St Catherine's School

— EST. 1896 —

Business Practices 2027 – International Students

St Catherine's School operates on a not for profit basis, with all funds generated reinvested back into educational programs, resources and facilities.

The Business Practices outline the fees and charges of St Catherine's School. The tuition fees are approved annually by the School Council.

On enrolment of a student, the parent(s)/guardian(s) acknowledge that they have read and understood and agree to be bound by the legal requirements of the Business Practices, including when they are amended from time to time. Parent(s)/guardian(s) acknowledge that they will be bound by the policies, rules and procedures of the School as introduced from time to time.

Copies of the Business Practices, and any other relevant School policy documents are available on the School website www.stcatherines.net.au.

For questions regarding the Business Practices or financial information on your School account, please contact businessgroup@stcatherines.net.au.

All fees and charges referred to in this document are in **$AUD**.

Application for Enrolment

Applications for enrolment to all year levels of the School from Early Learning Centre to Year 12, must be made on the School's official Application for Enrolment Form and must be addressed to the Registrar.

While an application is a pre-requisite for admission, it does not guarantee admission to the School and the School reserves the right to offer a place to any girl, irrespective of the date of the application.

Application Fee

An Application Fee of $275 (non-refundable), a copy of the student's Birth Certificate, Passport, Visa and a copy of the AEAS English Report (if applicable) must accompany the Application for Enrolment Form.

Enrolment Agreement and Official School Policies

The person(s) signing the Enrolment Contract is/are completing an agreement to abide by the policies and Business Practices of the School, including those set out in this document and in other official School documents as amended from time to time.

Compliance with all policies and Business Practices is required in order for a student to remain enrolled. The undertakings made by the signatories are reflected in these Business Practices.

Notification of Address

It is the responsibility of the parent(s)/guardians(s) to notify the School of any changes of address or contact information. The School must be able to contact parents in an emergency or, in the case of applications, to advise of an interview time. Inability to contact applicants may lead to the loss of the offer for a place at the School.

Privacy Policy

Information provided to the School will be treated in accordance with the School's Privacy Policy – a copy of which is available on the School website www.stcatherines.net.au. Information provided may also be provided to the relevant Commonwealth and State Government agencies.

Entrance Fee and Holding Deposit

(a) A non-refundable Entrance Fee of $1,800 (ELC to Year 10) or $2,000 (Years 11 & 12) is payable for all students entering the School. Upon receipt of formal advice that a place has been offered to a student, the payment of the Entrance Fee is required by the date specified in the Letter of Offer and Enrolment Agreement. Where multiple siblings from one family are current students at the same time, a maximum total Entrance Fee of $2,500 will apply.

In the instance of non-payment of an Entrance Fee by the date specified in the Letter of Offer, the Offer will expire. The School cannot guarantee entry into the School for any prospective future student(s), where an Offer has expired.

Students admitted during the School year will, in addition to the payment of the Entrance Fee, pay the relevant term's Tuition Fee prior to attendance at St Catherine's School.

(b) In addition to the Entrance Fee, a Holding Deposit of $5,000 is payable for all new international students. Holding Deposit is payable at the time of accepting an offer of a place and provides confirmation of intention to commence at the School on the agreed date. When a student commences at the beginning of the School year, the Holding Deposit will be credited against Term 2 fees in the year of entry. Where a student commences part way through a school year, the Holding Deposit will be credited towards the second tuition fee instalment following commencement. The Holding Deposit is non-refundable and non-transferable to other year levels should the student not commence at the School or the family choose to defer commencement.

Concessional Entrance Fee

A non-refundable concessional Entrance Fee of $1,000 is payable for a student enrolling for two terms or less. If the enrolment exceeds two terms the applicable full Entrance Fee, as indicated above, is payable.

Non-acceptance of Offered Place

The Entrance Fee will not be refunded if a student, who has accepted a place at the School, subsequently withdraws.

Payment of Entrance Fee and Holding Deposit

Entrance Fee and Holding Deposit(s) are payable when accepting offer.

Payment of School Fees

Communications Addressed to Both Parents

All communications relating to the payment of School Fee Accounts will be directed to the signatories on the Enrolment Contract via email, unless otherwise requested in writing by the signatories.

