



KAMBALA

INFORMATION FOR FULL FEE PAYING OVERSEAS STUDENTS

CRICOS Registered Provider 02284M

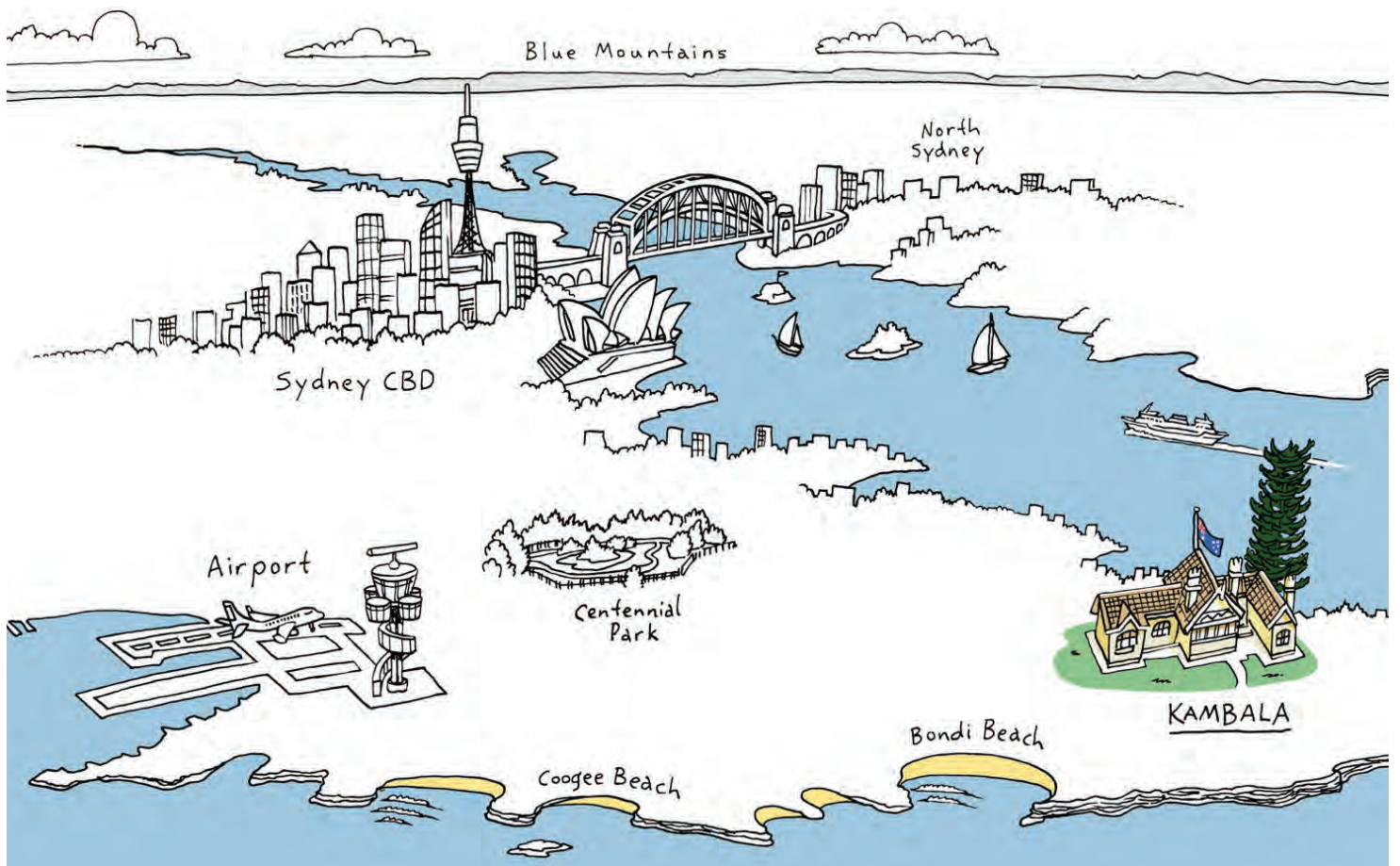
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Humanity | Courage | Curiosity | Respect

Instilling unwavering courage and curiosity to educate women of ambition, integrity and consequence.





