Blackheath & Thornburgh College

International Students Handbook
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For the latest version of all Overseas Students Policies contained in this Handbook, please visit our website.
Introducing Charters Towers

Charters Towers is a city in northern Queensland, Australia. It is 134 kilometres (83 mi) inland (south-west) from Townsville on the Flinders Highway. In 2011 the population was 8,234 people. During the last quarter of the 19th century the town boomed as the rich gold deposits under the city were developed. After becoming uneconomic in the 20th century, profitable mining operations have commenced once again.

Introducing Blackheath and Thornburn College

Blackheath and Thornburn College was founded in 1919 as a boarding and day school. Today it is one of the North Queensland’s leading co-education, independent boarding and day schools.

At BTC we realize that each child has their own special abilities and interests. BTC prides itself on its ability to provide a well-rounded/individualised and relevant education for each and every student.

All students are different; consequently, we strive to equip students with the skills that they will find most beneficial in assisting them to follow in their chosen pathway. This may include tertiary education, a vocational pathway or workforce.

At BTC we offer a rigorous academic programme, a broad range of Vocational Education and Training opportunities, extensive cultural and sporting programmes and a caring and nurturing residential environment.
Course Credit

Blackheath and Thornburgh College will assess all applications for entry into the School. Course credit may only be offered as outlined: 1. For students transferring from interstate up to Year 10, the School does not offer direct course credit and entry into any course is subject to the assessment of the School. For students transferring from interstate in Year 11 and the beginning of Year 12, the student may receive course credit for units completed based on evidence provided of studies undertaken under the Queensland Curriculum and Assessment Authority framework. (see www.qcaa.qld.edu.au)
Policy on Entry Requirements

1. Blackheath and Thornburgh College will consider enrolment applications from students wishing to apply for a Student Visa, subject to compliance with minimum requirements and conditions set by the School, and with legislative requirements of the State of Queensland and the Commonwealth of Australia, including any requirements to undertake extra tuition to learn English to meet the English language proficiency standard needed to enter mainstream classes.

2. Applications for enrolment must be made on Application for Enrolment form. This must be correctly completed, and must be accompanied by the following documents to support the application:
   
   a) Copies of Student Report Cards from the previous 2 years of study, including a copy of the latest Student Report;

   b) A completed Reference Form from the student’s current or most recent school Principal is also required if student Report Cards do not record student behaviour or commitment to studies;

   c) A completed Subject Choices Form if appropriate;

   d) Appropriate proof of identity and age;

   e) Written evidence of proficiency in English as a second language

   f) Photocopy or scanned copy of passport page with name, photo identification, passport number and expiry date

   g) Boarding Application Form

   h) Enrolment Application Fee

3. Where the above documents are not in English, certified translations in English are required, with necessary costs to be met by the applicant.

4. An application for enrolment can only be processed when all of the above are in the hands of the Registrar.

5. Applications from overseas students are processed according to established policy and procedures, and are dealt with on their merits. Assessment procedures include an evaluation of reports from previous schools and of English language proficiency. In cases where report cards are not available or are inconclusive for any reason, the school may require relevant testing of the applicant to assess the application.

   Minimum academic and English language requirements are as follows:

   Academic Requirements

1. Students must provide evidence of satisfactory academic performance appropriate to entry to the Year level requested on the Application for Enrolment or offered as an alternative point of entry by
the school in a Letter of Offer.

a) For Primary School:
   - Evidence of application to school work and age-appropriate achievement
     in literacy and numeracy areas of the curriculum

b) For Year 8 – 12 students:
   - A pass level or “C” grade or better for the majority of core subjects

English Language Proficiency Requirements

1. Blackheath and Thornburgh College requires evidence of year appropriate in English to successfully meet the curriculum demands of the enrolled course. This is a requirement under the 2007 National Code of Practice, Section D Standard 2.

2. Blackheath and Thornburgh College will assess evidence of English language proficiency presented by a student at the time of application.

   Alternatively, Blackheath and Thornburgh College accepts results from the following test instruments:

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<th>Acceptable Test</th>
<th>Minimum Test Result</th>
<th>For Entry to Year</th>
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<tr>
<td>IELTS or equivalent test</td>
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<td>10</td>
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<td></td>
<td>5.5</td>
<td>11</td>
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<td></td>
<td>5.5 or 6</td>
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   Students should note that if their language proficiency is below that outlined above, they may be required to undertake an intensive English language course before beginning mainstream studies.

3. Students should note that if their language proficiency is below that outlined above, the application will not be accepted.

4. Students wishing to enter the school below year 10 level are assessed individually based on the contents of their report cards and personal references, and may also be required to undertake a language proficiency test set by the school. IF their language level is not suitable the student will not be offered a place at the College.

   POLICY ON ENTRY REQUIREMENTS WAS LAST UPDATED BY Nigel Fairbairn ON 29/10/15
Providing quality education and training and protecting the rights of international students

Australia welcomes international students

The Australian Government wants international students to have a rewarding, enjoyable and safe experience when they come to Australia to study. Australia's education and training system offers high quality services and protection for international students to ensure they make the most of their time here.

Australia offers all levels of education to international students—from school (with some limitations depending on age and support from their family in Australia), through foundation and English language intensive courses, to vocational education and training (VET) and higher education.

The laws that protect international students form the Education Services for Overseas Students (ESOS) framework. They include the Education Services for Overseas Students Act 2000 and the ESOS National Code.

The ESOS Act ensures that education providers are registered by the Australian Government. Under ESOS, education providers must meet certain obligations as part of their registration on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS). They must act in accordance with principles designed to support the best possible services for our international students. As an international student on a student visa, you must study a course with an education provider that can be found on CRICOS at http://cricos.deewr.gov.au.

The ESOS framework also ensures that students have access to tuition assurance (which acts like consumer protection) and that they can get appropriate refunds.

As well as enhancing Australia's quality education and training services, ESOS supports Australia's migration laws as they relate to international students.


What you need to know about being an international student in Australia

The ESOS standards cover a range of information you have a right to know about and the services that must be offered to you by Australian education providers. These include:

- orientation to help you understand the course and more about the place you are studying, as well as access to support services that can help you study and adjust to life in Australia
- the education provider’s contact officer or officers for overseas students
- what your provider’s requirements are for satisfactory attendance
- what your provider’s requirements are for satisfactory progress in the courses you study and what support is available if you are not progressing well
- if you can apply for course credit and the circumstances in which your enrolment can be deferred, suspended or cancelled
- a complaints and appeals process.

Your responsibilities as an international student in Australia
As an international student on a student visa, you are responsible for:

- complying with your student visa conditions
- ensuring you have and continue to maintain your Overseas Student Health Cover (OSHC) for as long as you stay in Australia as a student
- telling your provider if you change your address or other contact details
- meeting the terms of the written agreement with your education provider
- meeting the restriction on transfer between registered providers
- maintaining satisfactory course progress
- maintaining satisfactory attendance where applicable.


Requirements for younger students (under 18)

If you are under 18 years of age, to ensure your safety you will only be granted a visa if there are adequate arrangements in place for your accommodation, support and general welfare for the length of your student visa or until you turn 18. This is a requirement of the Department of Immigration and Border Protection. Under Australia’s immigration laws, student visa applicants under the age of 18 must be able to demonstrate that they will be accompanied by a parent or a legal custodian or an eligible relative, or that their education provider approves of other arrangements made for the student’s accommodation, support and general welfare while he or she is in Australia on a student visa.

Under the ESOS National Code, education providers must advise the Department of Immigration and Border Protection as soon as possible where a student under 18 years old changes their living arrangements or where the education provider no longer approves of the arrangements for the student’s accommodation, support and general welfare.

If your living arrangements have been approved by your education provider, but you wish to change them, you should seek approval for any change from your provider beforehand. If the provider agrees to you changing your living arrangements, the provider must then inform the Department of Immigration and Border Protection of the change. If your provider has approved the change, the Department of Immigration and Border Protection will not take any action. However, if your provider does not approve the change or the arrangements, then you will be in breach of your student visa condition 8532 and your visa may be cancelled.


Using an education agent

Under the ESOS Act all education providers must list their education agents on their website. All education providers must also have a written agreement with their agents, and they must ensure that the agents they use have a good knowledge of Australia’s international education system and that their agents behave honestly and with integrity.

Education agents are not the same as migration agents. A migration agent is responsible for giving you information on visa and immigration matters. You can also visit the Department of Immigration and Border Protection’s website for more information at [http://www.immi.gov.au/Study/Pages/Study.aspx](http://www.immi.gov.au/Study/Pages/Study.aspx).

International students do not have to use an education agent. You can lodge an enrolment application directly with the Australian education provider of your choice. You should consider contacting your education provider directly to see if they can help you with putting in your student enrolment application.
Finding the right education provider for you


CRICOS is a good place to start when you want to find out more about what courses and education providers are being offered in Australia. Visit the CRICOS website for more information at [http://cricos.deewr.gov.au/](http://cricos.deewr.gov.au/).

Written agreements or contracts between the student and provider

When you have been accepted to enrol with an education provider, under the ESOS National Code your education provider must enter into a written agreement with you. The written agreement is like a contract, and you and the provider are required to do the things outlined in that agreement once you sign or indicate to the provider that you accept the agreement with them. You do not have to pay the provider or their agent any money or fees until you have signed the agreement.

Under the ESOS Act and the National Code you have certain rights to information, even before you enrol with an education provider. You have the right to:

- receive current and accurate information about the courses, entry requirements, all fees, modes of study and other information from your provider and your provider’s agent before you enrol
- sign a written agreement with your provider before or at the time you pay fees, setting out the services they are providing, the fees you are required to pay and information about refunds of the money you paid for the course and the circumstances in which this would be appropriate. You should keep a copy of your written agreement
- get the education you paid for. The ESOS framework includes tuition (consumer) protection that will allow you to receive a refund or to be placed in another course if your provider is unable to teach your course (that is, the provider defaults)
- access complaints and appeals processes
- request to transfer to another provider and have that request assessed.