Responsibility for Payment of Fees

The person(s) signing the Enrolment Contract accepts formal responsibility for the payment of all fees and charges incurred on behalf of the student(s).

Notification of changes relating to this responsibility for payment of fees must be made to the Director of Business in writing and signed by the person(s) taking legal responsibility.

It is the responsibility of the family to provide the School with adequate and timely information relating to the status of their daughter's visa. Any change to a student's visa type must be forwarded in writing to the Business Office as soon as is practicable. Due to Government reporting and funding requirements, any implications that a change in visa type may have on the calculation of School Fees, will apply from the next scheduled invoice.

Failure to pay any fees and charges can be referred to the Department of Home Affairs and may result in the cancellation of an international student visa.

Tuition/Boarding Fees are set as an annual charge and are payable in two equal instalments.

Fees for all students are billed one semester in advance, with sundry charges being billed in arrears. All fees and charges are payable 14 days from the date of issue of invoices.

Sundry Deposit

A sundry deposit is required towards incidental costs (sundry charges), and if a boarder, towards personal expenses incurred by your daughter during the year. This amount is credited to your account and costs are deducted as they occur. The deposit is $2,000 and payable in two instalments:

$1,000	to be paid in November (additional to Semester 1 Fees invoice total)
$1,000	to be paid in April (additional to Semester 2 Fees invoice total)

Credit Practice

The School is not a credit provider, and settlement of accounts must be made strictly in accordance with the terms of payment. Parents who require credit for the payment of School accounts should make their own arrangements and contact their bank or credit provider.

Parent Portal

Parents can access and pay their School account by logging into *mystcatherines*.

Method of Payment of Fees

Payment of School Fees may be made by one of the following means:

- EFT Transfer
- Debit/Credit Card (Visa, MasterCard and AMEX)
- BPAY
- Direct Debit

Please note the school will not accept cash payments on school premises however cash can be banked directly into the School's Bank Account.

Payment Arrangements

1. Full Year in Advance

A pre-payment discount of 1.5% of Tuition Fees will be applied to payments of the full year's fees. To receive the discount, payment in advance must be received in full by 16 November 2026. Payment received after 16 November 2026 will not be eligible for the 1.5% discount. Sundry charges must be paid in full each term. Fees must be paid in full by the date specified, with the discount being credited to the family's School Fee account.

2. Payment of Two Equal Instalments

Fees are invoiced biannually: in October of the prior year and April of the current year.

3. Monthly Payments

Fees may be paid monthly. To apply for this payment method, the following guidelines must be followed:

- Signed Monthly Payment Arrangement Form returned to the Business Office by 16 November 2026.
- Payment by **Direct Debit only**. An Authority to Debit Form must be signed and returned to the Business Office before commencement.
- Payment will occur over ten (10) monthly instalments on the 16th day of each of the following months: December, January, February, March, April, May, June, July, August and September.

Forms are available from the Business Office.

Unpaid or Overdue Fees

The School Principal and Director of Business are authorised by the School Council to take action as deemed necessary, including civil proceedings, to recover unpaid fees or charges, including interest and recovery costs. Written notice of this impending action will be given to the parent(s)/guardian(s) concerned.

Fees paid are not refundable. Fees paid, or payable, in respect of any period of non-attendance by a student, for whatever reason, will not be applied against payment of any other fees or charges, including any Withdrawal Fee which may also apply.

The School's refund policy in relation to international students is in accordance with the relevant sections of the Education Services for Overseas Students (ESOS) Act 2000. Reference should be made to that document for a detailed explanation of all matters contained in this policy statement. For further information on the ESOS Act can be accessed at *https://internationaleducation.gov.au/Regulatory-information/Pages/National-Code-2018-Factsheets-.aspx*

The School deems that at the time of completing the Application Form and further at the time of accepting a position of enrolment at the School, a student has entered into a written Agreement with the School. Part of the obligations associated with this Agreement is that the student will abide by the Business Practices.

Optional Co-Curricular and Trips

All School fees and charges must be up to date prior to a student participation in a School authorised trip, exchange or extra-curricular activity (domestic or international). Any unpaid School fees or charges may result in the cancellation of the event for the student.

