



CRICOS Student Handbook

Studying with a Student Visa Subclass 500

Content

CRICOS STUDENT HANDBOOKS AND INFORMATION	3
ENROLMENT PROCESS (LNS731)	3
COURSES	6
ENGLISH LANGUAGE REQUIREMENTS (LNS738)	8
ACCOMMODATION AND WELFARE (LNS751)	9
OVERSEAS STUDENT VISA CONDITIONS (LNS707)	12
AFTER ENROLMENT: STUDENT WELFARE AND SUPPORT (LNS 705)	13
IF YOU REQUEST TO DEFER, SUSPEND OR CANCEL THE STUDENT'S ENROLMENT	17
AFTER ENROLMENT: YOUR RIGHTS, PRIVACY, COMPLAINTS AND APPEALS	17

CRICOS Student Handbooks and information

Who is this Handbook for?

This Handbook is only for students with (or applying for) a Visa Sub-Class 500. That is for non-Australian students who wish to complete an educational Course through Lorien Novalis School.

This handbook is NOT for those students who wish to visit Lorien Novalis School where the visit is less than 3 months in duration, or under any Visa other than a Sub-Class 500.

CRICOS Student Handbook Supplement (LNS719)

The CRICOS Student Handbook Supplement (LNS719) is also available on the Lorien Novalis School website, and provides information on the following:

- Important Information and Emergency Contacts (LNS709)
- Overseas Student Fees 2020 (LNS733)
- Student Age and entry class at Lorien Novalis School (LNS792)
- List of teaching staff (LNS794)
- Transport to and from Lorien Novalis School (LNS702)

CRICOS Student Application Forms (LNS717)

The CRICOS Student Applications Forms (LNS717) is also available on the Lorien Novalis School website, and provides the forms to be completed if you wish to apply to Lorien Novalis School as a CRICOS student. See the “Enrolment Process (LNS731)” section below for further details.

CRICOS Student Enrolment Offer (LNS718)

The CRICOS Student Enrolment Offer (LNS718) is provided to families if you are offered an enrolment at Lorien Novalis School. See the “Enrolment Process (LNS731)” section below for further details.

Enrolment Process (LNS731)

Please read the following information prior to applying for enrolment.

STEP 1 – Eligible to apply

To be able to apply to Lorien Novalis School for CRICOS, you must first meet these following criteria:

- (a) You must meet the eligibility requirements for your own government
- (b) You must meet the eligibility requirements for the Australian government
See Immigration website: <https://immi.homeaffairs.gov.au>
- (c) You must meet the eligibility requirements for Lorien Novalis School
 - i. You must be currently enrolled in, or previously enrolled in, a Rudolf Steiner (or Waldorf) School
 - ii. You must meet the language requirements (see separate section below)
 - iii. You must meet the accommodation and welfare requirements (see separate section below).

STEP 2 – Application for Enrolment

See the separate document 717 CRICOS Student Application Forms, the LNS forms listed below are found in that document.

Applications for enrolment must be made to the Lorient Novalis School Overseas Coordinator and must be accompanied by the following documents to support the application:

- Completed Overseas Student Enrolment Application Form (LNS731a);
- Completed Medical Questionnaire (LNS703c);
- Completed Proposed Accommodation Arrangement Form (LNS750a);
- Signed copy of the Privacy Policy as affects parents (LNS704);
- Signed copy of the Overseas Students School Refund Policy (LNS720)
- Copy of academic records from previous 2 years of schooling including a copy of the latest student report;
- Copy of evidence of date of birth (i.e. Birth Certificate or similar);
- A letter of recommendation from your school Principal confirming suitability of student to attend Lorient Novalis School;
- Photocopy or scanned copy of Passport page with name, photo identification, passport number and expiry date;
- Copy of English language test / of evidence English language proficiency (if not held already); and
- Recent passport sized photograph.

Where the above documents are not in English, certified translations in English are required, with necessary costs to be met by the applicant.

STEP 3 – Offer of Enrolment

Your application for enrolment will be individually assessed, taking into account all of the information provided with the Overseas Student Enrolment Application form.

In most cases part of this assessment will also include an online interview. If an interview is required you will be contacted to organise how this will take place.

If all reports and documents are in order and satisfactory, and there is an appropriate vacancy, you will receive the following documents to be completed:

- Letter of Offer which will include an Enrolment Contract, for you to sign and return;
- Refund Policy, for you to sign and return;
- Fees information (LNS733), for you to sign and return;
- A Code of Conduct Agreement, for you to sign and return; and
- Payment details and information to pay fees.

STEP 4 – Acceptance of Offer

To accept the offer, the Enrolment Contract (and its attachments) must be signed and returned along with the payment of the Enrolment Fee.

STEP 5 – Confirmation of Enrolment

A Letter of Offer together with the Overseas Enrolment Contract is sent to the family of the student outlining the following:

- identification of the course(s)
- itemised list of course-related fees
- circumstances in which personal information about the student may be shared
- advisement of student's obligation to notify provider of a change of address whilst enrolled in the course
- length of each study period and fees for each study period
- amounts that may or may not be repaid to the student and processes for claiming a refund
- plain English explanation of what happens if a course is not delivered

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

On receipt of your Enrolment Contract (and attachments) and the Enrolment Fee the school will send a you a copy of the Enrolment Contract which will confirm the start date and place in the school and details of enrolment.

Students must advise the School when the visa is granted so that arrangements can be made for arrival.

STEP 6 – Invoice and payment of Tuition Fees

You will be invoiced for six-months of Tuition Fees.

These are to be paid in full prior to the student commencing at Lorien Novalis School.

Use of Education Agents (LNS793)

Lorien Novalis School does not enter into separate agreements with Education agents. Should you wish to use an agent to assist you in your application process, we will be happy to work with them to complete the enrolment process. However, we will not pay any fees to agents. Any agents' fees are the responsibility of the student.

Many students have successfully applied to our school without the use of an agent, and we will provide you with the paperwork (Letter of Offer, Confirmation of Enrolment, Confirmation of Welfare Arrangements) to support your Visa application should you wish to apply to the Department of Immigration and Citizenship direct.