LIVING IN SYDNEY, AUSTRALIA AUSTRALIAN EDUCATION

Sydney is the capital city of New South Wales. It is the largest city in Australia, with a population of approximately five million. The city is built around one of the most beautiful harbours in the world and is bordered by a coastline of surf beaches including the famous beaches of Bondi and Manly.

The central business district features modern skyscrapers, historical buildings, museums, art galleries, vibrant shopping centres, world class sporting facilities, restaurants and theatres.

Sydneysiders enjoy a relaxed lifestyle and wonderful weather year round. The city has a pleasant climate, with warm summers and cool winters.

Education standards in Australia are amongst the highest in the world. Approximately 4,000 international school students commence their studies throughout Australia annually. For more information visit www.studyinaustralia.gov.au.

New South Wales school students complete 13 years of formal education. The first year is usually known as Kindergarten (commencing at 5 years of age), followed by Year 1 through to Year 12. Students complete their schooling at approximately 18 years of age. For more information visit www.educationstandards.nsw.edu.au.

The Australian school year commences in late January and concludes in early December. The school year is divided into four equal school terms of approximately 10 weeks per term, with a two-to-three week vacation between terms. A longer break is enjoyed in the summer months of December and January.

STUDYING AT KAMBALA

Kambala is located in Rose Bay in the Eastern Suburbs of Sydney on the foreshore of Sydney Harbour with breathtaking views across the city skyline and the Opera House. The School is located 18 kilometres from the international airport, eight kilometres from the central business district and 3.5 kilometres from the iconic Bondi Beach.

The educational journey for students of Kambala takes place within a learning environment enriched to provide a breadth of experiences to challenge the mind, body and spirit of each girl. Typically, Kambala graduates are unafraid of the new and have a social conscience.

Each young woman understands the privilege she enjoys by attending a school providing such opportunities – and the responsibility derived from this opportunity to contribute to the community and society at large.

The broad ranging curriculum and wealth of co-curricular and extra curricular activities, offered within a positive and supportive environment, invites girls to explore their strengths and realise their potential. Confidence is developed as students learn that it is important to take risks, confront failures and learn from mistakes. Resilient, self-reliant young women understand that they will have the ability to make a difference in the world.

Consistent excellent academic results at all levels of benchmark testing attest to the expertise of the staff in all year levels and subject areas. The high degree of engagement and commitment to achieving personal excellence is evident within the student body and ensures impressive outcomes.

Our Higher School Certificate and International Baccalaureate results reflect this each year. On average 60 percent of Year 12 students achieve an Australian Tertiary Admissions Rank (ATAR) of over 90. Students also have the opportunity to excel in Debating, Drama, Music, Sport and many other areas of interest. The life of a Kambala student is a busy and exciting one.

Kambala is committed to working with students to produce a love of learning, self-respect and a real sense of community. Self-esteem is built through the wide variety of opportunities to experience success in a very supportive environment. The School's wellbeing and discipline policies take a problem-solving approach to discipline, emphasising the responsibilities that students have to themselves, to one-another, to their teachers and to their parents. The policies are underpinned by values important at Kambala: a safe, nurturing environment, respect for people and property, tolerance and compassion and pride in the School.

Kambala is a school with a proud tradition of educating young women. From its inception in 1887, all those associated with this dynamic learning community have made a commitment to providing the best of opportunities to assist each girl in realising her own purpose with humanity, courage, curiosity and respect.

OVERSEAS STUDENTS

Kambala welcomes overseas students from around the globe. As well as overseas boarders, we enrol daughters of overseas visitors who hold appropriate business or temporary resident visas managed by the Department of Home Affairs.

For students wishing to study for longer than three months, the Australian government allows people who are not Australian citizens or Australian permanent residents to study in Australia, provided they undertake a registered course from a registered provider.

Depending on the country of origin, students can apply for visas on-shore or off-shore. Most students in non-government schools will hold Visa Subclass 500 (Australian Schools Sector) and are required to pay fees which fully cover the cost of providing their education.

Kambala is a registered provider for a small number of Full Fee Paying Overseas Students (FFPOS). Kambala's Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) Provider Number is 02284M.

Kambala complies with all legal requirements relating to the enrolment of overseas students. This booklet provides an overview of Kambala's policies relating to overseas students. For greater detail, any prospective student or parent should familiarise themselves with the full suite of policies that are lists at the back of this booklet and available in full on Kambala's website.