Regularity of Payments and Continuity of Enrolment

The School reserves the right to refuse to allow a student to either commence a new Term, or to remain at the School while any fees or charges remain unpaid.

The School may impose a requirement to prepay tuition fees of up to 2 years prior to the commencement of a new School year in the event of significant non-compliance with the School's fee collection policy.

Fees for Late or Dishonored Payments

A late fee payment of $200 per student will be charged to payments made after 14 days from the date of issue of the invoice, with a further late fee payment of $200 per student for each additional 14 days in which the invoiced amount remains unpaid beyond that time.

Any Debit/Credit Card, or other payment which is declined by the bank for any reason will incur an administrative fee of $100.

Family Fee Concession

Families with two or more children currently attending the School, are eligible to receive a Tuition Fee reduction as follows:

7.5% for the second child
10% for the third child
15% for the fourth and additional children

The Family Fee concession is applied on the basis of the youngest to the oldest child. If any children in a family receive a scholarship or other concession, then the Family Fee Concession will not apply.

Refund Policy

Fees paid are not refundable. Fees paid, or payable, in respect of any period of non-attendance by a student, for whatever reason, will not be applied against payment of any other fees or charges, including any Withdrawal Fee which may also apply. See also Page 10 for further specific International Refund policy details.

Withdrawal of Student

At least one term's notice in advance, in writing, to the Principal, is required prior to the withdrawal of a student or the change in status from boarding to day student. In the absence of a term's notice, a term's Tuition Fee and Boarding Fee (as applicable) will be charged.

Leave of Absence

Temporary Leave of Absence of a student for a term or more must have the prior approval of the Principal. A Leave of Absence will only be granted where the family has indicated an intention for the student to resume attendance at a nominated future date. For Leave of Absence of one term or less, full Tuition Fees will apply.

Leave of Absence beyond one term requires a Holding Fee of one Term's Fees to retain a student's place upon return to the School. The Term's Fees will be credited to a student's School Fee Account upon return to the School. Holding Fees paid are not refundable if the student does not return to the School within the agreed timeframe.

Withdrawal of a Student by the School

The School through the Principal, or otherwise, may in its absolute discretion discipline a student (including suspending the student) or terminate the right of a student to attend the School, and in either case is not required to provide any notice, or its reason for doing so.

Parent(s)/guardian(s) hereby release the School from any claims which they might otherwise have as a result of the School acting under this provision and will indemnify it against any claims brought by the students as a result of it doing so.

If the School withdraws the right of a student to attend the School, the parent(s)/guardian(s) shall only be liable for all School Fees and charges applicable up to the date on which the student's enrolment at the School was terminated.

School Tuition and Boarding Fees remain payable during any temporary withdrawal or suspension of a student from the School.

Personal Information

Provision of Information

Parent(s)/guardian(s) must inform the School of any medical conditions (both physical or mental health related) or special needs including any diseases, allergies, or restrictions on physical activity that the student has, and must update the School if there is any change to any such conditions or the development of a new condition.

Parent(s)/guardian(s) release the School from any liability arising from the failure to provide such information.

Parent(s)/guardian(s) must provide Immunisation Certificates prior to commencement.

Students with infectious diseases or conditions that require exclusion from the School must not attend School for the required periods as outlined under Health Regulations.

Medical Treatment

In an emergency the School may arrange for a student to undergo medical treatment for an illness or injury without prior notification of parent(s)/guardian(s). Parent(s)/guardian(s) release the School from any liability arising from it arranging such treatment and will bear all costs associated with such treatment.

Insurance Cover

Responsibility of Parent(s)/Guardian(s)

The School does not provide insurance cover for loss of student personal property (eg computers, mobile phones and cameras), student personal accident/ illness, ambulance and/or fees reimbursement through absence.

It is strongly recommended that parent(s)/guardian(s) consider the provision of their own insurance cover for these risks.

Responsibility of the School

The School provides travel insurance and public liability policies for personal accident and property insurance cover for all students taking part in official School curricular and co-curricular activities, excursions or exchanges, either intrastate, interstate or overseas.

The Finance Manager can provide further information about the extent and nature of the School's insurance cover and parents are advised to consider taking out additional cover if they so wish.

