TAKE LIFE ON
STRENGTH • OPTIMISM • JUSTICE

International Handbook 2016

SEYMOUR COLLEGE
CRICOS No. 00628G
Term Dates 2016

Term 1:  
Monday, 1 February – Boarders return  
Tuesday, 2 February – Friday, 15 April (Sports Day)

Exeat Dates:  
Saturday, 20 to Sunday, 21 February  
Saturday, 12 to Monday, 14 March  
Friday, 25 to Monday, 28 March

Term 2:  
Monday, 2 May – Boarders return  
Tuesday, 3 May – Friday, 1 July

Exeat Dates:  
Saturday, 21 to Sunday, 22 May  
Saturday, 11 to Monday, 13 June

Term 3:  
Monday, 25 July – Boarders return  
Tuesday, 26 July – Friday, 30 September

Exeat Dates:  
Saturday, 20 to Sunday, 21 August  
Saturday, 3 to Sunday, 4 September

Term 4:  
Sunday, 16 October – Boarders return  
Monday, 17 October – Friday, 9 December (Valedictory)

Exeat Dates:  
Saturday, 5 to Sunday, 6 November  
Saturday, 26 to Sunday, 27 November

Seymour Shop 2016 Trading Hours
Monday 8.00am–4.30pm  
Tuesday Closed  
Wednesday 8.00am–4.30pm  
Thursday 1.00pm–5.30pm  
Friday Closed

Phone Numbers and Email Addresses
Barr Smith Reception Phone: 8303 9000  
Barr Smith Absentee Phone: 8303 9020  
Email: initialsurname@seymour.sa.edu.au  
eg.nsharrad@seymour.sa.edu.au

www.seymour.sa.edu.au
Welcome to Seymour College

Seymour offers an outstanding educational experience for girls. We have a tradition of academic excellence. Our specialist staff encourage the girls to take ownership of their learning, to be reflective, critical and creative thinkers. The school empowers girls to foster positive relationships with all members of the community. They build a strong sense of their self-worth and character using the principles of positive psychology. These are embedded in the curriculum and throughout all learning experiences to ensure that students achieve academic success whilst being mindful of their wellbeing.

Everyone at the College, from the Form teachers, Guardians, Counsellors, Heads of School, teachers and support staff, make it their responsibility to reinforce a nurturing, positive environment that supports the students to be their best. This means they have a confident ability to navigate change a positive self-image and a deep curiosity to learn, not just about the world but about themselves.

As the girls progress through the school so does their ability to self-regulate, and to be their own advocates. In essence, we are teaching them the foundation skills for a lifetime of learning. Their personal journey will be as individual and unique as they are. Everything we do fosters the quality of resilience in the girls, so they can flourish. This happens both in the classroom and through off campus experiences, such as a range of study tours, exchanges, and camps so that all students are challenged and develop personal strengths.

At Seymour, we believe it is essential that all the students have a strong sense of connectedness. Our unique clan system helps the girls establish these bonds. Their allegiance to a clan promotes strong connections as the girls gain a sense of belonging through their contributions to their clan.

We see leadership as being a vital skill and experience that all our girls should have the opportunity to grow. Students are encouraged to develop leadership skills and there are a variety of opportunities. These include: positions within Clan, within Form, various committees such as Environment, Student Representative Council, Music, Sport and Service.

Seymour is located over 25 acres of beautiful grounds, with many gardens, art studios, technology lounge, a vast playing field, netball and tennis courts, heated swimming pool, gym and dance studio. There is a multiplicity of extra-curricula activities including art, dance, debating, drama and music. Sport is encouraged and Seymour girls have enjoyed success in many sporting activities.

Seymour is a college that is rich with tradition and forward thinking in its outlook. Our aim is to deliver a high quality education for each student, to nurture all students and to help them develop a positive sense of self. The school is rightly focused on preparing our girls for bright futures as women of strength, optimism and justice.

Rachel McKee, Head of Middle School

and Nicholas Sharrad, Head of Senior School
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INFORMATION YOU NEED TO KNOW

Curriculum

Seymour College students from Foundation to Year 10 study the Australian Curriculum Version 8 [www.australiancurriculum.edu.au](http://www.australiancurriculum.edu.au) which covers the following subjects: English, Mathematics, Humanities (including History, Geography, Civics and Business), Science, Health and Physical Education, The Arts (Music, Drama, Visual Art), Technology and Languages (including Chinese and French in the senior years).

In Years 11 and 12 (the final years of schooling) there are a broader range of subjects which enable students to complete the South Australian Certificate of Education (SACE) [www.sace.sa.edu.au](http://www.sace.sa.edu.au)

Students can study French and Chinese; Sciences subjects such as Physics, Chemistry, Biology, Psychology; Business subjects such as Business and Enterprise, Accounting, Economics, Legal Studies while a range of Mathematics, English and Arts subjects are also available.

The SACE provides a very flexible way to study a range of subjects allowing students to go on to various University courses or the workplace. The SACE is a recognised international certificate of education which provides entry to Universities all over the globe. International students may be able to study their own language either at the College or through a local provider, for example we offer Chinese. English as an Additional Language or Dialect (EALD) is taught in the senior years to allow support for students whose first language is not English.

Throughout 2016 Seymour College will be in the process of gaining accreditation to offer the International Baccalaureate (IB) [www.ibo.org](http://www.ibo.org). In the primary years this is called the Primary Years Program (PYP) and in the senior years it is called the Diploma (IBD). The IB Diploma is a globally recognised certificate of education.

Courses Available

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<th>Provider Code</th>
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<td>Secondary Years 8–12 Girls Only</td>
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Ruth Massie  
Director of Studies

Service Learning

At Seymour, our vision is Women of strength, optimism and justice, contributing to an equitable world for all.

Firmly embedded in the College's motto, Crescam Ministrando (I grow by serving), our vision statement demonstrates that the Christian principle of service is central to Seymour College's ethos, and that each of us not only has a responsibility to community, but can actually gain much by reaching out to our fellow humans.

Our Service Program - which has a local, national, and global focus - has a “head, hands and heart” approach. The aim is to connect the head and the heart through the experience of walking with people who, simply through life's chance, have not been granted the privileged life that some of us share. Our students engage at all year levels on local and national levels with issues affecting many of our society's marginalised, including Indigenous Australians, the homeless, refugees, women, aged, sick, disabled and other vulnerable communities.

All Year 11 students spend one week of the academic calendar in the community as part of our Yungkurri-Apinthi (a Kaurna word, meaning “wellbeing of all”) program. All students are placed in communities of vulnerable people eg. aged, sick, homeless, and disabled. As with all good service learning programs, the students are well briefed and debriefed, and given opportunities to reflect during the program.

