



PLC

PRESBYTERIAN
LADIES' COLLEGE
ARMIDALE
1887

INTERNATIONAL STUDENT Handbook



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STRATEGIC DIRECTION

PLC Armidale is a Pre-K to Year 12 girls' school of the Presbyterian Church of Australia in New South Wales. We welcome girls to grow within and contribute to the culture of a flourishing 21st Century school for girls locally, regionally and internationally. An education based on Christian values that inform our approach to learning and relationships within the College.

OUR VALUES

Our community is informed by Christian values of:

- *Integrity:* Building and shaping the identity of young women.
- *Humility:* Considering the needs of others before those of yourself.
- *Respect:* Valuing and appreciating people, places and property.
- *Self-discipline:* Committing and motivating yourself to strive and achieve.

OUR APPROACH

We strive to foster the growth of each student by:

- Equipping girls with the will to succeed by honouring our foundations of character, faith, and substance.
- Encouraging girls to become leaders who care for tomorrow's world by promoting growth, diversity, and stewardship.
- Educating girls to become responsible and rigorous forward thinkers who seek to ask and answer "why?" in all our endeavours.
- Enabling girls to pursue excellence in life and learning by celebrating the strength, aspirations, and uniqueness of women.

OUR GRADUATES

We want each student to develop the confidence, compassion and self-assuredness of:

- *A woman of faith, character, and substance:* One who develops a strong sense of self enabling her to take responsibility for the alignment and integration of her beliefs with her values, actions and the consequences of those actions.
- *An engaged, involved, and resilient leader in the community:* One with the capacity to make decisions, set direction, understand perspectives, lead by example, stand strong, and communicate effectively in the service of others locally, regionally and globally.
- *A courageous, creative, and critical thinker:* One who acquires, applies and refines a wide range of knowledge, skills and character competencies, facilitates both big picture thinking and focuses on attention to detail to respond creatively and optimistically to new ideas and solutions.
- *A self-directed, collaborative, and committed learner:* One who designs and implements a process of learning in which she sets and works towards goals, responds to challenges with a positive and flexible approach, completes her work, evaluates progress and learning, and both supports and learns from the achievement of others.

OUR STRATEGY

Working together towards our vision for the college, we will:

- Articulate PLC Armidale's relationship with the global community and the capacity of our girls to take their place in this world.
- Enhance staff capacity to deliver our vision with confidence.
- Provide the leadership, planning and resource allocation to display enterprise in girls' education, sustain an efficient and flexible business model, and optimise enrolments by building deep and abiding relationships within our local, regional and international community.
- Demonstrate the continuing relevance and strength of our College's commitment to Christian values and pastoral care.

WELCOME

We are looking forward to welcoming you to our PLC Armidale community. To assist with the smooth transition into Senior School life at PLC Armidale, some helpful information is provided in this Handbook.

STUDYING IN ARMIDALE AUSTRALIA

PLC Armidale is located in the historic rural city of Armidale, widely known as the education centre of Northern New South Wales, with a great variety of cultural, sporting, and religious facilities, and the home of the University of New England.

With a temperate mountain climate, Armidale has a population of 25,000, is situated on the New England Tablelands, and is serviced by regular air, train, and coach connections to Sydney and Brisbane. The school is situated just three kilometers north of the CBD in a delightful parkland with well maintained playing fields and a mix of charming historic and modern buildings.

Armidale differs from most regional centres because it has a long-established university, transforming it from a rural town to a sophisticated and cosmopolitan small city. You will find an art gallery, numerous award-winning restaurants and cafes along with first class sporting facilities.

ABOUT PLC ARMIDALE

Founded in 1887, PLC Armidale is part of a long tradition of PLC schools for girls, and we are proud of the standard of excellence that continues as a vital part of our tradition. Our graduates are confident, caring young women who are well equipped to take their place in the world and pursue their chosen pathway.

The safe, country environment of PLC Armidale is especially appealing to parents seeking a steady and secure place for their daughters. The school is set in seventeen hectares of picturesque grounds with native birds, plants and animals.

Our Pastoral Care program and active Student Representative Council ensure that students are well looked after by each other and by school staff. We also operate a peer support program for Year 7 students and academic mentoring for Year 12.

Our HSC students achieve consistently high results, with many of our girls being recognised as Distinguished Achievers. PLC graduates typically go on to universities and other tertiary institutions throughout Australia and the world to study in chosen fields such as Medicine, Law, Agriculture or Drama and the Arts. We also provide vocational opportunities with our on-site trade training centre for students who do not wish to progress to university.

At PLC Armidale your daughter will benefit from the proven advantages of an education at an all-girls' school. Excellence in academic pursuits, cultural and sporting activities, and community service is encouraged and rewarded. Enrolment is non-selective, and students from all races and religious affiliations are welcome. PLC Armidale is the only NSW all-girls' school north of Sydney taking students right through from Pre-Kinder to Year 12, giving your daughter the chance to achieve her very best.

At PLC Armidale we draw our students from New South Wales and the eastern states, and from many other countries, giving us a diverse and stimulating international flavour. Our overseas students join a cultural awareness program in which the Overseas Students Coordinator takes them to local places of interest for day trips, and on overnight excursions to places like Coffs Harbour on the coast to fully experience the richness of Australian life. English as a Second Language is studied at all year levels.

Co-curricular activities are educational opportunities provided by the school. They include the cattle team, equestrian, gardening club, music ensembles, and a wide variety of sports. All girls are encouraged to take part in co-curricular activities to enrich the quality of their education, give them outlets for creativity, and to extend their talents and interests. Extra-curricular activities provided by visiting specialist teachers include speech and drama, dance, a wide range of musical instruments, voice tuition, and tennis.

PROGRAM OF STUDY

Junior School (Primary) CRICOS course code: 041403G

There are seven years of Junior School. Students attending PLC Armidale on a student visa must be at least 6 years of age. Please note that alternate arrangements exist for students on a dependent visa. It is necessary for international students enrolled at PLC Armidale to be living with at least one parent or grandparent or an approved guardian for the duration of their Junior School enrolment.

Senior School (Secondary) CRICOS course code: 041404G

There are six years of secondary schooling. International students must be less than 19 years old when they commence Year 11. Successful completion of the final two years of schooling leads to the award of the New South Wales Higher School Certificate (HSC).

Student Assessment and Reporting

Student progression from one year to the next is based on teacher evaluation of individual student performance and ability.

Each year, PLC Armidale provides parents with two reports on the student's academic performance. Formal parent/teacher interviews are scheduled annually to provide an opportunity for discussions between parents and teachers about the student's progress. If parents are visiting Australia during the academic term and would like to speak to staff, this will be arranged at a time which is mutually convenient. Parents may also contact the College for an interim report which will be mailed to them.

Local carers or guardians are expected to arrange to interpret reports if needed.

The carers/guardians of overseas students are expected to attend parent/teacher functions in the place of the parent(s).

Satisfactory course progress is required at each of these levels and our expectations are outlined in the section on Course Progress.

Higher School Certificate (HSC)

In the final two years of school (Years 11 and 12) students can study for their NSW Higher School Certificate. This is an internationally recognised school graduation certificate and is essential for students who want to progress to university. Students usually choose a pattern of subjects that will lead to and complement their selected university course or career path. Our Curriculum Coordinator is available to assist with subject selection.

Students study five or six subjects in each year. Most subjects count as 2 units per year. Students must complete at least 12 units in their Preliminary year (Year 11) and 10 units in their HSC year (Year 12), including at least 2 units of English, to receive their certificate. The College offers the English as a Second Language course for the HSC.

Attendance

As a requirement of their student visa, international students must maintain satisfactory attendance. Students must arrange their travel to ensure attendance for the whole school term.

CURRICULUM

PLC Armidale offers a wide choice of subjects based on NSW Board of Studies courses. From Kindergarten to Year 8 a common course is followed with the exception of the choice of a particular language(s). In Years 9 and 10, students may choose three elective subjects.

In the final two years of secondary school, PLC Armidale offers a wide range of academic subjects as preparation for university entrance. The college also offers vocational courses.

Students generally choose six subjects in Year 11 and five subjects in Year 12. All students must study at least two units of English (in both Years 11 and 12), either English as a Second Language or English. Please note that if insufficient students choose a course it may not run in a particular year, however, this is not common.

PATHWAYS TO VOCATIONAL EDUCATION AND UNIVERSITY

It is common for international students studying in NSW to continue their studies at a NSW university or a Technical and Further Education (TAFE) institute, which specialises in vocational education. NSW universities and vocational education institutes are among the world's best.