Schedule of Tuition and Boarding Fees for International Students 2027

Tuition Fees

JUNIOR SCHOOL	PER SEMESTER	PER ANNUM
Preparatory	$22,590	$45,180
Years 1 and 2	$22,590	$45,180
Years 3 and 4	$26,390	$52,780
Years 5 and 6	$27,515	$55,030
SENIOR SCHOOL	**PER SEMESTER**	**PER ANNUM**
Years 7 and 8	$31,180	$62,360
Year 9	$32,000	$64,000
Years 10, 11 and 12	$32,760	$65,520

**The School operates on a not for profit basis and a proportion of the fees charged may be used to support the operation of the Early Learning Centre.*

Boarding Fees

BOARDING FEES	PER SEMESTER	PER ANNUM
Years 7-12	$19,930	$39,860

Payment Terms and Conditions

Fees will be invoiced as follows:

SEMESTER	BILLING DATE	DUE AND PAYABLE
Semester 1 2027	26 October 2026	16 November 2026
Semester 2 2027	30 April 2027	14 May 2027

Composite Fee

In addition to the approved Tuition and Boarding Fees, the following composite fee charges will apply. The Composite Fee is calculated for each individual year level and is applicable from Prep to Year 12. It reflects the compulsory costs specific to that year level. In the event a compulsory camp, excursion or trip which forms part of the Composite Fee is unable to proceed, the relevant portion of the respective year level Composite Fee will be credited in full to your School account. If parents wish to pay a full year's tuition in advance, or by monthly instalments, the Composite Fee can be included in the calculations to determine total payment (please note it does not attract the 1.5% pre-payment discount). The Composite Fee does not include student-elected activities such as Rowing, Instrumental Music Tuition, Snowsports and is billed evenly over four instalments.

YEAR LEVEL	PER SEMESTER	PER ANNUM
Preparatory	$595	$1,190
Year 1	$710	$1,420
Year 2	$710	$1,420
Year 3	$937.50	$1,875
Year 4	$937.50	$1,875
Year 5	$1,662.50	$3,325
Year 6	$2,295	$4,590
Year 7	$2,040	$4,080
Year 8	$2,820	$5,640
Year 9	$3,495	$6,990
Year 10	$1,287.50	$2,575
Year 11	$880	$1,760
Year 12	$1,475	$2,950

Record Keeping

St Catherine's School will keep a detailed records and copies of all communication including application records, Conditional Letter of Offer and Written Agreements, and payment receipts provided in the school's database. The School will review the student and family information 6 monthly to confirm that all details of the student and family are current and correct. Information reviewed will be:

- Current residential address
- Phone and email contact details of the parents (and student if required)
- Any accommodation and welfare arrangements
- Passport and Visa documents

This process along with all PRISMs record keeping requirements will be undertaken through the Admissions Office and communicated through to the Registrar for updating in the database.

All original enrolment records, including electronic and hard copies will be kept for a minimum of 7 years (with a summary of the information kept indefinitely on the database).

All departure/exit record will be destroyed 25 years from the student's date of birth. Specific details regarding the retention and destroying for data at St Catherine's School can be found in the whole school data retention policy.

Timelines relating to the retention of records are taken from the 'Records Retention and Disposal Schedule for Non-Government Schools' released by the Australian Society of Archivists Inc.

International Education Agents

St Catherine's School (STC) welcomes the use of Agencies when families are sourcing education in Australia and will work with authorised agents when required. STC will not outsource any enrolment duties to any other institution and will process all Confirmation of enrolment (CoE) and Confirmation of Appropriate Accommodation and Welfare arrangements (CAAW) documentation in PRISMs through the STC Admissions department.

Agent applications will only be accepted if the agent maintains ethical and honest processes and is working in the best interest of the student. All agency activities must, at all times, maintain confidentiality, transparency and act in good faith at all times.

STC will not engage with or will cease to engage with an agent if it becomes aware that:

- There is a conflict of interest such as:
  - Double charging of fees to the student's family and the school
  - Financial interest in the arrangement by the agent
  - Personal relationships between an agent and employee of the school
- The agent does not have the appropriate knowledge and understanding for the Australian international education and training agent code of ethics.
- Misleading advice has been provided to the student, the student's family or the school
- Dishonest recruitment practices have been engaged in or previously engaged in
- The agent is found to be creating CoE's in PRISMS for non-bona fide students or facilitating enrolments knowing there will be non-compliance of visa conditions.