Senior students lead a number of advocacy and awareness raising campaigns and are wonderful role models to younger students. Campaigns have included those about domestic violence, slave labour, fair trade, gender equity across the world and a number of campaigns supporting women and girls.

Through integration of issues and concepts into the regular curriculum across all year levels, students are introduced to aspects of service and justice and are invited to respond in a practical way to these issues. Some practical examples are visits to aged care homes, the collection of goods for various community charities and fundraising.

Lynne Moten  
Director of Service Learning

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**Attendance**

Students are required to attend all designated course programs, and a minimum of 80% of scheduled school time. This is a condition of a subclass 571 student visa (condition 8202). Any International students who breach their attendance rate will be reported to the Department of Immigration and Citizenship (DIAC) and their visa may be cancelled.

Designated course programs, for which attendance is compulsory, include class excursions, class/pastoral care group camps in Years 4, 5, 6, 7, 8, 9 and 10, Year 10 Work Experience, Year 11 Service Week and scheduled examinations.

**Record of attendance**

Attendance will be noted by class teachers/pastoral care teachers in the morning, and recorded in Synergetic (database). When a student arrives at school late, she must report to the Abbie Office upon arrival. Her time of arrival will be noted.

When a student needs to leave the College before the normal end of school day, she must report to the Abbie Office to sign out immediately prior to departure. The time of departure will be noted.

The College does not allow students to leave before the end of term or to return late from vacation, unless there are exceptional circumstances.

**Explanation for absence**

Students must seek approval from the Head of School in advance for planned absences. When such approval is granted, that absence will be regarded as an explained absence. Students must provide documentary explanation for all absences.

Documented sickness will be regarded as a satisfactory reason for non-attendance.

Absences for which documentary explanations are not presented, or for which the explanation is not satisfactory, will be regarded as unexplained absences.

**Procedures**

Absence will be monitored by the International Student Coordinator in conjunction with the Head of School.

A student will be considered to be at risk of not meeting attendance requirements upon accumulation of five (5) unexplained absences in a term. A student at risk of not meeting attendance requirements will be interviewed by the Head of School.

At that meeting the Head of School will:

- Point out that the student’s pattern of attendance is unsatisfactory and, unless corrected, may place at risk her continued position as a student of the College;
- Point out the requirements to ensure satisfactory attendance for the rest of the school year; and
- Address any issues raised by the student that may be causing absences, to provide support for the student where possible.

When a student’s attendance is in breach of attendance requirements, she will be reported under Section 19 of the ESOS Act.

**Course Progress Policy**

One of the conditions of a subclass 571 student visa is that the student maintains “satisfactory course progress as defined by the education provider” (condition 8202). For students on a student visa at Seymour College, this is defined in our Course Progress and Attendance policy in the appendices of this handbook.

**The Boarding House**

The Seymour College Boarding House is a lively community of approximately 100 girls and the staff who care for them. Boarders at Seymour come from across South Australia, interstate and overseas, and the diversity of our student population is one of its many strengths.

Boarding at Seymour provides girls with unparalleled opportunities for academic success as well as sporting, cultural and leisure experiences. Both the College and the Boarding House promote intellectual, social, emotional and moral growth.

Seymour has embraced the principles of positive psychology to enhance student self-esteem, personal development and learning. Staff actively work with boarders to develop their empathy, compassion and resilience. They support all boarders to optimise their sense of wellbeing.

We offer a safe, happy, nurturing environment with an exceptional standard of care. Boarding gives students an invaluable experience of communal living. All residential students learn to live and work together in a setting that encourages a practical concern for others, and promotes the development of skills in organisation, cooperation and independence. It also fosters a strong work ethic and a commitment to the pursuit of personal excellence in academic work.

Boarding fees can be found at [www.seymour.sa.edu.au/international-students/fees/](http://www.seymour.sa.edu.au/international-students/fees/)
Homestay

Students also have the option of living in homestay. Homestay allows students and hosts to share and exchange experiences. By participating in Homestay you have the chance to join in the daily life and customs of Australians.

Students have the opportunity to participate in various activities with their hosts, such as outings, sports, hobbies, dining out, shopping and most importantly, learning English in everyday settings.

Seymour College continually works hard to ensure that international students are placed with families who best match the needs of each student with consideration given to preferred family type, dietary requirements, pets, children and student interests.

The cost of homestay is approximately AUD$275–$300 per week.

Communication with Parents

All of our staff are available to speak with parents over the phone, via Skype or communicate through email, as we are well aware that of the importance of keeping parents up to date when their daughter is away from home. The College will provide parents with reports on their daughter’s academic achievements at the end of each semester.

If a matter relating to the personal safety and social wellbeing of a student arises, the College will make contact with the parents or guardian to discuss the issue and an interpreter maybe used if required.

Parents are also able to keep track of assignments and College news through our online collaboration system called SOCS and via our newsletter, Seymour News, which is emailed to parents every fortnight. Boarding parents also receive Boarding News via email each Exeat weekend.

Student Conduct

It is important in maximising learning opportunities that:
• all teachers and students be allowed to work without undue interference;
• students be assisted in developing behaviour patterns which lead to self discipline; and
• all members of the College community understand the need to follow rules which define acceptable behaviour.

To ensure safety and security in the College, members of the College community should:
• be able to work and play without undue interference;
• treat each other with respect;
• value and protect your daughter and College property;
• try to understand and listen to each other and talk out problems;
• help each other; and
• develop and strengthen their trust in others.

These expectations will be:
• discussed in class and communicated to the whole College community;
• modelled by students and teachers with the purpose of developing positive self-esteem and emphasising fair and consistent behaviour; and
• practised by students and teachers to ensure that all feel happy and safe.

Support and Intervention

To achieve satisfactory course progress a student must achieve results which, projected as final Year 12 results, will achieve a SACE certificate.

Definitions

Student at risk: A student is “at risk” if she records a D, E and/or a 1 or 2 effort score in any subject.

Student under review: A student is “under review” if her current scores, projected as final Year 12 results, would fail to achieve the SACE certificate.

Student with unsatisfactory course progress: A student has “unsatisfactory course progress” if her current scores remain in the “under review” category over two consecutive assessment or review periods despite intervention.
At each reporting period, results will be scanned to identify any students at risk.

Assessment scores for any student at risk will be brought to the attention of the Director of Learning and Operations, who will examine the scores to check whether the student should be under review.

Between reporting periods, any teacher may express concern at the progress of a student to the Year Level Coordinator, who will investigate across other subjects to identify if there is reason to consider the student as under review.

