



# Overseas Student Management Framework

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### Help for non-English speakers.

If you need help to understand this framework, please contact the Deputy Principal / Head of Senior School.

## Statement of Acknowledgement

*Mentone Girl's Grammar acknowledges the Bunurong People of the South-Eastern Kulin Nations for their connection to land, sea and community, and for their custodianship of the land on which we live, learn and work. We pay our respects to their Elders past and present and extend that respect to all Aboriginal and Torres Strait Islander people today.*

## Overseas Student Management Framework

This Overseas Student Management Framework sets out the parameters of the Overseas Student Management end-to-end process based on the structure outlined in The National Code of Practice for Providers of Education and Training to Overseas Students 2018.

### Standard 1 - Marketing Information and Practices

We adhere to National Standard 1 by ensuring the marketing of the school program is accurate and not misleading. We ensure that all publicly available marketing documentation provided to prospective families and education agents includes the Schools CRICOS registration name and number.

### Standard 2 - Recruitment of an Overseas Student

We are committed to recruiting responsibly through ensuring that students are appropriately qualified for the course. English language proficiency requirements, and a detailed curriculum overview are provided to the students prior to enrolment. Students are provided with:

- a provisional Offer Letter,
- an Overseas Student Marketing Information Booklet to assist them in making informed decisions, and
- the Overseas Student Course Credit process explaining how a student qualifies for course credit.

### Standard 3 - Formalisation of enrolment and written agreements

All overseas students have a written agreement in place. The written agreement protects the rights and sets out the responsibilities of each party, as well as the courses and related education services to be provided, tuition and non-tuition fees payable, and refund policies. Please refer to the following documents for more details:

- Overseas Student Enrolment Agreement
- Overseas Student Fee Schedule

### Standard 4 - Education Agents

Education Agents are required to act ethically, honestly and in the best interest of the students. Written agreement will be entered into with each Education Agent outlining their responsibilities and expectations. Please refer to the Student Advocate process for more information.



### **Standard 5 - Younger Overseas Student**

We meet legislative or other regulatory requirements relating to child welfare and protection through the Child Safety Framework. We provide all overseas students under 18 with emergency contact information and information on how to report actual or alleged abuse.

All welfare arrangements for overseas students under the age of 18 remain the responsibility of the School and are outlined in the following processes:

- Younger Overseas Student
- Homestay
- Student Advocate
- Homestay Agreement for students and homestay hosts
- Homestay Inspection Checklist

All arrangements must be suitable, ongoing and appropriately managed.

### **Standard 6 - Overseas Student Support Services**

- We provide overseas students with a comprehensive orientation program (Presentation and Student Orientation Handbook) to adjust to study and life in Australia and help overseas students to access the information and services they require. The process for managing critical incidents is documented in the Overseas Student Critical Incident Management process.

### **Standard 7 - Overseas Student Transfers**

We adhere to Standard 7 by not enrolling an overseas student who wishes to transfer from one school to another, until they have completed six months at the first registered school. Please refer to the Overseas Student Transfer section for more details.

### **Standard 8 - Overseas Student visa requirements**

We ensure that we safeguard the integrity of Australia's migration laws by monitoring attendance, course progress, and course duration. We adhere to these conditions attached to international student visa. Please refer to the Overseas Student Course Progress and Attendance process for more details.

### **Standard 9 - Deferring, suspending or canceling the overseas student's enrolment**

We adhere and maintain student records within the Provider Registration and International Student Management System (PRISMS) database. Please refer to Deferring, Cancelling, or Suspending Overseas Student Enrolment process for more details.

### **Standard 10 - Complaints and Appeals**

We ensure our overseas students have the right to natural justice protected through access to professional, timely, inexpensive and documented complaints handling and appeals processes. Please refer to the Overseas Student Complaints and Appeals process for more details.

### **Statement 11 - Additional registration requirements**

We strive to continue to meet the requirements for CRICOS registration and ensure the VRQA has up-to-date information on specific aspects of the School's operations and registered courses.

Institution Name: Mentone Girls Grammar School

CRICOS Registration Number 00324B

Course Code: 011309K

Max capacity: 50

## Course Credit

### Source of Obligation

Standard 7 of the National Code of Practice for Providers of Education and Training to Overseas Students 2018 (the National Code 2018).

### Purpose

This section outlines the circumstances in which overseas students may transfer to or from MGG.

### Enrolment at Mentone Girls' Grammar School

- Enrolment is subject to meeting the minimum level of English language proficiencies, and educational qualifications as outlined in the Enrolment Agreement.
- MGG clearly outlines in plain English the course content and learning arrangements and assessment methods to all prospective students, via the Year Level Handbooks, provided at the time of enrolment.
- Tuition and non-tuition fees, as well as the cancellation and refund policies are provided in the Enrolment Agreement fee schedule and available on the website.
- The reasons for student deferral, suspension or cancellation of the enrolment, are outlined in the Deferring, Cancelling, or Suspending enrolment section.
- The Homestay and the Student Advocate sections outline the process for approving the accommodation, support and general welfare arrangements for younger overseas students, (in accordance with Standard 5).
- The accommodation options and indicative costs of living in Australia are provided within the Enrolment Agreement and for other living expenses please review:  
<https://www.studyinaustralia.gov.au/English/Live-in-Australia/living-costs>.

### Course Credit

As part of the enrolment process, MGG will grant course credit when:

- when a student has completed VCE units at another institution, and this has been verified by the VCAA
- MGG will not offer course credit for students in Years 7-10.

Entry to all courses is at the discretion of the School. Where the student chooses to enrol in a VET Certificate level program, the determination of whether credit will or will not be given will rest with the registered provider of the relevant course.

### Record Keeping

All applicable course credits will be appropriately documented on the student's record on Synergetic system.

# Student Advocate

## Source of Obligation

### Mentone Girls' Grammar Policy

## Purpose

This section outlines the screening, approval, and monitoring of Student Advocates provided for overseas students. This policy does not apply where a parent or suitable nominated relative takes responsibility for the welfare arrangements of the student for the duration of their enrolment.

## Student Place of Residence

Overseas Students enrolled at MGG may reside with one of the following:

- A parent on a Guardian visa (subclass 590).
- A Department of Home Affairs approved relative.
- A School approved homestay family.

Students who reside in homestay are required to have a Student Advocate in Melbourne for the duration of their enrolment. Families may nominate a known family member or friend to this role or request that MGG appoint a professional service provider on behalf of the student, with fees payable by the family. The duration of this arrangement will be in line with the dates of the Confirmation of Appropriate Accommodation and Welfare (CAAW) letter.