Kambala is a registered provider for the following courses for Full Fee Paying Overseas Students:

Primary – Kindergarten to Year 6
CRICOS course code 041346A

Junior secondary – Years 6 to 10
CRICOS course code 041347M

Senior secondary –
Years 11 and 12 NSW Higher School Certificate (HSC)
CRICOS course code 041348K

Years 11 and 12 International Baccalaureate Diploma (IB)
CRICOS course code 076026F

A Full Fee Paying Overseas Student requires a student visa to attend school in Australia. Australian or New Zealand citizens, those carrying permanent or temporary resident visas or refugees do not require student visas to attend the School.

Evidence of English language proficiency is required. Applicants will be asked to sit the Australian Education Assessment Services (AEAS) testing, either in their own country or Australia. Kambala's minimum English requirements are noted under Application Process. For more information on AEAS test centres visit www.aeas.com.au.



PROGRAMS OF STUDY

Kambala caters for students from Early Learning to Year 12.

Hampshire House – Early Learning School

Hampshire House caters for boys and girls from six months to five years. Overseas boys and girls may be accepted providing a vacancy is available and parents have a suitable dependent visa to reside in Australia.

Junior School – Preparation to Year 6

Our Junior School is for girls only. There are eight years of junior schooling at Kambala. Students commence in Preparation (girls must have turned four by 31 March to be eligible for entry), continue to Kindergarten (start of compulsory education in New South Wales) and then Years 1 to 6.

Students attending Kambala on a student visa must be over six years of age. Younger students can only be enrolled if a parent has a suitable dependant visa. It is necessary for all overseas students enrolled at Kambala to be living with at least one parent or grandparent for the duration of their early learning and junior school enrolment.

Senior School – Years 7 to 12

There are six years of secondary schooling. Students are usually 12 years old at the start of Year 7. Overseas students must be less than 19 years of age when they commence Year 11. Overseas students will only be admitted to Year 11 studies at the commencement of the local school year in January.

In Years 11 and 12 students have the option to study either the New South Wales Higher School certificate (HSC) or the International Baccalaureate Diploma (IB). Both courses are two years in duration with final examinations taken in October/November of Year 12.

Both courses are recognised internationally and are essential for a student seeking university entry. Our Future Pathways Advisor, Deputy Principal-Academic and Head of Academic Life will assist students in course and subject selection.

Kambala has accommodation for 50 boarders. Our boarders live in a caring, nurturing and disciplined environment maintained by the Deputy Principal - Wellbeing & Boarding, resident staff, the school counsellors and school nurses. The boarding house is open during the school term only. Accommodation is not available on campus during school vacation periods.

Homestay

Kambala does not offer homestay accommodation. All overseas students not residing with their parents or approved relatives must reside in the boarding house to be eligible for enrolment.

LOCAL CONTACT PERSON

Students not residing with their parents are required to provide the School with a local contact person who can act on behalf of the student's parents and be contacted by Kambala to give written, or in the case of an emergency, telephoned permission for outings and medical assistance. A local contact person must be over 21 years, have proficiency in English and reside in or close to Sydney. The local contact person should be known to the student and be willing to assist her with support and advice whilst attending Kambala including providing accommodation during the school holidays if needed or should an unplanned closure of the Boarding House be required (e.g. school closure mandated by government). These local contact persons are nominated by the parents and not the School. They are not required to provide the School with Working with Children Check clearance unless an overseas student lives with the local contact person for an extended period of time in exceptional circumstances.

WELFARE AND ACCOMMODATION

Students living with parent or grandparent

All students from Hampshire House to Year 6 must be living at all times with either a parent or grandparent to be eligible to enrol at Kambala on a student visa. In certain circumstances the Principal may agree to a Year 6 girl enrolling as a boarding student. Students from Years 7 to 12 who choose to live with a relative must ensure that the relative is approved by the Department of Home Affairs, which you can review at www.homeaffairs.gov.au.

Boarding (residential) students

Residential accommodation is available for students from Years 7 to 12. Overseas boarders will be issued with the Confirmation of Appropriate Accommodation/ Welfare Arrangements (CAAW) form.

