



Parkhill Primary School ISP handbook 2019

The following document outlines the processes and procedures that we at Parkhill Primary School adhere to.

Recruitment

The school will provide information to students/parents about any school specific entry requirements (eg. live in designated school zone) on their website.

Prospective students must apply to study in a Victorian school through the International Education Department (See below for contact details).

Students will not be accepted into the school until this process has been completed and we have confirmation from IED about your child's enrolment.

When contacted by DET IED, the school will assess whether the school has capacity to accept the student whether the student previous school results and English language skills are suitable for the level they have applied for. The school will respond promptly to IED, either accepting or declining the application or providing an update on the application's assessment

Third Party education arrangements

If the school engages any third-party education providers, it will enter into a formal written contract and provide a copy of the agreement to DET IED. The arrangement will be quality assured and monitored (including for suitability for child connected work).

The school will provide information to students/parents about any part of the academic program delivered by a third-party education provider such as a Registered Training Organisation (RTO) or non-government language schools by providing this information to parents/students when making these programs available .

The students involved in the third party education program will be supported by the school, attendance and course progress monitored and where required translated reports will be provided to parents.

Education Agents

The school will engage with DET-accredited education agents only.

The school will notify DET IED if it has any concerns in respect to education agents.

Younger overseas students

The school has a Child Safe Policy, Child safe code of conduct and the process for reporting actual or suspected physical or sexual abuse including CCYP reporting obligations that has been endorsed by the school council. The school has identified and addressed the risks of child abuse associated with culturally diverse students including overseas students in its child safe practices and its risk register.

Note: These risks may include:

- *Parent of Overseas student not clear on how to report child abuse*
- *Overseas student not clear on how to make a report if feeling unsafe or if there is an incident of child abuse to them or others*
- *Overseas student is out late and/or unable to be contacted*
- *Unknown personal issues of homestay and their families such as stress, financial issues, mental health issues, gambling/alcohol/drug addiction or domestic violence*
- *In appropriate engagement online or external environments eg. shopping centres, after hours teaching or other services etc*

- *Vulnerability of students due to undisclosed personal issues, which may exist due to relocation to Australia or previously existed in their home country for Overseas students*
- *Conflict between the student and other students due to historical cultural of religious backgrounds*
- *ISP student's language and cultural barrier risks on public transport*
- *Overseas student not clear on how to make a report if feeling unsafe*
- *Parents fail to monitor their child at home, to and from school*
- *Lack of awareness of local legislations (eg might think corporal punishment is acceptable)*

When a new overseas student is enrolled, the Principal reviews the Child safe risk register to ensure that any risks that may apply to the new student is added to the register and measures to reduce those risks are put into place. eg potential cultural tensions between students from one country/religion and another, language/cultural barriers to understanding what is acceptable and what is not (for example some cultures might still accept corporal punishment at home or at school) etc.

All overseas students are provided the contact details for school staff designated as emergency contacts (by providing the student a Student Safety Card/School Emergency Contact Card and the school's child safe officers. These are:

Emergency contacts/Child safe officers

Elaine Brady 0413440871
 Michelle Smith 03 9807 2239
 School Office 03 9807 2239 Official point of contact for overseas students

Students are also provided with age appropriate information encouraging them to speak up about child abuse and on how to report an incident or allegation of sexual or physical abuse through:

- The school's orientation process
- The school's child safe student promotion practices

Parents/legal guardians have access to a copy of the School Child Safe Policy, Child Safe Code of Conduct and training in the school's child safe practices including how to report a critical incident including actual or suspected physical or sexual abuse via the school website.

Overseas student support services

The school has designated the following staff member(s) as the official point of contact for international:

Principal (Elaine Brady) responsible for the ISP and overseas student co-ordinator
 Assistant Principal (Michelle Smith)
 Chaplian (Suzanne Carmody)

The school will participate in training and support for Overseas student Coordinators and ensure that the Overseas student Coordinators provide training to support staff. The training and self-education practices include:

- Attendance at DET IED briefing and/or school based training sessions
- Attendance at meetings (in person, electronically) where key information is provided.