The role of the Student Advocate is that of an independent third party to advocate in the best interests of the student. The Student Advocate is not a legal guardian of the student. The expectations of the Student Advocate are outlined, but are not limited to the following:

- Contacting parents and students prior to their arrival, confirming arrangements.
- Visiting the student at their accommodation after arrival in Australia.
- Explaining visa regulations, important safety, and security information direct to the student.
- Assisting the student to open a bank account and purchase a local telephone SIM card (if required).
- Helping the student purchase a local transport card and explaining how to use local public transport (train, bus, tram, taxi).
- Explaining to the student how their overseas health insurance (OSHC) works, and advising on how to obtain or register their health insurance card.
- Engaging with homestay hosts helping explain homestay rules to students.
- Reporting to parents on the progress of the students and providing regular feedback.
- Monitoring student welfare through phone calls/online live chats to the student regularly.
- Having regular personal meetings with the student, visit the student a minimum of every 14 days, and discussing student progress with academic staff.
- Attending parent-teacher interviews and reporting results to parents.
- Translating academic reports and sending a copy to the parents.
- Confirming students' holiday plans, assisting with booking air tickets if needed and reporting to the School about holiday arrangements.
- Assisting students to arrange medical appointments.
- Assisting students to apply for a change of approved accommodation if needed – please note final approval for any change of accommodation is given by the School.
- Providing 24 hour – 7 days a week emergency assistance.



MGG elects to work with ISA Student Advocates. ISA is an independent student care and support service located in Australia. <https://isaadvocates.com/>

## Recruiting and Screening of Student Advocates

MGG approves the nominated Student Advocate. The Enrolments Manager or International Student Coordinator will do the following:

- Meet the proposed student advocate to determine their character and background.
- Set up the Student Advocate profile on the Sams4School, an independent verification system. In this system the following will be maintained:
  - Validation and verification of the Working with Children Check for the Student Advocate and individual staff members.
  - Declaration of acceptance of the following:
    - Child Safe Policy.
    - Child Safe Code of Conduct.
    - Child Safe Response and Reporting Procedure.
    - Any other relevant policies.
- Obtain proof of the identity of the Student Advocate, ie passport. This will be maintained in the student record in Synergetic.
- Obtain and review information about any essential or relevant professional or other qualifications that the Student Advocate has (ie collect the resume and certification). This will be maintained in the student record in Synergetic.
- Obtain and review the Student Advocate's history of work involving children (i.e. collect the resume). This will be maintained in the student record in Synergetic.
- Obtain reference contact details of personal and professional referees of the Student Advocate. This will be maintained in the student record in Synergetic.
- References are checked by the Enrolments Manager or International Student Coordinator.

Where the School uses a third party to source student advocates, the process prescribed under this Policy will still be followed by the School to assess the Student Advocate, regardless of the third party's process or recommendation. The use of a third party is purely to connect the School with potential advocates, and does not represent any effort to delegate the School's responsibility. All third-party providers need to provide Child Safe documentation and WWCCs. These records are recorded and kept up to date.

## Approval and ongoing monitoring of Student Advocates

All approved Student Advocates must:

- Provide a copy of a valid Working with Children Check.
- Complete the Sams4School process and confirm they have read, understood and agree to abide by the Child Safe Policy, the Child Safe Codes of Conduct, the Child Safety Response and Reporting Procedure, and the Staff and Student Professional Boundaries Policy.
- Comply with ISA's Child Safety and Wellbeing Policy and Child Safety Code of Conduct.
- Attend any training sessions and complete any online training provided by MGG from time to time. Annual training will be provided on the required policies, procedures, and codes of conduct.

The School monitors all Student Advocates for ongoing quality of service, ethical standards, adherence to the child safe standards and suitability to meet the age and needs of their assigned overseas student by:



- Conducting regular student feedback reviews.
- Ensuring that WWCC for the Student Advocate remains valid and current.
- Confirming they have a clear understanding of the policies and procedures in relation to child safety and wellbeing.

MGG will issue an Electronic Confirmation of Enrolment (eCoE) to the agent upon confirmation of:

- Approved Student Advocate arrangements; and
- Approved homestay arrangements (see Homestay section); and
- Confirmation of ELICOS enrolment (if required),

### Record keeping

Student Advocates records are created and maintained in Sams4School and Synergetic systems and documentation related to their application, screening, monitoring and review.



# Younger Overseas Student

## Source of Obligation

Standard 5 of the National Code of Practice for Providers of Education and Training to Overseas Students 2018 (the National Code 2018).

## Purpose

This section outlines the process of meeting legal and regulatory obligations in circumstances where the School enrolls an international student who is under 18 years of age.

## Statement of Commitment

It is the MGG policy to ensure continuous compliance with the Commonwealth, State and Territory legislation and regulatory requirements, and common law requirements relating to child welfare, protection and student duty of care requirements as it applies appropriate to the jurisdiction(s) in which it operates in. MGG is committed to comply with the VRQA guidelines and to meet its legal and regulatory child safety obligations through the MGG Child Safety Framework.

## Age and Culturally Appropriate Information

All Overseas Students are given age and culturally appropriate-information through the following communication channels:

- The Overseas Student Handbook.
- Orientation session.
- Overseas student safety card.
- Regular face to face meetings with the International Student Coordinator.

Overseas students are provided with emergency contact details and information about how to seek assistance and report any incident or allegation involving any form of actual or alleged abuse, as defined in the Child Safety Framework.

### Overseas Student Safety Card

All international students enrolled at MGG are issued with a Student Safety Card by the International Student Coordinator. This card is issued at the time of commencement and for the full duration of their enrolment. The student must always carry this card with them in order that they are able to contact designated responsible persons in the event of an emergency.

The student, homestay host and all relevant MGG staff are briefed on the purpose of the card and the information contained within the card, so that all parties understand what to do in the event of an emergency.

MGG should always be contacted first in the event of an emergency (call on 000 if there is an urgency or immediate need for police attendance).

If any information on the card changes, the students will be provided with a new card immediately.

The Student Safety Card includes:

- The 24-hour contact number of the International Student Coordinator.
- The Deputy Principal emergency contact number.
- Principal emergency contact number.



- The student's homestay telephone number.
- The Student Advocate's number.
- Details of emergency agencies in Victoria.

### Working With Children Check (WWCC)

It is the School's policy that all adults, including parents and guardians, who provide international student accommodation or welfare arrangements, must hold a current Working with Children Check. This is held on the school database: Synergetic.

All adults involved in, or providing, accommodation and welfare arrangements to the student have appropriate Working with Children Checks in accordance with the School's Child Safety Framework. This requirement applies even if a person is not required by Working with Children Check legislation to obtain a Working with Children Check.

### Welfare Arrangements Approved by the Department of Home Affairs

If an overseas student enrolled at the School is under the age of 18, a parent/guardian, or eligible relative can be nominated to take responsibility for the overseas student's accommodation and welfare arrangements. The parent/guardian, or eligible relative must have an appropriate visa: Student Guardian visa (subclass 590).

