

2019

Information for International Students

PROVIDER CODE: 00339F
PROVIDER NAME: Shelford Girls' Grammar

Shelford

GIRLS' GRAMMAR



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SCHOOL INFORMATION

ABOUT SHELFORD GIRLS' GRAMMAR

Throughout its long history Shelford has enjoyed an enviable reputation for outstanding academic achievement and the breadth of opportunities to participate in extracurricular activities.

Shelford's great strength is its size. There are approximately 500 primary and secondary students attending the School and class sizes are relatively small. Students are given individual attention by talented teachers and all students' progress to tertiary courses of their choice.

Students in the Primary School study the Key Learning Areas as determined by the AusVELS. Flexible groupings, including vertical grouping, allows us to cater for individual differences.

Students in Years 10, 11 and 12 study the Victorian Certificate of Education (VCE) which is administered by the Victorian Curriculum and Assessment Authority (VCAA). Many students study at least one VCE unit and commence specialist studies in Year 11. Very able students are encouraged to combine Years 11 and 12 studies.

Students in the past have entered courses such as Medicine, Law, Arts, Engineering, Science, Business and Commerce, Technology, the Visual and Performing Arts, Hospitality and Tourism and Management. VCE results are used by the universities as a means of selecting students into courses. The VCE is recognised by universities internationally. Shelford is proud of its close links with Monash University and The University of Melbourne.

OUR VALUES

Our core values are embedded in every endeavour that we undertake and underpin all that we do.

Respect

Celebrating excellence and diversity; being mindful of the needs of others, caring for the environment and encouraging community building and service.

Integrity

Being courteous, reliable, honest, loyal and trustworthy and behaving ethically and making principled decisions that make a positive contribution to our community.

Passion

Encouraging all students to become independent, self-aware and confident girls and young women, to develop a love of learning, a desire and determination to make a positive contribution to a changing world, the courage and confidence to try new things, reach out to others and strive for justice.

Creativity

Embracing the challenges of a changing world and responding with curiosity, imagination and innovative thinking.

LOCATION AND FACILITIES

Shelford is situated in the inner, leafy south eastern suburb of Caulfield. The facilities include state-of-the-art classrooms with wireless classroom connections. Shelford is richly resourced with class sets of laptops which are available for classroom use providing safety and security for all students. The excellent facilities include designated science rooms, computer laboratories, specialist art, drama, dance, language and media rooms.

Students are also supported with an excellent library and study areas. There is a café servicing the culinary requirements of the students. The School also has excellent grounds with a large sports field, tennis courts and netball courts. The main buildings are surrounded by beautiful gardens which provide an ideal ambience for students to relax or study outdoors.

ENROLMENTS

The School is registered to take both primary and secondary international student enrolments, subject to availability.

ENTRY CONSIDERATIONS

In considering the admission of a student to the School the following factors are considered:

- Student's current level of study;
- Reports of the student's academic progress, including attainment levels;
- AEAS English language proficiency test;
- Age of the student;
- Welfare arrangements of the student;
- Availability of places at the appropriate year level in the School;
- Attendance at ELICOS course (if required).

EDUCATION QUALIFICATIONS AND ENGLISH PROFICIENCY

If a student has not completed the whole of an academic year before entry, the School's recommendation is to repeat the particular year level. For example a student wishing to enrol in Year 10 must have completed a full year of Year 9 to be considered.

The School will only consider a mid-year commencement for Year 10 or a below year level, subject to the entry considerations listed above.

The student's English language proficiency should be such that it enables her to cope with the class work for the required year level of entry.

When English is not a student's first language, or classes at the student's previous school are not conducted in English, further assessment may be required before a place is offered. This will be assessed through an AEAS test.

The School reserves the right to request that the student complete an AEAS test pre enrolment.

ENROLMENT OF STUDENTS CURRENTLY AT A SCHOOL IN AUSTRALIA

Shelford does not seek enrolments of students who are currently enrolled at other schools in Australia. When there is an enquiry from a student who is currently studying in Australia, the School will ascertain the length of time the student has been studying at her current school through checking PRISMS, and requesting a copy of the most recent school report.

The School will only consider an enrolment from such a student when she has been enrolled at her current school for more than six months, taking into account all other requirements for enrolment. Refer to Shelford's Transfer Policy for further information.

APPLICATION PROCESS

Prior to contacting SGG, parents/guardians or agents are encouraged to read the following information available on the School's website www.shelford.vic.edu.au.

- International Students Booklet (this booklet)
- Enrolment Policy
- Terms and Conditions on the International Student Enrolment Agreement
- Accommodation and Welfare Policy
- Orientation Policy
- Pastoral Care and Support Policy
- Course Progress and Attendance Policy
- Complaints and Appeals Policy
- Cancellation, Suspension and Deferment Policy
- Refund Policy
- Transfer Policy
- ESOS Student Fact Sheet

Enquiries regarding enrolment should be directed to the Registrar at Shelford via

Telephone +613 9524 7333

Email registrar@shelford.vic.edu.au

Facsimile

Web Page

+61 3 9524 7444

www.shelford.vic.edu.au

Following contact with the Registrar, and subject to placement availability, an International Student Enrolment Agreement, is to be completed and signed by both parents/guardians. The Enrolment Agreement must be submitted to the Registrar, along with the following additional documentation:

- Translated copies of the student's latest school reports;
- A verified translated copy of the student's birth certificate;
- A verified translated copy of the student's passport;
- AEAS test results; and
- A copy of the Confirmation of Enrolment Letter and CAAW if completing an ELICOS course prior to commencing at Shelford (if applicable).