Qualifications are recognised globally and the fees are internationally competitive. NSW has 12 universities. Most are in Sydney and many have multiple campuses around the state.

Applying to go to a NSW university if you attend a NSW school is simple. International students who graduate with their HSC from a NSW school can apply to a university through the Universities Admissions Centre (UAC), as local students do. Students studying outside Australia must apply directly to the institution.

COLLEGE HOURS & PERIOD TIMES

PLC Armidale commences each day at 8.40am and classes conclude at 3.30pm.

| TIMETABLE 1 | | |
|-----------------------------------|---------|---------|
| Monday | Start | End |
| Assembly | 8.40am | 9.15am |
| Period 1 | 9.15am | 10.10am |
| Period 2* - Pastoral Care/Careers | 10.10am | 10.40am |
| Extended Recess (Whole School) | 10.40am | 11.10am |
| Period 3 | 11.10am | 12.05pm |
| Period 4 | 12.05pm | 1.00pm |
| Lunch | 1.00pm | 1.40pm |
| Period 5 | 1.40pm | 2.35pm |
| Period 6 | 2.35pm | 3.30pm |

| TIMETABLE 2 | | |
|---------------------------------|---------|---------|
| Tuesday - Friday | Start | End |
| Period 1 | 8.40am | 9.35am |
| Period 1 | 9.35am | 10.30am |
| Recess / Chapel (Friday) | 10.30am | 10.50am |
| Pastoral Care / Recess (Friday) | 10.50am | 11.10am |
| Period 3 | 11.10am | 12.05pm |
| Period 4 | 12.05pm | 1.00pm |
| Lunch | 1.00pm | 1.40pm |
| Period 5 | 1.40pm | 2.35pm |
| Period 6 | 2.35pm | 3.30pm |

SCHOOL HOLIDAYS

The latest term dates can be found on the College website <https://www.plcarmidale.nsw.edu.au/our-college/term-dates>

DAILY SCHEDULE AND OPERATION

More information and details of daily school schedule and operation can be found on the Junior School Handbook, Senior School Handbook and Boarding Handbook. These handbooks can be found on the College website <https://www.plcarmidale.nsw.edu.au/enrolments/2021-student-information>

FEES

Please refer to the current International Students fee schedule provided in our information pack or on the College website <https://www.plcarmidale.nsw.edu.au/enrolments/fees>

ASSISTANCE

International students are able to contact the College in emergency situations through contact details listed. International students are encouraged to seek assistance and report any incident or allegation involving actual or alleged sexual, physical or other abuse.

SUPPORT SERVICES

To assist our international students in adjusting to life and study in Australia, the College facilitates access to:

- counselling for general or personal matters nursing services
- health and disability services
- English and academic support services relevant legal services
- emergency and health services
- information on employment rights and conditions, and how to resolve workplace issues, such as through the Fair Work Ombudsman

The College has appointed an International Students Coordinator as the designated contact point for international students. Students are introduced to the International Students Coordinator at orientation and given their contact details.

In addition, the College's international student contact officer/s must have up-to-date contact details of all international students enrolled at the College. The contact officer/s must also provide their contact details to all international students enrolled at the College. Contact details can be found in the Key Contact Details section.

FACILITIES

PLC Armidale has been located on its current premises for over fifty years.

A Master Site Plan guides the continued development of the site and its buildings to offer modern indoor and outdoor facilities in an environmentally friendly, safe and tranquil setting of spacious grounds, gardens and native bushland.

Our facilities include:

- A dedicated Year 12 Study Centre and Year 11 Study Room.
- Two Library Resource Centres, one with seminar rooms and video conferencing facilities.
- Four Science laboratories with high quality equipment for experiments required in science subjects.
- Learning Support Centre providing a safe environment and support for students with learning difficulties.
- Hospitality Centre boasting a state of the art commercial kitchen with adjacent classroom, kitchen garden and outdoor entertaining space.
- Art Rooms, Dance Studio, Drama Studio and Design and Technology Room providing space and equipment for students who enrolled in specific subjects.
- Astra Arts Centre incorporating the College Chapel and large foyer area suitable for major events.
- Sporting facilities including versatile indoor gymnasium, suitable for both sport and special events; 400m grass athletics track, six hard surface tennis courts, all used extensively by the College as well as community organisations and individuals.
- Health Care Centre located in one of the boarding houses, operated by a Registered Nurse.
- Three Boarding Houses- Austin, Todd/McBean and Hilton, located on campus, operated by Head of Boarding and boarding house staff, providing students a safe and caring community.
- Dining Hall where students enjoy meals and various activities. Catering is provided through Catercare.
- Uniform Shop where students can purchase uniforms.

ORIENTATION PROGRAM

An orientation program has been developed for new International students to assist the students settle into the life in the College. Program schedule as outlined below:

Arrival to the College

- Airport pick up
- Meet and greet by Boarding staff and International student coordinator
- Obtain a mobile phone SIM card
- Set up a bank account
- Organise uniforms and school shoes
- Optional parents' accommodation assistance
- Optional assistance to purchase additional items
- Provide information to the student and families
 - Support services available at the College
 - English language and study assistance programs at the College
 - Access to relevant legal services
 - Emergency and health services
 - Facilities and resources at the College
 - Complaints and appeals policy
 - Course attendance and progress requirements

Boarders' Orientation Program

- Introduction to the Boarding house environment
- Introduction to the Boarding house rules and expectations
- Introduction to the Head of Boarding and Boarding house staff
- Meet with the School Nurse
- Unpack and settle in the allocated dorm
- Set up leave application system- Boardingware

Course Commencement

- Meet with Head of Senior School, Head of Faculties
- Meet with Pastoral Care Patron
- Meet with IT Manager
- Text book and classroom orientation

KEY CONTACT DETAILS

Principal

Mrs Nicola Taylor

Email: principal@plcarmidale.nsw.edu.au

Head of Senior School

Mr Mitchell Clendinning

Email: mclendinning@plcarmidale.nsw.edu.au

Head of Junior School

Mrs Fiona Wake

Email: fwake@plcarmidale.nsw.edu.au

Acting Heads of Boarding

Ms Margaret Latham & Ms Jennifer Leahy

Email: headofboarding@plcarmidale.nsw.edu.au

Phone: 02-6770 1716

Enrolments Manager

Mrs Sally McCook

Email: enrolments@plcarmidale.nsw.edu.au

Phone: 02-6770 1727

Pathways Administrator

Ms Amy Chiu

Email: achiu@plcarmidale.nsw.edu.au

Phone: 0408797018

PLC PATHWAYS (ELICOS) CRICOS course code: 092948G

The PLC Pathways program is the English Intensive Courses for Overseas Students (ELICOS) established by PLC Armidale located in two campuses, PLC Armidale and Scots All Saints College Bathurst.

The PLC Pathways program is designed to ensure that every part of a student's schooling is accessible, enjoyable and enriching.

The PLC Pathways program has been designed by educators with many years' experience at the highest levels of English. Our curriculum supports the development of the English language and critical thinking necessary for success.

Students who join our program are part of a prestigious independent school. They learn the cultural and social characteristics of Australian society enabling them to enjoy strong friendships and connections with the community. The students are looked after within a caring boarding community committed to serving their best interests.

PLC Pathways is unique in offering students a fully residential intensive English program within two highly respected independent schools.

Academic Program

Pathways students enjoy all the benefits of being at an independent boarding school while preparing for entry into the mainstream curriculum. Students not only are able to access full facilities, also participate in the regular life of the school by playing sports, participating in music ensembles and orchestras, attending chapel and assemblies, wearing the uniform, sharing meals with Australian boarders and studying within the school campus.

The academic program includes:

- Academic and conversational English delivered by teachers experienced in high level mainstream English teaching as well as students of English as an Additional Language or Dialect (EAL/D)
- A deep and critical understanding of western culture and thinking
- A broad range of experiences outside the classroom
- Tuition from a range of teachers with extensive experience in a variety of subject areas
- Support and orientation program provided in the mainstream courses

The Pathways curriculum is tailored to individual needs, from beginner to advanced language learners. Students who progress more quickly in their language and cultural acquisition, may seamlessly transition into the mainstream academic program at PLC Armidale, Scots All Saints College, or to any of our other partner schools.

PLC Pathways Segue Program

The PLC Pathways Segue Program offers students an alternative on-line course where students learn synchronously with teachers through various learning platforms and benefit from the high quality academic program provided by the Pathways curriculum.