Transferring between education providers

Under the ESOS National Code, a student must meet certain conditions before they can enrol with another education provider if they are not happy with the course they are doing.

The National Code says you must have a letter of release from your education provider before you can enrol with a new provider if you have NOT completed 6 months of your principal course (the main course of study you are undertaking). If you want to transfer before you have completed six months of your principal course, you need your provider’s permission.

However, if you do wish to transfer, your education provider must assess or consider your request to transfer.

All education providers must have documented procedures on their transfer policy. You should make sure you understand that policy, and what your written agreement says you must do, before you make the decision to enrol with an education provider.

If you are thinking about changing your course, you need to ensure that you continue to meet the conditions of your student visa. Further information about changing courses or education providers is available on the Department of Immigration and Border Protection’s website at [http://www.immi.gov.au/Study/Pages/changing-courses.aspx](http://www.immi.gov.au/Study/Pages/changing-courses.aspx).

For more details about transferring and the requirements under the ESOS National Code, you can:


Support for international students

Under the ESOS National Code all education providers must offer their international students support to help them adjust to study and life in Australia, achieve their learning goals and achieve satisfactory progress in their learning. This support is available because we recognise that Australia is a new environment for students, as well as a different culture, with different laws and systems. Your education provider must ensure that advice is provided on:

- support and welfare services available at their institution
- legal services
- emergency and health services
- facilities and resources
- complaints and appeals processes
- any student visa condition that relates to the course you are studying.

Tuition protection

The ESOS framework includes elements of protection for students so that they can receive a refund if they do not complete a course. The Tuition Protection Service (TPS) helps international students whose education providers are unable to fully deliver their course of study. The TPS ensures that international students are able to either:

- complete their studies in another course or with another education provider or
- receive a refund of their unspent tuition fees (the amount that is equal to the amount of the course the student has NOT undertaken).

More information on the Tuition Protection Service is available at https://tps.gov.au/Home/NotLoggedIn.

Making complaints and getting help

All education providers registered under CRICOS must have in place complaints and appeals processes to help students resolve their issues. These processes must be independent. They must also be easily and immediately available to students and be as inexpensive as possible. Making a complaint should not affect your enrolment.

If you cannot resolve your complaint with a provider, and your provider is a private organisation, you can approach the Overseas Students Ombudsman. Visit the website of the Overseas Students Ombudsman for more information about what they do and how they help students at http://www.oso.gov.au/. If you are studying with a public provider you should contact your relevant state/territory or the Commonwealth ombudsman. You can find the contact details of all Australian ombudsmen's offices at http://www.ombudsman.gov.au/pages/related-sites/state-and-territory-ombudsmen.php.

More about Australia

Australia offers a very modern, vibrant and multicultural lifestyle. It is a popular tourist destination for people from all over the world. You can learn more about Australia’s history and its indigenous heritage at http://www.australia.com/about/culture-history/history.aspx. More information about Australia is available at www.Australia.gov.au.
From the Principal

Welcome to Blackheath and Thornburgh College.

Situated in Charters Towers, Blackheath and Thornburgh College has been synonymous with the provision of quality education and boarding in North Queensland for over 90 years.

Located in the heart of town, with historic Thornburgh House sitting pride of place on the campus, Blackheath and Thornburgh College’ s mission is to provide an environment that is technologically rich, offers a diverse curriculum and co-curricular programme and supports the individual needs of students.

I trust that you will enjoy your time at Blackheath and Thornburgh College.

Mr Nigel Fairbairn
Principal

From the Registrar
(the International Student Co-ordinator)

Welcome to Blackheath and Thornburgh College.

Charters Towers is a safe town in tropical North Queensland. I trust you will enjoy your stay and make the most of the opportunities to take part in the Australian lifestyle.

If you have any problems or need to chat to someone, you can or come and see me in Thornburgh House.

Mrs Kerry Bignell
Important Information and Emergency Contacts:

**Education Provider Main Contact Details:**
P: +61 (0)7 4787 5100
55 King St
Charters Towers Qld 4820

**Registrar**
Mrs Kerry Bignell
P: +61 (0)7 4787 5100
registrar@btc.qld.edu.au

**International Student 24 Hour Emergency Contact**

Mr Nigel Fairbairn
Principal
(urgent health & welfare issues)
Phone: 0418 783 690

Mrs Kerry Bignell
(Enrolment & visa issues)
Phone: 0403 150061

Mrs Maree Ballantyne
(Head of Girls’ Boarding)
Phone: 0418 760 362

Mr David McCartney
(Head of Boys’ Boarding)
Phone: 0400 7105 584

**Emergency Telephone Numbers:**
Police, Fire, Ambulance – 000

**Department of Immigration and Citizenship (DIAC)**
Brisbane
Ground Floor
299 Adelaide Street
Brisbane QLD 4000
9 am to 4 pm Monday to Friday
131 881

Cairns
Level 2, GHD Building
85 Spence Street
Medical Centres:
Charters Towers Medical Centre
50 Gill St
Charters Towers 4820
P: +61 (0)7 4787 7339

Gold City Medical Centre
89 Mosman St, Charters Towers QLD 4820
P: +61 (0)7 4787 7203

Transport:
The easiest way to travel in Charters Towers is by taxi.

Gold City Taxi
131 008

Public facilities:
Location of Automatic Teller Machines (ATMs)
ATMs are located in Gill St.

Location of Public Telephones
Public telephones are located in various locations around Charters Towers.

Post Office

Letters and parcels are able to be sent and received via the BTC administration office

Australia Post
Gill St,
Charters Towers 4820
### Before Leaving Home:

- Apply for passport
- Arrange student visa
- Make contact with institution
- Arrange for immunisations and medications from my doctor
- Apply for a bank account and/or arrange sufficient funds
- Confirm overseas access to your funds with your bank
- Make travel arrangements
- Arrange travel insurance
- Advise institution of travel details
- Confirm accommodation arrangements
- Arrange transport from airport to accommodation
- Pack bags being sure to include the following:
  - Name and contact details of an emergency contact (parent, agent)
  - Enough currency for taxis, buses, phone calls etc. in the event of an emergency
  - Important documents:
    - THIS HANDBOOK!
    - Passport
    - Student Visa
    - eCoE (Confirmation of Enrolment)
    - Certified copies of qualifications & certificates
    - Travel insurance policy
    - CAAW (Accommodation and Welfare form – if applicable)
    - ID cards, birth certificate (or copy)
    - Parent’s contact details
    - School contact details

**NOTE:** Make sure you leave any copies of these documents safely with family in your home country in case of loss.
Upon Arrival in Australia:

- Contact School
- Purchase uniforms and any other requirements
- Open a bank account
- Settle into accommodation
- Call home
- Attend international student orientation
- Register for OSHC card (Overseas Students Health Cover)
- Open a bank account
- Get Student Diary and Timetable
- Get textbooks
- Start classes
- Get involved in student life and associations (eg music, sporting and cultural clubs).
Preparing for arrival

You will need to make your own travel arrangements to Australia. You need to arrive at school on the designated Boarders’ Travel Day, but if travelling with family, you can come a few days earlier to allow enough time for settling-in and overcoming jet-lag. Note that you must not arrive in Australia before the Welfare Start Date on your CAAW.

You should fly into Brisbane or Cairns International Airport, and connect with a domestic flight to Townsville. This will take 2 hours from Brisbane, or 45 minutes from Cairns. Visit http://www.townsvilleairport.com.au

Please notify the school well in advance of your travel if you need any assistance please speak with the registrar.

Charters Towers is located 135km from the Townsville Airport. The best way to travel from the airport is either by hire car (if travelling with parents) or by special arrangement you can be met at Townsville airport by a member of staff. There will be a cost for this service.

Please speak to the Registrar if you have any queries.

Keeping in Contact:

Before you leave home, you should provide your family and friends, and your education provider in Australia, with details of your flights to Australia and where you will be staying when you arrive. (Do not change these details without informing them.)

Once you have arrived in Australia, you should then let your family and friends know that you have arrived safely. It is important to ALWAYS let someone know where you are and how to contact you.

If there are any changes to your travel schedule (e.g. flights are delayed, misses connecting flight), please notify the College:

During office hours – phone +61 (0)7 4787 5100
Registrar after hours - +61 (0)403 150 061
What to Bring

Students are often surprised by how strict Australian Customs Services and quarantine can be, particularly in relation to food and natural products. If you’re in doubt about whether your goods are prohibited or not, **declare it anyway** on the Incoming Passenger Card which you will receive on the plane. Visit the Australian Quarantine and Inspection Service (AQIS) homepage [www.aqis.gov.au](http://www.aqis.gov.au).

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. Therefore, the limits mean that you need to think the packing 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.

Seasonal Considerations

Summer in Australia is from December to February, autumn from March to May, winter from June to August, and spring from September to November. For most of the country the hottest months are January and February. Charter Towers is a tropical city, so most of the time the weather is warm.

If you arrive in June or July, the coldest months of the year, you may need to bring or buy winter clothing and blankets.

Clothing

During all of the School day students will be wearing School uniform which you will purchase upon arrival. School hours students usually dress informally. Jeans or shorts with t-shirts or blouses, sneakers or "running" shoes are almost standard dress. It is acceptable for both men and women to wear shorts and sleeveless t-shirts. This is common during the hotter months.

You should read this section carefully, and discuss the issues raised in this section with the bank or financial institution in your home country before you leave. All banks operate differently and you should be aware of all fees, charges, ease of access to your funds, and safety of the way in which you will access those funds.