OVERSEAS STUDENT HEALTH COVER (OSHC)

Students applying to study in Australia must meet health requirements outlined in the migration regulations. As a condition of the student visa all overseas students must have medical and hospital Overseas Student Health Cover (OSHC) insurance for the duration of their visa. The Director of Enrolments can arrange OSHC Cover for all new full fee paying overseas students through Medibank Private and a printed Policy Certificate will be provided to the student. Dependent students must be covered by their parents' health insurance and proof of cover must be provided upon commencement.

ATTENDANCE

Attendance from the first day to the last day of each school term is mandatory. Extended leave for overseas home visits is not permitted. Parents must inform the School in writing where and with whom the student will spend her school holidays. The School checks arrangements for the school holiday period each term.

It is a visa requirement that students must attend a minimum of 80 percent of scheduled classes. Any absences must be advised in writing and a medical certificate from a registered medical practitioner is required after two or more days absence from school. If a student does not attend school for more than five consecutive days without approval she is at risk of not meeting attendance requirements. Kambala may decide to implement an intervention strategy before a student's attendance drops below 80 percent. The Department of Home Affairs may be notified in the case of failure to meet this requirement. In addition, attention is drawn to the visa condition imposed by the Department of Home Affairs that the student is not to work during school terms.

COURSE PROGRESS

Student progression from one year to the next is based on teacher evaluation of individual performance and ability. Kambala monitors and records the course progress of each student. If a student is not achieving competency the Deputy Principal will meet with the student to develop an intervention strategy for academic improvement.

Kambala will provide each student with information about course requirements as outlined by the NSW Education Standards Authority (NESA). Further information about course requirements is available at www.educationstandards.nsw.edu.au.

If an overseas student's performance falls below the required level, even though all steps have been taken to assist the student, including advising parents/guardians, the School has the right to inform the Department of Home Affairs.

STUDENT ASSESSMENT AND REPORTING

All students are expected to attend all classes and complete and submit all homework tasks on time and as required. Assessments include classroom tests, assignments and formal examinations conducted on a continual basis throughout the academic year.

Parents are provided with half yearly and yearly written school reports outlining academic progress.

SUPPORT SERVICES

Kambala has a comprehensive program to support the academic care and wellbeing of all students.

The Deputy Principals, in conjunction with academic staff, provide various types of academic support to senior school students so they can achieve the expected learning outcomes. In the Senior School, students are allocated to Mentor groups with a Mentor who is responsible for their day-to-day welfare. Each year group has a Head of Year whose role is to be the link between families, students and the School.

Students also have access to Learning Enrichment staff, the Head of Student Life, Head of Academic Life, Overseas Student Coordinator, School Counsellors, Nurses and the Future Pathways Advisor.

The Deputy Principals and school staff can be contacted during school hours on (+61) 2 9388 6777.

The Heads of Academic and Student Life, Overseas Coordinator, and Boarding staff assist new senior school students to settle into their life at Kambala. Assistance is provided in opening a bank account and transport to and from the School from the airport.

The Overseas Student Coordinator can be contacted during school hours on (+61 2) 9388 6777 or joanne_sarmiento@kambala.nsw.edu.au.

Boarding House can be contacted during school hours on +61 9388 6846) or emergency out of hours phone is (+ 61) 0407 383 100.

Students in the Junior School are primarily cared for by their homeroom teacher who should be the first point of contact for any questions regarding welfare issues. The Deputy Principal /Head of Junior School and junior school staff can be contacted during school hours on (+61 2) 9388 6883.

The Director of Enrolments manages the application process and arranges electronic Confirmation of Enrolment (CoE) for students applying for student visas. The Director of Enrolments can be contacted during school hours on (+61 2)9388 6844 or at enrolments@kambala.nsw.edu.au.

Assistance for critical incident or allegation matters should be directed to the Principal in the first instance during school hours on (+61 2) 9388 6777 or at principal@kambala.nsw.edu.au.