The assessment results of a student under review will be checked at the next assessment period.

When a student is under review she will be interviewed by the Director of Learning and Operations (in conjunction with the Coordinator of International Students in the case of international students). At that meeting, a management plan to address the issues of concern will be developed. A management plan may include modification of the course of study, if this is appropriate.

If the risk is considered serious, the plan will be a written agreement indicating:

- expectations;
- consequences of failure to meet expectations;
- escalation of consequences as appropriate; and
- procedures for monitoring and communicating with students, parents and staff.

The student and the student's parents/guardians will receive a written copy of any written management plan.

Regular meetings with the Director of Learning and Operations during the period under review will signal continuing concerns, which will be communicated to parents as outlined by the management plan.

When it is determined that she has failed to meet course requirements the student will receive a formal letter from the Principal indicating failure to achieve satisfactory progress.

Under Standards 10 and 11 of the 2007 National Code of Practice, the College may need to counsel students and prepare individual strategies to improve attendance or course progress.

If the College needs to implement strategies for monitoring attendance and/or improving course progress under these Standards, parents will be kept informed. If a student's attendance or course progress does not improve to the required levels after intervention, the College is required to report the student to DIAC for failure to meet visa conditions.

Copies of the College's attendance and course progress requirements are available in the appendices of this handbook.

**Uniforms**

Seymour College students are proud to wear their uniforms and an expectation of students is that they will wear the correct uniform, and wear it well. No part of the College uniform is to be worn with casual clothes.

A detailed statement of uniform regulations can be obtained from our website or available for students on our online collaboration system called SOCS.

**Updating your Contact Details**

All students studying on a Student Visa are required to update the College of any changes of address and telephone numbers. Seymour College will then inform the Department of Immigration and Border Protection (DIBP). If DIBP cannot contact you, they may regard you as being illegal and cancel your student visa. Seymour College will seek contact details from the students, including address, phone number, and email address, every six months.

**Orientation**

On your first day, the International Student Coordinator will run an Orientation Program designed to help all new international students make a smooth transition to academic life at the Seymour College.
One to One Technology

At Seymour College, we are committed to preparing our students for leadership in an increasingly complex digital world and, as part of that, supporting the development of their skills of digital citizenship.

There is no doubt that 21st century learning is increasingly complex, global and networked, and our challenge as educators is to prepare students, using innovative solutions that provide personalised learning, wherever possible. With this in mind, the educational One to One initiative at Seymour College is designed to see students thrive in an information-rich world and, importantly, is focused on improving students’ ability to think critically.

We understand that access to contemporary technology for learning is a vital first step: access to digital information, tools and resources from anywhere, at any time, can lead to a learning process that is characterised by deeper engagement and understanding, and the employment of higher order critical thinking skills. Such an environment reflects the world our students inhabit: a world which integrates today’s digital tools, adapts to individual learners (their style, pace and interests) and encourages collaboration and teamwork.

Please see [www.seymour.sa.edu.au](http://www.seymour.sa.edu.au) for our 2015 Seymour College Technology Plan.

Enrolment Procedure

Seymour College is registered in the State of South Australia as Seymour College Inc in accordance with Section 3 of the Education Services for International Students (ESOS) Act of 2000 with the CRICOS Seymour College Code 00368A.

General Terms of Enrolment

The General terms of Enrolment can be found in the International Student Application form.

Entry Criteria

International students applying to Seymour College must undertake studies on a full-time basis, be academically qualified for the proposed course, have an acceptable level of proficiency in English, and have the financial ability to cover all expenses including return air fares and living costs and they must be of good health.

Academic Requirements

International students applying for enrolment at Seymour College are required to provide the following records showing satisfactory levels of academic achievement and English language skills appropriate to the registered courses being offered:

- copies of the student’s two most recent school reports;
- copies of AEAS test results (where available) or other English language tests; and
- details of the student’s extracurricular involvement.
Application Process

Enrolment applications may be lodged at any time and for any Year level, however, the best time for application is midyear for enrolment the following year and students are encouraged to enrol in Year 10 or earlier if wishing to complete secondary College studies.

Step 1

To proceed with an application International students are required to forward the following:

- a completed Application Form and Application Fee;
- copies of the student’s two most recent school reports;
- copies of AEAS test results (where available);
- photocopy or scanned copy of passport page with name, photo identification, passport number and expiry date; and
- details of the student’s extracurricular involvement.

An application for enrolment can only be processed when all of the above has been received by the Manager of Enrolments, Mrs Sally Penn, email enrolments@seymour.sa.edu.au

Step 2

Seymour College will assess the application and assessment procedures including evaluation of reports from previous schools and of English language proficiency. In cases where reports are not available or are inconclusive for any reason, the College may require relevant testing of the applicant before proceeding with the application.

Prior to offering a place at the College, applicants will be interviewed, either in person or by telephone/Skype. Having considered all records and any further information which may be requested, Seymour College’s Principal will make the final decision on the acceptance of any international students into the College.

Step 3

If a place in the College is available, the College will forward a Letter of Offer which includes Terms of Enrolment, Confidential Information form, Medical Information form, an Individual Needs form, invoices for payment of the Enrolment Fee (AU$150), and the first semester of Tuition and Boarding fees.

All written agreements and/or Letters of Offer comply with ESOS legislation in relation to pre-paid fees.

It is important at this stage that parents and students understand the following requirements and conditions as set out in this handbook:

- terms and conditions of enrolment;
- course entry requirements;
- course information, qualification and assessment practices;
- fees schedules and the fact that fees may change;
- refund policy;
- complaints and appeals policy;
- attendance and course progress policy;
- welfare and accommodation policy;
- grounds for deferring, suspending or cancelling enrolment;
- ESOS Framework;
- other information as required under 2007 National Code Standard 2;
- college location, facilities and resource;
- indicative costs of living;
- uniform; and
- One to One computing information.

Step 4

When a place is offered, please ensure the following documents are completed and signed by parents:

- Signed agreement that all policies and conditions have been understood and accepted;
- Completed medical information form. Please make sure parents understand it is very important for the College to have full details of any medical or psychological condition that requires medication or medical supervision, and any learning difficulties or special needs a student may have; and
- Completed data collection and confidential student information forms.
Step 5
Upon receipt of the required documents, signed by both parents, and the associated fees, the College will send you an electronic Confirmation of Enrolment Certificate (eCoE) which is required for your daughter’s application for a Student Visa.