Limited places for Overseas Students

There is a maximum of 4 possible positions in each Class. (For example, if you wish to apply for Class 9, there are a maximum of 4 possible positions in Class 9 for Overseas Students).

In some Classes however, if the total number of students is already at a maximum, then there may be less Overseas positions available.

There are only 30 positions available in total, (for example, if there are already 28 Overseas Students in the school, then there are only a maximum of 2 positions that can be available).

Who is given priority to be accepted for an Overseas student position?

Overseas students who are long-term Rudolf Steiner (or Waldorf) students and who currently attend a Rudolf Steiner (or a Waldorf) school are given priority over other applicants.

How can I find out if there is a position I can apply for?

Contact the Overseas Student Coordinator (overseas@lorien.nsw.edu.au); include the following information for each child in the family who you are wanting to enquire about their attending Lorien Novalis School:

- Student's name
- Student's birth date, and current age
- Student's current school
- Current country of residence
- What Class you are interested in applying to at Lorien Novalis School (e.g. Year 9) and what year you want to start (e.g. 2021)
- Any questions you have.

Courses

Lorien Novalis School Course Details (LNS732)

Lorien Novalis School is registered to provide the following courses. Each course is approved by the NSW Board of Studies. The school is registered to deliver each of these courses by the NSW Board of Studies and Accredited to deliver Junior Secondary (School Certificate) and Senior Secondary (Higher School Certificate) courses.

Course Name	Start Date for 2021	Start Date for 2022	Total duration of the course	Delivery Site
Primary School (Years K to 6)	1st Feb 2021	31st Jan 2022	Maximum 2 years by CRICOS	456 Old Northern Road, Dural NSW 2158
Junior Secondary (Years 7 to 10)	1st Feb 2021	31st Jan 2022	4 Years	456 Old Northern Road, Dural NSW 2158

Provide Education of a Satisfactory Nature

It is Lorien Novalis School Policy to provide education of a standard set by domestic quality assurance and the ESOS National Code 2007.

Persons Responsible for Overseas Students

It is Lorien Novalis School Policy that employees who have a role representing or acting on behalf of Lorien Novalis School and who are responsible for Overseas Students or intending Overseas Students will be kept current on the Lorien Novalis School website.

Policies on teachers and employment requirements

Staffing and Education Required to Meet the needs of the overseas students and the courses being delivered. The Lorien Novalis School 410 Staff Policy, outlines requirements for staff accreditation.

Qualifications of Teaching Staff. The Lorien Novalis School 411 Staff Selection Appointment Procedure, outlines requirements for staff appointment and the qualifications of teaching staff.

Staff capability, educational resources and premises

Lorien Novalis School provides Induction for staff who have close working interact with overseas students.

Lorien Novalis School is an accredited non-state school in NSW and as such is subject to an appropriate quality assurance framework applying to registered courses, as is required under Standard 14 of Part D the National Code 2007.

Primary School Course (Years K to 6)

A maximum of two years may be completed as a CRICOS student for a primary school student in Australia.

Students may enter this course at any Year level throughout the course.

- Students intending to enrol in this course must live with a parent or close family relative throughout their period of enrolment. Homestay arrangements are not possible for primary school students who are studying at Lorien Novalis School.

- See Visa requirements from government websites (in particular, note that parents/guardians must arrange suitable visas to be able to live in Australia with their child whilst their child is enrolled at Lorien Novalis School).
- See “How well must I speak English” and “Proving English Proficiency” in this Handbook
- Students wanting to apply for Year 3 or older have specific English proficiency requirements that they must meet
- See “Student age and entry class” in the CRICOS Student Handbook Supplement (LNS719), which is available on the Lorien Novalis School website.

Junior Secondary Course (Years 7 to 10)

This course is designed for students who have completed their Primary schooling. It is a 4 year course.

Students may enter this course at any Year level throughout the course.

For further information regarding students wishing to enrol in this Course:

- See the “Accommodation” section in this Handbook (in particular, note students intending to enrol in this course in Years 7 and 8 must live with a parent or close family relative throughout their period of enrolment, students in Years 9 and 10 can live with a parent or close family relative or the parents may organise a Homestay arrangement throughout their period of enrolment. Lorien Novalis School does not assist with organising Homestay arrangements)
- See Visa requirements from government websites (in particular, note that parents/guardians must arrange suitable visas to be able to live in Australia with their child whilst their child is enrolled at Lorien Novalis School).
- See “How well must I speak English” and “Proving English Proficiency” in this Handbook (in particular, note that students in this course have specific English proficiency requirements that they must meet).
- See “Student age and entry class” in this Handbook (in particular, note students entering Class 7 are usually 12 turning 13 years old in the year they commence Class 7).

Secondary students

There is no ‘election’ of subjects; all students participate in the same courses. For Classes 8 to 12 there may be some subjects where students can select which activities they are involved in (for example, some sporting, design and art lessons can involve choice of activities).

A copy of the current High School Curriculum Handbook is available on request, contact the Overseas Student Coordinator, (see the CRICOS Student Handbook Supplement (LNS719) for contact details).

Studying for the Higher School Certificate (LNS737)

Lorien Novalis School offer a holistic Rudolf Steiner education that does not attract an ATAR score, and graduates of Lorien Novalis School seek alternative pathways to Australian universities.

English proficiency levels for students wanting to enrol for Years 11 and 12 are very high. For this reason Lorien Novalis School does not offer placements for overseas students to commence at the school in Year 11 or 12.

ROSA and HSC Handbook

The ROSA & HSC Handbook is available for enrolled students.

See the ROSA & HSC Handbook for information on the following:

- Assessment schedule
- Guidelines and requirements regarding submission of assessments

Course Credit Policy (LNS736)

Lorien Novalis School does not offer course credit and entry into any course is subject to the assessment of the school.

This also applies to on-shore school transfers, either within the state or territory or from interstate, with the exception of students who transfer in Year 11 within New South Wales and are able to carry on previous subject choices with no alterations.