KEY PERSONNEL

- ◆ Jane Danvers, Principal, is the Chief Executive Officer of Kambala and is responsible to the School Council for the quality of education provided to all students.
- ◆ Carolyn Gedling, Deputy Principal-Academic, is responsible for the academic care and course progress of all students from Years 7 to 12 and efficient functioning of relevant staff.
- ◆ Stuart Coppin, Deputy Principal-Head of Junior School, is responsible for the wellbeing, attendance and academic care of all students from Hampshire House to Year 6 and the efficient functioning of relevant staff.
- ◆ Mary-Anne Wiles, Business Manager & CFO, is responsible for all financial matters relating to a student's enrolment at the School.
- ◆ Joanne Sarmiento, Deputy Principal-Wellbeing & Boarding, is responsible for the wellbeing and attendance of all students from Years 7 to 12.
- ◆ Mrs Sarmiento is also the Overseas Student Coordinator, and is responsible for communication between parents, students, approved guardians and the School's key personnel.
- ◆ Tracy Mulligan, Director of Enrolments, is responsible for student recruitment, enrolment documentation and procedures, including CRICOS, as they relate to all students.
- ◆ Heads of Year are responsible for the overall pastoral and academic welfare of the students in each year group.
- ◆ Mentors are responsible for small pastoral groups of students in each year group.
- ◆ Heads of Department are responsible for student academic progress in each subject.
- ◆ Class Teachers are responsible for the welfare and academic progress of students in classes from Preparation to Year 6.
- ◆ School Nurses are responsible for the healthcare of all students. The nurse will attend to the student and make necessary arrangements should further medical attention be required. The nurse will also inform the parents and/or guardians of the situation.
- ◆ The School Counsellors provide a confidential service that supports and promotes the growth and wellbeing of all students.

APPLICATION PROCESS

All students must complete the *Application for Enrolment Form* available from the Director of Enrolments at enrolments@kambala.nsw.edu.au.

The completed form should be returned to the Director of Enrolments together with the AUD\$300 non-refundable Registration Fee, a copy of the student's birth certificate, a copy of the student's passport photo page, translated copies of the student's most recent school reports and AEAS English language testing results (if applicable).

English language requirements

Overseas students from Year 3 onwards not currently being schooled fully in English must be tested in English, Mathematics and General Ability. Kambala uses Australian Education Assessment Services (AEAS) for this procedure. Please refer to the AEAS website www.aeas.com.au for information on international test centres and testing dates. Overseas students must provide AEAS results with their application. Based on the recommendation of the AEAS report, some overseas applicants may be required to attend an intensive English language course prior to commencing at Kambala.

Minimum AEAS scores for entry in Senior School:

Year 7 or 8	AEAS 61+
Year 9 or 10	AEAS 71+
Year 11	AEAS 81+

Placement testing

Applicants currently being schooled in English are required to sit placement tests in English, Mathematics and General Ability. These tests can be sat at Kambala on specific test dates or sent to the student's current school with their permission to supervise.

Year placement is at the Principal's discretion based upon a student having a satisfactory level of English proficiency to meet the demands of the curriculum.

Offers

Once the *Application for Enrolment Form* and accompanying documentation has been received, the student will either be placed on a waiting list if a vacancy is not available for the requested entry or supplied written offer documents.

To formally offer a place to a student, Kambala provides offer documents indicating the appropriate CRICOS code and payments required to accept the place. A *Schedule of Fees and Terms and Conditions* will be included with the offer.

To accept the offer the parent(s) must sign the offer documents and return these to the Director of Enrolments together with the non-refundable Entrance Fee and refundable FFPOS Deposit outlined in the offer. On receipt of these, Kambala will issue the Confirmation of Enrolment (CoE) and Confirmation of Accommodation and Welfare (CAAW) documents the student will need in order to apply for a student visa.

Please note that students applying to commence the Junior Secondary Course (Years 7 to 10) in Year 10 must begin the course at the start of the Australian school year in January to meet course requirements. Similarly, students applying to commence the Senior Secondary Course (Years 11 and 12) or the International Baccalaureate Diploma (Years 11 and 12) must begin either of these courses in Year 11 at the start of the school year in January.

GENERAL INFORMATION

Payment of school fees

Parents are jointly and individually responsible for the payment of fees. Payment of fees may be made by electronic funds transfer or credit card (merchant fee surcharge applicable). Kambala provides a *Schedule of Fees*. Please take the time to read this carefully. All financial arrangements are handled by the Business Office. Tuition, boarding fees and additional charges are payable by the published due date in accordance with the *Schedule of Fees*.