The training will include:

- the Child Safe Standards and the school's child safe practices and CCYP obligations

- the school's policies and procedures for managing emergency situations and critical incidents
- the Education Services for Overseas Students Act 2000 (ESOS Act), the National Code and any VRQA Guidelines for the Enrolment of Overseas Students Aged Under 18 Years issued from time to time

Orientation

Each overseas student and family is provided an age and culturally appropriate orientation which includes:

- information on the school and its facilities
- academic programs,
- requirements for course attendance and course progress,
- general support services,
- special programs and services supplied by the school (e.g. English language and study assistance programs)
- student/parent handbook and code of conduct,
- Who to contact if there is a critical incident ie. provide Student safety card (eg. using Student emergency card template)
- school reporting and other contact procedures for parents
- cultural information (www.movingtoaustralia.com.au/australian-culture/,
- information about the local area (e.g. shops and services, transport between school and home) (www.ptv.vic.gov.au/, and
- Options for transport between school and home
- information about relevant legal services eg:
 - <https://yla.org.au/>
 - www.australia.gov.au/information-and-services/public-safety-and-law/legal-aid,
 - <https://www.accc.gov.au/consumers/consumer-protection>
- emergency and health services in the area
- safety and awareness information relevant to life in Australia:
 - <https://www.studyinaustralia.gov.au/english/live-in-australia/health-and-safety>
 - www.vicroads.vic.gov.au/safety-and-road-rules/pedestrian-safety/children-and-pedestrian-safety
 - www.healthcareaustralia.com.au/ <https://www.esafety.gov.au/esafety-information>
 - <https://bullyingnoway.gov.au/>, and
- School dispute resolution procedures eg. complaints and appeals procedures

Critical incidents

The school has a documented critical incident policy which is based on the Department's Reporting and managing emergencies and incidents policy:

<https://www.education.vic.gov.au/school/principals/spag/management/Pages/reporting.aspx>.

Critical incidents are not limited to, but could include:

- missing students;
- severe verbal or psychological aggression;
- death, serious injury or any threat of these;
- natural disaster;
- issues such as domestic violence, physical, sexual or other abuse; and
- an event in the student's home country that could be traumatic for the student
- severe anxiety, physical or psychological harm

- other non-life threatening events

The school has systems to report and respond to student emergencies and critical incidents (adherence to DET School Policy and Advisory Guide requirements), and provides appropriate additional support for overseas students, including advising DET IED as appropriate.

Student records

The school will maintain current and accurate student (parents/legal guardian) contact details including:

- The current residential address confirmed every six months
- The contact mobile phone number(s) confirmed every six months
- The email address(es) confirmed every six months

Transfer between registered providers

If a student wishes to transfer to another government school:

- Check that new school is accredited by the DET IED to accept the student
- Assist the family with completion of a Transfer Application form (available on the study.vic.au website)
- Transfer applications will:
 - be sent to the International Education Division using the “Application for Transfer to another Victorian Government School” form
 - outline reasons for the transfer, for example: family moving house
- The DET IED will assess transfer applications on a case by case basis and applications will be subject to acceptance by the receiving school’s entry requirements including consideration of the availability of places at the requested school.

If the student wishes to transfer to a non-government or interstate school:

- Check that new school is CRICOS registered (<http://cricos.education.gov.au/institution/InstitutionSearch.aspx>)
- Assist the family with completion of the Withdrawal Application form (available on the Study.vic.au website)
- Transfer applications will:
 - be sent to the International Education Division using the “Notification of Withdrawal” form
 - outline reasons for the transfer, for example: family moving house
- The DET IED will assess transfer applications on a case by case basis.

Visa end date monitoring

Overseas student visa details are entered into a spreadsheet (or relevant student management system) which is checked at the start of each term. If a student’s visa is due to expire during that term, the parents/legal guardian are notified and offered assistance in the renewal process.

Progress and attendance monitoring

The school has a documented process for monitoring and recording attendance and course progress of overseas students.

The school will use the use compass and cases21 to track and monitor attendance along with the Chaplain and Principal attendance records termly audit, and teacher data assessment to document its actions and report international students who do not satisfy minimum course progress/attendance and behaviour requirements (refer to Visa Condition 8202).

Course progress

Unsatisfactory course progress is defined as:

- The school considers the student would benefit from repeating a year.

If an overseas student is at risk of not making satisfactory progress, the school will follow the actions described on the DET ISP_Course_Progress_Attendance_Behaviour_Checklist template.

If an overseas student presents at risk of not achieving satisfactory course progress for one semester the school will implement an IEP and intervention strategy.

Attendance

The school has a documented process for monitoring and recording attendance and course progress of overseas students.

Visa conditions require students to attend at least 80 per cent of scheduled course contact hours.

If an overseas student is at risk of unsatisfactory attendance, the school will follow the actions described on the DET ISP_Course_Progress_Attendance_Behaviour_Checklist template.

Intervention Strategy:

The intervention strategies for student attendance are summarised below.