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 **AUS$2000** to pay for additional belongings and transport. Do not travel with large amounts of cash. It is best to have funds transferred or international credit/debit card.

Other Items You Might Need to Include:

- Alarm clock
- Sandals, Thongs, Casual Shoes
- Toiletries Hat Nightwear
- Single bed sheets (2 fitted and 2 flat)
- Pillowcases Doona and cover Mattress protector Pillow
- 3 Towels Casual clothing Underwear
- Good clothing for outings (eg collar shirts for boys)
- Water bottle
- Shoe cleaning kit
- Coat hangers
- Quantity of embroidered name tapes and a sewing kit
- Swimming costume
- Umbrella
- Dictionary (bilingual)
Spare spectacles or contact lenses (if applicable) Your optical prescription (if applicable)
Accommodation arrangements

Most international students at Blackheath and Thornburngh do not have the chance to visit Australia prior to their arrival, so it is important that you arrange your travel so that you arrive prior to Travel Day, as the boarding staff are not available before this date. Once you have arrived, staff and students will be assigned to assist you to settle in and get the most out of your stay.

On Campus Boarding Accommodation

Facilities

Boys and girls are accommodated in separate air-conditioned buildings on site. All accommodation provides comfort and safety. There is space for approximately 80 girls and 80 boys. All of our boarders will have an individual cubical that has as a single bed, storage space for clothes and personal items, study desk with fluorescent light and wireless internet connection. Bathrooms are shared, but individual privacy is assured. The student share a common area in each dorm with has televisions, dvd players, refrigerators, toaster, kettle, microwave, etc.

Boarding Staff

The Head of Girls’ Boarding and Head of Boys’ Boarding is responsible for the overall management of the boarding community at Blackheath and Thornburngh College. Heads of Boarding and boarding supervisors provide the ongoing care and supervision of boarders in the dormitories. They are on duty whenever there are students in the dormitory, and most of them live in staff quarters within the dormitory buildings.

Study

Prep” or study time is scheduled after dinner five nights a week (Sunday – Thursday) for a minimum of 90 minutes, but senior students are able to have an extended prep session after the younger ones have gone to bed.

Prep is done classroom or extra Prep sessions can be done in the dormitory. Prep sessions are supervised by Teaching and boarding staff who can provide some assistance when necessary, and ensure that a quiet and productive working environment is maintained for the benefit of all.

Computer & Internet Access

Boarding students will have automatic internet access through the school’s wireless network from personal laptops, or by using one of the school computers.

We strongly discourage personal broadband devices, as this makes it very difficult for staff to monitor appropriate internet usage. All students will have an email address on the school server, in the following format: firstname.surname@btc.qld.edu.au

This will be available as soon as the student logs on to the school network.

Recreation

Boarding students are able to participate in any of the school’s extra-curricular activities, and (with parental permission and school approval) can also join sporting teams or special interest groups that operate off-campus.

There are many recreational facilities available to students at the school - TV, DVDs, and indoor recreation areas in the dormitories; swimming pool, sports and music facilities on campus; and boarders have access to a number of recreational activities on weekends.

Meals
All meals for boarders are provided in the school Dining Room. The students have breakfast, morning tea, lunch, afternoon tea and dinner in the T. R Mackenzie Dining Hall. Supper is taken to the dormitories at night.

**Laundry**
The school laundry operates onsite for boarding students – uniforms, casual clothes, underclothes, bed linen and towels. All items must be clearly labelled with the student’s name to their rightful owner. Commercially printed sew on tags are the preferred method.

Some washing and drying facilities are available in the dormitories for personal use – this is regulated by boarding staff.

**Health and Welfare**

Blackheath and Thornburgh College Health Centre provides basic health care to boarding students. Generic consumable products required for single episodes, or short term episodes, of care are provided at no extra cost.

Students who require specialist products or ongoing treatment requiring expensive or excessive amounts of product will have the cost of these products added to their school account. These items might include, but not limited to, complicated ongoing dressings, strapping tape for ongoing injury or multiple uses, specialist creams and ointments for specific, non-generic conditions etc.

It is the student’s responsibility to purchase their own general hygiene requirements such as soap, shampoo, toothpaste etc.

Access to medical care is available through Gold City Medical Centre. Costs for these visits for International Students can be claimed back from Overseas Student Health Cover (OSHC) for these visits however there are out of pocket expenses from time to time if students require dressings, vaccinations or additional services. The invoice for these items is supplied by Gold City Medical Centre and will be sent to the parent for payment. A Doctor from Gold City Medical Centre visits BTC twice a week to provide services on campus under the same conditions above.

Primary Health Care Appointments, e.g. General Practitioner, Dental Check-up etc. are organised by the school nurse and students are accompanied by the School Nurse or Assistant. Students 16 years and above may attend on their own depending on the nature of the appointment. Specialist appointments must be organised and attended by the parent.

Transport to and from appointments will be provided by the School Nurse or Assistant. Appointments outside of Charters Towers will incur a Transport cost which will be added to the students school account.

Each student MUST submit a completed Blackheath and Thornburgh College Health Information Form upon enrolment and annually thereafter. This is a legal requirement to enable staff to meet any health needs.

Each International student is required to have a Overseas Student Health Cover membership number and must be completed on the Health Information Form and are recorded in students’ personal files.
Boarding students are required to inform Boarding staff or the College Nurse if they are unwell and require medication. Boarding students are not permitted to have any medication in their rooms, or their possession, except for asthma, diabetes unless pre-arranged with the College Nurse and an assessment for suitability to self-medicate has been performed. Students who take these medications are still required to inform staff at commencement of taking.

All medication a student brings to school must remain in its original packaging with labels attached as required by law.

It is strongly recommended that parents set up an account at one of the Pharmacy’s in town in case a need for medication arises. If this is not possible the parent must make arrangements for the payment of medication when required.

Students who have been unwell and spent time in the Health Centre on any day will be expected to take it easy after school and not have leave or play sport.

Maintaining good health is of vital importance when studying abroad.

While living in another environment is a good way to change a daily routine, it is important for students who are experiencing difficulties in their own country (relationship, health, emotional, substance abuse, etc.) not to expect a vacation from their problems. It is important that all students are able to adjust to potentially dramatic changes in climate, diet, living, and study conditions that may seriously disrupt accustomed patterns of behaviour.

**Mental Health**

Many students experience homesickness, anxiety and stress, especially when they are far from home. In these cases feel free to talk openly and honestly about your feelings with your Boarding Staff. During school hours you can also discuss your feelings with your Mentor Teacher, Dean of Students, School Nurse, Youth Support Worker, Chaplain, the International Student Co-ordinator, or any other adult or teacher in the School with whom you feel comfortable.

**Physical Health**

A big part of staying healthy involves eating healthy foods, and getting enough exercise for fitness and relaxation. Nutrition Australia provides some great information about healthy eating, exercise and lifestyle on its website [www.nutritionaustralia.org](http://www.nutritionaustralia.org).

- **Exercise** – do at least 30mins of moderate exercise a day
- **Sleep** – get at least 8-9 hours of sleep a night
- **Nutrition** – keep a balanced diet remembering to eat lots of vegetables and fruit everyday

**What do I do if I’m sick?**

At the Health Centre, the nurse will assess your condition and take appropriate action. This may involve:
- Medication, advice regarding ongoing care, and return to class
- Medication and a period of rest in the Health Centre
- Appointment with a doctor or other medical professional – someone will accompany you to your first appointment.

**Overseas Student Health Cover (OSHC)**

Overseas Student Health Cover (OSHC) is mandatory for international student visa holders. It is an insurance policy that provides cover for the costs of medical and hospital care which international students may need while in Australia. OSHC will also cover the cost of emergency ambulance transport and most prescription drugs.
As part of your enrolment agreement with Blackheath and Thornburgh College, you have been asked for an OSHC payment for provide health insurance cover for the duration of your student visa / enrolment at the school.

Your policy will be arranged by the School, but you must register online with BUPA OSHC when you arrive in Australia. Your membership card will then be sent to your Australian postal address.

Students may also take out additional cover in the form of Extra OSHC. See the website for details - http://www.bupa.com.au/.

**How do I use my OSHC card?**

If you need to visit a doctor or medical centre, show your card at the end of the visit. Some medical centres accept your card as full payment for the visit (they 'bulk-bill' the health fund for the visit). However, in most cases, you will be charged the doctor’s fee and you will need to claim back the portion covered by the health fund. This may be processed by the medical centre OR you may have to claim on the BUPA website to claim your refund.

**How do I make a claim?**

Students will need to pay for their medical appointments at the time of treatment, and claim the refund at via the online claim form. Please see the International Student Coordinator if you need any help with this.

**Renewal information**

As of 2010, cover must be purchased in advance for the entire duration of your course of study.
International Student Orientation

On arrival, report to the Registrar (International Student Coordinator).

One of the first things you will need to do is purchase uniforms and stationery items. Once you have done this and settled into your accommodation, a suitable time for your Orientation session will be arranged. This will occur as soon as practicable, and will include a tour of the school and introduction to key personnel. At this time you will also receive your course orientation – confirmation of subject choices, timetable and student diary.

Orientation includes

- Finding your way around the campus
  - Accommodation, dining, health & laundry facilities
  - Classrooms
  - Library
  - Computer rooms and facilities
  - Recreation and sports areas
- Knowing where to find the most important people you will need to know at the institution.
  - Principal
  - International Student Coordinator
  - Boarding House staff
  - Dean of Students (pastoral care providers)
  - Dean of Studies
  - Director of Studies
  - Careers Advisor
  - Health Centre staff
- Meet and get advice from your Mentor Teacher (pastoral care teacher) and student buddy.
- Meet other students, including other international students who may be in your classes, and share your concerns or fears.
- Become familiar with the location of services you may need to access off campus.