Step 6
The student can now apply for a Student Visa with the appropriate Australian Immigration Office. For further details regarding visa requirements, please refer to the website of the Department of Immigration and Border Protection (DIBP): www.immi.gov.au

Step 7
Once the Student Visa has been approved, the student can begin to make arrangements to travel to Adelaide. Once the flight number and arrival date are known, the parents should send details to the Manager of Enrolments on spenn@seymour.sa.edu.au

Step 8
If you have requested to be picked up from the airport upon arrival in Adelaide, you will be greeted at the airport by either a Seymour College staff member or your host family.

Step 9
Day 1 at Seymour College. We will provide orientation for students on arrival. This information will include:
- college facilities and resources, including the Taylor Resource Centre;
- academic expectations;
- college timetable and routines;
- co-curricular options;
- support services available to the student;
- emergency and health services;
- key members of staff;
- complaints and appeals processes;
- Visa conditions relating to course progress and attendance;
- International Student health cover;
- transport services;
- legal services if needed; and
- information about accommodation and the requirement to stay in College approved accommodation arrangements.
The College will arrange for, or assist, the student to do the following after the student's arrival, as necessary:

• contact parents to confirm safe arrival;
• assist with uniform fitting;
• open a bank account;
• connect to a mobile phone service; and
• shop for any personal items.

**About International Student Health Cover**

The Department of Immigration and Border Protection (DIBP) requires all visa applicants to provide evidence of Overseas Student Health Cover (OSHC) for the proposed duration of their visa.

Accordingly, the College will arrange cover for all international students for the entire length of that student's course of study plus three months, as required by Commonwealth Government legislation. This levy must be paid in full prior to the College issuing the electronic Confirmation of Enrolment form required for the visa application.

The OSHC Levy paid prior to commencement is not refunded by the College. The responsibility for seeking any refund from the medical insurance authority lies with the student.

**Fees, Charges and Refund**

The current Fee Schedule for international students together with conditions relating to payment of fees is included in the Letter of Offer. It sets out the terms and conditions relating to the payment of fees.

A copy of the International Fee Schedule is available on our website. The College has a policy relating to refunds of fees and this is made available to students in this handbook.

**ESOS Framework – Providing Quality Education and Protecting Your Rights**

The Australian Government wants international students in Australia to have a safe, enjoyable and rewarding place to study. Australia's laws promote quality education and consumer protection for international students. These laws are known as the ESOS framework and they include the Education Services for International (ESOS) Act 2000 and the National Code 2007.
Protection for International Students

As an international student on a student visa, you must study with an education provider and in a course that can be found on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) at http://cricos.deewr.gov.au
CRICOS registration guarantees that the course, and the education provider at which you study, meet the high standards necessary for international students.

Please check carefully that the details of your course – including its location – match the information on CRICOS.

Your rights

The ESOS framework protects your rights, including:

• your right to sign a written agreement with Seymour College before, or as you pay fees, setting out the services to be provided, fees payable and information about refunds of tuition fee. You should keep a copy of your written agreement;
• your right to get the education you paid for. The ESOS framework includes consumer protection that will allow you to receive a refund, or to be placed in another course, if Seymour College is unable to teach your course; and
• your right to receive, before enrolling, current and accurate information about the courses, fees, modes of study and other information from Seymour College and/or Seymour College’s agent. If you are under 18, to ensure your safety, you will be granted visas only if there are arrangements in place for your accommodation, support and welfare.

The ESOS framework sets out the standards Australian education providers, offering education services to international students, must obey. These standards cover a range of information you have a right to know and services that must be offered, including:

• orientation and access to support services to help you study and adjust to life in Australia;
• who the contact officer or officers are for international students;
• when your enrolment can be deferred, suspended or cancelled;
• what Seymour College’s requirements are for satisfactory progress in the courses you study, and what support is available if you are not progressing well;
• if attendance will be monitored for your course; and
• a complaints and appeals process.

Standard 7 does not allow another education provider to enrol a student who wants to transfer to their course, but has not completed six months of the initial course of study you plan to undertake in Australia. If you want to transfer beforehand you need the provider’s permission. If you are under 18, to ensure your safety, you will be granted a visa only if there are arrangements in place for your accommodation, support and welfare.
Your responsibilities

As an international student on a student visa, you have responsibilities to:
- satisfy your student visa conditions;
- maintain your Overseas Student Health Cover (OSHC) for the period of your stay;
- meet the terms of the Written Agreement with Seymour College;
- inform Seymour College if you change your address and contact details;
- maintain satisfactory course progress;
- if attendance is recorded for your course, follow Seymour College’s attendance policy; and
- if you are under 18, maintain your approved accommodation, support and general welfare arrangements.

Department of Immigration and Border Protection (DIBP)

The Australian Government’s Department of Immigration and Border Protection provides comprehensive information about student visa requirements and the application process, as well as application document checklists to assist you with your application.


Department of Foreign Affairs and Trade

In addition to links from the DIBP website, the Department of Foreign Affairs and Trade website www.dfat.gov.au/embassies.html, has a comprehensive list of Australian Embassies, High Commissions, Consulates and Representative Offices around the world.

Living in Australia

Australia is one of the best places in the world to live while you learn. The standard of living is amongst the highest in the world, yet costs are competitive. Australia is a natural wonderland of beautiful beaches, crystal blue waters, amazing ancient rock formations and pristine rainforests. Australia is the sixth largest country in the world and has the lowest population density per square kilometre. It has 16 world heritage listed sites, with historic townships, bustling cities, vivid landscapes and exotic flora and fauna, all adding to its unique appeal. Much of Australia’s exotic flora and fauna cannot be found anywhere else in the world and the lifestyle is second to none.

The Australian Government, Department of Immigration and Citizenship Living in Australia web pages contain information and publications about life in Australia, and links to government settlement services including help learning English.
Adelaide, South Australia

Adelaide is a sophisticated, modern and affordable place to live, work and study. Adelaide has all the hallmarks of a major urban centre with modern and classical architecture, a bustling retail hub and a multi-cultural population.

Adelaide’s classical architecture spans along North Terrace. New Yorker magazine once called Adelaide “the last well planned metropolis on earth” – and newcomers will soon realise this. The city has wide streets and central squares ringed by 900 hectares of lush parklands. In every sense this layout sets the scene for modern-day life in Adelaide. Traffic is rarely congested, people are relaxed and friendly, the air is clean and the public transport system can take you to the city’s white, sandy beaches or the Adelaide Hills within half an hour. Adelaide is Australia’s learning city – perfect for International students.

Seymour College is only a 20 minute drive from the centre of Adelaide and 40 minutes by car from the Adelaide International Airport. Study Adelaide www.studyadelaide.com is a useful website for students considering studying in Adelaide.