English Language Requirements (LNS738)

For information about studying in Australia we recommend you visit the Australian Government website “Study in Australia” at <http://www.studyinaustralia.gov.au>

How well you need to speak English depends on 2 things:

1. the age, course level and living arrangements of the student
2. the students citizenship

Contact Lorien Novalis School first

Students interested in studying at Lorien Novalis School should first contact the School to determine if there is the possibility of enrolment before contacting the nearest Australian Government office in their country to confirm the particular English language proficiency requirements (if any) for obtaining a visa.

Intensive English courses in Australia

Lorien Novalis School does not currently provide an Intensive English Course. However families can independently organise to attend such a course (usually 20 weeks in duration).

For students from the People's Republic of China who are 16 years old or over at the time of visa application and who intend to undertake an intensive English course in Australia prior to starting studying at Lorien Novalis School, the Australian Government requires: ‘Above average’ on the AEAS test or an IELTS overall average score of 5, with a minimum score of at least 4.5 in each band. Families might choose to enrol their child in an intensive English course in Australia. Courses are available through such organisation as the Sydney College of English (<http://www.sce.edu.au> then go to ‘Courses’ and then to ‘Preparation for High School Study’). Parents should contact the providers of the intensive English course directly, and make arrangements directly with that provider.

Further information on English requirements

Further information can be obtained at http://www.immi.gov.au/businessservices/education-providers/schools_english_requirements.htm

Proving English Proficiency

For information about studying in Australia we recommend you visit the Australian Government website “Study in Australia” at <http://www.studyinaustralia.gov.au>

What test does Lorien Novalis School recommend?

We recommend the AEAS test for students from the People's Republic of China, and for other countries where this test is available.

Students aged 16 or over, should complete the IELTS.

English proficiency of a student

High School students are expected to have the following English speaking levels. High School students would be expected to be regularly communicating (spoken and written) in English.

Note that in some cases these skill levels need to be demonstrated before a student visa can be issued by the Australian Government (DIAC).

Refer to the AEAS website: <https://aeas.com.au>

Students applying for Year 3 to 6: AEAS Score of 26 or above

Students applying for Year 7 to 8: AEAS Score of 35 or above

Students applying for Year 9: AEAS Score of 46 or above

Students applying for Year 10: IELTS Band 6 or above; or AEAS Score of 67 or above.

English proficiency and Visa requirements

It is important to check with the nearest Australian Government office in their country to confirm the particular English language proficiency testing requirements needed for any visa requirements.

Details of the AEAS test are available at www.aeas.com.au

Spoken assessment

Students must organise a spoken assessment. This can be by Zoom (or similar) or in person (if you are already in Australia). This will be a conversation so that Lorien Novalis School can determine that you have sufficient skills to adequately communicate in English, as would be required for a student studying in an English speaking school at high school level.

Written examples of English ability

With the Enrolment Application Form (LNS731a) students are asked to provide a piece of writing that is hand-written and self-created by the student is to write 50 to 300 words in English starting with “I look forward to living and studying in Australia, because...”

Accommodation and welfare (LNS751)

Overseas students must have appropriate accommodation and welfare arrangements in place for their period of study.

The following accommodation and welfare options are acceptable:

- Living with parents or close relatives approved by the Commonwealth Government Department of Immigration and Citizenship (DIAC)
- Living with parent organised Homestay (relatives or close family friends or other family approved by Lorien Novalis School)

Does the School having boarding facilities or organise Homestay?

Does Lorien Novalis School offer boarding facilities?

Lorien Novalis School does not offer boarding facilities.

Does Lorien Novalis School organise Homestay placements?

Lorien Novalis School does not organise homestay placements.

Lorien Novalis School does have a responsibility to keep accurate and up to date records for each student of their accommodation arrangements, and to have clear policies and procedures for monitoring these and responding to any concerns raised.

Living with parents or relatives approved by DIAC

Definition of 'close family member' or a 'close relative'

For the purposes of organising accommodation arrangements, students living with a 'close family member' is defined as a person living in NSW who is aged 21 or over, and is one of the following:

- Parents or step-parents
- Brothers or sisters, or step-brothers/sisters
- Grandparents, or step-grandparents
- Aunts, uncles, nieces, nephews, or step-aunts/uncles

Definition of 'Homestay'

Homestay is defined as situations where the student is residing with distant family members (i.e. a family member not listed under 'close family member'), or if the student is residing with family friends or with another family.

If a student is residing with a parent or a close family member this arrangement is 'not' classified as a homestay arrangement.

All students under 15 years old

Students may live with one or both parents for the full duration of enrolment.

Alternatively, parents may nominate on the visa application form a suitable close relative to be appointed as the child's guardian:

- DIAC approved relatives include brothers, sisters, grandparents, aunts, uncles, nieces, nephews, step-parents, step-brothers/sisters, step-aunts/uncles, step-grandparents
- The relative agrees to undertake the responsibilities of the guardian/carer.
- The relative must be a resident of NSW, be over 21 years of age and must be able to remain in Australia until the student is 18 years of age
- Parents must provide proof of the relationship of the student to DIAC
- The relative must obtain a Working with Children Check number (see www.kids.nsw.gov.au)
- DIAC is responsible for approving arrangements

Any student under 18 years of age, regardless of their accommodation arrangement, must have a parent or parent-nominated guardian living with the Student at all times.

Living in a parent-nominated homestay

For students aged 15 years (Year 9) or older, parents can nominate for their child to live with close family friends or distant relatives.

- Lorien Novalis School will issue a Confirmation of Appropriate Accommodation and Welfare (Confirmation of Appropriate Accommodation and Welfare (CAAW)) to DIAC to enable issue of your child's visa
- The nominated homestay parent takes on the role of guardian/carer for the student.
- The nominated guardian/carer must be approved by the Lorien Novalis School
- Accommodation and living arrangements must meet standards approved by the school
- The person nominated to provide accommodation, along with all family members aged over 18 years, must satisfactorily complete a Working with Children Check within the required time period (see Working With Children Check information at www.kids.nsw.gov.au)
- Once all requirements are met and accommodation/welfare arrangements are considered satisfactory, Lorien Novalis School will approve the arrangements.

Homestay families: working with children check

Homestay families are required to obtain a Working With Children Check number and submit to Provider with application for Homestay Parent.