Additional expenses

In addition to tuition and boarding fees, students will be required to purchase uniforms (approx \$1,000), text books and stationery (approx \$800), technology & year group levy for outdoor education camps and excursions (approx \$4,000). These estimates will vary according to the age of the student.

Withdrawing a student

Should a student withdraw from Kambala, parents are required to give a full term's (approx 10 weeks) written notice before the removal of their daughter or pay a full term's fees in lieu. In order to be valid and binding, such notice must be in writing, signed by the parent and provided to the Principal.

Refunds

If evidence is provided that the application for a student visa has been refused by the Department of Home Affairs, the School will refund the Entrance Fee and FFPOS deposit in full. The \$300 registration fee is not refundable. Please refer to the FFPOS Refund Policy.

Educational agents

Kambala is not affiliated with any College or Overseas Student Placement Centre. As such, Kambala does not have agent agreements or commission policies with any educational agents or centres.

Orientation

Kambala has a dedicated orientation program in place each October for all new students commencing at the School in the following year. This program is run by the Director of Enrolments, Deputy Principals and assisted by various teaching and boarding staff. In addition to the orientation day program, new boarders experience a 'sleep over' in the Boarding House with the opportunity to meet current boarders.

Uniforms and stationery

Outfitters, located in the school grounds, sells all items of school uniform except school and sports shoes. A limited range of stationery supplies and text books are also available.

Insurance

It is the student's responsibility to take out private insurance against accidental loss or damage to personal items such as mobile phones, cameras, iPads etc. School-issued laptops are covered by the School as part of the rental program for this equipment.

Indemnity

If your daughter is accepted as a student at Kambala you are required to give permission for your daughter to take part in all activities associated with her attending Kambala.

You agree to delegate authority to the Principal of Kambala:

- ◆ To take whatever reasonable disciplinary action which is deemed necessary to ensure the safety, wellbeing and successful conduct of the students of the School as a group or individually.
- ◆ For his/her delegates to obtain all such medical assistance as required and to make all such decisions as they deem necessary to preserve the health and wellbeing of the student.
- ◆ To submit the Medical Information Form (provided prior to commencement) regarding the student and include details of limitations which apply for any activities.
- ◆ To declare that you are not aware of any other conditions which may affect the student's ability to study or live in Australia or take part in school activities.

Sharing information

Information provided by the student to Kambala may be made available to Commonwealth and State agencies pursuant to obligations under the ESOS Act 2000 and the National Code. This information includes personal and contact details, course enrolment details and changes and the circumstances of any suspected breach by the student of a student visa condition. In other instances information collected during enrolment can be disclosed without consent where authorised or required by law.

Change of address

The student is obliged to notify the School of any change of address or contact details within seven days while enrolled at Kambala. This is to ensure that any notifications sent to the student advising of visa

breaches are sent to the student's current address. Where Kambala has approved the student's welfare and accommodation arrangements, the student requires School approval for any changes to welfare and accommodation arrangements prior to that change.

Privacy

Information is collected on the application form and during enrolment in order to meet our obligations to ensure student compliance with the conditions of their visas and their obligations under Australian immigration laws generally. The authority to collect this information is contained in the ESOS Act 2000, the ESOS Regulations 2019 and the national Code of Practice for registration Authorities and Providers of Education and Training to Overseas Students (the National Code) 2007.



Information collected on the enrolment form and during the course of enrolment can be provided, in certain circumstances, to the Australian government and designated authorities and, if relevant, the Tuition Assurance Scheme and the ESOS Assurance Fund Manager. In other instances, information collected during enrolment can be disclosed without consent where authorised or required by law.

Complaints

Kambala is committed to the development and maintenance of positive relationships among all members of the community and to the timely resolution of any complaint that may arise. Complaints will be addressed professionally, competently and in a timely manner applying principles of natural justice, confidentiality and procedural fairness. A Complaints Form is available on the Sundial portal. Please note that the availability of complaints and appeals processes does not remove the right of the student to take action under Australia's consumer protection laws.

Customs and quarantine

Australia has strict custom and quarantine rules. Strict rules prohibiting or restricting the entry of drugs, weapons, firearms, protected wildlife and associated products apply. Australia prides itself in being free from many pests and diseases found in other parts of the world. Luggage may be inspected on arrival in Australia. It is important that you declare items of quarantine concern to avoid being prosecuted for bringing forbidden items into the country.