Agents are expected to communicate in the first instance directly with the Registrar and provide all requested paperwork in a timely manner in order to secure enrolment of the International Student. Payment will only be made to the agent upon completion of the students second semester of attendance at the school.

STC will have a written agreement with each agent and keep a register of all agencies and key contacts within them. Details will be maintained in PRISMs and will also be available on the school website.

International Students – Payment of Course Fees and Refunds

- Non-refundable and refundable payments associated with a student enrolment as well as the process for applying for a refund is outlined in the St Catherine's School International Students Business Practices.
- Conditions in which a student is eligible for a refund is outlined in the St Catherine's School International Students Business Practices.
- An itemised list of Enrolment Fees, Application Fees, and Tuition Fees are provided in the International Students Business Practices and the Schedule of Fees and Charges.
- The Enrolment Fees and Application Fees are non-refundable.
- All fees must be paid in Australian dollars. Refunds will only be reimbursed in Australian dollars.
- Refunds will only be paid to the person who enters into the written agreement and are not transferable.

- Notifications of withdrawal from a course, or applications for refunds, must be made in writing and submitted to the Principal with one term's notice in advance.
- No refund or reduction of fees will be made in respect of absence because of sickness or any other cause.
- It is a Department of Home Affairs requirement that at no time should fees be outstanding.
- If the student changes visa status, (for example becomes a temporary or permanent resident), she will be entitled to pay domestic fees from the date that the evidence of changes, (including changes to parent/guardian and student visas, where applicable) are received by the School.

Student Default because of Visa Refusal

- If a student produces evidence of visa refusal (or provides permission for the school to verify visa refusal with the Department of Home Affairs) and fails to start a course on, or withdraws from the course on or before the agreed starting day, the school will refund within 4 weeks of receiving a written claim from the student:
- The Total amount of Tuition Fees received by the school before the student's default day, minus the lesser of:
  - 5% of the amount of course fees received; or
  - AUD $500.
- If a student whose visa has been refused withdraws from the course after it has commenced, the school will retain the amount of Tuition Fees proportionate to the amount of the course the student has undertaken and will refund of any unused Tuition Fees received by the school with respect to the student within the period of 4 weeks after the day of student default. *Calculation of the refund due in this case is prescribed by a legislative instrument (s.10 of Education Services for Overseas Students (Calculation of Refund) Specification 2014.*

Refunds in Case of Student Default

- One term's notice in writing of the intention to withdraw is required.
- Where less than one term's notice of withdrawal is provided by the parents/guardians to the School, the School will refund the amount of unused Tuition Fees less term's fees, and any non-refundable payments that have been made on behalf of the student.
- Any refund amount owing will be paid by the School within 4 weeks of receiving a written claim from the parents/guardians.

Refunds in the Event of a Provider Initiated Cancellation of Enrolment

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

- Failure to maintain satisfactory course progress. (Refer Course Progress and Attendance Policy);
- Failure to maintain satisfactory attendance. (Refer Course Progress and Attendance Policy);
- Failure to maintain approved welfare and accommodation arrangements. (Refer Accommodation and Welfare Policy);
- Failure to pay course fees; or
- Any behaviour as identified in the Student Code of Conduct resulting in enrolment cancellation by the School.

Provider Default

- Any default by the School must be compliant with the current provisions of the ESOS Act 2000 and the ESOS Regulations 2001.
- If for any reason the school is unable to offer a course on an agreed starting day for the course, and the student for some reason cannot be placed or refuses placement in an alternative course arranged by the School, a full refund of any unspent pre-paid tuition fees paid to the school will be made within 14 days of the agreed course starting day.
- If for any reason the school is unable to continue offering a course after the student commences the specified course, and the student for some reason cannot be placed or refuses placement in an alternative course arranged by the school, a full refund of any unspent pre-paid tuition fees paid to the School will be made within 14 days of the school's course default day. *Calculation of the refund due in this case is prescribed by a legislative instrument (s.7 of Education Services for Overseas Students (Calculation of Refund) Specification 2014).*
- In the event that the School is unable to fulfil its obligations of providing an agreeable alternative course for the student, or a refund, the student will receive assistance from the Australian Government's Tuition Protection Service. For information on the TPS, please see: https://tps.gov.au/StaticContent/Get/StudentInformation
- This Policy, and the availability of complaints and grievances processes, does not remove the right of the student to take action under Australia's consumer protection laws.