- If attendance falls to 90 per cent:

Action by school:

- Parent / legal custodian or DHA approved relative notified
- The parents will meet with the Principal.

- If attendance falls to 85-90 per cent:

Action by school:

- Parent / legal custodian or DHA approved relative notified
- The parent and student will be interviewed by the Principal and Assistant Principal.
- A Student Attendance Agreement may be put in place with agreement from the school, the student, parents/legal custodian.

- If attendance falls to 80-85 per cent:

Action by school:

- Parent / legal custodian or DHA approved relative notified
- The parent and student will be interviewed by the Principal and Assistant Principal.
- An additional Student Attendance Agreement will be put in place by the school.

- If attendance falls below 80 per cent (DHA visa requirements breached):

Action by school

- DET IED is notified
- Parent / legal custodian or DHA approved relative notified

- The family will be issued with a Notice of Intention to Report for Non-Compliance to DHA unless the following all of the following conditions exist:
 - the student can demonstrate compassionate and compelling circumstances
 - the student's attendance rate is at least 70%

Student leave

If an overseas student (usually this request is made by their parent/legal guardian) wish to take leave during term, they must complete a DET ISP Application for Deferral of Enrolment form.

The school will assess whether compassionate and compelling circumstances apply, if so, the leave will be approved and DET IED will be notified by email and provided a copy of the completed form.

Examples of such compassionate and compelling circumstances could include: serious illness, injury or trauma, bereavement of close family members, major political upheaval or natural disaster in the home country.

The deferral application will be supported by evidence of the circumstances.

Records of any approved leave will be kept in the students file.

Student withdrawal

If the student wishes to withdraw:

For transfers to another non-government or interstate school:

- Check that new school is CRICOS registered (<http://cricos.education.gov.au/institution/InstitutionSearch.aspx>)
- Assist the family with completion of the Withdrawal Application form (available on the Study.vic.au website)
- The application will:
 - be sent to the International Education Division using the "Notification of Withdrawal" form
 - outline reasons for the transfer, for example: family moving house
- The DET IED will assess transfer applications on a case by case basis.

For withdrawal to return to the student's home or to move to another country

- Assist the family with completion of the Withdrawal Application form (available on the Study.vic.au website)
- The application will:
 - be sent to the International Education Division using the "Notification of Withdrawal" form
 - outline reasons for the transfer, for example: family moving house, returning home
- The DET IED will assess transfer applications on a case by case basis.

Where the family has not completed a withdrawal form but does not intend to return to the school, the school will confirm that the student has transferred to another school or returned home or to another country and will notify DET IED of the change in enrolment in a timely manner.

Student misbehaviour/school suspension and cancellation

If an overseas student is at risk of unsatisfactory behaviour, the school will follow the actions described on the DET ISP_Course_Progress_Attendance_Behaviour_Checklist template.

Complaints and Appeals

Relevant Documents:

- SPAG Parent Complaints policy
- ISP Standard Application Terms and Conditions Policies
- Complaints-Appeals-Process Guide
- Complaints Form
- Appeals Form

The school has a documented complaints policy which is based on the SPAG Parent Complaints policy:

<https://www.education.vic.gov.au/school/Principals/spag/community/Pages/parentcomplaints.aspx>

In addition, for overseas students, the Complaints and Appeals Process Guide provides the complaints and appeals process.

If an overseas student or their parent/legal guardian has a complaint, it should be referred to the Principal.

If the complaint cannot be resolved at the school level, the parents/legal guardian of the student will be informed that they can escalate the complaint to DET IED.

The school will use the DET IED Complaints and Appeals forms to lodge formal complaints or appeals.

Formal complaints should be submitted in writing to:

Executive Director
International Education Division
Department of Education and Training
GPO Box 4367
Melbourne, Victoria 3001
Australia

The school will:

- Maintain records of complaints or appeals process (in alignment with the school and DET IED Complaints policy and appeals process)
- Advise the parents/legal guardian of the student that they can escalate a complaint or appeal to DET IED where a matter is not satisfactorily resolved at the school level
- Maintain the student's enrolment until the complaints and appeals process is resolved
- Provide relevant information to DET IED to facilitate the resolution of a complaint or appeal in an efficient and timely manner

Additional registration requirements

The Principal takes the role of Overseas student Co-ordinator for the ISP. Any changes to the nominated persons will be advised to DET IED.

The school will engage in and submit all requested information during ISP Compliance audits including attending the briefing session, completing the self-assessment survey, supplying evidence to validate the responses, attending the closing meeting and responding to Individual school compliance audit reports. In response to any audit findings, the school will develop and implement an action plan endorsed by the school Principal.