Approval of accommodation arrangements

Minimum period of approval of accommodation arrangements

See: Fact Sheet at https://www.immi.gov.au/students/_pdf/Changes-to-migration-regulations-students-under-18.pdf

Public Interest Criteria 4012A will require that where an education provider is approving the welfare arrangements of the student, the minimum period nominated by the provider must be Confirmation of Enrolment (CoE) plus seven days at the end of the CoE.

Students must provide evidence with their student visa application that the education provider will approve welfare arrangements for a minimum period of CoE plus seven days at the end of the CoE or until the student turns 18.

As evidence students should provide a CAAW (Confirmation of Appropriate Accommodation and Welfare) letter which will state the commencement and end dates for approval of welfare arrangements.

If granted, the student visa end date will correspond with the end date nominated on the CAAW letter. If the student has turned 18 during studies the standard visa end date will be applied.

Accommodation arrangements and Visa applications

See: Fact Sheet at https://www.immi.gov.au/students/_pdf/Changes-to-migration-regulations-students-under-18.pdf

Welfare arrangements in place at the time they lodge their student visa application in order to submit a valid application.

• *Evidence of adequate welfare arrangements at time of application can be demonstrated by either:*

o A CAAW letter with a commencement date that either starts the day after the student's current visa expires or begins before or on the date the student lodges their new student visa application or

o They have a parent or suitable relative in Australia on a visa that permits them to remain in Australia during the student's studies or the parent or suitable relative is lodging a student guardian visa application.

Entry to Australia date and commencement of welfare arrangements

See: Fact Sheet at https://www.immi.gov.au/students/_pdf/Changes-to-migration-regulations-students-under-18.pdf

Student visa condition 8532 will be amended to require that if the student visa holder has not turned 18 and approval for the visa holder's accommodation, support and general welfare is being provided by the education provider, the visa holder must not enter Australia before the welfare arrangements are due to commence.

A student whose welfare arrangements are approved by an education provider is not permitted to travel to Australia until the commencement date of welfare arrangements nominated by the provider on the CAAW letter.

If the student does arrive in Australia before the welfare arrangements are due to commence, their student visa may be subject to cancellation.

After enrolment: accommodation

If accommodation or contact details change (LNS734)

If parent address, phone number, work details, email address or any other contact detail changes within the home country, parents are required to notify the school immediately (or in advance) of the change using the Form LNS753 Accommodation Record.

If the Australian based parent (or close relative, or Homestay carer) changes address, phone number, work details, email address or any other contact detail changes, the Australian based parent (or other relative, or the Homestay carer) is required to notify the school immediately (or in advance) of the change using the Form LNS753 Accommodation Record.

If the student changes who he/she is living with the new arrangement must be agreed and signed by the parents using Form LNS753 Accommodation Record (the Form LNS753 is available from the Lorien Novalis School Office, on request).

Course suspension or cancellation if accommodation unsatisfactory

Whist ever a student, remains in the country with a student visa issued in relation to a course of study offered by the school the suitability of accommodation arrangements remains the responsibility of the School.

In the event that a student's enrolment is suspended or cancelled the School is still responsible for checking living arrangements.

If for any reason the School is not satisfied by accommodation arrangements a report will be made to DIAC via PRISMS that the School no longer approves of arrangements.

In any event the school will advise DIAC through PRISMS as soon as practical of any change to living arrangements.

Overseas Student Visa Conditions (LNS707)

Throughout the duration of the course, the student must comply with the requirements of the Department of Immigration and Citizenship (DIAC) by satisfactorily maintaining academic progress and meeting attendance requirements.

The School's policy in regard to satisfactory progress and attendance is set out below.

Failure to meet the terms of this policy could result in the cancellation of the student's visa.

1. Attendance

The Department of Immigration and Citizenship (DIAC) requires that CRICOS students attend at least 80% of the scheduled contact hours for the course. This will be measured through the school's attendance system. At the conclusion of each semester, each student's attendance will be calculated.

Any student who is absent for five or more consecutive days without approval, or any student whom the School believes is at risk of not attending for at least 80% of the scheduled contact hours, will be called to a meeting with the Class Guardian, at which he/she will be counselled and assisted to improve his/her attendance. The School will also contact the student's parents/guardians.

A student whose progressive attendance rate falls below 90% will be called to a meeting with the Class Guardian, at which he/she will be counselled, warned of the consequence of falling below 80%, and assisted to improve his/her attendance. If the student's progressive attendance rate falls below 85% he/she will be called to another meeting with the Class Guardian, at which he/she will be counselled, warned of the consequence of falling below 80%, and assisted to improve his/her attendance. The student's parents will be notified in writing of the student's attendance record and of the consequences should attendance fall below 80%.

A student falling below the 80% attendance level in any semester will be called to another meeting with the Class Guardian and the Secondary Studies Coordinator. At this meeting, the student will be issued with written notice of the School's intention to report the student to DIAC for not achieving satisfactory attendance. This notice will inform the student that he/she is able to access the School's complaints and appeals process and that he/she has 20 working days in which to do so. Depending upon documentary evidence provided by the student, the School may choose not to report the student provided that his/her attendance is above 70% and his/her absences are due to compassionate or compelling circumstances (e.g. illness with appropriate medical certificates).

2. Academic Progress

The Department of Immigration and Citizenship (DIAC) requires that the student maintains satisfactory academic progress in his/her course.

This will be measured each semester. Progress in each subject will be assessed and reported by way of a grading which will appear on the student's end-of-semester report.

Satisfactory progress in each subject is required to be achieved.

At the end of each term, a student who fails to make satisfactory progress in more than one subject will be called to a meeting with the Class Guardian and the Secondary Studies Coordinator. At this meeting, the reasons for unsatisfactory performance will be discussed and an intervention strategy proposed. This strategy may include counselling or a change of subjects or reduction in course load.

At the end of the following term/semester, the student's progress will be monitored. If he/she still has failed to make satisfactory progress in more than one subject, he/she will be called to another meeting with the same staff and will be issued with written notice of the School's intention to report the student to DIAC for not achieving satisfactory academic progress. This notice will inform the student that he/she is able to access the School's complaints and appeals process and that he has 20 working days in which to do so.

3. Monitoring of student progress

The School Coordinator will provide a copy of this policy to all members of staff who are involved with monitoring attendance and academic progress of Overseas students.