As part of the Orientation process, you will be allocated one or two student ‘buddies’ who will be available to assist you until you know your way around and are familiar with school routines. You will also have a designated member of staff (Mentor Teacher) who will oversee your orientation to the school.

Banned Items

There are very strict rules around the use of alcohol, cigarettes and drugs in Australia, and at Blackheath and Thornburgh College. Please be aware of the legal requirements, as well as the School’s guidelines in these matters. Students are not permitted to consume or be in the passion of alcohol, cigarette lighters, drugs, knives, firearms or fireworks. Disciplinary action will be taken if students are found to be in the passion or using any of the above mentioned items. Repeated offences may result in exclusion from school.
Money

Once you have settled in, you will need to budget for ongoing costs. Your basic living costs are covered in your boarding/homestay fees, but there will be other expenses you should be prepared for. These may include medical costs, mobile phone recharging, membership of any sporting teams or clubs you choose to join, taxi or bus fares, and any general shopping and entertainment expenses (weekend activities).

It is best to have a bank account with an EFTPOS card so you can access small sums of money as needed. Please ask the International Student Coordinator for assistance, if required, in setting up a bank account.

**Setting up a Bank Account**

You can choose to open an account in any Bank, Credit Union or Building Society in Australia. To open a bank account you will need:
- your passport (with arrival date stamped by Australian immigration)
- student ID card
- money to deposit into the account (this can be as little as $1)

**Using an ATM (Automatic Teller Machine)**

When you open a bank account, you will be given a PIN (Personal Identification Number) which you will enter into the ATM to access your account. It is the key to your account and it is important that you never tell anyone your PIN. A bank or reputable business will never ask you for your PIN. If anyone does, be suspicious, don’t hand it over and report the incident to the bank and the police. Be careful no-one is looking over your shoulder when you enter your PIN.

**School Uniforms**

School uniforms are available at Titleys Department Store

**Textbooks**

Students will borrow the text books from the school library, and return them at the end of the course of study. If a student loses or damages any text book, the replacement cost will be charged to the family’s account.

**School Stationery Items**

You will need to supply your own stationery supplies. A list of requirements for each year level is available from the office. Initial lists will be sent to families - please ask for help if needed in making your initial purchases.

**Working in Australia**

From 26 April 2008, people granted student visas will automatically receive permission to work with their visa grant. Please note that you will NOT be able to work in Australian until you have started your course of study.

**Working While Studying**

Your education provider needs to confirm your study commencement on PRISMS before you can commence employment. If you are intending to get a job, please check with the Registrar that your study commencement has been confirmed.
You can work a maximum of 20 hours per week during the term and unlimited hours when your course is not in session.
Taxes

Taxes are managed through the Australian Taxation Office (ATO). The tax you pay depends on how much you earn. You must obtain a Tax File Number to be able to work in Australia. A tax file number (TFN) is your unique reference number for our tax system.

When you start work, your employer will ask you to complete a tax file number declaration form. If you do not provide a TFN your employment will be taxed at the highest personal income tax rate, which will mean less money in your wages each week.

You can apply for your TFN online at www.ato.gov.au, or phone 13 28 61, 8am to 6pm Monday to Friday. For the ATO translating and interpreter service phone: 13 14 50.

Important Rules and Policies – A Summary

It is your responsibility to read all of the policies in full so that you understand the conditions of your enrolment at Blackheath and Thornburgh College. Whilst this booklet contains a summary of each policy, please refer to the school website for the complete versions of all policies.

If there is anything you do not understand, please see the Registrar for an explanation before accepting enrolment at the School.

International Student Code of Conduct

The School Rules outline the expectations of student behaviour at Blackheath and Thornburgh College. In brief, the school is a caring community in which all staff and students should feel safe and welcome. Trust, cooperation and mutual respect are important to maintain the friendly, inclusive school community. The Code of Conduct is included in this Handbook.

International Student Visa Conditions

Most international students wanting to study in Australia require a student visa. If you are granted a visa, you must abide by its conditions. Failure to comply with these conditions could result in the cancellation of your visa. These conditions include (but are not limited to):

- Complete the course within the duration specified in the CoE
- Maintain satisfactory attendance and academic progress
- Maintain approved Overseas Student Health Cover (OSHC) while in Australia
- Remain in approved accommodation and welfare arrangements for the duration of your course
- Remain with the principal education provider for 6 calendar months, unless issued a letter of release from the provider to attend another institution
- Notify your training provider of your Australian address and any subsequent changes of address within 7 days.
Course Progress & Attendance
In accordance with visa requirements, Blackheath and Thornburgh College has a Course Progress and Attendance Policy for International Students. In brief, students must be in attendance for at least 80% of scheduled class time, and must be awarded at least ‘C’ results for effort and achievement in the majority of subjects at the completion of each semester. See the Appendix and the school website for more information. Please note our Course Progress and Attendance Policy at the front of this Handbook.

Accommodation and Welfare
It is a condition of enrolment at Blackheath and Thornburgh College that students maintain approved accommodation arrangements, as outlined in the school’s Accommodation and Welfare Policy. See the Appendix and the school website for more information.

Current Address Details
Students on an Student Visa no longer need to keep the Department of Immigration informed of their home address in Australia, as the Department will check these details with your education provider if required. Therefore you MUST maintain a current residential address on your student file AT ALL TIMES. Please see the Registrar/International Student Coordinator with your new details within 7 days of changing your address. The School will also routinely check your residential address every six months.

For a full list of mandatory and discretionary student visa conditions please visit www.immi.gov.au/students/visa-conditions-students

Academic Policies & Procedures
Academic policies and procedures, including conditions relating to assessment, can be found in the Student Diary which will be issued during your orientation to the school. Please read this carefully, and ask your tutor or class teacher if you need any further explanation.

Deferment, Suspension or Cancellation of Enrolment
A student may apply for their studies to be deferred or suspended if there are compelling or compassionate circumstances. To cancel enrolment, a full term’s notice is required, or fee penalties may apply. See the Appendix and the school website for more information.

The School may suspend or cancel a student’s enrolment if the student breaches visa conditions or School Rules and Policies. If the student is under 18 years, the School will continue responsibility for accommodation and welfare until the student has commenced at another school, or has returned home.

Transfer to Another Institution
Overseas students are restricted from transferring to another provider within the first six months of their course, unless certain conditions apply. See the Appendix and the school website for more information.

Complaints & Appeals
Blackheath and Thornburgh College has a Complaints and Appeals Policy to provide students (or their parents/guardians) with the opportunity to access procedures to facilitate the resolution of a complaint or dispute. See the Appendix and the school website for more information.

Fees and Conditions for Payment
Fees are set annually but may change during the year. The first semester’s fees charged in advance as the Enrolment Confirmation Fee will be charged at the rates on the current year’s fee schedule. The student’s account will be
adjusted to reflect the actual fee levels at the time of study.

Fees are paid by semester in advance. There are two semesters per year (January – June; July –November). Fees are due on the first day of the semester.

Families are issued a monthly statement of account if there is an outstanding balance. A due date appears on all statements.

Outstanding fees constitute a debt payable to the School. Overdue fees may be placed in the hands of a collection agency. If necessary the School may take legal action to recover debts to preserve the viability of the School.

**Absences During Term**

No allowances against fees will be made for late returns to School or absence during the term, including those due to disciplinary suspensions, or for the early completion of Year 12.

**Cancellation of Enrolment**

The School reserves the right to cancel a student’s enrolment for non-payment of School fees. Enrolment will be cancelled at the end of a term if fees for that term or prior terms have not been paid, unless an approved payment arrangement has been made.

**Notice of Withdrawal**

Please refer to the refund policy included in this book and on the website.

**Payment of Accounts**

The following methods of payment are available:

- Over the counter at the School office, by cash, cheque, credit or debit card
- By mail or facsimile using a completed statement of account remittance advice for card payments or by enclosure of cheque or money order
- By telephone for card payments
- By BPAY and Internet banking using BPAY information provided on the fee statement
- By direct deposit

**School Banking Details**

<table>
<thead>
<tr>
<th>Account Name:</th>
<th>Blackheath and Thornburgh College</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bank:</td>
<td>Westpac</td>
</tr>
<tr>
<td>BSB:</td>
<td>034 170</td>
</tr>
<tr>
<td>Account:</td>
<td>145187</td>
</tr>
</tbody>
</table>

**Refund & Cancellation Policy**

Blackheath and Thornburgh College Refund Policy outlines the situations under which a refund may be paid, and the amount of refund payable in each situation. This is included in the Appendix and as part of the Fees and Conditions document on the school website.

**Arranging Accommodation:**

Your long term accommodation arrangements will have been made at the time of applying for a Student Visa. You will accommodated in one of the following ways:

- Boarding accommodation in the on-campus boarding facilities
- With family or relatives living in Charters Towers
Temporary Accommodation: Hotels, Motels

Generally, the price you pay for accommodation will determine its quality. However, it can be expensive to stay in a good quality motel or hotel for a long period of time.

If you arrive early and would like to stay in a motel, the following are within close proximity of Charters Towers.