An eligible relative can be:

- a parent, spouse, de facto partner, brother, sister, step-parent, stepbrother, stepsister, grandparent, aunt, uncle, niece or nephew, or step-grandparent, step-aunt, step-uncle, step-niece or step-nephew; and
- nominated by the parent of the applicant or a person who has custody of the applicant, and must be:
  - aged at least 21; and
  - of good character, and shows this by providing Police clearance from the countries in which they have lived for more than 12 months in the past 10 years after the age of 16; and
  - an Australian citizen, permanent resident or is eligible to remain in Australia until the overseas student's visa expires or the overseas student turns 18 years of age (whichever happens first).

MGG does not issue a Confirmation of Appropriate Accommodation and Welfare letter (CAAW) letter in this instance and is not obliged to follow up where a nominated guardian has been approved by the Department of Home Affairs.

MGG understands its obligation to contact the Department of Home Affairs and the VRQA if they become aware that the overseas student is not being appropriately cared for.

### Welfare Arrangements Accepted by the School

Where MGG accepts responsibility for the welfare arrangements of an overseas student under the age of 18, a Confirmation of Appropriate Accommodation and Welfare letter (CAAW) is created at the same time as a Confirmation of Enrolment (CoE). By signing the CAAW, MGG confirms arrangements are in place for the student's welfare. The Department of Home Affairs is not involved in this process. MGG nominates the start and end dates of the period they are willing to accept responsibility for approving accommodation, support and welfare arrangements for an overseas student under the age of 18. These nominated dates must cover the length of the CoE plus seven days at the end, at a minimum.



If a student wishes to arrive in Australia outside of the approved CAAW dates, the student will be required to have a nominated guardian approved by the Department of Home Affairs, or the School will be required to extend its approved care arrangements. It is preferable that the student does not travel to Australia until the CAAW commences. Refer to Homestay section for further details.

### Transferring Between Registered Providers

Where an overseas student transfers to another school, the receiving school must ensure there is no gap in welfare arrangements and must issue a CAAW letter covering the transition from one accommodation arrangement to another. MGG will inform the student and their parent or legal guardian of their visa obligations to maintain their current welfare arrangements and wait for approval of the new welfare arrangements or return to their home country until the new approved welfare arrangements take effect.

### Accommodation, Support and General Welfare Arrangements

Under Standard 5.3, where the School takes on responsibility under the Migration Regulations for approving the accommodation, support and general welfare arrangements for a student who is under 18 years of age, the School:

- implements documented processes for verifying that the student's accommodation is appropriate to the student's age and needs, in accordance with the Homestay section.
- includes, a process for managing emergency situations and when welfare arrangements are disrupted.
- maintains up-to-date records of the student's contact details outlined in Standard 3.5, including the contact details of the parent(s), guardian(s) or any adult responsible for the student's welfare.
- advises the Department of Home Affairs, in the form required by the department:
  - as soon as practicable if the student will be cared for by a parent or nominated relative approved by the Department of Home Affairs and a Confirmation of Appropriate Accommodation and Welfare (CAAW) is no longer required.
  - within 24 hours if the School is no longer able to approve the student's welfare arrangements.
- has documented policies and processes for selecting, screening, and monitoring any third parties engaged by the School to organise and assess welfare and accommodation arrangements. (Refer to the Homestay and Student Advocate Policies).

MGG will not approve an overseas student's parent, legal custodian, or eligible relative (as defined in 'Welfare arrangements approved by the Department of Home Affairs') as the welfare arrangement on a CAAW. If an overseas student's parent, legal custodian, or eligible relative wishes to care for them in Australia, they should apply to be the overseas student's nominated guardian through the Department of Home Affairs.

MGG may use an accommodation agent or registered homestay service to assist in arranging accommodation for overseas students, but it acknowledges the responsibility to meet the requirements of the National Code.

MGG may engage third parties to organise and assess welfare and accommodation arrangements and has documented policies and processes for selecting, screening, and monitoring these third parties.

MGG acknowledges that CAAW responsibility cannot be delegated to any other party.

The school retains the ultimate responsibility for approving and assuring welfare arrangements until the overseas student:

- is outside Australia; or
- turns 18; or
- transfers to another provider's CAAW; or
- enters the care of a nominated guardian approved by the Department of Home Affairs.



## Monitoring Welfare arrangements

MGG monitors the welfare arrangements of overseas students, ensuring that the overseas student's accommodation is appropriate to the overseas students' age and needs and does so through additional processes such as:

- physical site visits prior to the accommodation being approved and at least every six months thereafter.
- student interviews.
- student surveys.
- any other ways of confirming that the accommodation continuously meets the overseas student's needs.

Welfare arrangements are monitored by the International Student Coordinator and records of visits and conversations are maintained in Synergetic on the student record.

## Missing Students

Overseas Students are made aware during their Orientation and in the Written Agreement that they are expected to adhere to the requirement to advise the Homestay and the School of their movements and about any holidays, excursions and activities outside of School hours. It is an obligation of the Student to ensure the Homestay Provider is aware of their whereabouts.

If MGG is unable to contact a student and has concerns for the student's welfare, the School will make all reasonable efforts to locate the student. Before determining that an overseas student is missing, the School will attempt to contact the overseas student and, if the student is residing in homestay accommodation, the host family.

- The School will try all forms of contact numbers for the Student and any friends that the School is aware of and has contact details for.
- The School will also contact the Student's Local Support Person for assistance in locating the Student.

Overseas student will be regarded as 'missing' when the School cannot contact or locate the student and:

- the absence of the student is inadequately explained.
- there are suspicious circumstances surrounding a student's disappearance.
- there are fears or concerns for the safety and welfare of the student.
- if the overseas student is residing in homestay accommodation, the host family cannot locate the student.

School staff are required to escalate the critical incident to the principal (or their delegate) as soon as possible. In the event that the School cannot locate or contact the student or has concerns for the student's welfare and safety, the Critical Incident Team will be alerted and the Principal will notify the police and any other relevant Commonwealth, state or territory agencies as soon as practicable.

Once the Police have been informed, the School will inform the overseas student's parents/guardians, the Department of Education and the VRQA as soon as practicable.

## Welfare arrangements after Suspension or Cancellation

MGG continues to approve the welfare arrangements for a student that has suspended or cancelled their enrolment until such time as:

- the student has alternative welfare arrangements in place approved by another school.



- care of the student by a parent or nominated relative is approved by the Department of Home Affairs.
- the student leaves Australia.
- the School has notified the Department of Home Affairs under Standard 5.3.6 that it is no longer able to approve the student's welfare arrangements, or under Standard 5.5 that it has taken the required action after not being able to contact the student.

Before terminating the CAAW for the student, the School must ensure the student has new welfare arrangements formally in place. The student must provide a letter from another registered provider, or their parents/ guardians/eligible relatives confirming that they will take the responsibilities for the international student's welfare arrangements and the date from which the new arrangements will commence.