After enrolment: Student Welfare and support (LNS 705)

Overseas Student Orientation Program (LNS706)

Overseas student orientation programme

All overseas students enrolling at Lorien Novalis School will participate in the school program relevant to their Course. The orientation program will include students being given a tour of the school, shown essential facilities and resources, including toilets, the front office, the bus stop, play areas, library and computer facilities for high school students.

Lorien Novalis School will provide an orientation program for new students which will cover the following issues:

- Legal Services
- Emergency and Health Services
- Facilities and Resources
- Complaints and Appeals Processes
- Student Visa Conditions
- Emotional Issues

Primary age students and Class 7 Students

Primary school aged students and Class 7 students (i.e. Classes K to 7) will be guided through their orientation by their Class Teacher Primary and the Overseas Student Coordinator as part of their Support Team. The Class Teacher and the Overseas Student Coordinator may need to be supported by the parent/guardian to provide translation as appropriate.

The Class Teacher will be responsible for the student's integration into the life of the School and will be the person the student will contact for any information about the operation of the school.

The programme will include instruction on or about the following:

- play area and out of bounds
- toilet facilities
- first aid procedures

- emergency evacuation procedures
- general classroom conduct
- travel arrangement to and from school

Parents/Guardians will also be instructed on the following

- Computer/IT use and access policy
- school communication protocols
- school clothing and sun protection policy
- teacher communication protocols
- contact details
- transport arrangements
- emergency procedures

Classes 8 to 10

Junior Secondary age students will be guided through their orientation by their Class Guardian and/or the Overseas Student Coordinator, as part of their support team. The Class Guardian will be responsible for the student's integration into the life of the School and will be the staff members that the student will contact for any information about the operation of the school.

The programme will include instruction on or about the following:

- Play area and out of bounds – high school lunching areas are separate to the primary school.
- Toilet facilities – High school students do not use primary school toilet facilities
- First aid procedures – First aid kit is in the office.
- Emergency evacuation procedures – Each classroom will have a list of procedures and diagram (school map) for emergency
- Drugs, alcohol, peer pressure and sex – How to say ‘No’ to other people; understand the effects of drugs and alcohol; what to do under peer pressure.
- Canteen operating procedures – No canteen facilities, please bring your own lunch
- General classroom conduct – Classroom behaviours, Code of conduct.
- Travel arrangement to and from school – School buses to pick up students from various places.
- Computer/IT use and access policy -
- School dress code and sun protection policy – Refer to attachment of Student Handbook.
- Class timetable – Timetable will be given to you by class guardian. If you have any questions, speak to your guardian.
- Textbooks and classroom materials – Writing books and textbooks are provided by school. Students need to bring their own stationaries (including calculator and compass).
- Student assessment policy (Class 10 students only) – Refer to ‘RoSA & HSC Assessment Handbook

Senior Secondary (Classes 11 & 12)

Senior Secondary age students will be guided through their orientation by their Class Guardian and/or the Overseas Student Coordinator, as part of their support team. The Class Guardian will be responsible for the student's integration into the life of the School and will be the staff members that the student will contact for any information about the operation of the school.

The programme will include instruction on or about the following:

- Play area and out of bounds
- Toilet facilities
- First aid procedures
- Emergency evacuation procedures
- Canteen operating procedures
- General classroom conduct
- Travel arrangement to and from school
- Computer/IT use and access policy

- School dress code and sun protection policy
- Timetable and weekly programmes
- Textbooks and classroom materials
- Rules and procedures for the NSW Higher School Certificate – Refer to ‘RoSA & HSC Assessment Handbook.
- School Assessment policy

First point of contact

Settling into a new home and school environment can take some time. Families whose children join will have a Class Teacher (Class 7) or have a Class Guardian (for Classes 8 to 10), these teachers are the first point of contact while a child is a student at Lorien Novalis School. In addition, Lorien Novalis School has an Overseas Student Coordinator who is available to assist with any issues specifically related to Overseas Students.

The Head of Primary School and/or Head of High School will provide the children and their family with an emergency contact phone number.

Government website for Overseas Students

The Australian Government provides a website with information for Overseas Students. To refer to their frequently asked questions for Students under 18 please follow following link [link://www.aei.gov.au/Regulatory-Information/Education-Services-for-Overseas-Students-ESOS-Legislative-Framework/ESOSQuickInformation/Pages/ESESFAQ's](http://www.aei.gov.au/Regulatory-Information/Education-Services-for-Overseas-Students-ESOS-Legislative-Framework/ESOSQuickInformation/Pages/ESESFAQ's)

Provision of services to support Overseas Students

The object of this policy is to ensure that all students have access to appropriate support and welfare services. Support services provided by the School encompass academic and general welfare needs. This policy has been developed to ensure that student support services provided by the School comply with the requirements of the ESOS Act, the national Code 2007 and other relevant legislation. The services provided include counselling, advice and support regarding academic achievement and student welfare.

We recognise that the provision of appropriate welfare support services, information and assistance will help students achieve academic success and help in their transition to study and life in Australia whilst away from their home environment.

For all students new to the School a general introduction program takes place at the beginning of each year or at their enrolment. Overseas students also participate in this program together with specific programs tailored to the age and living arrangements of the students.

Emotional Support

Students can make an appointment with the Class Guardian, Head of School or the Overseas Student Coordinator at any time. The teacher may suggest a student see a counsellor outside of school. Every effort will be made to provide low-cost counselling that can be covered by the student's Overseas Student Health Cover.

Legal Services

If the student or family are in need of legal service Lorien Novalis School recommends that s/he/they contact the Legal Aid New South Wales for more information. Families/Students are welcome to

contact a private solicitor. Solicitor fees are not regulated, except in a few areas and Lorien Novalis School cannot advise on the price of such services.

General welfare services

The School provides the following general welfare services at no additional cost to the student:

Welfare counselling: a member of the Student Support Team is available by appointment to discuss physical, emotional or mental issues with students. Referral to external counselling organisations is also undertaken during counselling.

Financial counselling: students experiencing financial difficulties can discuss their concerns with the Class Guardian or Class Teacher. Where appropriate, the teacher may refer the queries or concerns to the accounts team.