<table>
<thead>
<tr>
<th>Cattleman’s Rest</th>
<th>Park Motel</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 Bridge St</td>
<td>1 Mosman Street</td>
</tr>
<tr>
<td>Charters Towers</td>
<td>Charters Towers</td>
</tr>
<tr>
<td>QLD 4820</td>
<td></td>
</tr>
<tr>
<td>Tel: +617 4787 3555</td>
<td>Ph: (07) 4787 1022</td>
</tr>
<tr>
<td>Fax: +617 4787 4039</td>
<td>Fx: (07) 4787 4268</td>
</tr>
<tr>
<td>Website: <a href="http://www.cattleman.com.au">www.cattleman.com.au</a></td>
<td>Email: <a href="mailto:admin@parkmotel.com.au">admin@parkmotel.com.au</a></td>
</tr>
</tbody>
</table>

Staying With Friends or Family

If you know someone in Australia, this is a great way to settle-in to life here. Your friends or family can provide advice, support and encouragement in your first days in Australia. However, if you are under the age of 18 you must obtain approval from your education provider fi
Studying at Blackheath and Thornburough College

Australian education providers will provide an International Student Orientation before the commencement of classes, on Travel Day. Staff who run the orientation work hard to ensure that you as a student will be well equipped to achieve the best possible success in your studies. If you read through the pre-departure, arrival, and orientation manuals which the institution provides for you, you will see that there is a lot of information for you to understand and consider as you move through your studies. Although this manual will outline what you need to know, it is impossible to understand and recall everything. Once you are concentrating on your studies, you will feel less stressed if you are already comfortable with the institution, its staff and its services.

Arriving on Travel Day to attend orientation gives you the chance to; See and talk to the most important people you will need to know at the institution.

- Registrar
- Meet Principal
- Boarding Staff
- Dean of Students
- Dean of Studies
- Tour around the campus

What to Do First

Report to the Front Office.
At this point your documentation will be collected, including copies taken of your passport, Student Visa documents, and initial introductions to relevant staff.

International Student Orientation
Prior to purchasing uniforms, a suitable time for your Orientation session will be arranged.

International Student ‘Code of Conduct’
Blackheath and Thornburough College exists as a place where a complete education may be undertaken in a helpful and co-operative environment. It is important that an atmosphere exists which will foster the development of the mind, body and character. It is essential, therefore, that all associated with the life of the School regard themselves and other persons with dignity and respect. It is important all learn the importance of co-operating in a community with many diverse interests. Students are encouraged to develop a common concern for the well-being of all members of the School community.

Academic Policies & Procedures
A detailed set of academic policies and procedures is available in the Blackheath and Thornburough College also available electronically upon request.

In summary Blackheath and Thornburough College’s academic charter is as follows:
**Academic Programme**

Students at Blackheath and Thornburgh College study the Australian Curriculum. Special emphasis is given to English, Maths and Science. All students are expected to pass these subjects in every year, including Year 12.

In Years 11 and 12, students study subjects to prepare them for university. In Years 10-12, students also have opportunity to study two vocational courses: a Certificate II in Business and a Certificate III in Sport and Recreation.

These providers are:

- **Binnacle Training College PTY LTD**
  - RTO 31319
- **Training and Education Institute – Australasia**
  - RTO 5811

**Academic Charter**

At Blackheath and Thornburgh College we believe that teaching and learning is our core purpose. We believe that the achievement of enhanced academic outcomes and personal best performance is a product of shared values, practices and commitment to excellence.

**At Blackheath and Thornburgh College we believe that:**

- Excellence is a product of personal best effort.
- Academic honesty and integrity are not negotiable.
- Students must accept responsibility for their own performance.
- Excuses for academic underachievement are always unacceptable.
- Teachers play a pivotal role in the management of optimal student learning experiences.
- Girls and boys learn differently and teaching practices must recognise not only differences in what boys and girls can do, but what boys and girls want to do.
- Engaging and authentic teaching and learning practices will integrate learning technologies to enable our students to be more fully prepared for life beyond school.
- Families and the boarding environment play a key role in enhancing student learning outcomes.
- The School accepts responsibility for reporting to parents in a manner that is both timely and meaningful.
- The School accepts responsibility for promoting an academic culture where learning and scholastic achievement are highly valued.

**School day – any day for which the school has scheduled course contact hours**

**Current Address Details**

Students on an International Student Visa no longer need to keep Department of Immigration informed of their home address in Australia, as Department of Immigration will check these details with your education provider if required. Therefore you must maintain a current residential address on your student file AT ALL TIMES.

If you change address, telephone number or any other details please come to the Front office and collect and complete a “Change of address” form.

**Student Administration Information**

**Fees**

Fees are paid by term in advance. There are 2 terms per semester and 2 semesters per year. Fees are set annually but may change during the year. Families are issued a monthly statement of account. Fees are normally due on the first day of each term. A due date appears on all statements.

The School reserves the right to rescind scholarships and bursaries in the event of late payment of fees.
Outstanding fees constitute a debt payable to Blackheath and Thornburgh College. Overdue fees may be placed in the hands of a collection agency. If necessary the Board of Blackheath and Thornburgh College may take legal action to recover debts to preserve the viability of the School.

**ID Cards**

During the annual school photo sessions, students receive a Student ID card. These are an additional cost and a replacement fee is also charged if they are lost.

**Textbooks**

Text books are supplied by the College

**Deferring, Suspending or Cancelling Enrolment**

Once a student has been accepted into a course at Blackheath and Thornburgh College they can defer their course, or it is possible that they will be suspended or have their enrolment cancelled for a number of different reasons. A full copy of Blackheath and Thornburgh College’s policy for deferring, suspending or cancelling enrolments is available in the appendix of this handbook.
Student Support Services

Registrar
Thornburgh
House P: 61 7
4787 5100

Academic Assistance
Dean of Studies, 61 7 4787 5100

Pastoral Care
Dean of Students: 61 7 4787 5100
School Nurse: 61 7 4787 5100

Accommodation
For boarding students the key personnel are the Heads of Boarding who is resident in their
dormitory. Mr David McCartney, Head of Boys’: 0400 705 584
Mrs Maree Ballantyne, Head of Girls’, P: 0418 760 362

Quick Guide to Key Personnel:

WHO TO SEE

ACADEMIC
Teachers Questions about content of units, teaching procedures, assessment.
Dean of Studies Questions about the programme as a whole, academic regulations, difficulties with study
Dean of Students Help with reading, writing, note taking, preparation for exams & Assignments

ADMINISTRATIVE
Registrar Visa problems, financial problems and enrolment Registrar Health care/ insurance problems
Student Service Timetable, registration in subject units, change of address.

PERSONAL
Dean Students or School Nurse Problems with relationships, home-sickness, depression
Dean of Studies Examination / study adjustments.
Calendar of Events:
A Term calendar of school based events is sent electronically each term. This is also available from the Administration office.

Academic Life

Subject Selection:
Prior to or upon arrival, students can make their subject choices, in conjunction with the subject information available in the relevant Subject Selection Handbook, and in consultation with the Principal.

Timetables:
A full personal timetable will be issued to each student upon arrival and will be addressed as part of the orientation and induction programme.

Blackheath and Thornburgh College has a 5 day timetable, with 5 lessons per day. School hours are between 8.20am and 3.00pm. All students are expected to attend every day and all day.

Plagiarism

Academic Honesty and Integrity Policy
The qualities of respect, responsibility, character and honesty underpin the concept of academic integrity and parents can play a pivotal role in supporting these virtues.

All students across Years Prep to 12 must be:
- Honest and responsible about their own work
- Acknowledge all references
- Use their own words and ideas.

Plagiarism refers to representing the ideas or work of another as your own. The usual reasons students plagiarise include:

- Lack of confidence in their own abilities
- Trouble planning and using their own time
- Competing demands such as work, sport and School
- Not wanting to do the ‘work’
- Wanting to get an academic advantage over other students.

The School can often assist students with the first three of the above situations. Should a student realise that their commitments will preclude them from having adequate time to complete the upcoming assessment, they need to speak to their class teacher before their work is due.

Special Consideration will be considered and if judged to be valid, the student will be given an extension of time to complete the task.
Where a student chooses to use the work of another, however, consequences will apply, and the student's grade will be penalised.

**Collusion** refers to supporting malpractice by another candidate, for example allowing work to be copied. In the case of collusion both parties are involved: one person knowingly supplies work to another student who decides to present the work as their own. The student who colludes is as much in the wrong as the student who relies on the work of others. Penalties apply to students who are involved in collusion. Students need to understand their own responsibility in relation to assessment and demonstrate honesty.

**Reports**

Formal Reporting will take the format of an Interim Report at the end of Term 1 and Semester Reports at the end of Term 2 and Term 4 for all students Prep – Year 12.

Informal Reporting is an on-going process and parents are encouraged to make use of this format. The School has a clear commitment to sustained academic monitoring of student performance and is constantly comparing this to student potential. Parents are encouraged to request a written or verbal report on their child's progress at any time. Parents should approach the Dean of Studies when requiring an informal report on their child.

Parent-Teacher Interviews are held in Term 2 and Term 3 and booking arrangements will be communicated to parents.

**Library**

The Library is open Monday – Friday 8.00am – 3.p.m.

**Student Borrowing**

All students are able to borrow resources from the library. Resources may be borrowed for two weeks at time.

Students may borrow before school, during their lunch break and throughout all holiday breaks, with the exception of Christmas.

Overdue notices are issued at the end of each month. Reimbursement is sought if a resource has been lost or damaged, and borrowing privileges are terminated until reimbursement has been received. All payment for lost resources is to be made through the Library, where a receipt will be issued. Reimbursements are refundable if a resource is found at a later date.

The Library collection includes books, videos, DVDs, newspapers, journals, computer databases and other information sources. Students are expected to use all of these and respect the varying conditions which pertain to their use.

**Computer Labs:**

**Information Technology Facilities**

Blackheath and Thornburough College provides computers, laptops and printers for student use in a variety of locations around the Campus. Three specialist computer rooms exist. Boarders may use the computers during Prep if they have permission.

Students are only permitted to use the computer rooms during class time if they are supervised by a teacher.

Boarders with their own laptops may access the Internet through the School’s wireless infrastructure.

Each student is issued with a login name which allows them to use the network software applications and
printers. Students also have space on the network where they may store their work. It is important that a backup is kept either at home on other media such as a USB flash drive or a CD. Students should only store data files (not .exe or .com files) and these should be regularly checked and older files copied to USB drives or CDs and deleted from the network directory. Students have a 150MB limit to the amount of disk space but in certain classes and with certain curriculum demands, they may request a larger amount from the Information Technology staff. If passwords are forgotten students may request a new one from the Systems Administrator.