The Registrar and the Head of Senior School – Teaching and Learning assesses all applications. Students may be required to complete further language or academic testing if required.

If the student's application is successful, the School will forward a Letter of Offer to the referring agent, or the family if it is a direct application.

The Letter of Offer also includes School specific information for parents regarding term dates, purchase of the School uniform, booklists and extra-curricular activities.

ACCEPTANCE OF AN OFFER OF A PLACE

To formally accept the offer of a place at Shelford, the following must be submitted by the parents and finalised with the School:

- Payment of fees as requested by the due date; and
- Evidence of purchase of Overseas Health Student Cover (OHSC).

Once the payment of fees and the documentation requested above has been received, the School will issue:

- A Confirmation of Enrolment (CoE) Letter (through PRISMs); and a
- Confirmation of Approval of Accommodation Welfare (CAAW) form (if applicable).

The CoE letter (and CAAW if applicable), will enable you to apply for the student visa. Each country has different procedures and timelines for this process and we recommend that you familiarise yourself with this process before you submit your child's application. We recommend that you use the services of an education agency to assist you with your application, visa preparation and submission.

ACCOMMODATION AND WELFARE

Shelford has an obligation under the ESOS Act and the National Code of Practice to ensure all international students have appropriate accommodation and welfare arrangements in place for the entire period the student is enrolled at the school.

In accordance with the School's Accommodation and Welfare Policy, Shelford Girls' Grammar approves the following welfare options for international students:

- Junior School (Prep – Year 6) when the student is accompanied by a parent (mother and/or father)
- Senior School (Years 7 – 12) when the student is accompanied by a parent (mother and/or father)
- If the student is aged 15 years and above, and not accompanied by a parent, the School will approve welfare arrangements through issuing a Confirmation of Accommodation and Welfare (CAAW) letter, which must remain in place until the student finishes schooling at Shelford.

WELFARE OPTION – PARENTS ACCOMPANY STUDENT WHILE STUDYING

Students aged 14 years or below, must be accompanied by parents (mother and/or father) only. A parent may apply for a Student Guardian Visa and stay in Australia as the student's primary carer. In this instance the school does not issue a Confirmation of Accommodation and Welfare (CAAW) letter and is not responsible for approving the student's accommodation, support and welfare arrangements for the duration of the student's visa. Please refer to (refer to conditions on Department of Home Affairs website <http://www.homeaffairs.gov.au/trav>)

WELFARE OPTION – SCHOOL APPROVED WELFARE ARRANGEMENTS

If the School is responsible for approving the student's welfare and accommodation arrangements, the school issues a CAAW letter, which gives an undertaking to approve appropriate accommodation, support and welfare arrangements for the student. In this situation the School expects the approved welfare and accommodation arrangements to remain in place until the student has completed her schooling at Shelford.

School Approved Homestay Arrangements

The School approves the homestay program services of Australian Homestay Network (AHN) to provide suitable accommodation for international students aged 15 years and above. AHN helps the School recruit homestay providers, through providing details of agency-screened homestay options for the school to review, visit and approve, prior to the student commencing her homestay placement. All host families are screened and monitored by the staff of AHN and the School. The host and all persons over 18 years of age living in the household must have a current Working with Children Check.

Parents need to register directly with AHN via the online application process at www.homestaynetwork.org at least 2 months prior to the student's commencement at Shelford.

AHN will then provide to the School recommendations for a homestay placement (host family). The School conducts regular inspections of homestay providers. This includes prior to the student commencing her homestay placement, and then at 6 monthly intervals. The School also maintains regular contact with homestay providers between visits.

The School requires students to live in the school approved accommodation for the duration of enrolment. Students are not permitted to live alone or only with other students.

Homestay Guidelines for Students

At the homestay students are expected to:

- Be financially independent and meet all personal expenses for travel, entertainment, telephone calls, medical expenses and other personal, incidental costs.
- Respect and adhere to the rules expected by the homestay family.
- Offer to help with household chores like food preparation, washing dishes, etc.
- Be considerate and keep noise to minimum after 8.30pm.
- Ask the family before inviting friends over.
- Advise the homestay family about any social activities and when they will not be home for meals.
- Pay for any damage to family property you are responsible for.
- Keep all valuables, money, passport and airline tickets in a safe place.
- Behave appropriately and be prepared to participate in reasonable family activities.
- Respect and be aware that cultural differences and beliefs of the homestay family may be different from your own.
- Communicate with your homestay family on a day to day basis.
- Be open about your needs. For example, if you need to make a phone call late in the night (after 10pm).
- Advise the International Student Coordinator immediately with health or welfare concerns which arise in the homestay environment.

Should a student not be happy in a homestay, other placements may be sought, with the assistance of the School and AHN. Should the School become aware that a student is no longer living in approved accommodation whilst attending the School, the School will report this to the Department of Home Affairs, and advise the student to contact the Department of Home Affairs to ensure visa implications are understood.

School Approved Additional Welfare Support

The School approves the independent services of International Student Alliance (ISA) to provide additional welfare support for international students at Shelford. ISA can be contacted at:

- Suite 1/Level 1 – 108 Bourke Street Melbourne
- Ph: +61 (0)3 9663 2887, Fax: +61(0)3 86781317
- Skype: isa-ivan
- WeChat: ivan-isa
- Email: info@studentguardians.com
- Web: www.studentguardians.com

ISA assist by supporting with aspects of the student's welfare at School in Australia. This includes:

- Providing the student with a local area orientation;
- Keeping in regular contact with the student and provide assistance in the management of issues;
- Liaising with parents of the student on a regular basis, as directed by the School;
- Communicating with the student regarding travel arrangements during holiday periods, as approved by the School and parents;
- Assisting the student in setting up bank accounts and medical appointments if required;
- Attending and assisting in translation at parent/ teacher interviews; and
- Assisting in the translation of student reports, as requested by the School.