Co-Curricular Program

Students enrolled in the Pathways program are expected to make the most of the opportunities they are presented in:

- Music
- Adventure
- Sport
- Service
- Co-curricular activities

More information about the PLC Pathways Program can be found on

- the College website <https://www.plcarmidale.nsw.edu.au/our-college/plc-pathways>
- the PLC Pathways website <https://plcpathways.nsw.edu.au>
- the PLC Pathways Prospectus

PLC PATHWAYS COURSE ENTRY REQUIREMENTS

Interviews with students applying for the PLC Pathways course by the Pathways Lead Teacher and/or the Principal are required to determine

- The level of functional language, understanding and type of support required
- Confidence and independence in an English-speaking environment
- Familiarity with learning domains facilitated through non-verbal cues

PLC Pathways may request confirmations of the student's capacity to learn in native language and target language, English as a Second Language (ESL) scale and/or the results of Australian Education Assessment Services (AEAS) test to assist with determining entry into the appropriate course.

PLC PATHWAYS COURSE OUTCOME

Students' English language level will be determined after the initial enrolment assessment into

- **Beginners:** Students with basic English proficiency. The program focuses on building fundamental English skills and encouraging engagement in English learning.
- **Intermediate:** Students with fundamental English skills. The program focuses on introduction and training of academic English skills and introduction to the Australian education system, including teaching and learning styles, critical thinking and independent learning.
- **Advanced:** Students with higher level of English skills. The program focuses on refining Academic English skills and ensures students are prepared to enter formal study in the Australian education system.

Students' are expected to progress from one level to the next after a duration of study. Individualized course outcome is available in the Written Agreement offered by the College.

| Duration | 4-12 weeks | 13-20 weeks | 30-40 weeks |
|--------------|--|--|--|
| Beginners | Develop and build up fundamental English skills | Progress to intermediate courses | Strengthening English ability and progress to Advanced courses |
| Intermediate | Build up and consolidate academic English skills | Strengthen English language proficiency and progress to Advanced courses | Progress to advanced courses |
| Advanced | Polishing English skill and preparation for formal study | Progress to mainstream courses | |

KEY CONTACT DETAILS

Pathways Administrator - Ms Amy Chiu

Email: achiu@plcarmidale.nsw.edu.au

Phone: 02-6770 1766

Mobile: +61 408 797 018

HOW TO APPLY AS AN INTERNATIONAL STUDENT

Language requirements

PLC Armidale will use the English as a Second Language (ESL) level and/or the results of Australian Education Assessment Services (AEAS) testing to assist with determining entry into different courses. ESL scales provide students' performance levels in Oral Interaction, Reading and Responding, and Writing. AEAS testing includes English Proficiency, General Ability, and Mathematical Reasoning. Standards for entry are as prescribed in the table below. Students who do not meet the prescribed standards for entry will be required to attend an ELICOS (English Intensive Courses for Overseas Students) at PLC Pathways, Armidale or Bathurst.

PLC Armidale will also require interviews with the student to determine

- The level of functioning comprehension and the level of support required
- Confidence and independence in an English-speaking environment
- Familiarity with learning domains facilitated through non-verbal cues

| STAGE | YEAR | ENGLISH PROFICIENCY REQUIREMENTS |
|-----------|---------------------|--|
| Stage 1-3 | Years 1-6 (Primary) | Interview |
| Stage 4 | Years 7 & 8 | A minimum of ESL scale 5 in all three areas |
| Stage 5 | Years 9 & 10 | AEAS 65 or above OR A minimum of ESL scale 5 in all three areas |
| Stage 6 | Years 11 & 12 | AEAS 75 or above OR Minimum of ESL scale 6 in Oral Interaction, with a minimum of 5 and at least one 6 in Reading Comprehension and Writing. |

We are very pleased to offer an English language support program at PLC Armidale (for an additional charge). Our integrated program enables our overseas students to develop their English language skills and to study alongside Australian students. Support in English is provided in specialist classes for overseas students. These classes are run by qualified staff. In other classes, such as Mathematics, Science and Physical Education, our overseas students participate in regular classes with Australian students. This program enables our overseas students to take part fully in the school program while developing their English language skills.

Educational Qualifications

PLC Armidale requires below documentations upon application:

- school reports from the student's home country
- student academic reports from the school which the international student attended in their home country and/or the school they attend/ed overseas

Applying to Study

Some parents prefer to use an agent who speaks their own language and is familiar with the procedures. Agents can make the process fast and efficient as they are experienced in dealing with the issues concerned. Agents will charge a fee for their services and may offer additional services. PLC Armidale accepts applications from all agents but does not pay them a commission -- unless they are official agents of the College.

All marketing and application forms are available on our website (www.plcarmidale.nsw.edu.au). A standard application form is completed initially. It must be sent with all necessary documentation to the address given below.

PLC Armidale
Locked Bag 5
Armidale NSW 2350
Australia
Telephone: (+612) 6770 1700
Facsimile: (+612) 67701797
Email: enrolments@plcarmidale.nsw.edu.au

THE ESOS FRAMEWORK- PROVIDING QUALITY EDUCATION AND PROTECTING YOUR RIGHTS

The Australian Government wants overseas students in Australia to have a safe, enjoyable and rewarding place to study. Australia's laws promote quality education and consumer protection for overseas students. These laws are known as the ESOS framework and include the Education Services for Overseas (ESOS) Act 2000 and the National Code.

Protection for Overseas Students

As an overseas student on a student visa, 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.dest.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 to receive, before enrolling, 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 agreement with your provider before or as you pay fees, setting out the services to be provided, fees payable and information about refunds of course money. You should keep a copy of your written agreement.
- your right to get the education you paid for. The ESOS framework includes consumer protection that will allow you to receive a refund or to be placed in another course if your provider is unable to teach your course.
- your right to know:
 - how to use your provider's student support services
 - who the contact officer or officers are for overseas students
 - if you can apply for course credit when your enrolment can be deferred, suspended or cancelled
 - what your provider's requirements are for satisfactory progress in the courses you study
 - if attendance will be monitored for those courses
 - what will happen if you want to change providers and
 - how to use your provider's 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 your provider
- inform your provider if you change your address
- maintain satisfactory course progress
- if attendance is recorded for your course, follow your provider's attendance policy and
- if you are under 18, maintain your approved accommodation, support and general welfare arrangements

Contact Details

| Who? | Why? | How? |
|--|--|--|
| Before you start: The Enrolments Manager | For policies & procedures that affect you | www.plcarmidale.nsw.edu.au (+612) 67701700 |
| After you start: The enrolments Manager or Head of Boarding | For assistance with policies and procedures, visa changes and any general concerns regarding your time at PLC Armidale or in Australia | www.plcarmidale.nsw.edu.au (+612) 67701727 Or (+612) 67701724 In emergencies 0428866590 |
| Department of Education Science and Training (DEEWR) | For your ESOS rights and responsibilities | www.aei.dest.gov.au/esos ESOS helpline +612 62405069 Email esosmailbox@dest.gov.au |
| Department of Immigration and Citizenship (DIAC) | For Visa matters | www.immi.gov.au Phone 131 881 in Australia Contact the DIAC office in your country |

PRIVACY

Information is collected by PLC Armidale throughout the enrolment process and during your daughter's enrolment at the college in order to meet the College's obligations under the ESOS Act and National Code 2007 to ensure student compliance with the conditions of their visas and their obligations under Australian immigration laws generally. The authority to collect this information is contained in the ESOS act, ESOS regulations and National Code 2007. Information collected about you and your daughter can be provided, in certain circumstances to the Australian Government and designated authorities. In other instances, information collected can be disclosed without your consent where authorised or required by law.

EXPECTATIONS OF STUDENTS STUDYING ON A STUDENT VISA

- Know the conditions of your visa and seek help when you do not understand
- Maintain a valid visa
 - o not change your address or contact details without notifying the College
 - o not change your home-stay without the permission of the College
 - o not change your carer/guardian without the permission of the College
- Attend each day unless sick and ask your guardian to notify the College if you are away from school
 - o not leave Australia without notifying the College
- The College has strict standards of behaviour. These standards must be maintained at all times
- Maintain satisfactory attendance and academic achievement
- Seek the assistance of the Enrolments Manager or Head of Boarding whenever you need assistance

COLLEGE EXPECTATIONS

CODE OF CONDUCT

The Christian ethos of the school provides the basis of the Code of Conduct, emphasising our care and concern for others.