Homestay Arrangements

St Catherine's School does not provide onsite Boarding facilities during the term breaks and encourages students to travel home and return to the care of their parents during school holiday periods. However, short term homestay arrangements can be made with the school, if required, for International Boarding students who are unable to return home during term breaks.

The minimum age for a student to be in homestay is 13 years of age. The student must be enrolled in secondary school studies to be placed in homestay through STC.

Families wishing to enrol in homestay accommodation must discuss this option with the International Student Coordinator/Head of Boarding and attain school approval prior to the arrangement taking place.

For further information on homestay arrangements, please refer to the STC Homestay Policy on the school website.

International Student Transfer Policy

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 packaged with their principal course of study. Students can, however, apply for a letter of release from their original provider to enable them to transfer to another education provider.

Transferring from another Registered Provider to St Catherine's School

STC does not seek enrolments of students who are currently enrolled at other Schools in Australia.

When there is an enquiry from a student who is currently studying in Australia, the School will ascertain the length of time the student has been studying at her current registered provider, either by asking the student and requesting attendance records and checking on PRISMS.

Subject to all other requirements within STC's Enrolment Policy, St Catherine's will accept an enrolment from a student who has been enrolled
at her current registered provided for more than
six months, provided that:

- The original registered provided can provide a copy of the Student's most recent report, and a copy of her CoE letter and CAAW (if applicable);
- The original registered provider has provided a written letter of release; and
- The parents or the legal guardian have completed and signed an International Enrolment Form.

When a student has been enrolled at her current registered provider for less than six months, and subject to all other requirements within STC's Enrolment Policy, STC will only facilitate a transfer from another registered provider if:

- The original registered provider has ceased to be registered, or the course in which the student is enrolled has ceased to be registered; or
- The original provider has had a government sanction imposed on its registration; or
- A government sponsor (if applicable) considers a transfer to be in the student's best interests; and
- The original registered provider has provided a written letter of release; and
- The parents or the legal guardian have completed and signed an International Enrolment Form.

Transferring from St Catherine's School to another Registered Provider

Students can apply in writing to the Head of Junior/ Senior School – Teaching and Learning, via the International Student Coordinator, to enable them to transfer to another education provider.

A letter of release will be provided by STC only if:

- A written offer from another registered provider has been sighted;
- The student's parents or legal guardian have provided written confirmation that they support the transfer; and
- Where STC has issued a CAAW, written confirmation that the new provider will accept responsibility for approving the student's accommodation, support, and general welfare arrangements if they are aged 15 years or over.

If a student has not completed the first six months of the course of study at STC, additional conditions apply and STC will only provide a letter of release to students before completing the first six months of their course in the following circumstances:

- The student has changed welfare and accommodation arrangements and is no longer within a reasonable travelling time of the school;
- It has been agreed by the School the student would be better placed in a course that is not available at STC or
- Any other reason stated in STC policies.

STC will not provide a letter of release to students in the first six months of their course in the following circumstances:

- The student's progress is likely to be academically disadvantaged;
- The School is concerned that the student's application to transfer is a consequence of the adverse influence of another party;
- The student has not had sufficient time to settle into a new environment in order to make an informed decision about transfer;
- The student has not accessed school support services which may assist with making adjustments to a new environment, including academic and personal counselling services; or
- School fees have not been paid for the current study period.

Applications to transfer to another registered provider may have visa implications. The student is advised to contact the Department of Home Affairs as soon as possible to discuss any implications.

If a letter of release is provided by STC it will 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.

All applications for transfer will be considered within 10 working days and the applicant notified of the decision.

Students whose request for transfer has been refused will be notified in writing of the reasons for refusal and may appeal the decision in accordance with STC's Complaints and Grievances Policy available on the School's website.

Deferring, Cancelling or Suspending enrolments

Suspension, deferring or cancelling may be due to a number of factors and not necessarily behavioural. Reasons may be permanent or temporary in nature and initiated by the student or St Catherine's School.