Legal counselling: students requiring legal support will be referred to external legal aid organisations. No legal advice can be given by staff. Any visa or immigration queries should be referred to DIAC.

Disability support: students should advise the School in writing if they have any disability or medical condition which may affect their studies. The School will make reasonable adjustments to the delivery of training and implementation of support services to assist students with disabilities whilst at the School.

Intervention – Student Support team (access support and provide intervention)

- * The support team has a designated student support coordinator to oversee and implement specific intervention strategies as needed.
- * Subject and classroom teachers recognise their limitations in responding to the range of support needs and hence acknowledge that more targeted responses may be needed from sufficiently skilled staff.
- * Utilising the resources of the team also enhances the flow of communication and the need for consistency. To this end the support team coordinators liaise with the class guardians and classroom teachers, and relevant support staff to monitor the wellbeing of individual students at school.
- * The learning support team can also assist staff in reducing the stress experienced in dealing with the difficulties facing students and their families by offering management support, resources and assistance in increasing skills that are needed.
- * Intervention is offered by the support team to address behavioural issues, learning support needs and disability provisions, attendance, health and mental health issues as they interfere with a student's capacity to participate in school life.
- * The support team establishes the criteria and procedures for the notification to staff of students at risk, and of students whom require specific interventions whether they be learning needs, academic progress, and behavioural, social or mental health.
- * The support teams determine and utilise appropriate assessment for identification of students requiring additional support and then informs relevant staff of the students individualised needs.
- * The support team works within the school context utilising a model of brief intervention and refers on to meet more intensive support needs.
- * Families and students are advised to seek support from external health professionals such as psychologists, and mental health specialists, and other health specialists or counselling services as appropriate, to address higher and more complex support needs or needs that require long term planning and for issues that are not principally about school life. Communication and collaboration between school and these external agencies is encouraged.
- * The student support team liaises with families and external agencies to formulate individual support plans that maximise the capacity of student's potential within school.
- * This includes the application for available funding and resources to support individual students and programs.
- * Referral to the student support team is provided through varied access points.

Private Health Insurance (LNS708)

Families of students applying under CRICOS need to apply directly to the private health insurance company. Families should note that it is a requirement of your visa application to take out a policy for the duration of their visa (i.e. if staying for 5 years then need to pre-pay for 5 years of health insurance). The private health insurance companies prefer that families deal with the company directly, as they require a lot of information and documents from the family and it is more efficient to do this directly than through the School.

For families applying for a child who is aged over 15 and who are in Class 9 or above, and where the accommodation arrangement is that the child will be living in a homestay arrangement, it could be possible for either the family or the School to organise the private health insurance.

The Private Health Insurance is to cover at ‘least’ the following:

- Hospital Cover
- Ambulance

We highly recommend that the Private Health Insurance also covers at ‘least’ the following:

- Dental
- Optical
- Accident cover

One option for helping a family to choose a suitable Private Health Insurance is to go to:

<http://iselect.com.au/>

If you request to defer, suspend or cancel the student's enrolment

Lorien Novalis School will only grant a deferment of commencement of studies for compassionate and compelling circumstances.

Once the student has commenced the course, Lorien Novalis School will only grant a suspension of study for compassionate and compelling circumstances.

The duration of the student's study will not be extended, unless there are compelling reasons, and unless the extensions can be allowed under the guidelines for the course and for government requirements.

After enrolment: Your Rights, Privacy, Complaints and Appeals

Your Rights and 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 (ESOS) Act 2000 and the National Code 2007.

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.
- 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 or officers is 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 and what support is available if you are not progressing well
 - If attendance will be monitored for your course, and
 - A complaints and appeals process.

One of the standards does not allow another education provider to enrol a student who wants to transfer to another course, but has not completed six months of the final course of study you plan to undertake in Australia. If you want to transfer before hand you need your provider's permission.

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.

AEI contact: telephone 1300 363 079 (local call costs), email: aei@dest.gov.au or visit the website: aei.dest.gov.au.

Privacy Policy as it Affects Parents (LNS704)

Personal Information and Privacy

The School is required to share some personal information about students with the Australian Government and its designated authorities.

This information includes personal and contact details, course enrolment details and changes, and the circumstance of any suspected breach by the student of a student visa condition.

Further information about Privacy matters is contained in the following information.

It is a condition of enrolment that this document be read and signed.

Why have a privacy policy?

Lorien Novalis School is bound by the national privacy principles in the Commonwealth Privacy Act which seeks to protect people's right to safeguard the privacy of personal and sensitive information as far as is practicable.

What kind of personal and sensitive information does Lorien Novalis School need to collect?

Any information that enables the school to provide schooling for your sons or daughters and to discharge its duty of care. The school uses this information to keep you informed about matters related to your sons'/daughters' schooling through correspondence, newsletters and magazines; for day to day

administration; for looking after your sons'/daughters' educational, social and medical wellbeing; for seeking donations and marketing for the school; and for satisfying the school's legal obligations to discharge its duty of care. Because the school only collects information considered necessary for your sons'/daughters' schooling and care, your withholding permission to collect such information could jeopardise their enrolment.

Who else, apart from Lorien Novalis School, might have access to this personal and sensitive information?

If it is considered necessary in discharging its primary task of providing schooling for your sons/daughters and discharging its duty of care, the school might pass on such information to another school, government departments (including The Australian Taxation Office's school tax file number program), medical practitioners, those providing specialist services to the school, recipients of school publications, school fundraisers and anyone you authorise the school to disclose information to.

Should I inform others if I disclose information about them to the school:

Yes, If you provide the school with personal information about others, such as contact details of doctors and emergency agencies, we encourage you to inform those others that you have disclosed that information to the school, that they can access that information if they wish and that the school will not disclose that information to others.

How does Lorien Novalis School respect the confidentiality of such information?

The school staff is required to keep such information secure. The school has in place steps to protect personal information the school holds from misuse, loss, unauthorised access, modification or disclosure by use of various methods including locked storage of paper records and passworded access to computerised records.

Do parents or children have right of access to such records about them?