This paid support service is additional to, and not in place of, the support and counselling the school normally provides to all students. Parents will need to apply directly to ISA via the online application process at www.studentguardians.com

Please note that although Shelford approves the use of external providers to assist in the provision of accommodation and welfare services, Shelford does not delegate, outsource or contract out the School's responsibility. The School remains responsible for approving the student's welfare and accommodation, if the student has entered Australia on a student visa under a Shelford CAAW document. Under a CAAW document, the School, is not taking over legal parental responsibility for the student. The parent, or person who has legal parental responsibility of the student, remains at all times legally responsible for the student.

CHANGES IN WELFARE ARRANGEMENTS

For the duration of the student's enrolment, any changes to the approved welfare and accommodation arrangements must be approved by the School.

If the student's family wishes to change the welfare arrangements, the School must be notified by the parents of any proposed changes in writing at least 14 days prior. All accommodation and welfare arrangements must be approved by the School, prior to changes being made. This would also apply when a parent has previously been responsible for the student's welfare and now requests that the School takes over that responsibility, or the reverse of this. The Department of Home Affairs would be notified of such changes by the Registrar.

WELFARE ARRANGEMENTS DURING TERM BREAKS

For school holiday periods, the following accommodation options are available to international students, still enrolled at Shelford, (excluding students who have completed Year 12), for whom the school has issued a CAAW:

- Students returns home to parents;
- Students continues to live in / is placed in homestay arranged and approved by the school; or
- Students may spend the term break with direct relatives if all requirements are met in order to attain school approval.

A leave application form needs to be submitted, including a written permission from the parents, for leave arrangements to be approved by the School.

ORIENTATION

Orientation programs are an important part of the student support program that Shelford Girls' Grammar School offers to international students. The orientation process begins two months prior to the student's commencement date at the School.

For students who have already arrived in Australia, (for example students who are studying at a language centre in the city of Melbourne), the student and parents/guardians will be contacted to arrange a time to meet with the International Student Coordinator, and the relevant Head of School. At this meeting the student and the parents/guardians will be provided with a tour of the School; and Senior School students will meet with the relevant Head of Senior School so that they can choose their subjects. For students who have not yet arrived in Australia, the Head of Senior School – Teaching and Learning, will commence the initial subject selection process via email, prior to the student's arrival in Australia.

Just prior to commencement, all students will complete an orientation with the International Student Coordinator, to welcome and familiarise each student with key staff, room locations and essential items (including the School Diary and Student Safety Card) for a smooth transition and successful start on her first day.

On the first day of School, the student will be met by the International Student Coordinator, or relevant Year Level Coordinator, and two student mentors who will guide her through her orientation at Shelford.

The International Student Coordinator, the Year Level Coordinator and the two designated student mentors continue to be available all year to assist with the orientation of the student throughout her time at Shelford. Please refer to the Pastoral Care and Support Policy for further information regarding support services available to all students within the School.

STUDENT SUPPORT

Shelford supports the international students enrolled at the School in the same manner that the School supports all students, plus several additional support services specifically for international students. Shelford provides a wide range of support for all students, either with staff members or by accessing external personnel when necessary. All welfare support services provided within the School are provided to the students at no cost.

PASTORAL CARE

The Head of Senior School – Students, and the Year Level Coordinators oversee the pastoral care program and the personal development program at the School.

For pastoral care, senior students are organised into Year level groups. Each group has a Year Level Coordinator who works with the group throughout the year. The Year Level Coordinator is the first point of contact for students and parents/guardians if they have any queries or concerns. The International Student Coordinator is available to liaise on behalf of overseas students. Staff may also refer students to the Junior School Counsellor or Senior School Counsellor when appropriate.

The personal development program, known as Querite operates at each Year level. This program includes Life Skills, Study Skills, Careers and Personal Resources. Within all the senior years the focus is on preparing and skilling the student to succeed in tertiary studies and in the future world of work. Classroom teachers develop and administer pastoral care programs to assist in building confidence, self-esteem, resilience and socially responsible behaviour. Shelford staff understand and recognise that the individual's total development must be viewed as the sum of many parts: physical, social, emotional, academic and spiritual. The School's pastoral care program promotes health and contributes to developing self-image and self-confidence, and cultivating personal and interpersonal skills.

STUDY SKILLS ADVICE

Study skills advice is part of the Querite Program in the Senior School at Shelford. During these sessions the student's progress is discussed. Students and the relevant Year Level Coordinator work to define strategies which will help students overcome any difficulties.

Students can arrange to see the relevant Year Level Coordinator at any time to discuss any matters of concern. Much of the interaction between individual students and staff occurs when they meet around the School. In this manner, the link between student and staff member is developed and discussions become a vital part of the student's coping strategies.

Towards the end of each year, the Querite Program sessions focus upon exam technique and the different types of strategies students may need at tertiary level.

CAREERS AND COURSE ADVICE

Career advice is available to all Students throughout their time at Shelford. The Careers Counsellor is a member of the Shelford Staff and is available by appointment at any time throughout the School year.

SPECIFIC SUPPORT FOR INTERNATIONAL STUDENTS

In addition to the above-mentioned staff, the School provides additional, specialised support staff for international students.

The International Student Coordinator

The International Student Coordinator is appointed by the Principal to oversee the accommodation and pastoral care requirements of the International Students enrolled in the School. This includes regularly communicating with the students, and homestay and additional welfare service providers.