All students are provided with Internet access for curriculum purposes only. All access is electronically monitored and permanent records are kept. Students who fail to adhere to the conditions of use will have access restricted to slower speeds or denied completely for varying amounts of time.

Email in the School is provided both for curriculum purposes and for family contact. The School has its own web-based mail system and MB received contribute towards the total MB download limit for Internet use.

The School’s email server of www.btc.qld.edu.au can be accessed from inside the School or from home.
## School accommodation and welfare policy

Blackheath and Thornburgh College Accommodation and Welfare policy

Blackheath and Thornburgh College approves the following accommodation options for overseas students:

1. The student will live with a parent or relative as permitted by Department of Immigration
   In this case:
   i. The School does not provide a welfare letter (CAAW) via PRISMS. The student’s family provides proof of relationship to Department of Immigration for the purposes of visa application.
   ii. If the adult responsible for the welfare, accommodation and other support arrangements for a student under 18 years holds a [Student Guardian visa (subclass 580)](http://www.immi.gov.au/Help/Locations/Pages/Australia.aspx), all obligations and conditions of this visa must be met, including:
      o not leaving Australia without the nominating student unless the School has first approved alternative welfare and accommodation arrangements for the student for the adult’s period of absence, and
      o advising the Department of Immigration of any change of address, passport or other changes of circumstances.

2. The student will live in school approved accommodation and the School will generate the welfare letter (CAAW) via PRISMS to accompany the student’s Confirmation of Enrolment (CoE).
   In this case:
   i. Any accommodation, welfare and other support arrangements for the student must be approved by the School, including arrangements provided by third parties
   ii. Any changes to approved arrangements must also be approved by the School. This includes any requests by students under 18 years of age to attend “Schoolies Week” on completion of Year 12
   iii. If a student for whom the School has issued a CAAW refuses to maintain approved arrangements, the School will report this to the Department of Immigration and advise the student to contact the Department of Immigration to ensure visa implications are understood. (See Department of Immigration office addresses at: [http://www.immi.gov.au/Help/Locations/Pages/Australia.aspx](http://www.immi.gov.au/Help/Locations/Pages/Australia.aspx)

School approved accommodation options for full fee paying 571 visa subclass students under 18 years of age include:

i. School Boarding House

3. For School vacation periods, the following accommodation options are available to full fee paying 571 visa subclass students under 18 years of age for whom the School has issued a CAAW:
   i. Student returns home to parents
   ii. Student may attend a supervised excursion, camp, etc., if all requirements are met in
order to attain school approval.

4. **Accommodation options for full fee paying 571 visa subclass students 18 years and older include:** [Schools should make it clear if it is a condition of enrolment that students over 18 years also maintain school approved accommodation arrangements. List accommodation options for term time and vacation periods for students 18 years or older here, e.g.,:]  
   i. School Boarding House

5. **For School vacation periods, the following accommodation options are available to full fee paying 571 visa subclass students 18 years or older:**  
   i. Student returns home to parents  
   ii. Student may attend a supervised excursion, camp, etc., provided details are given

**STUDENT GUARDIAN VISAS**

*Blackheath and Thornburgh College* requires holders of Student Guardian Visas to:  
   i. maintain Overseas Visitor Health Cover for themselves and any dependent children living with them in Australia  
   ii. immediately advise the School of any change to address or contact details  
   iii. immediately advise the School if there are any compassionate or compelling reasons to travel overseas or not be at home for an extended period of time to care for the student.

If there is a valid reason for travelling overseas, and the School is able to approve alternative accommodation and care arrangements for the student for the period of student guardian visa holder’s absence, the School will provide documentation approving temporary care arrangements for the student for the Department of Immigration.

If there is not a valid reason for travelling overseas, or if the School is not able to approve alternative accommodation and care arrangements for the student for the period of student guardian visa holder’s absence, the student will need to travel overseas with the holder of the student guardian visa. In this case, the School will advise if compulsory attendance requirements will or will not be affected by the student’s absence.
A copy of this policy will be provided to the student (or parent(s)/legal guardian if the student is under 18) at a reasonable time prior to a written agreement being signed and again within 7 days of the commencement of student attendance of the enrolled course.

1. Purpose

a) The purpose of Blackheath and Thornburgh College 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.

b) The internal complaints and appeals processes are conciliatory and non-legal.

2. Complaints against other students

a) Grievances brought by a student against another student will be dealt with under the school’s Behaviour Policy.

3. Informal Complaints Resolution

a) In the first instance, Blackheath and Thornburgh College requests there is an attempt to informally resolve the issue through mediation/informal resolution of the complaint.

b) Students should contact the Dean of Students in the first instance to attempt mediation/informal resolution of the complaint.

c) If the matter cannot be resolved through mediation, the matter will be referred to the Principal/other and Blackheath and Thornburgh College internal formal complaints and appeals handling procedure will be followed. Particular complaints may be referred to or through particular area supervisors e.g. boarding issues to the Head of Boarding, academic issues to the Dean of Studies or Principal.

4. Formal Complaints Handling Procedure

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

b) The student must notify the school in writing of the nature and details of the complaint or appeal.

c) Written complaints or appeals are to be lodged with the Principal.

d) Where the internal complaints and appeals process is being accessed because the student has received notice by the school that the school intends to report him/her for unsatisfactory course attendance, unsatisfactory course progress or suspension or cancellation of enrolment, the student has 20 working days from the date of receipt of notification in which to lodge a written appeal.
e) Complaints and appeals processes are available to students at no cost.

f) Each complainant has the opportunity to present his/her case to the Principal.

g) Students and / or the School may be accompanied and assisted by a support person at all relevant meetings.

h) The formal grievance process will commence within 10 working days of the lodgement of the complaint or appeal with the Principal.

i) Once the Principal has come to a decision regarding the complaint or appeal, the student will be informed in writing of the outcome and the reasons for the outcome, and a copy will be retained on the student’s file.

j) If the grievance procedure finds in favour of the student, Blackheath and Thornburgh College will immediately implement the decision and any corrective and preventative action required, and advise the student of the outcome.

k) Blackheath and Thornburgh College undertakes to finalise all grievance procedures within 10 working days.

l) For the duration of the appeals process, the student’s enrolment and attendance must be maintained.

5. External Appeals Processes

a) If the student is dissatisfied with the conduct or result of the complaints procedure, he/she may seek redress within 2 weeks through an external body at minimal or no cost.

b) If the student wishes to complain or to lodge an external appeal about a decision made or action taken by Blackheath and Thornburgh College, he/she may contact the Overseas Students Ombudsman at no cost. The Overseas Students Ombudsman offers a free and independent service for overseas students. Please see: www.oso.gov.au or phone 1300 362 072 for more information.

c) If a student is concerned about the actions of the school they may approach the chief executive of the Department of Education, Training and Employment, who, under part 2, division 2 of the Education (Overseas Students) Act 1996, may suspend or cancel the registration of a provider or a course if a breach of the requirements of registration provision is proved. Concerns or complaints about the conduct of a registered provider should be addressed in writing to:

   The Manager
   International Quality (Schools) Unit
   DETE LMB 527
   BRISBANE QLD 4001

6. Other legal redress

a) Nothing in the School’s Complaints and Appeals Policy negates the right of an overseas student to pursue other legal remedies.

7. Definitions

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

b) Student – a student enrolled at Blackheath and Thornburgh College or the parent(s)/legal guardian of a student where that student is under 18 years of age Support person – for example, a friend/teacher/relative not involved in the grievance.
Blackheath and Thornburgh College Course Progress and Attendance Policy

1) Course Progress

   a) The School will monitor, record and assess the course progress of each student for the course in which the student is currently enrolled.

   b) The course progress of all students will be assessed at the end of each semester of enrolment.

   c) Students who have begun part way through a semester will be assessed after one full period of attendance.

   d) To demonstrate satisfactory course progress, students will need to achieve at least a ‘C’ grade in 60% of their subjects studied in a study period.

   e) If a student does not pass in at least 60% of the subjects studied in a study period, the Principal, will meet with the student to develop an intervention strategy for academic improvement. This may include;
      i) additional supervised study periods
      ii) tutorial assistance
      iii) other intervention strategies as deemed necessary

   f) A copy of the student’s individual strategy and progress reports in achieving improvement will be forwarded to parents.

   g) The student’s individual strategy for academic improvement will be monitored over the following semester by the Dean if Studies and records of student response to the strategy will be kept.

   h) If the student does not improve sufficiently academically and achieve satisfactory course progress by the end of the next assessment period, Blackheath and Thornburgh College will advise the student in writing of its intention to report the student for breach of visa condition 8202, and that he/she has 20 working days in which to access the school’s internal complaints and appeals process. Following the outcome of the internal process, if the student wishes to complain or lodge an external appeal about a decision made or action taken by Blackheath and Thornburgh College, he/she may contact the Overseas Student Ombudsman at no cost. This must be done within 2 weeks Please see Blackheath and Thornburgh College’s Complaints and Appeals Policy for further details.

   i) The school will notify National ESOS Authority via PRISMS of the student not achieving satisfactory course progress as soon as practicable where
      i. the student does not access the complaints and appeals process within 20 days
ii. withdraws from the complaints and appeals process, or
iii. the complaints and appeals process results in favour of the school

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

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

   b) Part of the assessment of course progress at the end of each semester will include an assessment of whether the student’s progress is such that they are expected to complete their course within the expected duration of the course.

   c) The School will only extend the duration of the student’s study where the student will not complete their course within the expected date because of:

      i. compassionate or compelling circumstances
      ii. student participation in an intervention strategy as outlined in 1.e.
      iii. an approved deferment or suspension of study has been granted in accordance with Blackheath and Thornburgh College Deferment, Suspension and Cancellation Policy.

   d) Where the School decides to extend the duration of the student’s study, the school will report via PRISMS and/or issue a new COE if required within 14 days.