Where an overseas student's parent/guardian or eligible relative is planning to look after the international student for a short period of time, such as a holiday, the School may decide to continue their CAAW arrangements, rather than terminate the CAAW.

The School may decide to terminate a CAAW where it can no longer take responsibility for the international student due to events, such as:

- the international student refuses their accommodation or leaves their accommodation without notice.
- after the School has exhausted all possible avenues of assisting the international student to maintain appropriate arrangements.
- the accommodation provider becomes unable to maintain arrangements.
- the international student's enrolment is suspended or canceled.
- the international student goes missing from their accommodation and cannot be found or contacted, even after the School has implemented our International Students Critical Incident Response.

In the situations listed above, the School will report to the international student within 24 hours using the 'Non-Approval of Appropriate Accommodation/Welfare Arrangements' letter in PRISMS. This may lead to cancellation of the overseas student's visa by the Department of Home Affairs for breaching visa condition 8532.

### After an overseas student turns 18

If the overseas student turns 18 while enrolled at the School, the School's formal CAAW responsibility will cease. Additionally, the requirements under Standard 5 of the National Code and this policy will no longer apply to the student. However, MGG will continue to ensure appropriate accommodation and welfare remain in place for the student for the full duration of her enrolment.

### Record keeping

- Homestay checklists and minutes of meetings held with students or homestay families and kept in student files on Synergetic.
- WWCC stored on Synergetic.
- Child Safety Framework – copies of documentation from a homestay/student advocate stored on Synergetic.
- Pastoral Care files are maintained in the Pastoral Care records management system.

## Homestay

VRQA guidelines state that students under the age of 13 may not reside in a homestay arrangement. MGG elects that students reside with a Department of Home Affairs (DHA) approved parent or guardian until such time as a student reaches Year 9, at which time, if required, the student may reside in a homestay arrangement (subject to Principal approval).

### Source of Obligation

Standard 5 of the National Code of Practice for Providers of Education and Training to Overseas Students 2018 (the National Code 2018).

### Purpose

This policy outlines the screening, approval, and monitoring of homestay providers for international students. This policy does not apply where a parent or suitable nominated relative takes responsibility for the welfare arrangements of the student for the duration of their enrolment.

### Students Residing in a Homestay Arrangement

Unless the student is residing with a parent or a relative approved by DHA and approved by the School, it is expected that all Overseas Students will reside in homestay arrangements. All homestay arrangements must meet the minimum requirements determined by the School and the VRQA guidelines.

- Where MGG accepts responsibility for the welfare arrangements of an overseas student under the age of 18, a Confirmation of Appropriate Accommodation and Welfare letter (CAAW) is created at the same time as a Confirmation of Enrolment (CoE).
- By signing the CAAW, MGG have approved and confirmed appropriate arrangements are in place for the student's welfare.
- MGG will select the appropriate homestay for the overseas student and changes may only be made through consultation with the International Student Coordinator. Any changes to homestay will be arranged by the School. Students may not make homestay arrangements independently.
- MGG will not approve a homestay arrangement where the student will reside with a registered teacher or an employee of the School.

### Recruiting and Screening of Homestay Hosts

MGG assesses whether a homestay host and the home accommodation is appropriate. The International Student Coordinator will:

- Meet the proposed host, and any others who reside at the homestay accommodation to determine the character and background of all persons who will be in frequent contact with the homestay student.
- Visit the home and complete the Homestay Checklist.
- Set up the Student Advocate profile on the Sams4School, an independent verification system. In this system, the following will be maintained:
  - Validation and verification of the Working with Children Check for the Student Advocate and individual staff members.
  - Declaration of acceptance of the following:
    - Child Safe Policy.
    - Child Safe Code of Conduct.
    - Child Safe Response and Reporting Procedure
    - Any other relevant policies.
- Obtain proof of the identity of the homestay host and all persons over 18 residing in the

homestay home.

- Obtain valid WWC checks from all persons 18 years or over (including other students) residing or frequenting the home and check the validity of the documents via the WWC check website. These will be recorded in the School's Synergetic database.
- Obtain information about any essential or relevant professional or other qualifications that the homestay host has (e.g. Collect the Resume).
- Obtain the homestay host's history of work involving children (Collect the Resume).
- Obtain reference contact details of personal and professional referees of any persons over 18 years who reside or frequent the home as required.
- References are checked by the International Student Coordinator.

## Hosts family requirements

The School requires each host family to agree to a number of requirements prior to hosting an Overseas Student. Host families are required to:

- Provide a safe and welcoming homestay family environment that is conducive to the student's emotional, social, physical, and educational wellbeing.
- Encourage students to experience life as a member of the family and assist students in adapting to the new culture and life. Where suitable, include students in family-related activities and events.
- Ensure family members show interest in the student's culture and customs and are respectful of these.
- Provide an orientation within the family home, the use of facilities and security. This should include household protocols, safety around the house including use of appliances, handling pets, and the use of shared areas or facilities such as swimming pools, internet and telephone; rules regarding visitors and appropriate times to return home during the week and on weekends.
- Provide all meals – breakfast and lunch may be self-service and dinner should be a meal with the family. There should be a nutritional variety of food with some choice to accommodate cultural differences. Students should be advised of mealtimes.
- Provide students with an orientation to the local area including public transport and getting to and from school; the location of shops, doctors or medical facilities; and recreation areas.
- Ensure the student is aware of emergency numbers including 000, location of police stations and Australian laws pertaining to under 18 year olds.
- Ensure that students are appropriately supervised at all times throughout the duration of residing in the homestay including:
  - Maintaining reasonable supervision of students outside of school hours.
  - Monitoring the student's general welfare including the students' social activities.
- Contact the school regarding any student welfare, academic progress and attendance issues; this includes notifying the school if the student is absent.
- Notify the International Student Coordinator as soon as possible of any change of circumstances in the household including:
  - If the homestay provider proposes to materially change the homestay residence in such a way that will affect their ability to meet the homestay residence standards listed above.
  - If the homestay provider is temporarily unable to provide accommodation or suitable supervision for periods of holidays or other periods.
  - If the homestay provider intends to change address or contact details.
  - If the student intends to move.
- Meet with the International Student Coordinator, as required by the school.
- Assist the student to access any medical, dental, hospital or other health-related services, including making appointments and, where necessary, accompany the student to those appointments and if required advise the school of any medical or health issues.



## Approval and ongoing monitoring of Homestay Hosts

The International Student Coordinator will match the homestay accommodation to the individual needs of the Overseas Student and their family, considering factors such as age, interests and study requirements.

The accommodation requirements for students are assessed as follows:

- Physical site visits.
- Student interviews.
- Interviews with prospective homestay families.