The International Student Coordinator liaises with the Principal, the Head of Senior School – Teaching and Learning, the Head of Senior School - Students, Year Level Coordinators, Faculty Heads, the Registrar, School Counsellors, the Careers Counsellor, and teaching staff to monitor the progress of international students, both formally and informally, as well as following up any specific needs proactively with the student and relevant staff as the need arises.

The International Student Coordinator is responsible for the orientation and provision of key information to international students to ensure a successful transition to studying in Australia and at the school. The International Student Coordinator oversees the accommodation arrangements of international students to ensure the care and safety of each student at all times.

The International Student Coordinator with the Heads of School monitor attendance and academic progress of each student to ensure non breach of visa conditions. Early intervention and counselling is provided to the student and parents/guardians by the International Student Coordinator and the relevant Head of School to ensure the student is continually aware of their obligations under their student visa.

Parents/guardians are encouraged at all times to contact either the International Student Coordinator or the relevant Year Level Coordinator with any concerns or issues they have in relation to the progress of their child at school.

All teaching staff involved with international students are briefed by the International Student Coordinator as to their involvement and the requirements of an international student, including obligations concerning attendance, counseling and academic progress.

English as an Additional Language (EAL) Support Staff

EAL Support Staff are available in the Junior School and Senior School to assist international students in the classroom with the completion of school work and homework. EAL Support Staff also liaising with teaching staff regarding academic progress or specific needs of students, and any modifications of academic tasks that may be required. As EAL support staff have frequent contact with international students, the EAL support staff also take a significant pastoral care role with the students.

ACADEMIC PROGRAM AND SUPPORT

The academic program is overseen by:

- The Principal;
- The Head of Senior School – Teaching and Learning;
- The Head of Junior School;
- The Heads of Faculty (Senior School); and
- Classroom Teachers.

Should a student require additional assistance with academic matters, either the student, the International Student Coordinator or EAL Support Staff can arrange assistance from class teachers either at lunchtime, or in study periods. Additional support in academic areas is available at the school, if needed, after school hours.

HEALTH MATTERS

Parents/guardians are responsible for assisting students to make medical and health related appointments. If applicable, International Student Alliance (ISA) may assist parents/guardians and students in making appointments and using medical services.

The School's First Aid Room is staffed by a qualified Registered Nurse. The School Nurse is available to assist students with minor illness during the school day, and can assist with referral onto further external medical treatment if required.

Critical incidents involving international students will be managed as per the School's Critical Incident Management Policy.

SCHOOL COMMUNICATIONS

The School uses electronic communication to provide information to, and seek responses from, members of the School community. Methods of communication include, but are not limited to, the School website, parent portal on Synergetic, email, Skoolbag and CareMonkey. Parents/guardians are expected to read electronic communication from the School and respond to electronic communication as required by any due dates.

Parents/guardians are required to immediately notify the School of any changes in contact details (address, telephone, email), and to notify the School of any information which may affect the School's care for students.

PROVISION OF MEDICAL INFORMATION - CAREMONKEY

To ensure that the School staff dealing directly with your student can provide the best possible care in the event of illness or accident, it is vital that current medical information is available. The School uses the health and safety application CareMonkey to store student medical information. It is a requirement of the School that a student medical profile be fully completed within CareMonkey by parents/guardians prior to commencement at the School.

Parents/guardians are responsible for ensuring student medical information contained within CareMonkey is kept up to date at all times whilst the student remains enrolled at the School.

Excursion and permission forms are sent to parents/guardians using CareMonkey. Parents/guardians need to respond to the permission request as indicated on the CareMonkey account. Your daughter will be unable to attend any excursion unless a response is received granting permission to attend via Care Monkey.

Please visit <http://www.caremonkey.com.au> for more information on privacy and security details, and instructions on downloading the free iPad or mobile phone app.

If you are having trouble completing your Care Monkey profile, please contact the International Student Coordinator for assistance.

TRANSLATION AND INTERPRETING SERVICES

The School will arrange for translation and interpreting for a student at either staff or student request. For general matters, several of the staff are Mandarin speakers and will assist students, staff and families.

The School will arrange for an interpreter, at the School's expense, to assist in matters of a more serious or personal matter requiring an independent person.

ISA may also assist with interpreting from time to time, depending on the nature of the matter being discussed.

PROVIDING A SAFE LEARNING ENVIRONMENT

Shelford is committed to ensuring a respectful learning environment that is safe, positive and supportive for all students of the School. All students have the right to feel safe and comfortable at school and to be treated with respect and dignity by others.

We provide a purposeful learning environment which ensures that all students are able to develop across all dimensions – intellectual, social, emotional, spiritual and physical.

Shelford is committed to child safety and has zero tolerance for child abuse. Shelford actively works to listen to and empower children, and has systems to protect children from abuse. Information is provided to all students to assist them in understanding their rights, and what to do if they feel unsafe.

STUDENT CODE OF CONDUCT

In order to fulfil our four values, we expect the co-operation of parents/guardians and students in the matters of punctuality, attendance, participation and following the guidelines in the Student Code of Conduct.