The reasons that programs may be deferred, suspended or cancelled may include but are not limited to:

- Delays in receiving student visas
- Failure to pay school fees
- Failure to meet attendance requirements
- Failure to comply with school rules (misbehaviour)
- Illness or bereavement of close family members such as grandparents or parents
- Illness of the student where a medical certificate state they are unable to commence
- Moving away from homestay accommodation without consultation with the School

A request must be made by the student or family in writing directly to the Registrar (for deferment, cancellation or suspension prior to commencing studies). Full details of the reason for a deferment, suspension of cancelation, discussions undertaken as a result of the request and the outcome of the request will be recorded against the student profile on the school database.

Any suspension, deferment or cancellation made by the school to the student will be done so in writing with a full explanation of the reasoning behind the decision. Any decisions made by the school that the student is not happy with can be raised formally through the schools Complaints and Appeals process.

Where deferment, suspension or cancellation may affect a student visa, the Registrar will contact the Department of Education, via PRISMs and alter the student's records in the school database and PRISMs to reflect the correct status of the study arrangements.

If there is a complaint or appeals process relating to the deferment, suspension or cancellation of the course the PRISMs records will not be updated until a resolution has been decided and agreed on by all parties; unless there is a risk to the student's health, wellbeing or welfare or others are parties are put at risk.

Where a student is suspended from school the period of suspension will not be calculated in attendance calculations.

The school will direct the students to contact the Department of Home Affairs for advice on any visa implications as a result of cancellation, deferment or suspension.

Complaints & Appeals

1. Complaints against other students

Grievances brought by a student against another student will be dealt with under St Catherine's School (STC) Student Code of Conduct Policy.

2. Informal Complaints Resolution

In the first instance, STC requests there is an attempt to informally resolve the issue through mediation/informal resolution of the complaint.

Students should contact the International Student Coordinator/Head of Boarding or Year Level Coordinator in the first instance to attempt mediation/informal resolution of the complaint. The relevant Head of School may also be consulted to assist in the informal resolution of the complaint.

If the matter cannot be resolved through mediation, the matter will be referred to the Principal and STC's Complaints and Grievances Policy will be followed. For detailed information refer to STC's Complaints and Grievances Policy available on the School's website.

3. Formal Complaints Handling Procedure

The formal complaints handling procedure is confidential. Any complaints or appeals are a matter between the parties concerned and those directly involved in the complaints handling process. Internal complaints and appeals processes are available to students at no cost.

The student or parent/guardian must notify the School in writing of the nature and details of the complaint or appeal. Written complaints or appeals are to be addressed directly to the Principal.

If the complaint or appeal relates to the student receiving notice by the School, that the School intends to report her for unsatisfactory course attendance, unsatisfactory course progress or suspension or cancellation of enrolment, the student or parent/guardian has 20 days from the date of notification in which to lodge a written appeal.

The formal investigation process will commence within 10 working days of the lodgement of the complaint or appeal with the Principal. The Principal may choose to delegate the investigation to the relevant Head of School or the Director of Business.

Each complainant will have the opportunity to present her case to the Principal, or her delegate.

Students may be accompanied and assisted by a support person at all relevant meetings. A lawyer or agent is not able to assist in the role of support person.

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

- Heads of School;
- Year Level Coordinators – pastoral care, academic progress, attendance, welfare matters and integration issues;
- The International Student Coordinator/Head of Boarding – pastoral care, academic progress, orientation, attendance, welfare matters including homestay;
- The Heads of Faculty, or School Counsellor or Careers Coordinator – subject choice, tertiary issues, career matters, attendance and course progress;
- The Registrar – visa issues;
- The Head of Senior School – Students – welfare matters including homestay;
- The Head of Senior School – Teaching and Learning – attendance and course progress; and/or
- The Director of Business – financial matters such as payment of fees.

Once the Principal (or her delegate) 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.

If the grievance procedure finds in favour of the student, STC will immediately implement the decision and any corrective and preventative action required.

STC undertakes to finalise all grievance procedures relating to international students within 20 working days.

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

Records of the complaint or appeal, and the process outcome will be recorded by STC.

4. External Appeals Process

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

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