



The Kilmore International School

THE KILMORE INTERNATIONAL SCHOOL ENROLMENT POLICIES

School Refund Policy

- (a) The application fee is non-refundable.
 - (b) If a student accepts an offer of a place at TKIS and subsequently withdraws from the course or the School before commencing classes at the School, the security deposit will be forfeited. If four weeks (or more) notice of withdrawal is provided to the School in writing, 80% of all other course fees will be refunded. If less than four weeks notice of withdrawal is provided to the School, only 50% of all other course fees will be refunded. Any refund payable in this circumstance will be made within four weeks of the school receiving written notice of withdrawal.
 - (c) If the student's visa application is rejected, all course fees paid will be refunded by Telegraphic Transfer within four weeks of the School receiving the formal refusal letter from the Department of Immigration and Border Protection (DIBP). The application fee will be retained. The School will decide whether to refund the security deposit based on the individual case as outlined in the formal rejection letter from DIBP. If the visa application is rejected due to the neglect of the agent or parent in providing all necessary valid documents to enable DIBP to correctly assess the application then the security deposit will be forfeited.
 - (d) All course fees must be paid before Confirmation of Enrolment advice can be issued. Students are required to be up to date with all course fee payments during their enrolment at the School. The School is obliged to inform DIBP if a student fails to pay the course fees by the specified due date which may result in cancellation of the student's visa. A late payment surcharge of 1% per month or part thereof will be levied on all amounts remaining unpaid on fee invoices by the due date for payment.
 - (e) Once a student has commenced classes, one semester (six months) notice in advance and in writing is required if withdrawing from the School or the boarding house. If less than one semester's written notice is given for withdrawal from the school, the security deposit will be forfeited and the student will be liable for the payment of one term's (three months) course fees and boarding fees in default of such notice. If less than one semester's written notice is given for withdrawal from the boarding house, the student will be liable for the payment of one term's (3 months) boarding fees. The school will withhold transcripts/reports until all fees have been settled.
 - (f) If a student fails to meet course requirements (such as failure to achieve satisfactory academic results or to maintain satisfactory behaviour and attendance) and is required to leave the school, the refund policy as detailed in (e) above will apply as if the student left the school without notice.
 - (g) The security deposit is returned 6 months after the student's departure from the School less any university application fees and after all outstanding charges have been settled and subject to compliance with the School's enrolment and refund policy.
 - (g) Refunds will be transferred to a home country bank account. It is the responsibility of the parent to provide bank account details to the School including bank name, bank address, account name, BSB number, account number etc.
 - (i) In the unlikely event that the school is unable to offer a course, a full refund of fees paid will be made within 14 days of notification of course cancellation.
 - (j) In the unlikely event that the school is unable to continue offering a course after commencement, a full refund of fees paid, including for the portion of the course already taught will be made within 14 days of notification of course cancellation.
 - (k) This agreement, and the availability of complaints and appeals processes, does not remove the right of the student to take action under Australia's consumer protection laws.
- The Kilmore International School is required, under s19 of the ESOS Act 2000, to advise the Department of Immigration and Border Protection about:
- i) Certain changes to the student's enrolment; and
 - ii) Any breach by the student of a student visa condition relating to attendance or unsatisfactory academic performance.

Marketing Policy

The Kilmore International School is an independent, non-denominational, co-educational boarding and day school for students in Years 3 – 12.

All marketing information and practices of the school must be ethical and professional and represent the school clearly, correctly and honestly. No information given to students or parents should be knowingly false or misleading. The information given must be presented in a professional manner and maintain the integrity of the school.

The school's name and CRICOS provider code must be identified on all material used in its communications with students and parents.

When providing information to overseas students (full fee paying overseas students) all marketing information and practices must comply with the requirements set by the ESOS Act, the Education Services for Overseas Students Regulations 2001 and the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2007.

The school will enrol an overseas student only when the student is enrolled as a boarding student or is being directly cared for by a parent, close relative or nominated guardian who must be over the age of 21. The school will make this clear in its marketing to overseas students.

The school will not knowingly enrol an overseas student wishing to transfer from another school before the student has completed six months of his/her principal course. The school will not provide information to a student with the intention of enrolling such student during this period.