It is expected that every student will:

- Uphold the School's core values and reputation by observing an appropriate standard of behaviour when in transit to and from the School and when wearing School uniform;
- Behave in a manner that does not endanger the health, safety and wellbeing of themselves or others; and abide by policies and procedures operating within the School and other locations at which the students may visit;
- Ensure that their actions do not bring the School into disrepute;
- Be respectful and supportive of the School's beliefs and values, and respect the authority of members of staff;
- Behave with courtesy and consideration for others;
- Refrain from behaviour which would interrupt the work of any class or hinder the learning opportunities of other students;
- Refrain from activities, conduct or communication that would reasonably be seen to undermine the core values or reputation of the School, employees or students of the School (including activities on social media);
- Respect School property and the property of staff, contractors, visitors and other students;
- Be punctual and attend all classes;
- Remain in the School grounds during the School day unless otherwise approved by the applicable Head of School;
- Complete work set by teachers promptly and to the best of their ability and to take full advantage of the educational opportunities offered at the School; and
- Dress neatly in accordance with the School's uniform requirements

If the behaviour of a student does not meet the expectations stated above, the matter will be referred to the International Student Coordinator, relevant Year Level Coordinator, the School Counsellor and/or Heads of School. Parents/guardians will be informed and may be asked to meet with staff to participate in the development of a set of individualised strategies to ensure that expectations are met.

ATTENDANCE

The school fully expects all students to attend every lesson every day. Student attendance is checked and recorded twice daily; assessed regularly, and recorded and calculated over each semester. Late arrivals are also recorded and included in attendance calculations.

Parents/guardians or the homestay provider are requested to inform the school before 8.30am via telephone on 9524 7475 if a student is absent or late for any reason. If a student arrives late, she is expected to sign in at the student terminal at reception to receive a late pass.

All absences from School should be accompanied by a medical certificate, or an explanatory communication from the student's parent/guardian.

Both the International Student Coordinator and relevant Head of School monitors student attendance. Should a student's attendance begin to show irregular patterns of attendance, the relevant Head of School and the International Student Coordinator will arrange a formal counselling session with the student, the parent/guardian and the homestay provider (if applicable). The School will keep parents/guardians well informed of the any ongoing concerns.

If a student's attendance falls below 80% the school will be required by Department of Home Affairs to report the student for unsatisfactory attendance and similarly academic standard. This may result in the student being required to report to Department of Home Affairs to explain the breaches and may result in the cancellation of the student visa.

COURSE PROGRESS, ASSESSMENT AND REPORTING

The School continually monitors, records and assesses the course progress of each student. Formal academic reports are prepared for students twice per year. International students also receive a review of their progress twice each semester. The statement incorporates the student's academic, social and emotional wellbeing.

The Department of Home Affairs requires students to achieve satisfactory course progress. To demonstrate satisfactory course progress, students will need to achieve, at the end of each semester, an average mark (across all subjects taken in the semester) of 50% or higher, as well as a 50% or higher in English or English as a Second Language in Senior School. In Junior School course progress indicates that a student is capable of progressing onto the next phase of learning.

Active participation in school life, a positive attitude to learning and consistent demonstration of effort can also be considered as course progress for students who are struggling with an academic commitment. Demonstrated effort could include:

- Making measurable improvement gains over the semester;
- Attending additional English language classes;
- Attending additional voluntary tutoring sessions;
- Seeking help from teachers;
- Thorough attempts and timely submission of all homework and assessment tasks; or
- Evidence from parents/guardians that the student is spending significant time studying at home or within her homestay.

Where concerns arise regarding academic progress, the relevant Head of School and the International Student Coordinator will meet with the student to develop an intervention strategy for academic improvement.

This may include:

- Tutorial assistance;
- Assistance with formulating a study plan and development of study skills; and/or
- Support in establishing short and long term goals that focus on improved learning.

A copy of the student's individual strategy and progress reports in achieving improvement will be forwarded to parents/guardians.

The student's individual strategy and progress reports in achieving improvement will be monitored over the following semester by the relevant Head of School and the International Student Coordinator, and records of student response to the strategy will be kept.

If the student does not improve sufficiently academically, and does not achieve satisfactory course progress, the School will advise the student of its intention to commence the process of reporting the student for unsatisfactory course progress.

Part of the assessment of the 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 duration of the course. The School will only extend the duration of the student's study if the student will not complete their course in the expected duration due to:

- Compassionate or compelling circumstances;
- Student participation in an intervention strategy as outlined above; or
- An approved deferment or suspension of study has been granted in accordance with School's Deferment, Suspension and Cancellation Policy.

Where the School decides to extend the duration of the student's study, the School will report via PRISMS and issue a new Confirmation of Enrolment Form, if required.

REFUND OF FEES

An itemised list of Enrolment Fees, Administration Fees, and Tuition Fees are provided in the school's International Student Enrolment Agreement and the Schedule of Fees and Charges. The Enrolment Fees and Administration Fees are **non-refundable**. Refunds will only be reimbursed in Australian dollars and refunds will only be paid to the person who enters into the written agreement and are not transferable.

The school policy of refund of fees, and the availability of the complaints and appeals process, does not remove the right of the student to take further action under Australia's Consumer Protection Laws.

REFUNDS IN CASE OF VISA REFUSAL

If a student produces evidence of visa refusal, and fails to start a course on, or withdraws from the course on or before the agreed starting day, the school will refund within 4 weeks of receiving a written claim from the student the total amount of Tuition Fees received by the school before the student's default day, minus the lesser of:

- 5% of the amount of course fees received, or
- AUD \$500

If a student whose visa has been refused withdraws from the course after it has commenced, the school will retain the amount of Tuition Fees proportionate to the amount of the course the student has undertaken and will refund of any unused Tuition Fees received by the school with respect to the student within the period of 4 weeks after the day of student default. (*Calculation of the refund due in this case is prescribed by a legislative instrument (s.10 of Education Services for Overseas Students (Calculation of Refund) Specification 2014*).

REFUNDS IN CASE OF STUDENT DEFAULT

Notifications of withdrawal from a course, or applications for refunds, must be made in writing and submitted to the Principal with one study period's notice (ie one semester or two terms) in advance.