What to Bring

Students are often surprised by how strict Australian Customs Services and quarantine can be. If you are in doubt about whether or not your goods are prohibited, declare it anyway on the Incoming Passenger Card which you will receive on the plane. Students have received on the spot fines for not declaring items.

Visit the Australian Quarantine and Inspection Service (AQIS) homepage www.aqis.gov.au

You must declare for inspection all food, plant material and animal products on arrival in Australia to ensure they are free of pests and diseases. Some products may require treatment to make them safe. Other items that pose pest and disease risks will be seized and destroyed by AQIS. You can dispose of high–risk items in quarantine bins in the airport terminal.

Baggage allowances flying into Australia will vary according to your carrier, flight class and country of origin. Please check with your carrier prior to departure. Economy passengers are generally permitted one piece of checked luggage (25kg) and 1 piece carry-on (7kg) for international flights, but only 20kg of checked luggage on domestic flights within Australia. This will significantly limit the amount of things you can bring.

Therefore, it is essential to think the Seymour College process through very carefully. You will be able to purchase most things upon arrival in Australia, but the price may be higher than in your own country.

If you are boarding please refer to the Boarder’s Handbook on what, and want not, to bring.

Adelaide’s Climate

Because of its Mediterranean climate, Adelaide has hot dry summers and wet cold winters. Be aware of the harshness of the sun in summer and always wear a hat, sunscreen and cover up, particularly in the middle of the day.

It does not snow in Adelaide, but it does get cold and wet in winter. Umbrellas and waterproof jackets are essential when you are out and about in the winter months.
Medical Facilities
Adelaide has high medical standards. The major public hospital nearby (20 minutes by car) is the Royal Adelaide Hospital
www.rah.sa.gov.au

Money
You will need to make sure you have enough funds to support you when you first arrive. It is recommended that you have
approximately AU$500 to AU$1000 available for the first two to three weeks to pay any initial purchases you might need.
You should bring most of this money as either Traveller’s cheques or on an international credit card. Traveller’s cheques
can be cashed at any bank or currency exchange in Australia. All money over $50.00 will be looked after by the College
Boarding House staff.

Please note that it is not safe to bring large sums of money with you. Lost credit cards or traveller’s cheques can be
replaced, but very few travel insurance companies will replace lost or stolen cash. Do not ask someone you have just met
to handle your cash for you or to take your cash to make payments for you. Not even someone who may indicate they are
studying at the same education institution. The Boarding House staff will assist you to open a bank account if required.

ATMs
Automatic Teller Machines are located everywhere (including the airport) and you can immediately withdraw cash from
your overseas bank account at ATMs displaying the Cirrus Logo (if your ATM card has international access). Check this
with your financial institution before leaving home.

Credit Cards
All major international credit cards are accepted in Australia, but you must remember that repayments to many of these
cards can only be made in the country where they were issued. Do not rely on being able to get a credit card once you
arrive in Australia because this is very difficult due to credit and identification laws.

Australian Laws

Alcohol

• People under the age of 18 are not permitted to consume alcohol in public. If you buy alcohol, or are given it at a licensed
premise, both you and the person selling are committing an offence.
• Some public areas are designated ‘Dry Zones’. This means drinking is not permitted in these areas other than inside
licensed establishments such as pubs or hotels.
• There are heavy penalties for people who drink and drive. The legal alcohol limit in South Australia is 0.05.

Harassment and Discrimination
Adelaide prides itself on being a multicultural and tolerant society. In Australia it is generally illegal to discriminate
against anyone based on gender, sexuality, marital status, pregnancy, race, physical or intellectual impairment or age.
Most educational institutions and many work places now have anti-discrimination policies in place.
COURSE PROGRESS AND ATTENDANCE POLICY

1. Course progress

To achieve satisfactory course progress a student must achieve results which, projected as final results, will achieve a SACE certificate.

a) Seymour College 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 semester of study.

d) To demonstrate satisfactory course progress, students will need to:
   i. compile drafts and assessment on time;
   ii. attend class;
   iii. achieve a satisfactory result in all subjects, a “C” or better.

e) If a student does not achieve a satisfactory result in a semester, the relevant Clan Guardian will advise the Head of School, who will formally contact the student’s parent(s) to advise that there will be a meeting with the student to develop an intervention strategy for academic improvement. This intervention strategy may include:
   i. after hours tutorial support;
   ii. subject tutorial support in class time;
   iii. mentoring;
   iv. additional ESL support;
   v. change of subject selection, or reducing course load (without affecting course duration);
   vi. Counselling – personal.

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 study period by the Coordinator of International Students and/or the Director of Learning and Operations, and records of student response to the strategy will be kept.
h) If the student does not sufficiently improve and fails to achieve satisfactory course progress by the end of the next study period, Seymour College will advise the student in writing of its intention to report the student for breach of visa condition 8202, and that she has 20 working days in which to access the College’s internal complaints and appeals process.

i) The school will notify the National ESOS Authority via PRISMS of the student’s failure to achieve 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 College.

2. **Completion within expected duration of study**

   a) As noted in 1.a., the College will monitor, record and assess the course progress of each student for the course in which the student is currently enrolled.

   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 likely to complete their course within the expected duration of the course.

   c) Where it is clear, the student will not be able to complete their course by the expected date, the College will only extend the duration of the student’s study in the case of:
      i. compassionate or compelling circumstances (see Definitions below); or
      ii. student participation in an intervention strategy as outlined in 1.e.

   d) Where the College decides to extend the duration of the student’s study, the College will report this change via PRISMS within fourteen days and/or issue a new COE (if required).

3. **Monitoring course attendance**

   a) Satisfactory course attendance is defined as attendance of 80% of scheduled course contact hours.

   b) Student attendance is:
      i. Checked and recorded daily for each lesson.
      ii. Assessed regularly.
      iii. Recorded and calculated over each study period.

   c) Late arrival at school will be recorded and will be included in attendance calculations.

   d) All absences from school will be included in absentee calculations and should be accompanied by a medical certificate, an explanatory communication from the student’s parents/guardian, or evidence that leave has been approved by the Principal/Head of School.

   e) Any absences longer than five consecutive days without approval will be investigated.

   f) Student attendance will be monitored by the International Student Coordinator over a study period to ensure that student attendance complies with student visa requirements (minimum 80% scheduled course contact hours).
g) Any period of exclusion from class will not be included in student attendance calculations.

h) Parents of students at risk of breaching the College’s attendance requirements will be contacted using, “The Letter of Intention to Report for Un satisfactory Attendance”. Students will be counselled and offered any necessary support when they fail to attend 90% of scheduled course contact hours in any study period.

i) If the student fails to meet attendance requirements for the study period, Seymour College will advise the student’s parents of the College’s intention to report the student for breach of visa condition 8202, and that the student has 20 working days in which to access the school’s internal complaints and appeals process.

j) The College will notify the National ESOS Authority via PRISMS of the student’s failure to achieve satisfactory course attendance 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 a decision for the school.

k) Students will not be reported for failing to meet the 80% threshold where the student produces documentary evidence clearly demonstrating compassionate or compelling circumstances. For example, medical illness supported by a medical certificate, or as per the Definition.