For the accommodation requirements to be approved by MGG, the homestay must:

- Have a safe, secure, bedroom that is appropriate to the age and needs of the student with suitable storage space for clothes, personal effects and study materials, and suitable facilities including a desk, a chair and adequate lighting for study purposes.
- Be clean and have appropriate furnishings suitable for a family and students.
- Include access to a shared or private bathroom, with reasonable time allowed for showers.
- Include access to kitchen, living areas, laundry facilities and shared areas of the home.
- Have some form of heating in winter, if required, and some means of cooling in summer.
- Provide students with any keys, alarms or passwords required to have free access to the homestay residence.

Additionally, MGG will continue to monitor:

- That all adults residing at any homestay premises have current Working with Children Check Clearances, Police Check, and have accepted the schools Child Safety Framework.
- Provide the homestay family with appropriate information regarding their responsibilities and 24 hour emergency contact details for both the School and the parents of the student.
- Outline emergency protocols including the requirement to advise MGG in the first instance.
- Conduct an initial site inspection and perform six-monthly reviews to verify that the accommodation remains appropriate to the student's age and needs.
- Conduct assessments of the homestay with access to all areas of the homestay premises for the purposes of checking compliance with the homestay standards required by the School.
- Maintain regular contact with host families, students and School staff as required.

Inspections of Homestays are conducted in accordance with the Homestay Checklist.

## Emergency situations

In the event of an emergency requiring a student's urgent relocation the Principal may approve a temporary placement with a School employee who is not a registered teacher. This will be an interim arrangement until appropriate ongoing homestay accommodation is in place. Associated fees will be borne by the School.

## Transferring between registered providers

If an overseas student transfers to another school, it is the responsibility of the receiving school to ensure there is no gap in welfare arrangements and must issue the corresponding CAAW letter. MGG will inform the student of their visa obligations to maintain their current welfare arrangements and wait for approval of the new welfare arrangements or return to their home country until the new approved welfare arrangements take effect. Refer to Overseas Student Transfer process.





## Overseas Student Safety Card

All international students enrolled at MGG are issued with a Student Safety Card by the International Student Coordinator. This card is issued at the time of commencement and for the full duration of their enrolment. The student must always carry this card with them in order that they are able to contact designated responsible persons in the event of an emergency.

The student, homestay host and all relevant MGG staff are briefed on the purpose of the card and the information contained within the card, so that all parties understand what to do in the event of an emergency.

MGG should always be contacted first in the event of an emergency (call on 000 if there is an urgency or immediate need for police attendance).

If any information on the card changes, the students will be provided with a new card immediately.

The Student Safety Card includes:

- The 24-hour contact number of the International Student Coordinator.
- The student's homestay telephone number.
- The Student Advocate's number.
- Details of emergency agencies in Victoria.

## Working With Children Check (WWCC) and National Police Check

It is the School's policy that all adults, including parents and guardians, who provide international student accommodation or welfare arrangements, must hold a current Working with Children Check and National Police Check. This is held on the school database: Synergetic.

All adults involved in, or providing, accommodation and welfare arrangements to the student have appropriate Working with Children Checks in accordance with the School's Child Safety Framework, and National Police Check. This requirement applies even if a person is not required by Working with Children Check legislation to obtain a Working with Children Check, or required by legislation to have a National Police Check.

## After an overseas student turns 18

If the overseas student turns 18 while enrolled at the School, the School's formal CAAW responsibility will cease. Additionally, the requirements under Standard 5 of the National Code and this policy will no longer apply to the student. However, MGG will continue to ensure appropriate accommodation and welfare remains in place for the student for the full duration of her enrolment.

## Record keeping

- Homestay checklists and minutes of meetings held with students or homestay families and kept in student files on Synergetic.
- Homestay hosts are created in Synergetic and documentation related to their application, screening, monitoring and review will be kept in Synergetic.
- WWCC stored on Synergetic and Sams4School.
- Child Safety Framework – copies of documentation from homestay/student advocate stored on Sams4School and Synergetic.

## Overseas Student Critical Incident Management

MGG has developed an Emergency Management Plan in consultation with Statcom Systems which documents a number of emergency and critical incident management procedures faced by all staff, visitors and students.

MGG is committed to provide information to all overseas students on how to seek assistance and support in relation to a critical incident or any incident that impacts their wellbeing. Overseas Students participate in a thorough Orientation Program and are provided with an Overseas Student Handbook.

### Source of Obligation

Standard 5 and 6 of the National Code of Practice for Providers of Education and Training to Overseas Students 2018 (the National Code 2018).

### Purpose

This policy outlines the requirements when an overseas student may be involved in a critical incident.

### Definition

The National Code defines a critical incident as 'a traumatic event, or the threat of such (within or outside Australia), which causes extreme stress, fear or injury'. This does not include serious academic misconduct.

In relation to overseas students, critical incidents may also include emergency situations that occur in a student's home country or relate to their family in or outside Australia.

Critical incidents are not limited to, but may include:

- Missing students.
- Death, serious injury, or any threat of these.
- Natural disaster.
- Issues such as domestic violence, physical, sexual or other abuse.
- Severe verbal or psychological aggression.
- Other non-life-threatening events.

### Overseas Students under 18

The School meets its legal and regulatory child safety obligations through the policies and procedures in its Child Safety Framework.

MGG ensures that any person involved in caring or providing accommodation to overseas students under 18 has a current working with children check (WWC). All staff, including non-teaching staff and volunteers, who are in possible contact with under-18-year-old students, must also hold a current WWC check.

Where an international student under the age of 18 has their accommodation or welfare arrangements disrupted, the School will take all reasonable steps to ensure the student's parents or legal guardians are notified immediately. MGG retains responsibility for the welfare of an overseas student on a CAAW letter, until such time as is stipulated in the nominated dates set under Migration Regulations and the student's enrolment.

If MGG is unable to contact a student and has concerns for the student's welfare, the School will make all reasonable efforts to locate the student, including notifying the police and any other relevant

Commonwealth, state or territory agencies as soon as practicable.


## Critical Incidents Response

In the event of a critical incident involving an overseas student, the following procedures will apply.

### 1. Immediate Response to a Critical Incident

If any person becomes aware of an overseas student involved in a critical incident (excluding a major natural disaster), the following steps must be taken to support the safety and wellbeing of the student:

- Provide First Aid where appropriate
- Contact the appropriate emergency services – Police, Fire, Ambulance, or other local emergency services required to reduce the immediate threat

Agency	All Hours	
Police	000	
Fire Brigade	000	
Ambulance	000	
State Emergency Service	132 500	

- Contact the International Student Coordinator, who will then notify the Head of Senior School who will then notify the Principal.

### 2. Action by Head of Senior School

The Head of Senior School will assess the Critical Incident and develop the response accordingly, including:

- Notify the Overseas Students Parents, or DHA approved relative (with the help of an interpreter, if required) and the Homestay host and Student Advocate, where appropriate
- Coordinate any immediate information and support as required.