No refund or reduction of fees will be made in respect of absence because of sickness or any other cause.

Where less than one study period's (one semester or two terms) notice of withdrawal is provided by the parents/guardians to the School, the School will refund the amount of unused Tuition Fees less one study period's fees, and any non-refundable payments that have been made on behalf of the student.

Any refund amount owing will be paid by the School within 4 weeks of receiving a written claim from the parents/guardians.

REFUNDS IN THE EVENT OF A SHELFORD INITIATED CANCELLATION OF ENROLMENT

No refund of Tuition Fees will be made where a student's enrolment is cancelled for any of the following reasons:

- Failure to maintain satisfactory course progress;
- Failure to maintain satisfactory attendance;
- Failure to maintain approved welfare and accommodation arrangements;
- Failure to pay course fees; or
- Any behaviour as identified in the Student Code of Conduct resulting in enrolment cancellation by the School.

REFUNDS IN CASE OF PROVIDER DEFAULT

Any default by the School must be compliant with the current provisions of the ESOS Act 2000 and the ESOS Regulations 2001.

COMPLAINTS AND APPEALS

Should an issue arise that a student or parents/guardians wish to discuss and resolve, they should first contact the International Student Coordinator or Year Level Coordinator in the first instance to attempt mediation/informal resolution of the complaint. The relevant Head of School may also be consulted to assist in the informal resolution of the complaint.

If the matter cannot be resolved through mediation, the matter will be referred to the Principal and Shelford's internal complaints handling procedure will be followed.

Internal complaints and appeals processes are available to students at no cost. The Principal may choose to delegate the investigation to the relevant Head of School or the Business Manager. Students may be accompanied and assisted by a support person at all relevant meetings.

In the investigation of complaints within the School the following staff members may also be consulted:

- Classroom Teachers
- Heads of School;
- Year Level Coordinators
- The International Student Coordinator
- EAL Support Staff
- The Heads of Faculty, or School Counsellor or Careers Coordinator
- The Registrar
- The Business Manager

Once the Principal (or her delegate) has come to a decision regarding the complaint or appeal, the student and parents/guardians will be informed in writing of the outcome and the reasons for the outcome.

If the student or parents/guardians wishes to lodge an external appeal, or complain about the decision of the internal complaints procedure, she can contact the Overseas Students Ombudsman. The Overseas Students Ombudsman offers a free and independent service for overseas students who have a complaint or want to lodge an external appeal about a decision made by their private education provider. See the Overseas Students Ombudsman website www.ombudsman.gov.au or phone 1300 362 072 for more information.

Once a mediator has recommended a course of action, both parties would be expected to abide by the recommendation and cease further dispute.

For the duration of the appeals process, the student is required to maintain enrolment and attendance at all classes as normal unless directed otherwise by the Principal (or her delegate.)

DEFERMENTS, SUSPENSIONS OR CANCELLATIONS

Should a student wish to defer or cancel their studies, the student and their family will be counseled on the effect this may have on their student visa and studies at Shelford. Deferral, suspension and cancellation of enrolment can have an effect on a student's visa as a result of changes to enrolment status. Students can visit the Department of Home Affairs Website <http://www.homeaffairs.gov.au/trav/stud> for further information about their visa conditions and obligations.

DEFERMENTS OF STUDY

Shelford will only grant a deferment of commencement of studies for compassionate and compelling circumstances.

SUSPENSION OF STUDY

Once the student has commenced the course, Shelford will only grant a suspension of study for compassionate and compelling circumstances. The period of suspension will not be included in attendance calculations. The final decision for assessing and granting a suspension of studies lies with the Principal or her delegate.

STUDENT INITIATED CANCELLATION OF ENROLMENT

All notifications of withdrawal from a course, or applications for refunds, must be made in writing by the parents/guardians and submitted to the Principal. Please see Shelford's Refund Policy for information regarding withdrawal and refunds.

SCHOOL INITIATED CANCELLATION OF ENROLMENT

Shelford will cancel the enrolment of a student under the following conditions:

- Failure to maintain approved welfare and accommodation arrangements as documented in the CAAW and CoE letter;
- Any behaviour identified as resulting in cancellation in the terms and conditions of enrolment; or
- Failure to pay course fees.

If the School has accepted welfare responsibility, and if the School suspends or cancels the student's enrolment, the School will continue to check the suitability of arrangements until such time as the student is accepted by another approved education provider, the student leaves Australia, other suitable arrangements are made that satisfy the visa requirements, or the School reports to Department of Home Affairs that it can no longer approve of the arrangements for the student.

GENERAL INFORMATION

ABOUT MELBOURNE

Melbourne is set around the shores of Port Phillip Bay. The city itself, laid out in a large rectangle and boasting a lively and cosmopolitan pulse, sits on the northern banks of the Yarra River, about five kilometers from the bay. Today, Melbourne is a diverse and multicultural city with a population of just over four million – 35% of which was born overseas.

CBD

One glance at a map and it's obvious that Melbourne is a planned city: a tidy, balanced grid of neatly angled streets. But beneath this sense of everything in its place lies a restless creative energy constantly pushing back at the city's seeming conservatism. The CBD is made up of precincts – distinct enclaves each with its own flavour and charm. Some are just a lane or two, while others cover the banks of the Yarra River or a busy CBD street.

CITY FRINGE

Extending around the bay are a number of inner suburbs, each with its own distinct character and personality. A short tram ride from the City Centre, Melbourne's suburban neighbourhoods are a must see for anyone wanting to experience what life here is really all about. <http://www.visitvictoria.com> has further additional information about Melbourne and its surrounds. The website <https://www.studyinaustralia.gov.au/> includes information regarding studying in Australia.