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. death or serious illness of close family members, such as parents or siblings.
   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 College 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.

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 College has scheduled course contact hours.

d) Study period – a discrete period of study within a course which cannot exceed 24 weeks. Seymour College defines a study period for the purposes of monitoring course attendance and progress as being one semester.
5. **Student Records**

   a) All student records are kept in relation to academic performance, pastoral care and homestay in an electronic or hard copy format. Hard copy information is kept in locked cabinets in a locked room with restricted access.

   b) The collection of student information is adhered to following the Seymour College Privacy Policy.
Deferral, Suspension and Cancellation of Enrolment Policy

1) If a student’s enrolment is deferred, suspended or cancelled, her visa status may be affected.

2) Students wishing to defer or temporarily suspend their enrolment from Seymour College may only do so when there are compelling or compassionate circumstances. Compelling or compassionate circumstances may include, but are not limited to:
   a) serious illness;
   b) serious illness or death of a family member necessitating a return to the student’s home country;
   c) serious injury;
   d) natural disaster.

The process to be followed:

   a) Students must submit a written request to defer or temporarily suspend their studies, together with documentary evidence verifying their situation (for example, a medical certificate), to the Manager of Enrolments.

   b) Seymour College will assess the application and make a decision within seven business days. Part of this review process will be the College informing parents of students under the age of 18, of any identified risk of cancellation of student enrolment.

   c) Seymour College will notify the student in writing of its intention to cancel or suspend their enrolment if applicable.

      i) If an international student’s application for deferral or suspension is approved, Seymour College will notify the Department of Immigration and Boarder Protection (DIBP).

      ii) A student whose application for deferral or suspension is refused may appeal the decision in accordance with the Complaints and Appeals Procedure.

3) Suspension or cancellation of enrolment by Seymour College

   a) Seymour College has the right to cancel or suspend a student’s enrolment in the following circumstances:

      i) if a student submits fraudulent documents to gain admission to Seymour College;

      ii) if a student does not maintain satisfactory course progress in accordance with the Course Progress Policy Guideline for international students;
Complaints and Appeals Policy

The purpose of Seymour College’s Complaints and Appeals Policy is to provide a student or parent(s)/legal guardian with the opportunity to access procedures to facilitate the resolution of a dispute or complaint. These internal procedures are a conciliatory and non-legal process.

- In the first instance, Seymour College requests there is an attempt to informally resolve the issue. If this is unsatisfactory or does not result in a resolution of the matter, Seymour College’s internal formal complaints handling procedure will be followed.

- The process of this grievance procedure is confidential and any complaints are a matter between the parties concerned and those directly involved in the complaints handling process.

- If the student or parent(s)/legal guardian remains dissatisfied with the outcome, Seymour College will advise of access to an independent external appeals process.

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

- For conditions which apply to handling of a complaint or appeal arising from the College’s suspension or cancellation of a student’s studies, please see Seymour College’s Deferment, Suspension and Cancellation Policy.

1. Students

   (a) Students should contact the International Student Coordinator, Head of School or Head of Boarding in the first instance to attempt mediation/informal resolution of the complaint.

   (b) If the matter cannot be resolved through mediation, the matter will be referred to the Principal.

   (c) At this point, the student should notify the College in writing of the nature and details of the complaint.

   (d) Each complainant has the opportunity to present her case to the Principal. Students may be accompanied by a support person.
(e) The formal complaints process will commence within 10 working days of the lodgement of the complaint with the Principal.

(f) Once the Principal has come to a decision regarding the complaint, the student will be informed in writing of the outcome and the reasons for the outcome.

(g) If the complaints procedure finds in favour of the student, Seymour College will immediately implement the decision and any corrective and preventative action required.

(h) 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.

(i) Seymour College undertakes to finalise all grievance procedures within 15 working days.

(j) For the duration of the appeals process, the student is required to maintain enrolment and attendance at all classes as normal.

2. **Parent(s)/Legal guardians**

(a) Parent(s)/legal guardians should contact the International Student Coordinator, Head of School or Head of Boarding in the first instance to attempt mediation/informal resolution of the complaint.

(b) If the matter cannot be resolved through mediation, it will be referred to the Principal.

(c) At this point, parent(s)/legal guardians must notify the College in writing of the nature and details of the complaint.

(d) Each complainant has the opportunity to present their case to the Principal. Parent(s)/legal guardians may be accompanied by a support person.

(e) Seymour College’s internal formal complaints process will commence within 10 working days of the lodgement of the complaint with the Principal.

(f) Once the Principal has come to a decision regarding the complaint, the parent(s)/legal guardian will be informed in writing of the outcome and the reasons for the outcome.

(g) If the complaints procedure finds in favour of the parent(s)/legal guardian, Seymour College will immediately implement the decision and any corrective and preventative action required.
(h) If the complaints procedure does not find in favour of the parent(s)/legal guardian, or the parent(s)/legal guardian is dissatisfied with the result of the complaints procedure, Seymour College will advise of the external complaints and appeals process available to them at minimal or no cost.

(i) Seymour College undertakes to finalise all grievance procedures within 15 working days.

3. Definitions

(a) Working Day: any day other than a Saturday, Sunday or public holiday during term time.

(b) Student: a student enrolled at Seymour College

(c) Support person: a friend/teacher/relative not involved in the grievance (lawyers and/or education agents are not acceptable support persons at this stage of the complaints handling process).