Yes, though where such access has an unreasonable impact on the privacy of others, where it may result in a breach of the school's duty of care to students, or where sons/daughters have provided information in confidence, the school has the legal right to deny access. Students will generally have access through their parents, but older students may seek and receive right of access themselves, subject to relevant legislation.

Will Lorien Novalis School seek parental permission when outside sources ask for information about their sons/daughters?

Yes, if in the circumstances it is appropriate. Lorien Novalis School respects the right of parents to make decisions about their son's/daughter's education. Apart from cases that would indisputably be in the student's schooling and care interests, the school will refer requests for consent and notices in relation to the personal information of students to their parents. Lorien Novalis School will treat consent given by parents as consent given on behalf of their sons/daughters, and notice given to parents will act as notice given to such children.

What do I do if I have further questions?

Please refer to the Lorien Novalis School School Privacy Policy on the website of Lorien Novalis School. If you still have further questions, please contact the Registrar.

4.19 Student File

It is Lorien Novalis School Policy to maintain records in the file for an overseas student in accordance with RANGS/CRICOS Requirements.

Policy & procedure framework

Critical incidents of a general nature that students may be exposed to as part of the school community may include but are not limited to:

- Bomb threat or explosion;
- Fire;
- Acts of terrorism;
- Death or serious injury to teaching staff and students;
- Natural disasters (floods, bush fires, cyclones etc)
- Missing student

Student centred critical incidents can include but are not limited to:

- Any fatality, near fatality or incident likely to seriously affect a number of staff and/or students;
- Suicide or attempted suicide;
- Diagnosis of a serious medical condition;
- A student's mental health has become a concern (depression, self harm);
- Overdosing of prescribed medication or illicit drugs;
- Serious bullying or harassment (e.g. extortion);
- A female student has fallen pregnant or a male student has been involved in a female falling pregnant;
- Possession of illegal drugs;
- A student has demonstrated addictive behaviour (drugs, alcohol etc)
- Criminal activity;
- Traffic accidents involving students;
- Severe emotional trauma to family or friends;
- Sexual assault;
- Any incident involving a student reported by the police to the school;
- Assault or threats of violence;
- Significant theft or loss of personal property (e.g. value over \$1 ,000); and
- Trauma as a result of a natural disaster or event in an overseas student's home country.
- A student has gone missing, and is not found after a reasonable period of time

A critical incident may occur:

- At school directly affecting the community at large (eg a critical accident on the school property, during school hours.)
- To members of the school, outside of school hours, affecting particular groups of the community (school bus accident on the way home, causing serious injury to a number of students)
- To friends/acquaintances of particular members of the community (the death of student in a neighbouring school, known to some of our students)
- To friends/relatives of an overseas student in their home country.

2. Critical Incident Plan Of Action & Checklist

2.1 *Stage 1 – The Event*

- Any critical incident must be reported to either Co-Principal.
- Issues of safety are paramount and must be immediately addressed (using school evacuation procedures where necessary, eg. Fire, Lockdown, Bomb Threat etc)
- The School's Co Principal(s) needs to ascertain the facts, particularly when incidents occur away from the school property. The School's Co Principal(s) must be able to verify what was 'reported to have occurred'. (This will involve community members who reported the incident and those directly involved)

2.2 Stage 2 – Responding To The Event

- The College of Teachers are informed. Appropriate steps to be taken are planned. (Functioning as the critical incident team)
- 1. Identify those involved in the incident.
- 2. Check off and prioritise relevant tasks on the checklist.
- 3. Allocate responsibilities.
- 4. Establish lines of communication.
- 5. Ensure immediate tasks are undertaken and
- 6. Ensure secondary and follow-up tasks are undertaken.
- 7. Ensure that documentation and recording of the actions taken occurs.

2.3 Stage 3 – Communicating With The Community

- Staffs are informed by the School's Co Principal(s) The College of Teachers or its Representative (as appropriate).
- The College of Teachers' Chair informs the The Board of Directors.
- The School's Co Principal(s) informs school (office staff with information necessary to contain the situation, for example directing media calls to the School Administrator
- Consultants (eg. Community counsellors) are contacted by the School's Co Principal(s) as necessary.
- The School's Co Principal(s) prepares for the Student, Parents and School Community being mindful of legal and privacy constraints.
- Siblings and close friends of the victims are told individually.
- The School's Co Principal(s) informs the rest of the school if appropriate.
- ALL students are informed of counselling and assistance available.
- (It is most important to inform ALL students of this assistance, as we can be certain of the social links that exist. For example, a tragic incident occurring to a Year 10 student, may have a large impact on a Year 7 student who is a family friend of the victim).
- The School's Co Principal(s) contacts organisations and individuals for additional assistance if required.
- Ensure that staff members have support and counselling if required.
- Maintain a supportive, calm atmosphere, by maintaining normal procedures as far as possible.
- The School's Co Principal(s) plans the school's response to media, as required.
- NB: Teachers need to be conscious of not taking on roles which are not appropriate. Staff are generally not trained counsellors, they have organised referral systems and structures in place to protect the integrity of individual staff members and the students.

2.4 Stage 4 – Follow Up

- Ensure that 'outside professionals' are able to meet the needs of the school community
- Inform parents of the event AND support available.
- Provide reading/support material to staff, students, and families.
- Aim to get back to the 'normal routine', without a set time frame.
- The School's Co Principal(s) to debrief Critical Incident response team and other staff involved.
- Review tasks undertaken during the crisis and make any necessary changes to the Policy and procedures.
- In case of a student gone missing for a reasonable period of time, the school will report the student's breach of visa condition to DIBP and may result in the cancellation of the student visa.