Water

Water quality in Sydney and Australia is greater than the standards for safe drinking set by the World Health Organisation. You can drink straight from the tap in Sydney.

Electricity

The electrical current in Australia is 220–240 volts, AC50Hz. The Australian three-point pin power outlet is different from any other countries. You may need an adaptor which you can purchase from electrical shops and at airports. You may also need a voltage converter from 110 volt appliances.

Prescription drugs

If a student has been prescribed any drugs, a letter must be provided by a doctor with details of the medication and the drugs and dosage to be taken. This information must be given to the School Nurse in the Health Centre as soon as possible after diagnosis. Prescription drugs are available at the local chemist and are only available with a doctor's prescription. Please ask the School Nurse for any assistance.

Alcohol and smoking

It is illegal in Australia for persons under 18 years of age to consume alcohol, cigarettes or other tobacco products. Smoking is prohibited in Australian airports, on buses, trains and ferries and in most public places. Kambala is a non-smoking campus.

CONDITIONS OF ENROLMENT FOR FULL FEE PAYING OVERSEAS STUDENTS

In accordance with government CRICOS registration regulations the following information is provided for families seeking full fee paying overseas student entry to Kambala.

Information for parents and students

The following conditions apply should your daughter be accepted for enrolment at Kambala.

1. The student will participate fully in the life and programs of the School.
2. The parents will support fully both the student and the School in all activities.
3. To ensure your child submits to the School's academic, dress and disciplinary regulations as may be instituted by the Principal and staff of the School.
4. To be aware that your child must demonstrate effort and maintain a proper attitude towards her academic studies during her time at Kambala.
5. It is a requirement that all applicable tuition fees are paid on enrolment and prior to the commencement of the course. All fees are to be paid in Australian dollars.
6. Subsequent tuition and boarding fees must be paid in full upon receipt of an account and prior to the date shown unless the Principal gives prior approval.
7. To pay for the provision of school approved ESL classes if these are required after school by private tuition.
8. Tuition fees are not transferrable.
9. Kambala reserves the right to change its fees for the following academic year.
10. A student wishing to enrol at Kambala must have a current passport.
11. Unless enrolling as a day student, to entrust the Principal to undertake to provide boarding accommodation for, and to be responsible for, the support and general welfare of the student.
12. All students under the age of 18 are required to live in the Boarding House or in accommodation with a parent approved by the School as part of their enrolment conditions. Enrolment will be terminated if students breach this condition.
13. Where parents do not reside in Australia, a suitable adult Sydney resident must be appointed as a local contact person for the student to liaise with the School and provide assistance and support as required on behalf of the parent.

OVERSEAS STUDENT COMPLIANCE

14. Accommodation during school holiday periods must be approved by the Principal prior to the event.
15. Students must advise Kambala of any change in their contact details within 48 hours of the change.
16. Students on student visas must comply with the conditions of their visas to maintain a minimum of 80 percent attendance for each term.
17. Students on student visas must maintain satisfactory progress which will be assessed by maintaining regular and punctual attendance, completing prescribed tasks and homework and abiding by the School's rules, student dress code and conduct. Should the student not comply with these conditions their enrolment and visa may be cancelled.
18. Holiday travel must be taken in the official school breaks. This is an important visa requirement and the Principal must approve any variation.
19. Kambala shall not be liable for any loss, damage or injury to persons or property. Students are advised to take out personal insurance to cover private property in addition to the compulsory Overseas Student Health Cover.
20. If you want your daughter to transfer from Kambala to another education provider (school) before she has completed the first six months of her study you must seek permission from the School and complete a transfer request from.
21. Refunds are paid in accordance with Kambala's FFPOS Refund Policy.
22. Information provided to Kambala may be made available to Commonwealth and State agencies as required by law.
23. The School may suspend or terminate enrolment at its discretion for failure to comply with these conditions or any other serious breach of the School's rules and regulations. This is subject to the Complaints and Appeals Policy.

Kambala complies with all legal requirements related to the enrolment of overseas students, including the:

- ◆ Education Services for Overseas Students (ESOS) Act 2000 (amended 2015)
- ◆ ESOS Regulations 2019
- ◆ National Code of practice for registration authorities and providers of education and training to overseas students (The National Code 2018)
- ◆ Australian consumer law.