Examples of external appeals bodies

- Institute of Arbitrators and Mediators of Australia (IAMA) at http://www.iama.org.au
- Ombudsman in each state and territory
- Migration Review Tribunal
iii) if a student does not maintain satisfactory attendance in accordance with the Attendance Policy Guideline for international students;

iv) if the student behaves in a way which could potentially bring the College into disrepute;

v) if a student behaves in a way that is a threat to their own health and safety and/or a threat to the health and safety of another student or staff member;

vi) if the student has received two formal warnings from the College for disobeying College rules.

b) A formal warning will be issued if a student:
   
   i) disobeys any College rules;
   
   ii) knowingly engages in material plagiarism, cheating or academic misconduct;
   
   iii) engages in any form of harassment (racial, sexual or verbal) or bullying towards another student or staff member; misuses or willfully damages College facilities, equipment or property.

   c) Seymour College will notify the student in writing of its intention to suspend or cancel their enrolment.

   d) A student who is informed of the intention of the College to suspend or cancel the enrolment, may appeal the decision in accordance with the Complaints and Appeals Procedure.
Accommodation and Welfare Policy

1) Students studying with Seymour College have 4 accommodation options:
   a) Live with parent/guardian or DIBP approved relative (no welfare responsibility by the College);
   b) Seymour College Boarding House;
   c) Seymour College approved Homestay;
   d) Australian Homestay Network for boarder’s vacation and exeat periods only.

2) Living with parent/guardian or DIBP approved relative
   a) At the time of enrolment, all international students are required to provide the College with details of their nominated Parent/Legal Guardian. The appointment of the nominated relative is the responsibility of the student’s parents but must meet the following criteria.
      ii) DIBP requires their guardian to be over 21 years old, an eligible relative and of good character.

   b) In the case of a student living with an approved relative/guardian as defined by DIBP a Confirmation of Appropriate Accommodation and Welfare form (CAAW) is not required as the College is not responsible for the student’s welfare. If the school has any concerns about the welfare of a student it will contact the parents/guardians in the first instance. If the College believes the student is in some kind of danger it will contact DIBP as a matter of urgency.

   c) Where the parent/s of a student has been granted a Guardian Visa (or similar) for the purpose of caring for a student attending the College as a day student, the following visa conditions apply:
      i) It is essential that the parent or nominated guardian:
         • resides with that student at all times;
         • must hold an appropriate visa enabling them to remain in Australia until the student is 18 years of age;
         • provides the College with a copy of the parent’s passport photo and visa page prior

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to the student commencing;
• advises the College of the student’s and the parent’s residential details, phone and email prior to the student commencing and thereafter within seven days of any change in these details.

ii) Parents/guardians are not permitted to depart Australia without the student for who they are the guardian unless they have provided the department evidence that:
• There are compassionate or compelling circumstances to leave the country, and
• Alternative arrangements have been made for the student's accommodation, general welfare and support until the parent/guardian’s return, that fit within the rules provided by DIBP. Note that if the student is less than 18 years, the alternative arrangements must be approved by the education provider subject to DIBP conditions. In ther situation the International Student Coordinator must be notified.

3) Seymour College Boarding House

a) The College offers International students, who will not be residing with a parent during their enrolment at the College, the option to attend the College as full-time boarders.

b) In this instance, the College will provide a letter confirming approval of appropriate accommodation and welfare (CAAW letter) with the Confirmation of Enrolment created in PRISMS. Students may not enter the country prior to the starting date of the approved welfare arrangements.

c) Boarding students must return home during each holiday period or alternatively stay in homestay accommodation locally approved by the College and provided by AHN.

4) Seymour College Homestay

a) In accordance with the Seymour College’s Host Family Application all adults residing with an International student (i.e. homestay family members) are required to provide the College with a current Police Check.

b) The Manager of International Enrolments:
   i) checks suitability of accommodation and support (site visit) and monitors families and general welfare arrangements;
   ii) selects families and ensures families can provide a stable environment for the duration of the student’s homestay period;
   iii) has agreements with homestay families for arrangements about providing accommodation services;
   iv) provides an orientation program for families new to provision of homestay services.

c) Seymour College accepts responsibility for the welfare of these students, even whilst placed in homestay as per the CAAW letter signed by Seymour College.

d) Any concerns regarding homestay should be first addressed to the Manager of International
Enrolments
i) concerns will be immediately investigated by the Manager of International Enrolments and addressed with improvements / action implemented.

c) The following home stay guidelines and expectations are provided for intending families:
i) each student is to have their own room, bed, desk;
ii) students are not to share rooms with host family members and sharing, arrangements will only be provided if the parents of the student(s) so request;
iii) the home must be clean and comfortable and the home stay hosts / guardians must reside at the premises at all times;
iv) students are to be given a key to the home or arrangements made so that the student can gain access to the home at reasonable times;
v) there must be adequate lighting for study purposes;
vi) there must be heating in winter and some means of cooling in summer;
vii) there must be access to shared bathroom, with reasonable time allowed for showers;
viii) there must be access to kitchen and laundry facilities or must provide all meals and laundry;
ix) there must be use permitted of the shared living areas of the home;
x) in most instances, the Homestay Host is to provide 2 meals a day on weekdays and recess and lunch for the school day. Three meals should be provided on weekends/non school days and, in providing meals, the Homestay Host must be aware of and take account of cultural differences;
xi) house rules are to be discussed and explained to the Student, (including friends visiting, use of phone and incoming calls, cleaning of room or other household tasks, meal times and rules for behaviour, manners and courtesy);
xii) use of telephone and/or computer / internet facilities are to be at students own expense;
xiii) personal items and insurance is at the Student's own risk;
xiv) there being reasonable insurance cover by the Homestay Host in respect of the Homestay Premises;
xv) students may change Homestay premises only in certain circumstances. Examples might include:
  • if there is a medical reason to do so;
  • a request from parents of the Student; or
  • the placement in the particular Homestay premises is not compatible, in the reasonable opinion of the student or homestay family.

f) Homestay costs are paid directly to the homestay family.

g) If the College has signed a CAAW letter for responsibility of the student, the College will
monitor arrangements and seek feedback from students/parents/guardians. There is to ensure they were happy and that their homestay host provided care and service which meets the expectations of their family and the College.

h) Legislation requires that students notify Seymour College of their address, phone and email prior to commencement and within 7 days of any changes when enrolled. Any changes to homestay arrangements must be approved by the Manager of International Enrolments before the changes take place. If necessary, the Manager International Enrolments will help the student find appropriate alternative accommodation.

i) If a student changes her accommodation arrangements without the approval of the School, or she refuses to move to appropriate accommodation if her current situation is deemed inappropriate, the College will first contact the parent/guardian and then a report may be made to DIBP outlining the fact that Seymour College no longer approves of the student’s arrangements/ Such a report can lead to the cancellation of a student's enrolment as per Standard 13 of the National Code and DIBP visa conditions.