The school will establish formal arrangements and agreements with approved education agents to market itself to overseas students as a provider. The school will closely monitor the activities and credibility of these agents and review them annually.

All information and practices of the school in its marketing must have the approval of the Principal or Business Manager.

Course progress and attendance policy

1) Course Progress

- a) The school will monitor, record and assess the course progress of each student for the course in which the student is currently enrolled.
- b) The course progress of all students will be assessed at the end of each semester of enrolment.
- c) Students who have begun part way through a semester will be assessed after one full period of attendance.
- d) To demonstrate satisfactory course progress, students will need to achieve competency in at least 50% of units in any study period.
 - i. In order to achieve satisfactory course progress students undertaking the IB Diploma program in years 11 and 12 must:
 - study six subjects chosen from the six subject groups, with a minimum of 3 subjects and a maximum of 4 subjects taken at higher level and the remaining subjects taken at standard level
 - gain sufficient marks in examinations taken in the six subject groups
 - complete an extended essay
 - follow a theory of knowledge course (TOK)
 - participate in creativity, action, service (CAS)Refer to www.ibo.org for detailed information on IB assessment.
- e) If a student does not achieve competency in at least 50% of units studied in an assessment period, the year level co-ordinator will meet with the student to develop an intervention strategy for academic improvement. This may include;
 - i) additional supervised study periods
 - ii) tutorial assistance
 - iii) other intervention strategies as deemed necessary
- f) A copy of the student's individual strategy and progress reports in achieving improvement will be forwarded to parents.
- g) The student's individual strategy for academic improvement will be monitored over the following semester by the year level co-ordinator and records of student response to the strategy will be kept.
- h) If the student does not improve sufficiently academically and achieve satisfactory course progress by the end of the next assessment period, TKIS will advise the student in writing of its intention to report the student for breach of visa condition 8202, and that he/she has 20 working days in which to access the school's internal complaints and appeals process.
 - i) The school will notify Department of Education and Training via PRISMS of the student not achieving satisfactory course progress as soon as practicable where
 - i) the student does not access the complaints and appeals process within 20 days, or
 - ii) withdraws from the complaints and appeals process, or
 - iii) the complaints and appeals process results in favour of the school

2) Completion within expected duration of study (course progression)

- a) As noted in 1.a., the school will monitor, record and assess the course progress of each student for the course in which the student is currently enrolled.
- b) Part of the assessment of course progress at the end of each semester will include an assessment of whether the student's progress is such that they are expected to complete their course within the expected duration of the course.

- c) The school will only extend the duration of the student's study where the student will not complete their course within the expected duration due to:
 - i) compassionate or compelling circumstances
 - ii) student participation in an intervention strategy as outlined in 1.e.
 - iii) an approved deferment or suspension of study has been granted in accordance with the school's Deferment, Suspension and Cancellation Policy.
- d) Where the school decides to extend the duration of the student's study, the school will report via PRISMS and/or issue a new COE if required.

3) Course attendance

- a) Satisfactory course attendance is attendance of 80% of scheduled course contact hours.
- b) Student attendance is:
 - i) checked and recorded daily
 - ii) assessed regularly
 - iii) recorded and calculated over each semester.
- c) Late arrival at school will be recorded and will be included in attendance calculations.
- d) All absences from school should be accompanied by a medical certificate, an explanatory communication from the student's carer or evidence that leave has been approved by the Principal/Head of School.
- e) Any absences longer than 5 consecutive days without approval will be investigated.
- f) Student attendance will be monitored by the year level co-ordinator every 4 weeks over a semester to assess student attendance using the following method.
 - i) Calculating the number of hours the student would have to be absent to fall below the attendance threshold for a semester e.g. number of study days x contact hours x 20%.
 - ii) Any period of exclusion from class will not be included in student attendance calculations.
- g) Students at risk of breaching the school's attendance requirements will be counselled and offered any necessary support when they have absences totalling 20 hours during any assessment period.
- h) If the calculation at 3.f. indicates that the student has passed the attendance threshold for the study period, the school will advise the student of its intention to report the student for breach of visa condition 8202, and that he/she has 20 working days in which to access the school's internal complaints and appeals process except in the circumstances outlined in 3.j.
- i) The school will notify Department of Education and Training via PRISMS of the student not achieving satisfactory course attendance as soon as practicable where:
 - i) the student does not access the complaints and appeals process within 20 days
 - ii) withdraws from the complaints and appeals process
 - iii) the complaints and appeals process results in a decision for the school.
- j) Students will not be reported for failing to meet the 80% threshold where:
 - i) the student produces documentary evidence clearly demonstrating compassionate or compelling circumstances e.g., medical illness supported by a medical certificate, and
 - ii) has not fallen below 70% attendance.
- k) The method for calculating 70% attendance is the same as that outlined in 3.f. with the following change; number of study days x contact hours x 30%.
- l) If a student is assessed as having nearly reached the threshold for 70% attendance, the principal will assess whether a suspension of studies is in the interests of the student as per the school's Deferment, Suspension and Cancellation Policy.
- m) If the student does not obtain a suspension of studies under the school's Deferment, Suspension and Cancellation Policy, and falls below the 70% threshold for attendance, the process for reporting