YOUR BASIC RIGHTS AS A STUDENT

- to receive a quality, comprehensive education
- to be happy and to feel safe, both physically and emotionally
- to have your property respected
- to receive courtesy, fairness, respect and excellence in teaching
- to contribute to the decision making in the school through the SRC and other groups
- to be able to learn without disruptive behaviour
- to be supported in all aspects of learning and be given equitable access to school facilities
- to expect an honest assessment of your efforts in written reports, parent interviews and school references
- to be aware of the expectations of the school community

YOUR RESPONSIBILITIES AS A STUDENT

- to represent the school, be correctly dressed in school uniform and to promote pride in PLC Armidale
- to co-operate with staff and other students, treating them with respect and politeness
- to be punctual to class and to care for classrooms, resources and the school environment
- to develop a sense of responsibility for your own actions, behaving in a manner that reflects positively on yourself, the school and your family
- to discuss issues without being disagreeable
- to be organised, use time productively and fulfil all commitments to best of your ability
- to respect the rights of other students to learn
- At PLC Armidale, we take a positive approach to assist students meet their responsibilities in their behaviour. We believe that;
- there is a high correlation between school values and parental values so that we are working in a mutually beneficial partnership;
- students are aware of and understand the expectations we have about their behaviour;
- students must develop a sense of responsibility for their actions.

EXPECTATIONS

It is expected that students will be courteous and respectful to all staff at all times. The following list of expectations is not exhaustive, but is merely designed to illustrate the sort of behaviour expected from students.

- In interactions between staff and students, it is expected that students will
 - allow adults to enter first through a doorway;
 - greet staff members by name;
 - follow staff directions both in and out of the classroom;
 - observe school and class rules;
 - be attentive in class;
 - respect school property.

In interactions with other students, it is expected that students will:

- be courteous to each other;
- support each other in class activities and in other school activities;
- respect the property of other students;
- tell a teacher if they are worried about another student in any way.

COLLEGE STANDARDS

At all times students should take pride in attending their College. Students are expected to show growing maturity in their respect for themselves, their fellow students and their surroundings, and therefore in their ability to discipline themselves and to present themselves well to others. This will be evident in the following areas:

- Conduct
- Appearance
- Attitude to teachers, fellow students and to studies.

Conduct

Courtesy and Respect

Courtesy and respect to teachers, fellow students and others connected with the College is to be given at all times regardless of the medium through which communication occurs.

Offensive Language

Offensive language will not be tolerated.

College Property

Students are expected to use College property with care and respect. Students responsible for misuse of College property may be obliged to make good any damage caused. Students may not chew gum. Rules for special areas such as The Dorothy Knox Centre, the computer rooms and the laboratories must be observed. Students must abide by library rules and be thoughtful of other students by promptly returning books borrowed. Students in Years 7 to 10 are provided with a locker and are encouraged to bring a padlock to secure it. Students must place their bag and valuables in their locker during class time.

Absences

Day students must bring a note from home to excuse any partial or full day absence from school.

Mobile Phones

Many students at PLC Armidale have their own mobile communication devices. These range from simple mobile phones, to i-phones and other hand held devices.

These are used for accessing information, communication and personal security.

PLC Armidale applies the principles of common sense and courtesy to the use of all mobile technologies by students at school. Mobile phones etc shouldn't be turned on in class, at meetings, assembly and chapel or when speaking with a member of staff or a student.

If a teacher requires the use of mobile phones for a class activity then students will be informed beforehand. During tests and assessments mobile technologies may not be brought into the classroom. This is in line with Board of Studies rules for external examinations such as the School Certificate and Higher School Certificate.

Students in Years Pre-Kinder to Year 5 should not be bringing mobile technologies to school unless they are using public transport, in which case they should have a note from home.

These are some simple guidelines. Students are responsible for the security of their phone. The usual rules about bullying and protection of privacy of individuals apply - sending offensive text messages, taking photos of students or staff without permission and so forth, are not permitted. Any students found breaking these rules will be faced with severe consequences. Our guiding principles are of common sense, a sensitivity towards context and respect for others.

Traveling Outside the College

All students will behave in a safe and responsible manner when traveling outside the College. Students must go directly home after school and not loiter anywhere along the way. Noise must be kept to a minimum on buses and no reason for complaint given to other passengers. Any misbehaviour while in transit between the College and home will be dealt with as a serious breach in a student's responsibility to the College and the general community.

Smoking, Alcohol and Illicit Drugs

The possession, distribution or use of tobacco products, alcohol or illicit drugs are forbidden within the College, when travelling to and from the College and at any official College activity. These are serious offences and will be addressed using the College's Student Discipline Policy - see the College website for this policy. PLC Armidale may be required to refer incidents regarding alcohol and illicit drugs to an authority external to the College.

Gambling

Gambling is not permitted at the College or at any College related activity.

Physical Violence

No student may physically abuse another student or member of staff. These are serious offences and will be addressed using the College's Student Discipline Policy. PLC Armidale may be required to refer incidents of this type to an authority external to the College.

Intimidation

Bullying, harassment and intimidation are not acceptable in any form. Students who experience such behaviour should report the matter to either their class teacher, Pastoral Care Teacher, Deputy Head of School or Head of Boarding as soon as possible. The protocols of the College's Policy in Bullying will be followed for all bullying allegations - see the College website for this policy. Every allegation of bullying will be investigated and all participants will have the opportunity to describe and explain their behaviour.

Misuse of Information and Communication Technologies

The IT network at PLC is provided predominantly for curriculum related purposes and to support and assist all students in their learning. It is important that each individual remembers that their use of technology impacts upon others.

All student must sign the Information Technology Acceptable Use Agreement before they receive access to PLC Armidale network.

Breaching the Information Technology Acceptable Use Agreement will result in restricted access or further disciplinary action depending on the nature of the offence. Certain behaviours using technology could result in legal action or prosecution.

Disciplinary Matters

Students are expected to accept responsibility for their own actions. PLC Armidale is committed to settling student discipline matters of any nature in a timely manner, using procedural fairness and respect for all. Students will have the opportunity to describe and explain their behaviour before any disciplinary actions are determined.

Appearance

Uniform

Each student is a representative of the College and as such is expected to wear full uniform when moving to and from the College and at any time during the day when she has been permitted to leave the grounds.

PLC uniform and accessories are available from the Clothing Shop. The prescribed uniform is worn at all school occasions including sporting functions and excursions.

Accessories

No jewellery, apart from one pair of inconspicuous earlobe studs and a wristwatch, is to be worn. Makeup and nail polish are never worn.

Hair

Hair must be neat - either short, plaited or tied back tidily with regulation ribbon or scrunchie. Hair must be of a natural colour and style.

Hats

Hats must be worn to and from school in Term 1 and 4. During summer all students must wear a hat for sport or activities in the ground.

Blazers

Blazers must be worn at all times outside the school grounds, except on very hot days. School jumpers must not be worn without a blazer outside school grounds.

Attitude to Study

The purpose of attending the College is to achieve academically and since the learning process requires respect, cooperation and self-discipline, it is expected that students will take a positive attitude to their work.

As a part of this process, teachers will not accept careless, untidy work, late assignments or insolence. Only students who have satisfied staff that they are working steadily and to capacity may represent the College in sporting and other activities.

The Benefits of Appropriate Academic Conduct

When students observe the steps of appropriate academic conduct:

teachers are better able to facilitate, direct, evaluate and advise students about their learning students are better able to meet marking criteria to develop higher levels of achievement students will display the appropriate academic integrity needed for higher education.

The Responsibilities of Appropriate Academic Conduct

There are responsibilities and consequences involved in appropriate academic conduct:

Students must acknowledge the ideas of others by using the conventions of writing e.g. referenced quotes and ideas, and bibliographies.

Plagiarism is the misappropriation or imitation of another person's ideas and passing them off as one's own. In the world beyond school it is treated very seriously and can be a legal offence. At PLC Armidale it is treated equally seriously, particularly with regard to work submitted for assessment purposes.

Penalties may be imposed for plagiarism.

ATTENDANCE

The following Expectations and Definitions form part of the Course Progress and Attendance Policy of PLC Armidale.

