for the holidays. As the School is ultimately responsible for student welfare during their schooling years, it reserves the right to refuse unsuitable travel arrangements. Failure to abide by this process may result in cancellation of the Confirmation of Appropriate Accommodation and Welfare and consequently a student's visa.

Contact details

Who?	Why?	How?
Mentone Girls' Grammar (your provider)	For policies and procedures that affect you	Contact the Admissions Manager on +61 3 9581 1200 gmcdonald@mentonegirls.vic.edu.au
Department of Education	For your ESOS rights and responsibilities	https://internationaleducation.gov.au/regulatory-information/pages/regulatoryinformation.aspx ESOS Helpline + 61 2 6240 5069
Department of Home Affairs	For visa matters	https://immi.homeaffairs.gov.au/help-support/contact-us Contact the Department of Home Affairs office in your country
Victorian Registrations and Qualifications Authority (VRQA)	School quality assurance matters	www.vrqa.vic.gov.au

ADDITIONAL INFORMATION

Course information, co-curricular activities, facilities, buildings and further details are available on our website: www.mentonegirls.vic.edu.au

Admissions Manager: Ms Glenda McDonald

Mentone Girls' Grammar

11 Mentone Parade, Mentone, Victoria 3194, Australia

Phone: +61 3 9581 1200 Fax: +61 3 9581 1299

Email: gmcdonald@mentonegirls.vic.edu.au

www.mentonegirls.vic.edu.au