### 3. Implementation of Response Plan

The School would assemble a Critical Incident Management team comprised of members of the Emergency Planning Committee and specialists as required, to manage the short- and long-term effects. The team may include staff members, psychologists, counsellors, external personnel, support agencies and external professionals. The size and composition of the team will be related to the nature of the incident.

The Principal or Critical Incident Team may undertake the following actions, but not limited to these:

- Obtain accurate information and support the student by offering appropriate services the student may require; medical, psychological, translation services, etc.
- As soon as possible inform relevant staff, e.g. Head of Year, Tutor.
- Ensure that counselling help is available for all staff and students.
- Where appropriate, and in line with the School's Privacy Policy - continue to keep staff, students and parents informed, especially about what has happened and what the school is doing about the incident and its management.

### 4. Recording and Documentation of Critical Incident

The Head of Senior School will record the Critical Incident, including details of the remedial actions taken using the Incident Form. The Incident Form is accessible through mConnect: Report an Incident/Hazard.



Determine if the Critical Incident requires further reporting to external agencies. In the case of overseas students, the Enrolment Manager is responsible for the accurate update of the students record in PRISMS.

#### 5. Final Review

MGG will review and evaluate the effectiveness and appropriateness of the Critical Incident Teams response to and management of the Critical Incident to identify any required refinements that could be made to the procedure for future responses to critical incidents.

### Communication to the Media

Where the circumstances of a critical incident involving an overseas student is considered to have any public relations implication, the Principal is the only authorised person to speak to any media representatives.

### Privacy

In relation to privacy, Principle 2.1 of the Information Privacy Principles states that the use and disclosure for purpose other than the primary purpose of collection is permissible if the organisation reasonably believes that the use or disclosure is necessary to lessen or prevent: (i) a serious and imminent threat to an individual's life, health, safety or welfare; or (ii) a serious threat to public health, public safety, or public welfare. This exemption clearly covers cases where a critical incident has arisen and allows relevant individuals to make the disclosure required to progress the coordinated effort for the care of the individual.

### Record keeping

MGG will maintain a written record of any critical incident and remedial action taken by the School for at least two years (Child Safety incidents are kept indefinitely) after the overseas student ceases to be an accepted student under the ESOS Act.

# Overseas Student Transfer

## Source of Obligation

- Standard 5 of the National Code of Practice for Providers of Education and Training to Overseas.
- Standard 7 of the National Code of Practice for Providers of Education and Training to Overseas. Students 2018 (the National Code 2018).

## Purpose

This policy outlines the circumstances in which overseas students may transfer to or from MGG.

## Granting of the Transfer Request

MGG will grant a transfer request after the overseas student has completed the first six months of the first registered school course unless an exception in Standard 7.1 applies. These exceptions being:

- The releasing registered provider, or course in which the overseas student is enrolled, has ceased to be registered.
- The releasing registered provider has had a sanction imposed on its registration by the ESOS agency that prevents the overseas student from continuing the course at that registered provider.
- The releasing registered provider has agreed to the overseas student's release and recorded the date of effect and reason for release in PRISMS.
- Any government sponsor of the overseas student considers the change to be in the overseas student's best interests and has provided written support for the change.

Any request for transfer to another registered provider must:

- Be in writing.
- Show a valid enrolment offer from another registered provider.
- Be accompanied by written confirmation from the parent/guardian that they support the transfer.

MGG may release a student for transfer where the student has completed six months, and in addition, transfers may be granted when it is in the student's best interest as follows:

- The overseas student is unable to achieve satisfactory course progress at the level they are studying, even after engaging with the School's intervention strategy, and will therefore have to be reported.
- The School is unable to deliver the course as outlined in the written agreement.
- There is evidence that the overseas student's reasonable expectations about their current course are not being met.
- There is evidence that the overseas student was misled by the School or an education or migration agent regarding the School or its course and the course is therefore unsuitable to their needs and/or study objectives.
- An appeal (internal or external) on another matter results in a decision or recommendation to release the overseas student.
- There is evidence of compassionate or compelling circumstances as follows:
  - serious illness or injury, where a medical certificate states that the overseas student was unable to attend classes.
  - bereavement of close family members such as parents or grandparents.
  - major political upheaval or natural disaster in the home country requiring emergency

- travel and this has impacted on the overseas student's studies.
- a traumatic experience, which could include:
    - witnessing or being involved in a serious accident.
    - witnessing or being involved in a serious crime (police or psychologist reports may be requested).

MGG may require the student to provide documentary evidence to support any claim of compassionate or compelling circumstances.

### Granting Release

In accordance with Standard 7.4, if a release is granted by the School, it will be at no cost to the overseas student and the School will advise the student to contact the Department of Home Affairs to seek advice on whether a new student visa is required. Fees in lieu of adequate notice, however, may apply. In accordance with Standard 7.6 the School will only finalise the overseas student's transfer refusal status in PRISMS when:

- Any appeal finds in favour of the School.
- The overseas student has chosen not to access the complaints and appeals process within the 20 working day period.
- The overseas student withdraws from the process.

### Transfer of an overseas student under 18

MGG ensures that where a student is under 18 years of age:

- The School has written confirmation that the overseas student's parent/guardian supports the transfer.
- The receiving provider has accepted responsibility for approving the student's accommodation, support, and general welfare arrangements in accordance with Standard 5 (Younger Overseas Students).

In accordance with Standard 5, It is the responsibility of the receiving provider to ensure that there are no gaps in the overseas student's welfare arrangements. MGG has in place the process of:

- liaising with the first registered provider,
- confirming students welfare arrangement at all times, and
- issuing Confirmation of Appropriate Accommodation and Welfare letter covering the transition from one accommodation arrangement to another.

### Refusal to Grant a Transfer

MGG may refuse a transfer request where it believes it is reasonable to do so. Reasonable grounds include:

- The overseas student intends to fail in order to be released and does not participate in the intervention strategy.
- If any of the course fees remain unpaid at the time of the request.
- If a student has commenced VCE (units 1 to 4) transfer of enrolment may be detrimental to continuous delivery of the program.
- If the course the student intends to do does not meet the study capabilities of the student or provide adequate access to support services.

If MGG intends to refuse a request for transfer, the School will inform the overseas student in writing as follows:

- the reasons for refusal; and



- the overseas student's right to access the School complaints and appeals process, outlined in the Overseas Students Complaints and Appeals process, within 20 working days of the decision being made.

### Record Keeping

In accordance with Standard 7.7 the School maintains all records of requests from overseas students for a student transfer and the assessment of, and decisions regarding, the request will be maintained for two years after the overseas student ceases to be an accepted student.