CLIMATE

Melbourne, being in the southern part of Australia and on the coast, has reasonably fluctuating temperatures.

The summer months, from December to March, can be excessively hot, sometimes reaching over 40 degrees Celsius, but it can also be changeable, turning cold for short periods of time. You will need to have very light weight clothes. Shorts and T-shirts are common for casual wear.

The winter months, from June to August, are very cold, wet and windy. While we do not have snow in Melbourne, the nights are very cold and temperatures will vary in a day from a low of 1 or 2 degrees to a maximum of 10 to 15 degrees. You will need a couple of very warm, thick jumpers (pullovers or sweaters), and some sort of rain-proof jacket. Spring (from September to November) and Autumn (from March to May) are very changeable months and can vary from warm sunshine one moment to cold, wet weather the next. It is often said by people from other States in Australia that Melbourne can have 'four seasons in one day'!

PUBLIC TRANSPORT

Melbourne's public transport system operates tram, train and bus services throughout the metropolitan area and generally operates between 5.00am and 12 midnight Monday to Saturday, and 8.00am to 11.00pm on Sundays and public holidays.

It is not advisable to travel to the city or any other destination by public transport on your own or in a small group after dark. You should take a taxi. It is not safe to be in the city, or wander the streets on your own after dark.

Public transport is reasonably priced, but you are NOT eligible for student concessions as an overseas student.

Melbourne's 'myki' ticketing system uses a reusable smart card that can store either a myki pass (travel days) or myki money (dollar value) and these are used to pay for your journey. Myki money and myki pass can be instantly topped up at myki machines or online.

It is illegal to travel on public transport without a ticket. If you get caught, you will be fined on the spot. Repeated offenses will result in a visit from the police, either to your home or the School. At weekends there is a reduced service in all forms of transport. Information on travel can be obtained from <https://www.ptv.vic.gov.au/>

MONEY

Australia uses the Australian dollar (A\$ or AUD) and has a decimal system with 100 cents to the dollar i.e. (100 cents = \$1.00). There are six coins: \$2 and \$1 coins are gold; and 50c, 20c, 10c and 5c coins are silver. There are five notes: \$100, \$50, \$20 \$10 and \$5. Each note has a unique design and a different colour.

The main banks in Melbourne include ANZ, Bank of Melbourne/Westpac, Commonwealth and the National Australia Bank. Other financial institutions such as Building Societies, Credit Unions and Finance Companies can also be found. Automated Teller Machines (ATM) are widespread throughout Australia.

ESOS FRAMEWORK

Shelford Girls' Grammar operates under the legislative framework which comprises of the Education Services for International Student (ESOS) Act 2000 and the standards of the National Code of Practice for Providers of Education and Training to International Students (The National Code) 2018. The ESOS Act 2000 is the principal Australian government legislation governing international student education in Australia. The VRQA administers the ESOS Act in Victoria and certifies provider compliance.

The National Code provides nationally consistent standards for the conduct for registered international education providers and the registration of their courses. These standards set out specifications and procedure to ensure that providers of international education and training courses can clearly understand and comply with their obligations under the National Code. Shelford Girls' Grammar is required to ensure that international students are provided with relevant provisions of the ESOS framework throughout the span of the student's enrolment.

Please refer to <https://internationaleducation.gov.au/Regulatory-Information/Documents/esosstudentfactsheetv4%20-%20Final%20clean%20copy.pdf> for further information.

EXTERNAL ORGANISATIONS

Who?	Why?	How?
Your provider (Shelford Girls' Grammar)	For policies and procedures that affect you	Speak with your provider. Go to your provider's website www.shelford.vic.edu.au
Department of Education and Training (DET)	For your ESOS rights and responsibilities	https://internationaleducation.gov.au/regulatory-information/pages/regulatoryinformation.aspx
Department of Home Affairs	For visa matters	https://www.homeaffairs.gov.au/Trav
VRQA	For School regulation and compliance matters	www.vrqa.vic.gov.au
Australian Education Assessment Services (AEAS)	For English assessment testing	www.aecas.com.au

EDUCATION AGENTS

Information about Shelford may be obtained from the Agents listed below. These Agents have a good knowledge of Shelford and are ready to assist with enrolment and visa application processes. All Agencies have an office in Melbourne and Agents are required to visit the school for regular reviews and briefings.

In the course of initial and subsequent discussions, Shelford will take all reasonable measures to ensure that the Education Agent has appropriate knowledge and understanding of the Australian international education service industry, the requirements of ESOS and the National Code, and the appropriate “fit” between school and student. These measures may include meetings, in person or electronically, responses from students and parents, as well as reports from the Agent.

The Education Agent may be invited to formally represent Shelford Girls’ Grammar if the Agent demonstrates through discussion, documentation and practice:

- Integrity
- Awareness of the needs of students
- The appropriateness of placements at Shelford Girls’ Grammar
- Compliance with the Australian Laws and Regulations

Under such agreement the Agent will identify and recruit overseas students who are able to demonstrate sound educational performance sufficient to continue their education at Shelford.

Shelford will comply with the relevant laws and regulations governing International Students including the ESOS Act and the National Code, as well as standards established by State or Federal authorities for the education of students. Shelford will guarantee to provide appropriate marketing information to the Education Agent and to ensure the Agent is made aware of the overall educational program offered by the School and, in particular, aspects relevant to International Students.

Sometimes it happens that an Agent has not updated their information and in this situation Shelford cannot guarantee the accuracy of information on the School.