the student for unsatisfactory attendance (breach of visa condition 8202) will occur as outlined in 3.h. – 3.i

4) Definitions

- a) *Compassionate or compelling circumstances* - circumstances beyond the control of the student that are having an impact on the student's progress through a course. These could include:
- i) serious illness, where a medical certificate states that the student was unable to attend classes
 - ii) bereavement of close family members such as parents or grandparents
 - iii) major political upheaval or natural disaster in the home country requiring their emergency travel that has impacted on their studies
 - iv) a traumatic experience which has impacted on the student (these cases should be where possible supported by police or psychologists' reports)
 - v) where the school was unable to offer a pre-requisite unit
 - vi) inability to begin studying on the course commencement date due to delay in receiving a student visa

For other circumstances to be considered as compassionate or compelling, evidence would need to be provided to show that these were having an impact on the student's progress through a course.

- b) *Expected duration* – the length of time it takes to complete the course studying full-time. This is the same as the registered course duration on CRICOS.
- c) *School day* – any day for which the school has scheduled course contact hours

Student Transfer Request Assessment Policy

1. Overseas students are restricted from transferring from their principal course of study for a period of six months. This restriction also applies to any course(s) packaged with their principal course of study.
2. Students can apply for a letter of release to enable them to transfer to another education provider.
3. TKIS will only provide a letter of release to students in the first six months of their enrolment at the school in the following circumstances:
 - It has been agreed by the school that the student would be better placed in a course that is not available at TKIS.
 - Any other reason stated in the policies of TKIS.
4. TKIS will NOT provide a letter of release to students in the first six months of their enrolment at the school in the following circumstances:
 - The student's progress is likely to be academically disadvantaged
 - TKIS is concerned that the student's application to transfer is a consequence of the adverse influence of another party
5. In order to apply for a letter of release, students must have a letter from the receiving provider that a valid offer of enrolment has been made.
6. Students under 18 years of age MUST also have;
 - Written evidence that the student's parent(s)/legal guardian supports the transfer
 - Written confirmation that the new provider will accept responsibility for approving the student's accommodation, support, and general welfare arrangements where the student is not living with a parent(s)/legal guardian or a suitable nominated relative
 - Evidence that the student is always in DIBP approved welfare and accommodation arrangements
7. All applications for transfer will be considered within 10 working days and the applicant notified of the decision.
8. Students whose request for transfer has been refused may appeal the decision in accordance with the school's complaints and appeals policy.

Deferment, Suspension and Cancellation Policy

1) Deferment of commencement of study requested by student

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

2) Suspension of study requested by student

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

3) Assessing requests for deferment or suspension of studies

- a) Applications will be assessed on merit by the school principal.
- b) All applications for deferment or suspension will be considered within 10 working days.

4) Exclusion from class (1 – 28 days)

- a) TKIS may exclude a student from class studies on the grounds of misbehaviour by the student. Exclusion will occur as the result of any behaviour identified as resulting in exclusion in the school's Behaviour Policy/Code of Conduct.
- b) Excluded students must abide by the conditions of their exclusion from studies which will depend on the welfare and accommodation arrangements in place for each student and which will be determined by the school principal.
- c) Where the student is provided with homework or other studies for the period of the exclusion, the student must continue to meet the academic requirements of the course.
- d) Exclusions from class will not be recorded on PRISMS.