3) Monitoring Course attendance

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

   b) Student attendance is:
      i. checked and recorded daily
      ii. assessed regularly
      iii. recorded and calculated over each semester.

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

   d) All extended absences from School should be accompanied by a medical certificate, an explanatory communication from the student’s carer or evidence that leave has been approved by the Principal.

   e) Any absences longer than 5 consecutive days without approval will be investigated.

   f) Student attendance will be monitored by Dean of Students every 2 weeks over a semester to assess student attendance using the following method.

      i. For example, a 20 week study period with 5 contact hours a day would equal 500 contact hours. 20% of this is 100 hours.

      ii. Any period of exclusion from class will not be included in student attendance calculations. [See Standard 13 – Deferring, suspending and cancelling enrolment for an explanation of this item]
g) Parents of students at risk of breaching Blackheath and Thornburgh College’s attendance requirements will be contacted by [email / ‘phone] and students will be counselled and offered any necessary support when they have absences totalling 10% any study period.

h) If the calculation at 3.f. indicates that the student has passed the attendance threshold for the study period, Blackheath and Thornburgh College will advise the student of its intention to report the student for breach of visa condition 8202, and that he/she has 20 working days in which to access the school’s internal complaints and appeals process except in the circumstances outlined in 3.j.

i) The school will notify National ESOS Authority via PRISMS of the student not achieving satisfactory course attendance as soon as practicable where:
   i. the student does not access the complaints and appeals process within 20 days
   ii. withdraws from the complaints and appeals process
   iii. the complaints and appeals process results in a decision for the school

j) Students will not be reported for failing to meet the 80% threshold where:
   i. the student produces documentary evidence clearly demonstrating compassionate or compelling circumstances e.g., medical illness supported by a medical certificate, and
   ii. has not fallen below 70% attendance.

k) The method for calculating 70% attendance is the same as that outlined in 3.f. with the following change; number of study days x contact hours x 30%.

l) If a student is assessed as having nearly reached the threshold for 70% attendance for a study period, the Registrar will assess whether a suspension of studies is in the interests of the student as per Blackheath and Thornburgh College’s Deferment, Suspension and Cancellation Policy.

m) If the student does not obtain a suspension of studies under the Blackheath and Thornburgh College’s Deferment, Suspension and Cancellation Policy, and falls below the 70% threshold for attendance for the study period, the process for reporting the student for unsatisfactory attendance (breach of visa condition 8202) will occur as outlined in 3.h. – 3.i

4) Definitions

   a) Compassionate or compelling circumstances - circumstances beyond the control of
the student that are having an impact on the student’s progress through a course. These could include:

i. serious illness, where a medical certificate states that the student was unable to attend classes
ii. bereavement of close family members such as parents or grandparents (with evidence of a death certificate if possible)
iii. major political upheaval or natural disaster in the home country requiring their emergency travel that has impacted on their studies
iv. a traumatic experience which has impacted on the student (these cases should be where possible supported by police or psychologists’ reports)
v. where the school was unable to offer a pre-requisite unit
vi. inability to begin studying on the course commencement date due to delay in receiving a student visa

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

b) Expected duration – the length of time it takes to complete the course studying full-time. This is the same as the registered course duration on CRICOS.

c) School day – any day for which the school has scheduled course contact hours

d) Study period – a discrete period of study within a course which cannot exceed 24 weeks. Blackheath and Thornburgh College defines a “study period” for the purposes of monitoring course attendance and progress as a semester.
School Deferment, Suspension and Cancellation Policy

Blackheath and Thornburgh College  Deferment, Suspension and Cancellation Policy

1. Deferment of commencement of study requested by student
   a) Blackheath and Thornburgh College will only grant a deferment of commencement of studies for compassionate and compelling circumstances. These include but are not limited to:
      i. illness, where a medical certificate states that the student was unable to attend classes
      ii. bereavement of close family members such as parents or grandparents (where possible a death certificate should be provided)
      iii. major political upheaval or natural disaster in the home country requiring emergency travel that has impacted on studies
      iv. a traumatic experience which has impacted on the student (these cases should be where possible supported by police or psychologists’ reports).
   b) The final decision for assessing and granting a deferment of commencement of studies lies with the Principal.
   c) Deferment will be recorded on PRISMS within 14 days of being granted.

2. Suspension of study requested by student
   a) Once the student has commenced the course, Blackheath and Thornburgh College will only grant a suspension of study for compassionate and compelling circumstances. These include but are not limited to:
      i. illness, where a medical certificate states that the student was unable to attend classes
      ii. bereavement of close family members such as parents or grandparents (where possible a death certificate should be provided)
      iii. major political upheaval or natural disaster in the home country requiring emergency travel that has impacted on studies
      iv. a traumatic experience which has impacted on the student (these cases should be where possible supported by police or psychologists’ reports).
   b) Suspensions will be recorded on PRISMS within 14 days of being granted.
   c) The period of suspension will not be included in attendance calculations.
   c) The final decision for assessing and granting a suspension of studies lies with the Principal.

3. Student initiated cancellation of enrolment
   a) All notification of withdrawal from a course, or applications for refunds, must be made in writing and submitted to the Principal. Please see Blackheath and Thornburgh College’s Refund Policy for information regarding refunds.
4. **Assessing requests for deferment or suspension of studies**

   a) Applications will be assessed on merit by the Principal.
   b) All applications for deferment or suspension will be considered within 7 working days.

5. **School initiated exclusion from class (1 – 28 days)**

   a) Blackheath and Thornburgh College may exclude a student from class studies on the grounds of misbehaviour by the student. Exclusion will occur as the result of any behaviour identified as resulting in exclusion in Blackheath and Thornburgh College's Behaviour Policy.

   b) Excluded students must abide by the conditions of their exclusion from studies which will depend on the welfare and accommodation arrangements in place for each student and which will be determined by the Principal.

   c) Where the student is provided with homework or other studies for the period of the exclusion, the student must continue to meet the academic requirements of the course.

   d) Exclusions from class will not be recorded on PRISMS.

   e) Periods of ‘exclusion from class up to 5 days only’ will not be included in attendance calculations as per Blackheath and Thornburgh College’s Course Progress and Attendance Policy.

6. **School initiated suspension of studies (28 days +)**

   a) Blackheath and Thornburgh College may initiate a suspension of studies for a student on the grounds of misbehaviour by the student. Suspension will occur as the result of any behaviour identified as resulting in suspension in Blackheath and Thornburgh College’s Behaviour Policy.

   b) Suspended students must abide by the conditions of their suspension from studies which will depend on the welfare and accommodation arrangements in place for each student and which will be determined by the Principal.

   c) Students who have been suspended for more than 28 days may need to contact Department of Immigration (Please see contact details at: [http://www.immi.gov.au/contacts/australia/index.htm](http://www.immi.gov.au/contacts/australia/index.htm)).

   d) If special circumstances exist, the student must abide by the conditions of his or her suspension which will depend on the welfare and accommodation arrangements in place for each student and which will be determined by the Principal.

   e) Suspensions will be recorded on PRISMS.

   f) The period of suspension will not be included in attendance calculations.

7. **School initiated cancellation of enrolment**
a) Blackheath and Thornburgh College will cancel the enrolment of a student under the following conditions:

i. Failure to pay course fees
ii. Failure to maintain approved welfare and accommodation arrangements (visa condition 8532)
iii. Any behaviour identified as resulting in cancellation in Blackheath and Thornburgh College’s Behaviour Policy.

b) Blackheath and Thornburgh College is required to report failure to maintain satisfactory course progress and failure to maintain satisfactory attendance to Department of Immigration, which may impact on a student’s visa.

c) Blackheath and Thornburgh College may cancel the enrolment of a student for failure to disclose a pre-existing condition requiring a high degree of specialised support or care.

School initiated cancellation of enrolment is subject to Blackheath and Thornburgh College’s Complaints and Appeals Policy. Please see 8), below.

8. Complaints and Appeals

a) Student requests for deferment, and suspension and cancellation of enrolment are not subject to Blackheath and Thornburgh College’s Complaints and Appeals Policy.

b) Exclusion from class is subject to Blackheath and Thornburgh College’s Complaints and Appeals Policy.

c) School initiated suspension, where the suspension is to be recorded in PRISMS, and cancellation are subject to Blackheath and Thornburgh College Complaints and Appeals Policy.

d) For the duration of the internal appeals process, the school will maintain the student’s enrolment and the student will attend classes as normal. The Principal will determine if participation in studies will be in class or under a supervised arrangement outside of classes.

e) If students access Blackheath and Thornburgh College’s complaints and appeals process regarding a school initiated suspension or cancellation of enrolment under Standard 13, the change in enrolment status will not be reported in PRISMS until the internal complaints and appeals process is finalised, unless extenuating circumstances relating to the welfare of the student apply. NB: Students may still access the external complaints and appeals process, but the school need not await the outcome of this process before changing the student’s enrolment status in PRISMS. However, if the school has issued a CAAW for a student, welfare provisions under NC St 5.3 are applicable.

f) Extenuating circumstances include:
i. the student refuses to maintain approved welfare and accommodation arrangements (for students under 18 years of age)

ii. the student is missing

iii. the student has medical concerns or severe depression or psychological issues which lead the school to fear for the student’s wellbeing

iv. the student has engaged or threatened to engage in behaviour that is reasonably believed to endanger the student or others

v. is at risk of committing a criminal offence, or

vi. the student is the subject of investigation relating to criminal matters.

g) The use of extenuating circumstances by Blackheath and Thornburgh College to suspend or cancel a student’s enrolment prior to the completion of any complaints and appeals process will be supported by appropriate evidence.

h) The final decision for evaluating extenuating circumstances lies with the Principal.