5) Australian Homestay Network Accommodation Arrangements

a) Seymour College has appointed Australian Homestay Network (AHN) to provide homestay services on behalf of the college for boarders during exeat weekends and vacations.

b) The college is satisfied AHN:
   i) checks suitability of accommodation and support (site visit) and monitors families and general welfare arrangements;
   ii) selects families and ensures families can provide a stable environment for the duration of the student’s homestay period;
   iii) has agreements with homestay families for arrangements about providing accommodation services;
   iv) provides orientation program for families new to provision of homestay services.

c) Fees and charges for these services can be discussed with the Manager of International Enrolments.

d) Seymour College accepts responsibility for the welfare of these students, even whilst placed in AHN arranged homestay as per the CAAW letter signed by Seymour College.

e) Any concerns regarding homestay should be first addressed to the Manager of International Enrolments.
   i) Concerns will be immediately investigated by the Manager of International Enrolments and addressed with improvements/action implemented.
f) Boarding students requiring vacation home stay must ensure a request is be made in writing by the Parent/s or guardian to the Director of Boarding no later than the start of Week seven of the term before the service is required.

6) Termination, Suspension or Cancellation of Enrolment
   a) In the case of termination, suspension or cancellation of enrolment, the student must reside in the Seymour College Boarding House, an approved homestay or parent/guardian until the enrolment status of the student is finalised.
      i) When a student enrolment is terminated, suspend or cancelled, Seymour College will notify the parent or approved relative, the Homestay and the Welfare Guardian, in writing of their revised enrolment status. Seymour College/AHN will maintain on going contact with these parties, including visits to the homestay, to ensure that the conditions of Standard 5 of the National Code are being met;

      ii) If during their revised enrolment status period, a student elects to reside with their parent or approved relative in Australia, the parent or approved relative must collect the student from the Seymour College campus, provide written details of residential address while living in Australia, and agree to meet with a Seymour College staff member in the residence at prescribed intervals until the enrolment status of the student is finalised.

Key Contacts
Manager of Enrolments
Mrs Sally Penn
t: +61 8 8303 9000
e: sjpenn@seymour.sa.edu.au

International Student Coordinator
Ms Shirley de Vries
t: +61 8 8303 9192
e: sdevries@seymour.sa.edu.au

Director of Boarding
Miss Caroline Hodges
t: +61 8 8303 9051
e: chodges@seymour.sa.edu.au
Transfer Between Registered Providers

1) International 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. However, if a student is under 18 years of age, the application must be supported with:
   a) written evidence that the student’s parent(s)/legal guardian supports the transfer;
   b) written confirmation that the new provider will accept responsibility for approving the student’s accommodation, support, and general welfare arrangements where the student is not living with a parent / legal guardian or a suitable nominated relative;
   c) evidence that the student is always in DIBP approved welfare and accommodation arrangements.

3) Seymour College will only provide a letter of release to students in the first six months of their principal course in the following circumstances:
   a) the student has changed welfare and accommodation arrangements and is no longer within a reasonable travelling time of the College;
   b) it has been agreed by the College the student would be better placed in a course that is not available at Seymour College.

4) Seymour College will NOT provide a letter of release to students in the first six months of their principal course in the following circumstances:
   a) the student’s progress is likely to be academically disadvantaged;
   b) Seymour College is concerned that the student’s application to transfer is a consequence of the adverse influence of another party.
c) the student has not had sufficient time to settle into a new environment in order to make an informed decision about transfer;

d) the student has not accessed school support services which may assist with making adjustments to a new environment, including academic and personal counselling services.

5) In order to apply for a letter of release, all students must first have a letter of offer from the receiving provider.

6) Applications to transfer to another registered provider may have visa implications. The student is advised to contact the Department of Immigration and Citizenship office as soon as possible to discuss any implications.

7) It is a requirement under South Australian legislation that letters of release, whether provided by this College or by another registered provider, give information about whether the student has demonstrated a commitment to studies during the course, had a good attendance record for the course, and paid all fees for the course.

8) All applications for transfer will be considered within 7 working days, and the applicant will be notified of the decision.

9) Students whose request for transfer has been refused may appeal the decision in accordance with the Seymour College Complaints and Appeals Procedures.
COLLEGE REFUND POLICY

1. This refund policy applies to tuition and boarding fees only.

2. The application fee is non-refundable.

3. Course monies which are not related to tuition will be refunded on a pro rata basis.

4. Fees are payable 6 monthly in advance.

5. All notifications of withdrawal from the College or Boarding House must be made in writing to the Principal of Seymour College.

6. Notification of withdrawal after commencement of the course requires one term’s notice, otherwise, a term’s fees in lieu of notice will be charged. This includes withdrawal from the Boarding House.

7. All fees must be paid in Australian dollars. Refunds will be reimbursed in Australian dollars and the payment sent to the applicant’s home country unless otherwise requested. Refunds will be paid to the person who enters into the written agreement.

8. The College will refund within 28 days all tuition and boarding fees paid where the student produces evidence that the application made by the student for a student visa has been rejected by the Australian immigration authorities.

9. The College will refund within 28 days of the receipt of written notification of cancellation of the enrolment by the student (or parent/legal guardian if the student is under 18) tuition and boarding fees paid by, or on behalf of, the student less the amounts to be retained as agreed and detailed below:

   (a) if written notice is received up to 4 weeks prior to commencement of the course, the College will be entitled to retain an administration fee of AU$200.00

   (b) if written notice is received less than 4 weeks prior to commencement of the course 70% of the tuition and boarding fees will be refunded.

   (c) if written notice is received after the commencement date and before the end of the first term of the student’s course, one term’s course and boarding fees will be refunded.
10. If the student changes visa status (e.g. becomes a temporary or permanent resident) she will continue to pay full overseas student’s fees for the duration of that year.

11. Where a student’s enrolment is cancelled for any of the following reasons, a cancellation fee of 100% of the current semester fee is applicable:
   (a) failure to maintain satisfactory course progress (visa condition 8202);
   (b) failure to maintain satisfactory attendance (visa condition 8202);
   (c) failure to maintain approved welfare and accommodation arrangements (visa condition 8532);
   (d) failure to pay course fees;
   (e) any behaviour identified as resulting in enrolment cancellation in Seymour College’s Relationships Policy and other policies.

12. Any default by the College will be covered by the provisions of the ESOS Act 2000 and the ESOS regulations 2001 (as amended). These include:
   (a) if for any reason the College is unable to offer a course, a full refund of fees paid will be made within 14 days of notification or course cancellation;
   (b) if for any reason the College is unable to continue offering a course after commencement, a full refund of fees paid will be made within 14 days of notification of course cancellation.

13. 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.
Seymour inspires within each student a passion for life-long learning, a celebration of community and a quest for personal excellence.