- e) Periods of 'exclusion from class' will not be included in attendance calculations as per the school's Course Progress and Attendance Policy.

5) School initiated suspension of studies (28 days +)

- a) TKIS may initiate a suspension of studies for a student on the grounds of misbehaviour by the student. Suspension will occur as the result of any behaviour identified as resulting in suspension in the school's Behaviour Policy/Code of Conduct.
- b) Suspended students must abide by the conditions of their suspension from studies which will depend on the welfare and accommodation arrangements in place for each student and which will be determined by the school principal.
- c) Students who have been suspended for more than 28 days are required to return to their home country by DIBP unless special circumstances exist (e.g. the student is medically unfit to travel).
- d) If special circumstances exist, the student must abide by the conditions of his or her suspension which will depend on the welfare and accommodation arrangements in place for each student and which will be determined by the school principal.
- e) Suspensions will be recorded on PRISMS.
- f) The period of suspension will not be included in attendance calculations.

6) Cancellation of enrolment

- a) TKIS will cancel the enrolment of a student under the following conditions;
 - i) Failure to pay course fees
 - ii) Failure to maintain approved welfare and accommodation arrangements (visa condition 8532)
 - iii) Any behaviour identified as resulting in cancellation in the school's Behaviour Policy/Code of Conduct.
- b) TKIS is required to report failure to maintain satisfactory course progress and failure to maintain satisfactory attendance to DIBP which will result in automatic cancellation.

7) Complaints and Appeals

- a) Student requested deferment and suspension are not subject to the school's Complaints and Appeals Policy.
- b) Exclusion from class is subject to the school's Complaints and Appeals Policy.
- c) School initiated suspension, where the suspension is to be recorded in PRISMS, and cancellation are subject to the school's Complaints and Appeals Policy.
- d) For the duration of the appeals process, the student is required to maintain his/her enrolment and attendance at all classes as normal. The school principal will determine if participation in studies will be in class or under a supervised arrangement outside of classes.
- e) If students access the school's complaints and appeals process regarding a school initiated suspension, where the suspension is recorded in PRISMS, or cancellation, the suspension or cancellation will not be reported in PRISMS until the complaints and appeals process is finalised, unless extenuating circumstances relating to the welfare of the student apply.
- f) Extenuating circumstances include;
 - i) the student refuses to maintain approved welfare and accommodation arrangements (for students under 18 years of age)
 - ii) the student is missing
 - iii) the student has medical concerns or severe depression or psychological issues which lead the school to fear for the student's wellbeing

- iv) the student has engaged or threatened to engage in behaviour that is reasonably believed to endanger the student or others
 - v) is at risk of committing a criminal offence, or
 - vi) the student is the subject of investigation relating to criminal matters
- g) The use of extenuating circumstances by TKIS to suspend or cancel a student's enrolment prior to the completion of any complaints and appeals process will be supported by appropriate evidence.
- h) The final decision for evaluating extenuating circumstances lies with the school principal.

8) Student Advice

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

9) Definitions

- a) Day – *any day including weekends and public holidays in or out of term time*

Complaints and Appeals Policy

1) Purpose

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

2) Complaints against other students

- a) Grievances brought by a student against another student will be dealt with under the school's Behaviour Policy/Code of Conduct.

3) Informal Complaints Resolution

- a) In the first instance, the school requests there is an attempt to informally resolve the issue through mediation/informal resolution of the complaint.
- b) Students should contact their year level co-ordinator or boarding manager in the first instance to attempt mediation/informal resolution of the complaint.
- c) If the matter cannot be resolved through mediation, the matter will be referred to the Principal and the School's internal formal complaints and appeals handling procedure will be followed.

4) Formal Complaints Handling Procedure

- a) The process of this grievance procedure is confidential and any complaints or appeals are a matter between the parties concerned and those directly involved in the complaints handling process.
- b) The student and/or parent must notify the school in writing of the nature and details of the complaint or appeal.
- c) Written complaints or appeals are to be lodged with the Principal.
- d) Internal complaints and appeals processes are available to students at no cost.
- e) Each complainant has the opportunity to present his/her case to the Principal.
- f) Students may be accompanied and assisted by a support person at all relevant meetings.
- g) The formal grievance process will commence within 5 working days of the lodgement of the complaint or appeal with the Principal.
- h) Once the Principal has come to a decision regarding the complaint or appeal, the student will be informed in writing of the outcome and the reasons for the outcome.
- i) If the grievance procedure finds in favour of the student, TKIS will immediately implement the decision and any corrective and preventative action required.
- j) TKIS undertakes to finalise all grievance procedures within 15 working days
- k) For the duration of the appeals process, the student is required to maintain enrolment and attendance at all classes as normal.