## Overseas Student Course Progress and Attendance

MGG monitors overseas student progress, attendance, and course duration. MGG is committed to monitoring each individual overseas student progress to ensure they will finish the course within the expected duration specified on the overseas student's Confirmation of Enrolment. MGG will identify, notify, and assist an overseas student at risk of not meeting course progress or attendance requirements.

At enrolment stage the overseas students are informed of the requirements to achieve satisfactory course progress and, satisfactory attendance at school.

### Source of Obligation

- Standard 8 of the National Code of Practice for Providers of Education and Training to Overseas Students 2018 (the National Code 2018).

### Purpose

This policy outlines the monitoring of overseas student's visa requirements.

### Attendance

Satisfactory attendance at MGG is 80% of class contact hours.

MGG keeps a register of the daily attendance of all students at the School in electronic form through Synergetic. Records of student attendance are retained permanently in School Archives and in Synergetic. The daily attendance register records the following information for each student:

- Daily attendance.
- Absences.
- Reason for absence.
- Documentation to substantiate reason for absence.

The register is supported by the following key functions:

- Curriculum Services staff, who maintain student class lists on the timetable and hence on the attendance register.
- Senior School staff are required to mark their attendance roll every teaching period and also the Tutor Group period from 8.35 to 8.45am.
- Student Services follows up unexplained student absences daily by sending an SMS to parents/guardians to ascertain reasons for student absence and who, as a result of their investigations, enter absence codes onto the attendance roll.
- The International Student Coordinator, supported by Student Services and the Head of Senior School will monitor student attendance and investigate student attendance issues, where a student has been absent for more than five consecutive days without approval, or where a student is at risk of not meeting attendance requirements. They will carry out intervention measures deemed necessary, and communicate with students, parents/guardians about attendance matters.

### Course Progress

MGG monitors, records and assesses the course progress of each student for the course in which the student is currently enrolled.

The course progress of all students is continually assessed, and is available to all students, parents/guardians via the continuous online reporting provided via mConnect.

Course monitoring may take the form of:





- Written tests and exams.
- Teacher observations.
- Student feedback.
- Participation in class and class work; including class projects and assessment tasks.

Students who have begun part way through a Term will be assessed in accordance with the assessment schedule for each class.

At the end of each semester, the parents/guardians receive a formal school report.

To demonstrate satisfactory course progress, students are required to achieve competency as required by the school. If a student does not achieve competency as required by the School, the Head of Senior School will meet with the student to develop an intervention strategy for academic improvement. This may include:

- Tutorial assistance.
- Visit to the School Counsellor and/or School Educational Psychologist.
- Other intervention strategies as deemed necessary.

Each student's individual strategy for academic improvement will be monitored by their subject teachers, International Student Coordinator, Head of Year, and where necessary the School Counsellor and/or School Educational Psychologist.

The International Student Coordinator gathers written feedback on each student's progress on a fortnightly basis for review at the regular fortnightly meeting with the Head of Senior School.

### Reporting unsatisfactory course progress or unsatisfactory course attendance

If the student does not show sufficient improvement academically and achieve satisfactory course progress by the end of the next assessment period, MGG will advise the student, in writing, of its intention to report the student for breach of their visa and will advise that she has 20 working days in which to access the school's Internal Complaints and Appeals policy.

MGG will only report unsatisfactory course progress or unsatisfactory course attendance in PRISMS in accordance with section 19(2) of the ESOS Act if:

- The internal and external complaints processes have been completed and the decision or recommendation supports the registered provider, or
- The overseas student has chosen not to access the internal complaints and appeals process within the 20-working day period, or
- The overseas student has chosen not to access the external complaints and appeals process, or
- The overseas student withdraws from the internal or external appeals processes by notifying the registered provider in writing.

MGG may decide not to report the overseas student for breaching the attendance requirements if the overseas student is still attending at least 70 per cent of the scheduled course contact hours and the overseas student provides genuine evidence demonstrating that compassionate or compelling circumstances apply.

### Modes of delivery

Any online or distance learning must be in addition to minimum face-to-face teaching requirements approved by the relevant designated State authority or ESOS agency as part of the registration of the course, if applicable.



MGG takes all reasonable steps to support overseas students who may be disadvantaged by:

- Additional costs or other requirements, including for overseas students with special needs, from undertaking online or distance learning,
- Inability to access the resources and community offered by the School, or opportunities for engaging with other overseas students while undertaking online or distance learning.

### Record keeping

- Attendance records are stored in the school archives and on Synergetic.
- Course Progress evidence is in the form of student semester reports and stored on Synergetic.

## Deferring, Cancelling, or Suspending Overseas Student Enrolment

An overseas student may defer (before commencement), suspend (after commencement) or cancel their enrolment. The School can also initiate the suspension or cancellation of an overseas student enrolment.

### Source of Obligation

Standard 9 of the National Code of Practice for Providers of Education and Training to Overseas Students 2018 (the National Code 2018).

### Purpose

This policy outlines the circumstances in which overseas students and the School may defer, cancel or suspend enrolment at MGG.

### School-initiated deferral, suspension, or cancellations of student enrolment

MGG may cancel or suspend the enrolment of the Student by giving notice of termination to the Parent in the event of:

- The Student's unsatisfactory conduct, behaviour or attitude while attending school.
- The Parent failing to pay to MGG any Tuition Fees required to be paid for the Student to undertake the Course.
- The Student breaches a condition of her student visa.
- Any amounts owing to MGG in relation to the enrolment of the Student, including Non-tuition Fees, are not paid by the due date for payment.
- The Student fails to meet course progress or attendance requirements.
- Information about the Student or the Parent that MGG is required by law to obtain is not provided to MGG.
- The behaviour or conduct of the Parent towards MGG or to any of its staff or other students breaches any MGG code of conduct applying to parents.
- The Student's progress is such that, in the opinion of the Principal, the Student is not benefitting from the Course and other programs provided by MGG.
- A mutually beneficial relationship of trust and cooperation between the Parent and MGG or any of its staff has broken down such that it adversely impacts on the ability of MGG to provide a meaningful education to the Student.
- Circumstances exist whereby the ongoing enrolment of the Student is considered to be untenable or is not in the best interests of the Student or MGG.

MGG will inform the student in writing of a potential suspension or cancellation and of their right to appeal through the internal complaints and appeals process, in accordance with the Overseas Student Internal Complaints and Appeals section.

The internal appeals process must be completed prior to the suspension or cancellation taking effect, unless the overseas student's health or wellbeing, or the wellbeing of others, is likely to be at risk.

### Student-initiated deferrals, suspensions, or cancellations of their enrolment

An overseas student may choose to defer their confirmed place in writing as outlined in the Enrolment Agreement after receiving a Confirmation of Enrolment and at any time before their commencement date. The parent or student should submit the request for deferment or temporary suspension in writing to the School along with supporting documentation. A course variation will be recorded on PRISMS where necessary.