Expectations

- Satisfactory course attendance is attendance of 80% of scheduled course contact hours.
- Student attendance is:
 - checked and recorded daily
 - checked regularly
 - calculated over each semester.
- Late arrival at school will be recorded and will be included in attendance calculations.
- All absences from school should be accompanied by a medical certificate, an explanatory communication from the student's carer or evidence that leave has been approved by the Head of School.
- Any absences longer than 3 consecutive days without approval will be investigated.
- Student attendance will be monitored by the Enrolments Manager every 2 weeks over a semester to assess student attendance using the following method
 - Calculating the number of hours the student would have to be absent to fall below the attendance threshold for a semester e.g. number of study days x contact hours x 20%. [For example, an eight week semester with 5 contact hours a day would equal 200 contact hours. 20% of this is 40 hours or eight days.]
 - Any period of exclusion from class will be included in student attendance calculations.
- Students at risk of breaching PLC Armidale's attendance requirements will be counselled and offered any necessary support when they have absences totalling 10% of the semester.
- If the calculation at f) indicates that the student has passed the attendance threshold for the study period, PLC Armidale will advise the student of its intention to report the student for breach of visa condition 8202, and that she has 20 working days in which to access the College's internal complaints and appeals process except in the circumstances outlined below.
- The College will notify DEEWR 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) withdraws from the complaints and appeals process iii) the complaints and appeals process results in a decision for the school.
- Students will not be reported for failing to meet the 80% threshold where: i) the student produces documentary evidence clearly demonstrating compassionate or compelling circumstances e.g., medical illness supported by a medical certificate, and ii) has not fallen below 70% attendance.
- 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%.
- If a student is assessed as having nearly reached the threshold for 70% attendance, the Enrolments Manager will assess whether a suspension of studies is in the interests of the student as per PLC Armidale's Deferment, Suspension and Cancellation Policy.
- If the student does not obtain a suspension of studies under PLC Armidale's Deferment, Suspension and Cancellation Policy, and falls below the 70% threshold for attendance, the process for reporting the student for unsatisfactory attendance (breach of visa condition 8202) will occur.

COURSE PROGRESS

The following Expectations and Definitions form part of the Course Progress and Attendance Policy of PLC Armidale.

Expectations

- Course Progress
 - The College will monitor, record and assess the course progress of each student for the course in which the student is currently enrolled. The Director of Extension and Learning Support will be responsible for monitoring.
 - The course progress of all students will be assessed at the end of each semester of enrolment.
 - Students who have begun part way through a semester will be assessed after one full period of attendance.
 - Satisfactory progress is defined in terms appropriate to each of the courses offered.
 - In Primary (Kindergarten to Year 6), satisfactory course progress is defined as an achievement level of at least 'Basic' in English, Mathematics, HSIE and Science and Technology.
 - In Junior Secondary (Years 7 to 10), satisfactory course progress is defined as a grading level of at least grade 'D' in at least those subjects which are mandatory for the NSW School Certificate. (The exception being for students who commence during Year 10 and are not sitting for the NSW School Certificate. For these students, satisfactory course progress is determined as a grading level of at least 'D' in at least English, Mathematics and Science).
 - In Senior Secondary, satisfactory achievement is defined as achieving a grade of 'D' or above in at least 10 units, two of which must be English.
 - If a student does not achieve the required competency in at least 80% of units studied in an assessment period, the Director of Extension and Learning Support will meet with the student to develop an intervention strategy for academic improvement. This may include:
 - additional supervised study periods
 - tutorial assistance
 - other intervention strategies as deemed necessary.
 - A copy of the student's individual strategy and progress reports in achieving improvement will be forwarded to parents.
 - The student's individual strategy for academic improvement will be monitored over the following semester by the Director of Studies and records of student response to the strategy will be kept.
 - If the student does not improve sufficiently academically and achieve satisfactory course progress by the end of the next assessment period, PLC Armidale will advise the student in writing of its intention to report the student for breach of visa condition 8202, and that she has 20 working days in which to access the school's internal complaints and appeals process.
 - The College will notify DEEWR via PRISMS of the student not achieving satisfactory course progress as soon as practicable where:
 - the student does not access the complaints and appeals process within 20 days, or ii) withdraws from the complaints and appeals process, or
 - the complaints and appeals process results in favour of the school
- Completion within expected duration of study (course progression)
 - As noted in 1) a), the College will monitor, record and assess the course progress of each student for the course in which the student is currently enrolled.
 - Part of the assessment of course progress at the end of each semester will include an assessment of whether the student's progress is such that they are expected to complete their course within the expected duration of the course.
 - The College will only extend the duration of the student's study where the student will not complete her course within the expected duration due to:
 - compassionate or compelling circumstances
 - student participation in an intervention strategy
 - an approved deferment or suspension of study has been granted in accordance with PLC Armidale's Deferment, Suspension and Cancellation Policy.
 - Where the College decides to extend the duration of the student's study, the school will report via PRISMS and/ or issue a new CoE if required.

Definitions

- Compassionate or compelling circumstances - circumstances beyond the control of the student that are having an impact on the student's progress through a course. These could include:
 - serious illness, where a medical certificate states that the student was unable to attend classes
 - bereavement of close family members such as parents or grandparents
 - major political upheaval or natural disaster in the home country requiring her emergency travel that has impacted on her studies For other circumstances to be considered as compassionate or compelling, evidence would need to be provided to show that these were having an impact on the student's progress through a course.
- Expected duration - the length of time it takes to complete the course studying full-time. This is the same as the registered course duration on CRICOS.
- School day - any day for which the school has scheduled course contact hours.

WELFARE AND ACCOMMODATION

The Enrolments Manager is the staff member who is available to assist students studying on a student visa and their parents and guardians with any day-to-day problems. The Enrolments Manager, class teacher, Pastoral Care Teachers, Pastoral Care Coordinator, Head of Boarding and House Mother assist students with settling into their new environment. They help with such things as transport to and from school, accommodation, getting a mobile phone and opening a bank account. In normal school hours contact can be made by ringing (+612) 6770 1700. Out of school hours or in emergency ring (+612) 67701716 or 0428866590.

Guardianship Requirements

Countries vary in the legal requirements on schools to provide for the welfare of their students. In response to Australian expectations, the College requires that parents who do not live in Australia, appoint a suitable guardian (technically to act in the place of parents). This guardian must be someone who can be contacted by the College to give written, or in an emergency, telephoned permission for outings or medical assistance. Ideally the guardian should be known to the student and willing to assist her in dealing with issues such as homesickness and settling into her new environment. Students are making new friends and often dealing with language and cultural differences, as well as the academic challenges of a new school. They will need support and advice.

Overseas Student Health Care Cover

All international students studying in Australia must have health insurance. From 2011 PLC Armidale will no longer arrange this cover for students studying on a student visa. This cover must be obtained prior to applying for a visa to study in Australia. Dependant students must be covered by their parent's health insurance. Proof of this health insurance must be provided as part of the visa application. Through health insurance, students are able to claim back part of the costs for seeing a doctor (including a specialist), pathology services (such as blood tests and x-rays), emergency ambulance transport and hospital costs.

When a medical service does not take place in a hospital, a student's Overseas Student Health Cover (OSHC) will generally pay 85% of the service and the student must pay the difference. For medical services while students are an in-patient at a hospital, OSHC will generally pay 100%. On some occasions, doctors and hospitals may charge more than the standard rates, in which case, students are obliged to pay more.

Accommodation Options

PLC Armidale requires students under eighteen years to have a carer/guardian and to maintain approved accommodation arrangements.

Option 1: Live with a Parent or Grandparent

Primary school students and dependent students must live with a parent or grandparent for the duration of their enrolment. Other students who choose to live with a relative must ensure the relative is approved by the Department of Immigration and Citizenship (DIAC) (see www.diac.gov.au).

Option 2: Boarding (Residential Students)

Students are residents at the College throughout the school term with the exception of the Boarders Free Weekends. Students must stay with their approved guardian when not in residence in the Boarding House or traveling home for holidays.

If not a relative approved by DIAC, the nominated guardian will be required to undergo a Federal Police Check and an accommodation check. The cost for the above approval is covered by the College.

Boarding in the College provides an excellent opportunity to integrate into the College community and become involved in a range of activities.

Option 3: Nominated Home-stay

Must be approved by the College. A nominated home-stay is the option to choose when the student's parents have arranged for them to stay with friends or relatives in Australia. If not a relative approved by DIAC, the nominated guardian will be required to undergo a Federal Police Check and an accommodation check. The cost for the approval is met by the College.

Option 4: For Students Over 18 Years

The College still requires the student to have a carer or guardian who is over 25 years of age and is approved by the College. The student may not live alone or with a group of students. Accommodation must still be approved by the College.