5) External Appeals Process

- a) If the complaints procedure does not find in favour of the student or the student is dissatisfied with the result of the complaints procedure, he/she will be informed of the external complaints and appeals process available to them at minimal or no cost.

- b) The external authority used for the School's external complaints and appeals processes are:

Victorian Registration and Qualifications Authority
Level 4, Casselden
2 Lonsdale Street
Melbourne Vic 3000
(Postal Address: GPO Box 2317, Melbourne Vic 3001)
Phone: +61 3 9637 2806
Email: vrqa@edumail.vic.gov.au

Overseas Students Ombudsman
GPO Box 442
Canberra
ACT 2601
Phone: 1300 362 072 (within Australia) or + 61 2 6276 0111 (outside Australia)
Fax: 02 6276 0123 (within Australia) or + 61 2 6276 0123 (outside Australia)
Email ombudsman@ombudsman.gov.au
Website: <http://www.oso.gov.au/>
Translating and Interpreting Service: 131 450 (within Australia) or + 61 3 9203 4027 (outside Australia).

ICT Acceptable Use Policy

Introduction

Access to The Kilmore International School Information and Computer Technology (ICT) Network is provided for students as a tool for educational use. With this privileged access comes a responsibility for the appropriate, effective and equitable use of the network at The Kilmore International School.

It is important that all students read, understand and abide by the rules contained in this policy. The School reserves the right, without prior notice, to examine information stored on computers and on the network such as email messages, computer files and internet history to determine if there is a breach of this policy.

1. Network Access and Internet Usage

- 1.1 Keep your individual username and password secure.
- 1.2 You should only access The Kilmore International School network or any computer within the School using your own computer network username and Internet password. Do not give or allow other students to use your username or password.
- 1.3 Always log off your computer or shared computers (e.g. in the library) to prevent unauthorised access.
- 1.4 You should not intentionally access, copy, move or interfere with other students' files or settings stored on another computer or the network.
- 1.5 Because of the security risk, you must not install share or store inappropriate or illegal software such as computer games on your computer or on the network.
- 1.6 The Kilmore International School's internet connection is filtered and all internet use is logged to ensure that it is appropriate.
- 1.7 During class time and tutorial, make sure you have your teacher's permission to use the Internet and/or email.
- 1.8 The Kilmore International School network must not be used as a medium to bully, harass, threaten or intimidate other users. Any such inappropriate use of the school network or of social media will lead to disciplinary action. Where State or Federal laws have been broken, the matter may be reported to the Police.
- 1.9 Do not plagiarise information from the Internet. The school uses the plagiarism checker Turnitin to verify that assessment tasks are the student's own work.
- 1.10 You must not send unsolicited email to multiple recipients.
- 1.11 Do not send or store very large personal file attachments on the notebook or computer network such as music, pictures, videos, games or other installation or executable (exe) files.
- 1.12 You should maintain your data within the allowed storage limits.

2. Security and Care

- 2.1 You must take responsibility for the backup of your school work to the network, USB or other storage.
- 2.2 You should take care to maintain your notebook computer in good working condition. Contact the ICT Service Desk if any maintenance or repairs are required.
- 2.3 Do not eat food or drink when using your notebook or any of the schools computers.
- 2.4 You must always carry the notebook in the TKIS bag provided.
- 2.5 Your computer is your responsibility and should always be kept in your possession or in your locker.
- 2.6 If you misplace your computer, you should immediately report this to ICT Service Desk.
- 2.7 The Kilmore International School is not responsible for any data stored outside your personal network storage folder or for settings on your home computer network.
- 2.8 Students should keep printing to a minimum and consider the environment when printing work.
- 2.9 Software installed on notebooks purchased through The Kilmore International School Program is subject to Academic Licensing agreements. Thus the use of the software is restricted to School and student use only.