2.5 Critical Incident Management Checklist

NOTIFY AUTHORITIES & KEY PERSONNEL

- Notify Emergency Services (Ambulance/Fire/Police) as necessary
- Mobilise any emergency personnel eg Fire Wardens etc
- Notify Management Group Members
- Notify Class Teacher/Guardian (as appropriate)
- Notify Chairman of Board of Directors

VERIFY INCIDENT & RESPOND

- Identify all those involved/affected
- Determine outline of incident

Prepare any necessary statements	<input type="checkbox"/>
Develop phone and email contact list specific to the incident	
Commence record of the events	
Inform Insurance company	<input type="checkbox"/>
CO-ORDINATE PLANNING WITH FAMILY	
Identify a family spokesperson	<input type="checkbox"/>
Inform family contacts	<input type="checkbox"/>
Liaise with family and insurance company over dealing with students medical costs	<input type="checkbox"/>
IN THE EVENT OF DEATH	
Identify appropriate counselling/support personnel for students and teachers	<input type="checkbox"/>
Liaise as necessary with Police and family members	<input type="checkbox"/>
Consider the planning of a memorial service	<input type="checkbox"/>
INFORM/INVOLVE THE SCHOOL COMMUNITY (as appropriate in each incident)	
Facts of the event	<input type="checkbox"/>
Safety issues	<input type="checkbox"/>
Availability of counselling	<input type="checkbox"/>
The family/ies' wishes	<input type="checkbox"/>
Planning of any memorial services	<input type="checkbox"/>
IN THE CASE OF AN OVERSEAS STUDENT	
Inform the homestay family and liaise with them about any arrangements	<input type="checkbox"/>
Inform family contacts in Australia	<input type="checkbox"/>
Identify if the family will come to Australia and if so consider reception/accommodation for family and any payment issues	<input type="checkbox"/>
Notify the Department of Immigration	<input type="checkbox"/>
Notify CRICOS	<input type="checkbox"/>
Liaise with family and friends over dealing with the student's personal belongings, bank accounts, medical and legal costs.	<input type="checkbox"/>
Identify culturally appropriate counselling/support personnel for students	<input type="checkbox"/>
In the case of death – arrange for funeral or repatriation arrangements	<input type="checkbox"/>
Obtain death certificate (this may be required to finalise accommodation and banking arrangements)	<input type="checkbox"/>

2.6 Key Personnel In The Case Of Different Types Of Critical Incidents

FIRE/ BOMB THREAT OR ANY OTHER EVACUATION OR LOCKDOWN

Class Teacher or Class Guardian

THREAT OF VIOLENCE FROM STUDENT

Class Teacher or Class Guardian

ATTEMPTED SUICIDE

Class Teacher or Class Guardian

Pre-Crisis Response

This section relates to situations where an incident occurs in a location that could be portrayed in the media (or otherwise, e.g. in social medias) as being related to Sydney (for example bush fires in the Blue Mountains or flooding in the Hawkesbury district), a task group is to be formed of:

- The School's Co Principal(s)
- Overseas Student Liaison, or another teacher or staff member directly involved with the students and/or who is capable of communicating in the home language with the family

This task group is to decide and act on:

- What form of communication will be used to communicate with family members (e.g. phone call, skype, email, text message, or other)
- Which family members need to be contacted for each Overseas Student
- Draft the wording to be used in the communications
- The School's Co Principal(s) is to approve the wording
- A time-frame for when the communication will take place
- Who will be the staff member to make the communications
- Who will record what communication was made, the time the communication was made and what responses (if any) were received.

Responsibilities

All staff are responsible for ensuring that the requirements of this policy are met and the correct procedures are followed appropriately.

The Management Group is responsible for ensuring this policy is adhered to throughout the school.

Overseas Students Complaints and Appeals (LNS781)

If you have a concern, issue or complaint

It is always best to deal with a problem while it is small.

Most problems can be solved quickly by speaking to the teacher or Overseas Student Coordinator.

They can also advise you about the most appropriate person to help solve your problem. If you cannot solve your problem by informal discussion, you can speak to the Class Teacher or Class Guardian or to Mr Stuart Rushton, Education Administrator.

Formal Complaints

A formal complaint can be written or verbal and is usually of a serious nature. Verbal complaints require a formal interview where the details of the complaint will be recorded in writing. If you are under 18, you should have your guardian with you or if you are over 18 you can ask a parent or another support person to come with you to any interviews to assist you.

If you make a complaint, an investigation will commence in 10 school term days and you will receive a written statement of the outcome. This statement will include the reasons why decisions have been made and inform you of your rights to take the complaint further, if you are not satisfied with the outcome.

Complaints Procedure

You must notify the Overseas Student Coordinator of your formal complaint. The Overseas Student Coordinator is responsible for investigating the complaint.

At the conclusion of the investigation you will be given a written report of the outcome including details of the reasons for the decisions. Records of the complaint and the decision will be kept on the student file.

Appeals

You may appeal against a decision to report you to the Department of Immigration and Citizenship for unsatisfactory attendance or cancellation of enrolment based on student misbehaviour or any other reason as identified in the Policy on Deferment, Suspension or Cancellation of Enrolment. The appeal must be lodged within 20 working days of the date on the intention to report letter issued to you.

Appeals for decisions relating to course progress in schools are dealt with in accordance with Board of Studies procedure for appeals.

For the duration of the appeals process student's enrolment will be maintained.

If you are not satisfied with the outcome of the internal complaint or appeal process, you will be given access to an external appeals process. According to the National Code 2007 the purpose of the external

appeals process is to consider whether a provider has followed its policies and procedures – it is not to make a decision in place of the provider.

Complaints and Appeals Services

If a student has a grievance or complaint they may utilise the student's Complaints Policy and Procedure to resolve it. The process allows for appeal to and External arbiter if necessary.

Remember:

- Your Class Teacher or Guardian should always be your first point of contact; concerns are best resolved at classroom level if possible;
- You can withdraw your complaint at any time;
- It may not always be possible to resolve an issue to your complete satisfaction

Students should talk to the Enrolments Officer or the Education Administrator if they wish to find out more.

In cases where Lorien Novalis School refers the student to any external support services, it will not charge for the referral. (Any cost for the external support service would be a private arrangement between the family and the external provider).

Overseas Student Critical Incident Policy & Procedure

A critical incident may take place at school or outside school. Therefore Lorien Novalis School's Critical Incident Policy and Procedures are not limited to handling only those incidents that might occur at school.

Incidents can include be those in the surrounding area, and do not necessarily need to pose a direct or indirect threat to the student, but due to media attention or other information, could cause distress to the students and/or to their family in Australia or in their home country.

External Appeals

You may contact the Community Justice Centre at: <http://www.cjc.nsw.gov.au>