EXPECTATION OF A GUARDIAN

Expectations of a Guardian for a student at PLC Armidale covered by the Education Services for Overseas Students Act 2000 (ESOS Act)

PLC Armidale is a registered provider of educational programmes under the ESOS Act. Under the provisions of the Act, the College is required by the Department of Immigration and Citizenship (DIAC) to:

- give the department a signed statement confirming that appropriate arrangements have been made for the student's accommodation, support and general welfare during their stay in Australia until they turn 18, and
- notify the department in writing of any changes to the care arrangements. Additionally, students are required to obtain their education provider's approval to change these arrangements if they wish to do so after their arrival in Australia.

Where students do not live with their parents in Armidale, it is mandatory that students have an appropriate guardian who can act on their behalf. Guardianship agreements must be made known to the College and approved by it. The guardian must show an active interest in the student. The College requires the guardian to be:

- over 25 years of age
- must be resident in Australia for the entire duration of the student's stay in Australia. If the guardian is going overseas, the guardian must inform the College so that alternate care arrangements can be made
- able to communicate effectively with the College in English
- appointed by the parents (or an agent agreed to by both the parents and the College in the case of overseas students)
- resident in Australia and easily contactable by the College
- willing and able to look after the student at home in a period of ill health and
- the first point of contact when problems arise and, if necessary, able to contact the parents on behalf of the College, in particular, if parents are unable to communicate in English

The guardian may be appointed directly by the parents or through an agent. However, this arrangement must be approved by the College. The College expects the guardian to act on behalf of the parents in the best interest of the student. Among other things, they are expected to:

- ensure the College has been provided with all necessary information required by the College in relation to the student's care and needs, e.g. medical forms, College Consent Form. Additionally, update such information when and where necessary.
- ensure the student is given age appropriate supervision outside school hours so that the student has an appropriate social life which does not affect her ability to undertake her studies successfully.
- have the ability to deal with events that arise such as reorganising travel to ensure flights booked allow the student to fulfill her obligations regarding attendance at compulsory College events such as Speech Day.
- act for the parents by attending the College to support the student at events such as concerts, plays, sports events, House Choir Night and Speech Day, as well as attending Parent/Teacher evenings.
- advise the College of any problems a student may be experiencing, e.g. sickness in the family, homesickness (this will assist the staff in their pastoral care).

Guardianship Changes

Parents appoint the initial guardian at the time of enrolment and this guardian is checked and approved by PLC Armidale. If a student requires a change of guardian the same process must be followed. Students must contact the Enrolments Manager prior to any change of guardian taking place, so that the appropriate checking and approval processes can be implemented.

Accommodation Changes

The student is obliged to notify the College of a change of address while enrolled at the College. Once enrolled, the student requires the approval of the College for any changes to welfare and accommodation arrangements. The College is required to notify DIAC if it no longer approves the welfare arrangements made for a student who is under 18 and not living with a parent, legal guardian or suitable relative approved by DIAC.

Additional Expectations of a Guardian of an Overseas Boarding Student at PLC Armidale

The College expects the guardian to act on behalf of the parents in the best interest of the student. Among other things, they are expected to:

- visit the student at the Boarding House, where guardians are most welcome
- take the student out for a meal or outing from time to time on weekends
- maintain regular contact with the student
- sign all leave forms and take responsibility for leave requested
- ensure that, for all overseas students who are Australian citizens or permanent residents, an appropriate Medicare/ Medibank number has been organised and information provided to the College
- meet students at the airport and transport them to the College at the appropriate time and accompany them to the airport for return flights
- keep the College informed of the student's proposed whereabouts during Boarders Free Weekends, and at weekends if a weekly boarder, and notify in advance of all necessary details
- ensure the student is given age appropriate supervision outside school hours e.g. not allowing a student to travel unaccompanied on public transport, being aware of the student's whereabouts at all times and ensuring the student has an appropriate social life which does not affect her ability to undertake her studies successfully
- have the ability to deal with events that arise such as reorganising travel to ensure flights booked allow the student to fulfill her obligations regarding attendance at compulsory College events such as Speechday
- act for the parents by attending the College to support the student at events such as concerts, plays, sports events, Speech Day and Parent/Teacher evenings
- advise the College of any problems a student may be experiencing, e.g. sickness in the family, homesickness (this will assist the staff in their pastoral care). Additionally, offer the student support and advice on personal matters
- ensure all extra tuition undertaken by the student outside of school hours is valid and beneficial
- notify the Boarding House staff on return to the College of any incident which required medical assistance or medication during the period of leave.

STUDENT TRANSFERS

- 1) Overseas students are restricted from transferring from their principal course of study for a period of six months. This restriction also applies to any course(s) packaged with their principal course of study.
- 2) PLC Armidale will only accept students from another provider prior to completing six months of her principal course only where:
 - a) The original registered provider ceases to be registered or the course in which the student is enrolled ceases to be registered.
 - b) The original registered provider provides a letter of release
 - c) The original registered provider has had a sanction imposed on its registration that prevents the student from continuing her principal course.
- 3) Students can apply for a letter of release to enable them to transfer to another education provider. This letter, if approved will be provided free of charge to the student. Students must also contact DIAC to seek advice on whether a new student VISA is required.
- 4) PLC Armidale will only provide a letter of release to students in the first six months of their principal course in the following circumstances:
 - a) The student has changed welfare and accommodation arrangements and is no longer within a reasonable travelling time of the school
 - b) It has been agreed by the school the student would be better placed in a course that is not available at PLC Armidale.
 - c) Any other reason stated in the policies of PLC Armidale
- 5) PLC Armidale will NOT provide a letter of release to students in the first six months of their principal course in the following circumstances:
 - a) The student's progress is likely to be academically disadvantaged
 - b) PLC Armidale is concerned that the student's application to transfer is a consequence of the adverse influence of another party
- 6) In order to apply for a letter of release, students must have a letter from the receiving provider that a valid offer of enrolment has been made.
- 7) Students under 18 years of age MUST also have;
 - a) Written evidence that the student's parent(s)/legal guardian supports the transfer
 - b) Written confirmation that the new provider will accept responsibility for approving the student's accommodation, support, and general welfare arrangements where the student is not living with a parent(s)/legal guardian or a suitable nominated relative
 - c) Evidence that the student is always in DIAC approved welfare and accommodation arrangements
- 8) All applications for transfer will be considered within 20 working days and the applicant notified in writing of the decision. If an application is refused the reasons will be given in writing to the student.
- 9) Students whose request for transfer has been refused may appeal the decision in accordance with PLC Armidale's complaints and appeals policy. The complaints and appeals policy is available at www.plcarmidale.nsw.edu.au
- 10) All documentation relating to request for a letter of release and the decision process must be kept on the students file.

Course Credits

Entry into any course is subject to the assessment of the College. Course credit may only be offered as outlined below:

For students transferring from interstate up to Year 10, the school does not offer course credit and entry into any course is subject to the assessment of the school.

For students transferring from interstate in Year 11 and the beginning of Year 12, the student may receive course credit for units completed based on the assessment of the state or territory curriculum assessment authority [or other relevant authority or the College].

REFUNDS

Overseas Student Refund and Cancellation Policy

1. The course is defined as the total period of study for which the student has enrolled and has been offered CoE(s).
 2. Cancellations are not effective until they are received in writing
 3. The Registration fee is not refundable
 4. (i) All fees except the registration fee, will be refunded if the student is not granted a visa. If the student cancels her course 28 days or more before the commencement date all fees, except the registration and enrolment fees will be refunded. If the student cancels her course less than 28 days before her course commencement date a cancellation fee of 15% of the appropriate annual overseas student tuition fee will apply. All other fees except the registration and enrolment fees will be refunded
(ii) If a student is unable to reach the level of English required by the College for entry to the requested year group by the entry date requested, the date of entry may be postponed in the first instance. If the student is unable to meet the standard required by the College after a further period of intensive English study, the application will be cancelled and all fees, except the Registration Fee will be refunded.
(ii) After the commencement of the student in a course, the standard terms of enrolment located on our Enrolment Information form will apply i.e., at least one term's notice in writing of withdrawal must be given to the Head of School. In default of such notice, a term's fees will normally be charged. A similar provision is made should a student request to move from the Boarding House.
 - 5) Applications for refunds must be in writing from the parent(s), addressed to The Head of School, PLC Armidale. Any refunds payable under this policy will be made within 4 weeks of receiving the written refund application. Payment of refunds will be made in Australian dollars.
 - 6) The College reserves the right to place the student at a level which it deems to be appropriate to the student's needs.
 - 7) The College reserves the right to change fees, conditions, course times, timetables, class locations, class size and course commencement dates at any time without notice.
 - 8) A change in status from a student visa to permanent residency is recognised from the date the permanent resident visa is stamped in the student's passport, not the date on which the application for permanent residency was lodged.
- If an overseas student obtains permanent residence status prior to the commencement date, they will be classified as a permanent resident and required to pay the domestic student fee. Where the student has already paid the Overseas Student Tuition Fee, the parent(s) may apply in writing for a refund of the difference between the domestic and overseas student fees or have the difference credited against future fees.
- 9) If an overseas student commences a course of study and obtains permanent residence status during the course, the student will be classified as an overseas student for the remainder of the term. From the commencement of the following term the student will be liable for domestic student fees. The difference between these fees and those already paid will be credited against future fees or the parent(s) may apply in writing for a refund.
 - 11) Your agreement to be bound by the Enrolment conditions and Refund and Cancellation Policy does not remove your right to take action under the College's disputes resolution policy or Australia's consumer protection laws, or to pursue other legal remedies.