9. Student to seek advice from Department of Immigration

a) Deferment, suspension and cancellation of enrolment can have an effect on a student’s visa as a result of changes to enrolment status. Students can visit the Department of Immigration Website [www.immi.gov.au/students/](http://www.immi.gov.au/students/) for further information about their visa conditions and obligations.

10. Definitions

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

**THE POLICY FOR DEFERRING, SUSPENDING OR CANCELLING ENROLMENT WAS LAST UPDATED BY Nigel Fairbairn ON 09/08/15**
A Code of Conduct exists to ensure the smooth operation of the College and is underpinned by the principle, ‘treat others as you wish to be treated’. Students are constantly encouraged to exhibit pride in themselves, their College and their community.

A standard including hair and jewellery and that correct dress is required at all times when in uniform whether at College or not.

Students and parents are required to sign a copy of the Code of Conduct upon enrolment.

As a member of the Blackheath and Thornburgh College community, I agree that:

1. As a student I am expected to adhere to all College rules whenever I am involved in College activities and at all times when wearing a College uniform. As a student, I am expected to adhere to College rules at all times during term whether on leave or at the College.

2. I will respect and comply with directions of staff and student leaders.

3. My personal appearance will be beyond reproach at all times. I acknowledge that I am required to adhere to the College dress standards including hair and jewellery and that correct dress is required at all times when in uniform whether at the College or not.

4. I have read and understood the College Drug Policy and understand that there are significant consequences for possessing or using drugs, cigarettes or alcohol.

5. Bullying will not be tolerated at Blackheath and Thornburgh College. I understand that should I experience bullying I need to speak with a senior student or staff member immediately.

6. I understand that theft or wilful damage of any item of personal, public or College property is a serious offence that may be reported to the Police. I further understand that where I am responsible for damage the cost of such damage will be put on my account and my parents will be notified.

7. I may not go beyond the College boundaries or to areas that are out of bounds to students without the consent of the Principal or Dean of Students.

8. I am required to attend and/or participate in a range of College events during the year. These events include inter-house and inter-school athletics and swimming carnivals, College leaders’ induction, ANZAC Day March, Reunion Church Service, Co-curricular Awards Night, Carols Night and Speech Day.

9. Cheating including plagiarism is a serious academic offence that has no place at Blackheath and Thornburgh College.

10. I must adhere to College policy in relation to mobile phones and other technologies. I acknowledge that failure to do so may result in confiscation of the item concerned.

11. Chewing gum is not acceptable at the College or at College functions.
12. Failure to comply with College rules and policies may result in my exclusion or suspension from the College or a range of other consequences including after normal College hours or weekend periods of College service.

I agree that I have read and understood the terms of the Code of Conduct and I agree to abide by these terms.

Signed: (Student) _______________________________ Date: ________________________
(Senior School Age Only)

Signed: (Parent) _______________________________ Date: ________________________
Mother/Mother figure

Signed: (Parent) _______________________________ Date: ________________________
Father/Father figure
**School Student Transfer Request Policy**

1. Overseas students are restricted from transferring from their principal course of study for a period of six months. This restriction also applies to any course(s) packaged with their principal course of study. Exceptions to this restriction are:
   
   a) If the student’s course or school becomes unregistered
   b) The school has a government sanction imposed on its registration
   c) A government sponsor (if applicable) considers a transfer to be in the student’s best interests
   d) If the student is granted a Letter of Release.

2. Students can apply to the Principal for a Letter of Release at no charge to enable them to transfer to another education provider. However, if a student has not completed the first six months of the principal course of study or is under 18 years of age, conditions apply.

3. *Blackheath and Thornburgh College* will only provide a letter of release to students before completing 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 school
   b) It has been agreed by the school the student would be better placed in a course that is not available at *Blackheath and Thornburgh College*.
   c) Any other reason stated in the policies of *Blackheath and Thornburgh College*.
   d) 

4. Students under 18 years of age MUST also have:
   
   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 Department of Immigration approved welfare and accommodation arrangements.

5. *Blackheath and Thornburgh College* will NOT provide a letter of release to students before completing the first six months of their principal course in the following circumstances:
   
   a) The student’s progress is likely to be academically disadvantaged
   b) *Blackheath and Thornburgh 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
   e) School fees have not been paid for the current study period.
6. In order to apply for a letter of release, all students must first have a letter of offer from the receiving provider.

7. Applications to transfer to another registered provider may have visa implications. The student is advised to contact the Department of Immigration office as soon as possible to discuss any implications. The address of the nearest Office is: See [http://www.immi.gov.au/contacts/australia/index.htm](http://www.immi.gov.au/contacts/australia/index.htm)

8. Other contact details for Department of Immigration are:

   Tel: 131 881 and E: student.centre@immi.gov.au

9. If a letter of release is provided by this School 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.

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

11. 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 Blackheath and Thornburgh College’s complaints and appeals policy. The complaints and appeals policy is available in the International Student Handbook.

The sample documents below relating to Standard 7, including the flowchart for assessment of transfer requests, are from the Independent Schools Council of Australia (ISCA) National Code 2007 Transition handbook for non-government schools enrolling full-fee paying overseas students, at: [www.isca.edu.au](http://www.isca.edu.au).

**THE TRANSFER POLICY WAS LAST UPDATED BY Nigel Fairbairn ON 08/09/15**
Blackheath and Thornburgh College Refund Policy

A copy of this policy is provided to the student (or parent(s)/legal guardian if the student is under 18) at a reasonable time prior to a written agreement being signed.

1) This policy outlines refunds applicable to course fees paid to the school including any course fees paid to an education agent to be remitted to the school.

2) Any service fees a student (or parent(s)/legal guardian if the student is under 18) pays directly to a third party are not within the scope of this refund policy.

3) The enrolment application fee is non-refundable.

4) Payment of Course Fees and Refunds

   a. Fees are payable according to the Blackheath and Thornburgh College’s Fees Policy

   b. An itemised list of school fees is provided in the school’s written agreement [as per NC Standard 3.1.b]

   c. All fees must be paid in Australian dollars unless requested otherwise. Refunds will be reimbursed in the same currency as fees were received.

   d. Refunds will be paid to the person who enters into the written agreement unless the school receives written advice from the person who enters the written agreement to pay the refund to someone else.

5) All notification of withdrawal from a course, or applications for refunds, must be made in writing and submitted to the Principal.

6) Student default because of visa refusal

   a. If a student produces evidence of visa refusal (or provides permission for the school to verify visa refusal with the Department of Immigration) and fails to start a course on, or withdraws from the course on or before the agreed starting day, the school will refund within four weeks of receiving a written claim from the student the total amount of course fees received by the school before the student’s default day.

   b. 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 four 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).

7) Student default

   a. Any amount owing under this section will be paid within 4 weeks of receiving a written claim from the student (or parent(s)/legal guardian if the student is under 18)
b. Non-tuition fees will be refunded on a pro rata basis proportional to the amount of time the student was studying in the course, except where a non-refundable payment on behalf of the student has been made.

c. If the student, does not provide written notice of withdrawal, and does not start the course on the agreed starting date, up to 50% of tuition fees will be retained from tuition fees received by the school.

d. If tuition fees for up to two study periods have been received in advance by the school and the school receives written notification of withdrawal by the student (or parent(s)/legal guardian if the student is under 18), the school will:
   i. Retain an administration fee of $500 and refund the balance of the tuition fees if written notice is received up to four weeks prior to commencement of the course.
   ii. Refund 70% of the tuition fees received if written notice is received less than four weeks prior to commencement of the course.
   iii. Refund 25% of any tuition fees received, if written notice is received before one (1) study period of the payment period has passed.
   iv. Refund 10% if written notice is received after 1 study period of the payment period has passed.

e. If tuition fees have been received for more than two study periods, refund provisions under (d) will apply for the first two study periods and any balance of unused tuition fees after this will be refunded.

f. No refund of tuition fees will be made where a student’s enrolment is cancelled for any of the following reasons:
   i. Failure to maintain satisfactory course progress (visa condition 8202). Please see International Student Handbook
   ii. Failure to maintain satisfactory attendance (visa condition 8202). Please see International Student Handbook
   iii. Failure to maintain approved welfare and accommodation arrangements (visa condition 8532). International Student Handbook
   iv. Failure to pay course fees.
   v. Any behaviour identified as resulting in enrolment cancellation in Blackheath and Thornburgh College Behaviour Policy. Please see Written Agreement, International Student Handbook and School Handbook.

8) Provider Default

   a. 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.

   b. If for any reason the school is unable to continue offering a course after the student commences a 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 course school’s default day.

   c. 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](https://tps.gov.au/StaticContent/Get/StudentInformation)


<table>
<thead>
<tr>
<th>Definitions</th>
</tr>
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<tbody>
<tr>
<td>a) <strong>Non-tuition fees</strong> – fees not directly related to provision of the student’s course, including Boarding Fees, Overseas Student Health Cover, Medical School Uniforms, Stationery, Meals, Laundry</td>
</tr>
<tr>
<td>b) <strong>Tuition fees</strong> – fees directly related to the provision of the student’s course, including textbooks, Subject Levies, Student Diary, Arts Council Performances</td>
</tr>
<tr>
<td>c) <strong>Course fees</strong> – the sum of tuition fees and non-tuition fees received by the school in respect of the student in order for the student to undertake the course.</td>
</tr>
</tbody>
</table>

**Study period - a study period is a semester**

If the student changes visa status (e.g. becomes a temporary or permanent resident) he/she will continue to pay full overseas student’s fees for the duration of that year.

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**THE REFUND POLICY WAS LAST UPDATED** BY Nigel Fairbairn ON 28/10/15