The School has the right to review or approve and provide a mutually agreed alternative.



MGG may agree to defer or suspend the enrolment of a student if it believes there are compassionate or compelling circumstances to do so. These include, but are not limited to:

- Serious illness or injury, where a medical certificate states that the overseas student was unable to attend classes.
- Bereavement of close family members such as parents or grandparents (where possible a death certificate should be provided).
- Major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the overseas student's studies.
- A traumatic experience, which could include:
  - involvement in, or witnessing of a serious accident; or
  - witnessing or being the victim of a serious crime, and this has impacted on the overseas student (these cases should be supported by police or psychologists' reports); or
  - where the registered provider was unable to offer a pre-requisite unit, or the overseas student has failed a prerequisite unit and therefore faces a shortage of relevant units for which they are eligible to enrol.

When determining whether compassionate or compelling circumstances exist, MGG will consider documentary evidence provided to support the student claim and will keep copies of these documents on the student record.

A student may cancel their enrolment at any time in writing as outlined in the Overseas Student Written Agreement. Fees in lieu of adequate notice will apply as outlined in the Overseas Student Written Agreement.

Student must seek advice from The Department of Home Affairs on the potential impact on their student visa and report the change to their enrolment under section 19 of the ESOS Act.

### Record keeping

MGG (Enrolments department specifically) will manage the enrolment of overseas students and maintain up-to-date enrolment information in the Provider Registration and International Student Management System (PRISMS) database.

## Overseas Student Internal Complaints and Appeals

MGG is committed to effectively managing expressions of dissatisfaction and will ensure that complainants are supported throughout the process.

### Purpose

This section outlines the complaints and appeals processes to ensure that grievances between MGG and overseas students can be heard and addressed.

### Related documentation

To be read in conjunction with the MGG Complaints Handling and Resolution Policy found on the school website here: <https://www.mentonegirls.vic.edu.au/about/child-safety-policies>

### Complaint handling process

Students should attempt to resolve their complaint informally initially with the help of the International Student Coordinator, however where the matter cannot be resolved informally, the student may lodge a formal complaint to the Head of Senior School. If the complaint relates to the International Student Coordinator, the student may approach the Head of Senior School directly.

If a complaint cannot be resolved informally, a formal complaint may be lodged in writing by formal letter, email or by verbal communication to the Head of Senior School.

The Overseas Student and their Parents will be notified in writing of receipt of the formal complaint. Overseas Student complaints cannot be anonymous as the School will be limited in the extent to which the complaint can be investigated.

The formal complaint process will be:

- Once the formal complaint has been received by the Head of Senior School, it will be reviewed within 10 working days of receipt.
- The complaint will be assigned to a relevant member of the Senior Management Team and Risk and Compliance Manager to manage and assess the complaint.
- The staff member will begin assessing the formal complaint within 10 working days of the student lodging it, which may include investigating the facts and evidence and meeting with any additional parties required and will finalise the outcome as soon as practicable.
- The overseas student will be given an opportunity to present their case at no cost and to be accompanied and assisted by a support person at any relevant meetings, if required.
- The assessment of the formal complaint will be conducted in a professional, fair, and transparent manner.
- A formal decision will be made.
- The Overseas Student and their Parents will be notified in writing of the outcome, with reasons for the decision, the escalation process and the right to appeal.

The formal Complaint Form can be downloaded by visiting the school website here: <https://www.mentonegirls.vic.edu.au/about/child-safety-policies>

### Appeals Process

If a formal complaint is not resolved to the satisfaction of the complainant, it may, at the request of the complainant, be escalated to an internal appeals panel.

This process can only commence once the complaint process has been finalised and the Overseas Student is still dissatisfied with the outcome.

The appeals process will be:

- The Overseas Student should lodge an appeal in writing to the Principal.
- The Principal will establish an Appeal Panel who will have the requisite independence from the issue at hand.
- The Appeal Panel will begin assessing the appeal within 10 days of the student lodging it, which may include investigating the facts and evidence and meeting with any additional parties required and will finalise the outcome of the appeal as soon as practicable.
- The Overseas Student must be given an opportunity to present their case at no cost and to be accompanied and assisted by a support person at any relevant meetings, if required.
- The assessment of the appeal must be conducted in a professional, fair, and transparent manner.
- A formal decision will be made.
- The Overseas Student and their Parents will be given a written statement of the outcome of the appeal, including the reasons for the outcome, and details of the right to an external complaints and appeals process at no cost.

### External Appeal

If an overseas student is not successful in MGG's internal complaints handling and appeals process, MGG will advise the student of their right to access an external complaint handling and appeals process. This advice must be given to the student within 10 working days of the completion of the internal complaints handling and appeals process.

The external complaints body for MGG is the Overseas Student Ombudsman. Contact details as follows:  
Phone: 1300 362 072  
Web: <https://www.ombudsman.gov.au/>

In most cases, the purpose of the external appeals process is to consider whether MGG has followed its policies and procedures, rather than to make a decision in place of MGG.

MGG will immediately notify and implement the decision where the outcome of a complaint or appeal has been a recommendation in favour of the overseas student.

MGG must only report an overseas student for unsatisfactory course progress or attendance in PRISMS after:

- the internal and external complaints processes have been completed and the breach has been upheld
- the student has chosen not to access the internal complaints and appeals process within 20 working days
- the student has chosen not to access the external complaints and appeals process; or
- the student withdraws from the internal or external appeals process by notifying MGG in writing.

Once the external appeals process has been completed and it results in a decision or recommendation in favour of the student, MGG will immediately implement the decision or recommendation and/or take the preventative or corrective action required by the decision of the external appeals process. MGG will also notify the student of the outcome and the action taken.

### Record keeping

MGG will maintain a written record of the complaint or appeal, including a statement of the outcome and reasons for the outcome.

## Governance Table

Record Number	POL-OSMF-WEBVS -001- I		
Policy Owner	Deputy Principal / Enrolment Manager	Policy Approver	Principal
Review frequency	The policy is reviewed at least every two years or more frequently if there is a major change to the ESOS Act or National Code of Practice for providers of education and training to Overseas Students 2018.		
Scope	This policy applies to all Overseas Students.		
Scope determination	Public		
References	<ul style="list-style-type: none"> <li>The Education Services for Overseas Students Act 2000 (ESOS Act)</li> <li>The National Code of Practice for Providers of Education and Training to Overseas Students 2018</li> </ul>		
Resources	Enrolment Agreement		
Policy Management	This policy is administered by the Deputy Principal / Enrolment Manager		

## Revision History

Document Number	Date	Revision Description	Approval
POL-OSMF-WEBVS -001- I	02 August 2023 – 23 January 2024	Risk and Compliance Manager Review  Deputy Principal and Enrolment Manager Review	Principal  23 January 2024