DEFERMENT, SUSPENSION AND CANCELLATION

Deferment of commencement of study requested by student

- PLC Armidale will only grant a deferment of commencement of studies for compassionate and compelling circumstances. These include but are not limited to:
 - illness, where a medical certificate states that the student was unable to attend classes
 - bereavement of close family members such as parents or grandparents (where possible a death certificate should be provided)
 - major political upheaval or natural disaster in the home country requiring emergency travel that has impacted on studies iv) a traumatic experience which has impacted on the student (these cases should be where possible supported by police or psychologists' reports).
- Students must apply in writing to the Head of School.
- The final decision for assessing and granting a deferment of commencement of studies lies with the Head of School.
- Deferment will be recorded on PRISMS depending on the students CoE status.

Suspension of study requested by student

- Once the student has commenced the course, PLC Armidale will only grant a suspension of study for compassionate and compelling circumstances. These include but are not limited to:
 - illness, where a medical certificate states that the student was unable to attend classes
 - bereavement of close family members such as parents or grandparents (where possible a death certificate should be provided)
 - major political upheaval or natural disaster in the home country requiring emergency travel that has impacted on studies iv) a traumatic experience which has impacted on the student (these cases should be where possible supported by police or psychologists' reports).
- Suspensions will be recorded on PRISMS.
- The period of suspension will not be included in attendance calculations.
- Students must apply in writing to the Head of School.
- The final decision for assessing and granting a suspension of studies lies with the Head of School.

Assessing requests for deferment or suspension of studies

- Applications will be assessed on merit by the Head of School.
- All applications for deferment or suspension will be considered within 10 working days.

Exclusion from class (1 - 28 days)

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

College initiated suspension of studies (28 days +)

- PLC Armidale may initiate a suspension of studies for a student on the grounds of misbehaviour by the student. Suspension will occur as the result of any behaviour identified as resulting in suspension in PLC Armidale's College Standards and Expectations.
- PLC Armidale will notify its intention to suspend an enrolment in writing.
- Suspended students must abide by the conditions of their suspension from studies which will depend on the welfare and accommodation arrangements in place for each student and which will be determined by the Head of School.
- Students who have been suspended for more than 28 days are required to return to their home country by DIAC unless special circumstances exist (e.g. the student is medically unfit to travel).
- If special circumstances exist, the student must abide by the conditions of her suspension which will depend on the welfare and accommodation arrangements in place for each student and which will be determined by the Head of School.
- Suspensions will be recorded on PRISMS.
- The period of suspension will be included in attendance calculations.

Cancellation of enrolment

- PLC Armidale will cancel the enrolment of a student under the following conditions:
 - Failure to pay course fees
 - Failure to maintain approved welfare and accommodation arrangements (visa condition 8532)
 - Any behaviour identified as resulting in cancellation in PLC Armidale's College Standards and Expectations.
- PLC Armidale will notify its intention to cancel enrolment in writing.
- PLC Armidale is required to report failure to maintain satisfactory course progress and failure to maintain satisfactory attendance to DIAC which will result in automatic cancellation.

Complaints and appeals

- Student requested deferment and suspension are not subject to PLC Armidale's Complaints and Appeals Policy.
- Exclusion from class is subject to PLC Armidale's Complaints and Appeals Policy.
- School initiated suspension, where the suspension is to be recorded in PRISMS, and cancellation are subject to PLC Armidale's Complaints and Appeals Policy.
- For the duration of the appeals process, the student is required to maintain enrolment and attendance at all classes as normal. The Executive Principal or Head of School will determine if participation in studies will be in class or under a supervised arrangement outside of classes.
- If students access PLC Armidale's complaints and appeals process regarding a College initiated suspension, where the suspension is recorded in PRISMS, or cancellation, the suspension or cancellation will not be reported in PRISMS until the complaints and appeals process is finalised, unless extenuating circumstances relating to the welfare of the student apply.
- Extenuating circumstances include:
 - the student refuses to maintain approved welfare and accommodation arrangements (for students under 18 years of age)
 - the student is missing
 - the student has medical concerns or severe depression or psychological issues which lead the College to fear for the student's wellbeing
 - the student has engaged or threatened to engage in behaviour that is reasonably believed to endanger the student or others
 - the student is at risk of committing a criminal offence, or
 - the student is the subject of investigation relating to criminal matters.
- The use of extenuating circumstances by PLC Armidale to suspend or cancel a student's enrolment prior to the completion of any complaints and appeals process will be supported by appropriate evidence.
- The final decision for evaluating extenuating circumstances lies with the Head of School.

Student advice

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

Definitions

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

COMPLAINTS AND APPEALS

1) Purpose

- a) The purpose of PLC Armidale's Complaints and Appeals Policy is to provide a student with the opportunity to access procedures to facilitate the resolution of a dispute or complaint.
- b) The internal complaints and appeals processes are conciliatory and non-legal.

2) Complaints Against Other Students

- a) Grievances brought by a student against another student will be dealt with under the school's College Standards and Expectations.

3) Informal Complaints Resolution

- a) In the first instance, PLC Armidale requests there is an attempt to informally resolve the issue through mediation/informal resolution of the complaint.
- b) Students should contact the Deputy Head of School 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 Head of School and PLC Armidale's internal formal complaints and appeals handling procedure will be followed.

4) Formal Complaints Handling Procedure

- a) The process of this grievance procedure is confidential and any complaints or appeals are a matter between the parties concerned and those directly involved in the complaints handling process.
- b) The student must notify the College in writing of the nature and details of the complaint or appeal.
- c) Written complaints or appeals are to be lodged with the Head of School.
- 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 her for unsatisfactory course attendance, unsatisfactory course progress or suspension or cancellation of enrolment, the student has 20 days from the date of notification in which to lodge a written appeal.
- e) Internal complaints and appeals processes are available to students at no cost.
- f) Each complainant has the opportunity to present his/her case to the Head of School.
- g) Students may be accompanied and assisted by a support person at all relevant meetings.
- h) The formal grievance process will commence within 10 working days of the lodgement of the complaint or appeal with the Head of School.
- i) Once the Executive 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.
- j) If the grievance procedure finds in favour of the student, PLC Armidale will immediately implement the decision and any corrective and preventative action required.
- k) PLC Armidale undertakes to finalise all grievance procedures within 10 working days.
- l) For the duration of the appeals process, the student is required to maintain enrolment and attendance at all classes as normal, unless alternate arrangements are indicated by the Head of School.