The ESOS Act 2000 (amended 2015) and other related legislation is designed to protect the interests of students coming to Australia on student visas. The legislation aims to protect and enhance Australia's reputation for quality education, to provide tuition protection and support the integrity of the student visa program.

The Australian Government is committed to ensuring overseas students have a great educational experience in Australia. The ESOS Act and related laws protect international students through:

- ◆ The ESOS legislation and recent reforms
- ◆ The National Code
- ◆ The Overseas Students Ombudsman
- ◆ The Tuition Protection Service.

For further information about students' rights and obligations under the ESOS Framework please refer to <https://internationaleducation.gov.au>.

Kambala is committed to full compliance with the ESOS Act. Our staff observe this commitment and support the School in complying fully in providing consistent advice and reporting to the school community in meeting our obligations.

Protection for overseas students

As an overseas student on a student visa, you must study with an education provider in a course that can be found on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS).

Kambala is a registered CRICOS Provider (02284M). CRICOS registration guarantees that the course and the education provider where you study meet the high standards necessary for overseas students.

Your rights

The ESOS Framework protects your rights, including:

- ◆ Your right to receive, before enrolling, current and accurate information about the course, fees, modes of study and other information from your provider. If you are under 18 years of age, to ensure your safety, you will be granted a visa only if there are arrangements in place for your accommodation and welfare.
- ◆ Your right to get the education you pay for. The ESOS Framework includes 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.



FULL FEE PAYING OVERSEAS STUDENT POLICIES

- ◆ Your right to know:
 - how to use your provider's support services
 - who the contact officer or officers are for overseas students
 - if you can apply for a course credit, when your enrolment can be deferred, suspended or cancelled
 - what your provider's requirements are for satisfactory progress in the courses you study
 - if attendance will be monitored for those courses
 - what will happen if you want to change providers
 - how to use your providers Complaints and Appeals Policy.

Your responsibilities

As an overseas student on a student visa, you have responsibilities to:

- ◆ Satisfy your student visa conditions.
- ◆ Maintain your overseas student health cover (OSHC) for the full period of your visa.
- ◆ Meet the terms and conditions of the written agreement with your provider.
- ◆ Inform your provider if you change your address.
- ◆ If you are under 18 years of age, maintain your approved accommodation and welfare arrangements.

Tuition Protection Service

Kambala pays an annual Tuition Protection Service (TPS) Levy for overseas students to meet all obligations as a CRICOS provider. Protection of tuition fees paid in advance by student visa holders is undertaken in accordance with the ESOS requirements and the Tuition Protection Service Framework.

In the unlikely event that the School is unable to deliver the student's course in full, the student will be offered a refund of full pre-paid tuition fee less the non-refundable Registration Fee and Entrance Fee.

If the School is unable to provide a refund, the Tuition Protection Service will assist the student to find an alternative course or to get a refund of the student's unspent tuition fees, if a suitable alternative is not found.

Overseas Student Ombudsman

The Overseas Student Ombudsman provides a free, independent and impartial service that can investigate complaints about problems affecting intending, current or former international students. For more information go to www.ombudsman.gov.au.

Policies relating to Full Fee Paying Overseas Students include:

- ◆ Overseas Students Complaints Handling Policy
- ◆ Overseas Students Complaints Appeals Policy
- ◆ Overseas Student Transfers Policy
- ◆ Overseas Students Refund Policy
- ◆ Overseas Students Marketing Policy
- ◆ Recruitment of Full Fee Paying Overseas Students Policy
- ◆ Younger Full Fee Paying Overseas Students Policy

The policies listed fulfil Kambala's obligations under the National Code for Providers of Education and Training to Overseas Students 2018 Standards:

- ◆ Standard 1: Marketing information and practices
- ◆ Standard 2: Recruitment of an overseas student
- ◆ Standard 3: Formalisation of enrolment and written agreements
- ◆ Standard 4: Education agents
- ◆ Standard 5: Younger overseas students
- ◆ Standard 6: Overseas student support services
- ◆ Standard 7: Overseas student transfers
- ◆ Standard 8: Overseas student visa requirements
- ◆ Standard 9: Deferring, suspending or cancelling overseas student enrolment
- ◆ Standard 10: Complaints and appeals
- ◆ Standard 11: Additional registration requirements.



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