The list of Agents below is correct at this time; please check our website www.shelford.vic.edu.au for any updates.

<p>Melbourne Migration & Education Centre Pty Ltd (also use subsidiary company for guardianship service – Melbourne Students Services Centre) Ms Sarah Cheng Suite 602 [6th Floor/Suite 2], 2 Queen Street Melbourne, VIC 3000 Australia Tel: +61 3 96209918 Email: sarah@mmecc.com.au Web: www.mmecc.com.au</p>	<p>BAE Education and Migration Centre Melbourne Headquarters Level 13, 60 Collins Street Melbourne Vic 3000 Australia Tel: +61 3 9633 5733 Email: bae@bae.com.au Beijing Office Suite 301, Changyun Caizhi Building 5 Changzhi Road, Haidian District Beijing 200089</p>
<p>Ms Lydia Xu Huatong Xinnuo Int’l Cultural Exchange Center Limited 23 H, Cross Region Plaza, No.899, Lingling Road Xuhui District, Shanghai China Tel: 86 21 5150 6887 Fax: 86 13501798797</p>	<p>Mr Sonny Zhang Aus- Asia International Education Alliance PO Box 6029 Point Cook Victoria 3030 Australia Tel: +61 3 9369 8216 Email: sonnyz@aaie.com.au Web: www.aaie.com.au</p>
<p>Dr Jason Xiao (Zhigang Xiao) AC Oceania Consulting 292 Clayton Road Clayton, Victoria 3168 Australia Tel: + 61 3 9998 0119 Mobile: 0432 668 123 Email: AcoMigration@gmail.com</p>	<p>ICG Groups Pty Ltd Suite 515, 343 Little Collins Street Melbourne, Victoria, 3000 Australia Tel: + 61 3 9670 8025 Fax: +61 3 9670 0961</p>

<p>Oz Study Group Pty Ltd Level 3, 234 Swanston Street, Melbourne, Victoria, 3000 Australia Tel: +61 3 9666 9777 Fax: +61 3 9018 7985</p>	<p>Prospect Professional Consultants Pty Ltd 11 Windsor Avenue Mount Waverley, Victoria, 3149 Australia Tel: +61 3 9878 1191 Mobile: +61 3 0411 760 788</p>
<p>Mr Roger Shen Universal Freeway Pty. Ltd. Suite 1301, 390 St Kilda Road Melbourne, Victoria, 3004 Australia Tel: + 61 3 9820 8887 Fax: + 61 3 9820 1778</p>	<p>New Power Culture Exchange Services Pty. Ltd. Level 9, 423 Bourke Street Melbourne, Victoria, 3000 Australia Tel: + 61 3 9670 1013</p>
<p>Mr Richard Chen Shanghai Wise Business Consulting Co. Ltd. Executive Director of Australia/Canada Consulting Department Chief Counsellor Room 1603, Jingde Building, Changde Road, Shanghai Tel: 86-21-62496695 Email: richard.chen@hq-edu.cn</p>	<p>Kafirlah Khan Senior Education Consultant Study Overseas Group Limited 海外升學中心集團有限公司 Room 1404-1405, 14/F, Office Tower Two, Grand Plaza, 625 Nathan Road, Kowloon, Hong Kong 旺角彌敦道 625 號 雅蘭中心二期 14 樓 1404-1405 室 Tel: 2177 7719 Mobile: 6093 1020 Fax: 2177 7699 Email: kafirlah.khan@studyoverseas.com.hk Web: www.studyoverseas.com.hk</p>
<p>Mr Joey Zhang Project Manager Shanghai Nuveen International Education Co. Ltd. Room. 1588, No.868, Changshou Rd., Putuo Dist., Shanghai Mobile: +18621892117 Email: 524784794@qq.com</p>	<p>Ms Nicole Zhou Education Counsellor Ixes Melbourne Head Office Suite 503, 488 Bourke Street Melbourne, VIC 3000, Australia Tel: +61 3 9642 0253 Mobile: 0433112509 qq: 2850698509 Email: Nicole.zhou@ises.net.au Web: www.ises.com.au</p>
<p>Anya Chen Oceania Project Supervisor GZL International Consultants Co. Ltd. 13/F, Tower B, Sinopec Building, No. 191, Tiyu Road West, Tianhe District, Guangzhou, P.R.China 地址：中国广州市天河区体育西路 191 号中石化大厦 B 塔 13 层 Tel: +8620 3268-9133 (总机) Direct Tel : +86 20 3268 9078 Fax: +8620 3268 9188 E-mail: gzl-oceania@gzlco.com W: www.gzlco.com 微信: gzlco 微博: weibo.com\gzlco</p>	<p>Mr Kevin Liu Managing Director China Liuxuecity Co. Ltd. Room 1810-1817, 18/F., Block A, Xinian Center, No.6021 Shennan Road, Futian District, Shenzhen, P. R. China Tel : +86-755-82794258/+86-755-83222819 Fax: +8675582793483 M: +8615012896651 Email: kevin.liu@chinaliuxue.org.cn Web: www.chinaliuxue.org.cn</p>
<p>Mr Tony Zhou Director, Chief Counsellor Shanghai Global Education and Business Consulting Co. Ltd. (GEC Shanghai) Room 2306 Jingde Building No.319 Changde Road Jing'an District Shanghai - Post Code: 200040 Mobile: 86 131 2228 0019 - Telephone: 86 21 6271 6892</p>	<p>Ms Linda Qi Superwisdom International Education Services 1/ 21 Business Park Drive Notting Hill, Victoria 3168 Mobile: + 61 430 518 889 Email: lindaq@swie.com.au</p>

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