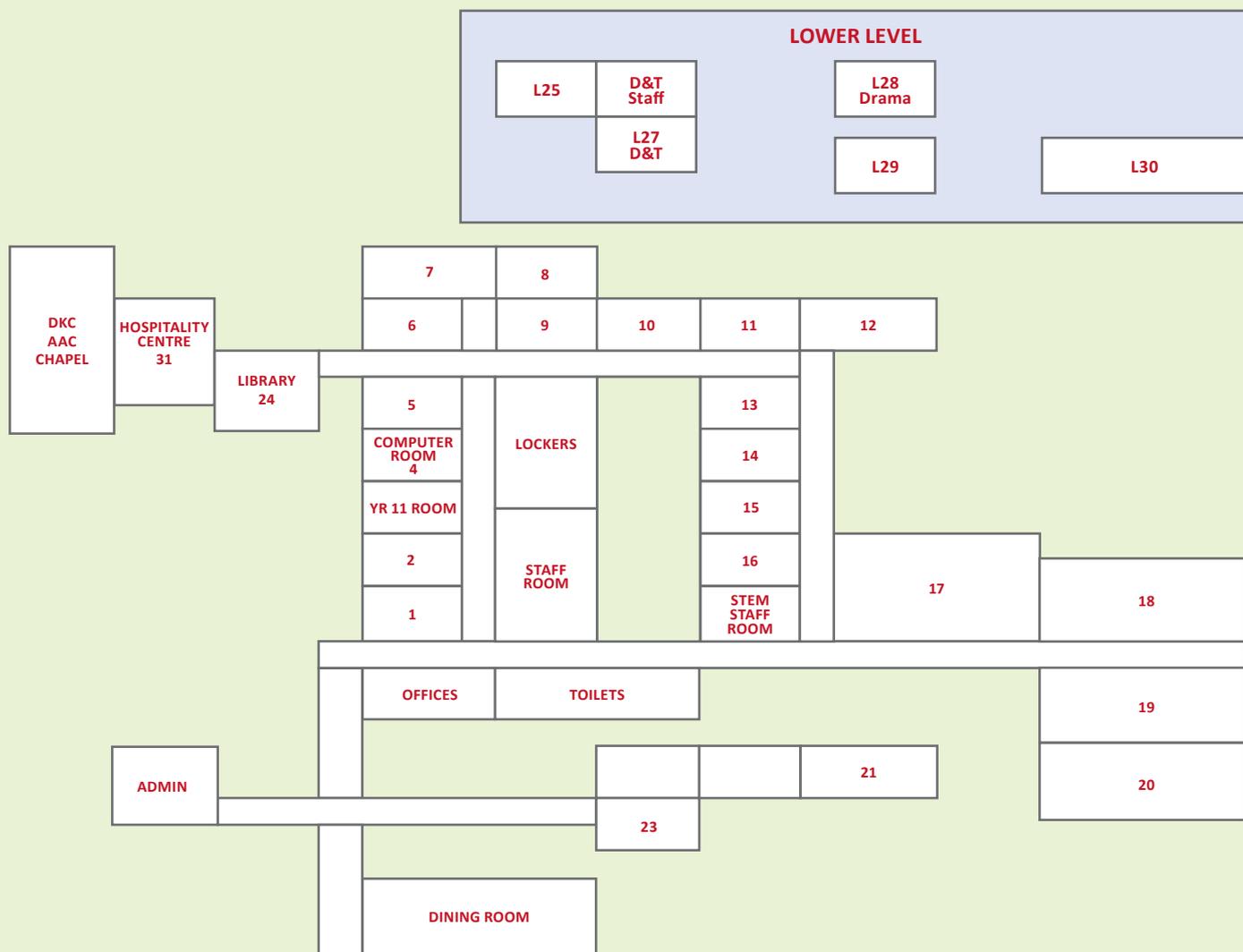
5) External Appeals Process

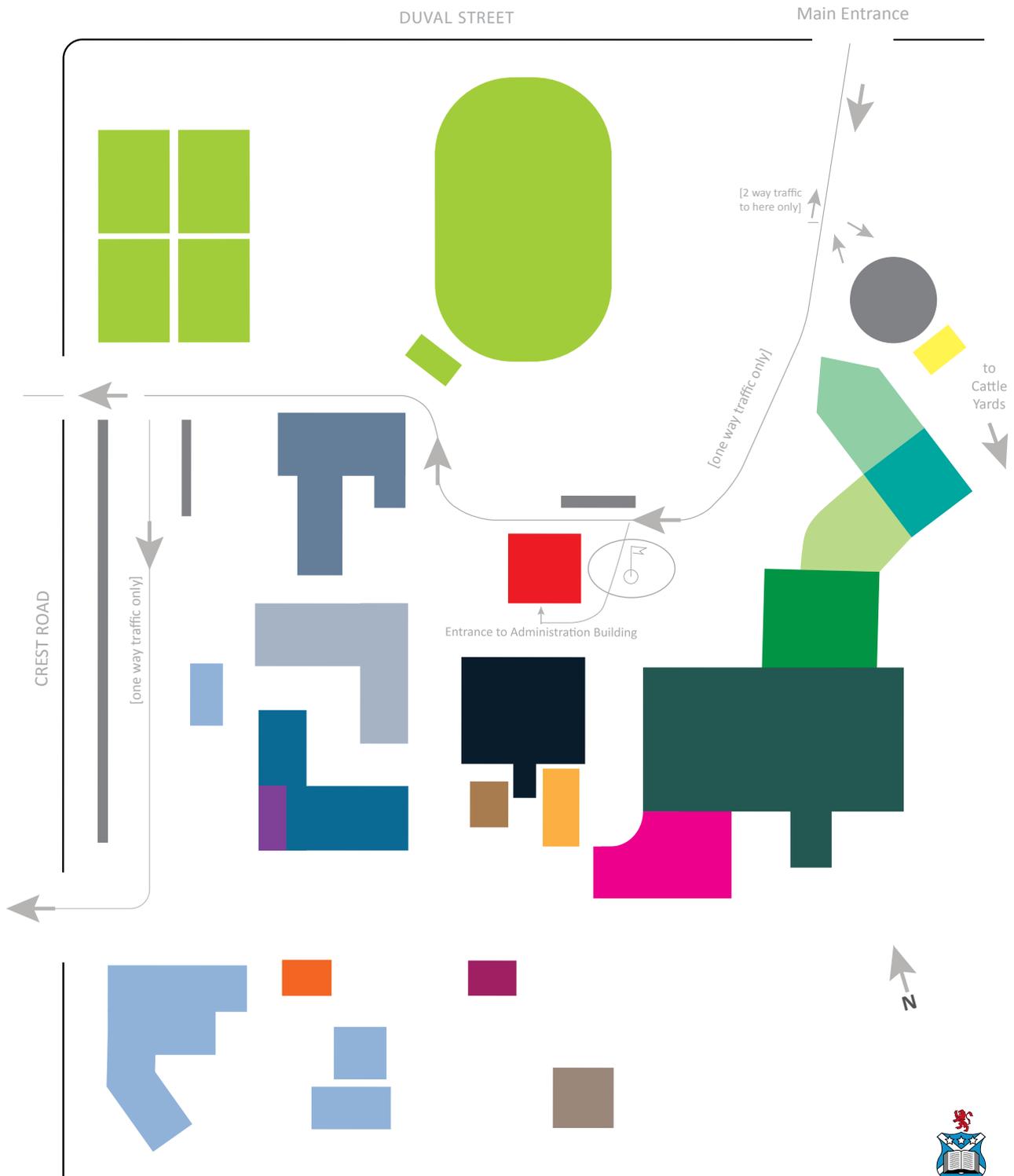
- a) If the complaints procedure does not find in favour of the student or the student is dissatisfied with the result of the complaints procedure, she will be informed of the external complaints and appeals process available to them at no cost.
- b) Students may contact the Overseas Students Ombudsman. This is a free and independent service for overseas student who have a complaint or wish to lodge an external appeal about a decision made by the college. They can be contacted at www.oso.gov.au or 1300 362072.

6) Definitions

- a) Working Day - any day other than a Saturday, Sunday or public holiday during term time.
- b) Student - a student enrolled at PLC Armidale or the parent(s)/legal guardian of a student where that student is under 18 years of age
- c) Support person - a friend/teacher/relative/guardian not involved in the grievance. Please note that lawyers are not acceptable support persons at this stage of the complaints handling process.

SENIOR SCHOOL CLASSROOMS





| | | |
|-----------------------------------|-------------------------|---------------------|
| Sporting - Oval / Tennis Courts | Administration Building | Austin House |
| Senior School | Uniform Shop | Todd McBean House |
| Astra Arts Centre | After School Care Room | Hilton House |
| Dorothy Knox Centre | 21 | Dining Room |
| Hospitality Trade Training Centre | Creative Arts / Music | Car Parking |
| Library | Residence | Workshop |
| Junior School | Health Centre | Bus Depot & Storage |

*This map has been simplified and is only a representation of the College grounds and buildings. It is not to scale.



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In alliance with **PLC SYDNEY**



PLC

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IN ALLIANCE WITH PLC SYDNEY

The Presbyterian Church (New South Wales) Property Trust

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