



Cranbrook School

Information for Overseas Students



**CRANBROOK
SCHOOL**

EST. 1918

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Headmaster's Welcome



Cranbrook is defined by a distinctive ethos and a simple yet powerful founding mission that centres upon integrity and values being over seeming to be.

We believe that a culture of broad opportunity can inspire both the growth of self-belief and a love of the pursuit of excellence. As a school we celebrate gentle strength and elevate respect for the integrity of differences. We seek to promote a love of the pursuit of excellence and to notice, and to praise, the personal best of each of our students.

We are proud of the strand of creativity which has shone brightly throughout the School's history and our pastoral system is designed to know and love each member of a House. We are pleased that ours is a balanced philosophy which enables individuals to attain high success and recognition in a broad variety of fields – and to handle that success with grace.

Our educational philosophy is of ever higher importance and relevance. We are committed to the vital task of preparing our students to flourish within an increasingly competitive environment. We also work to encourage young Cranbrookians to make the most of their talents and to discover and relish the joys of intellectual commitment and academic hunger. We want our students to explore opportunity and to make interesting connections and discoveries.

As a school we recognise the specific landscape of the twenty-first century and do our best to enable and encourage our students to be able to flourish within it.

I look forward to welcoming you to our great school.

A handwritten signature in black ink that reads "Nicholas Sampson". The signature is written in a cursive, flowing style.

Nicholas Sampson
Headmaster

Living and Studying in Sydney, Australia

Sydney is the capital of New South Wales and the largest city in Australia with a population of over five million people. 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 (mostly below 30 degrees Celsius) and cool winters (mostly above 10 degrees Celsius).

Education standards in Australia are highly regarded globally. In 2019 approximately 25,000 international school students were enrolled to study throughout Australia.

In New South Wales there are 13 years of formal school education. The first year is known as Kindergarten and commences at approximately five years of age, followed by Year 1 through to Year 12. Students complete their schooling at approximately 18 years of age.

The Australian school year commences in late January and concludes in early December. It is divided into four school terms of approximately 10 weeks each term. There is a two to three week vacation break between terms and a longer break in December/January of approximately eight weeks.

More information about Sydney is available at www.sydney.com and a guide to studying and living in Australia can be found at www.studyinaustralia.gov.au.

Studying at Cranbrook – Key Information

Cranbrook welcomes international students from around the globe. Cranbrook School is an education provider that enrolls a number of full fee paying overseas students, subject to places being available.

Cranbrook is registered on the Commonwealth Register of Courses and Institutions for Overseas Students, and complies with all legal requirements related to overseas students including the *Education Services for Overseas Students Act 2000* (Cth) and the *National Code of Practice for Providers of Education and Training to Overseas Students 2018* (Cth). Cranbrook's CRICOS provider number is 02298E.

VISAS

A full fee paying overseas student requires a Student Visa to attend school in Australia. Information about Student Visas can be found at www.immi.homeaffairs.gov.au

As well as full fee paying overseas students, Cranbrook also enrolls the sons of overseas visitors who hold appropriate business or temporary visas issued by the Department of Home Affairs.

Australian or New Zealand citizens, those holding permanent or appropriate temporary resident visas, or refugees, do not require a Student Visa to attend school.

EDUCATION AGENTS

The School deals directly with parents and does not deal with agencies or pay referral fees for the recruitment of students.

ENGLISH LANGUAGE PROFICIENCY

Students must have an appropriate level of English language proficiency. Applicants from a non English speaking background will be required to sit for Australian Education Assessment Services (AEAS) testing, either in their own country or Australia.

ACCOMMODATION

Full fee paying overseas students must live with at least one of their parents, or alternatively, for students in Years 7 to 12, attend Cranbrook as a boarder.

About Cranbrook

Cranbrook School is an Anglican independent day and boarding school for boys, Pre-school to Year 12 in Sydney's Eastern Suburbs. The School is located approximately 18 kilometres from the international airport, 6 kilometres from the central business district and 3.5 kilometres from Bondi Beach.

VISION AND MISSION

At Cranbrook our vision is to be a world class school which encourages and enables our students to explore, enjoy and fulfil their potential. We lead our students to discover and make the most of their talents, give their best and thrive in and love the pursuit of excellence. As a school we energise the educational environment by offering a rich and distinctive schooling both within and beyond the curriculum and give powerful pastoral support. We uphold the character of our Anglican foundation in order to promote the moral and spiritual development of each student and foster the principles of service. Cranbrook aims to build resilience and confidence so that each student can face the challenges of the twenty-first century with personal confidence, intellectual versatility, academic hunger and optimism. We inspire and support them to respect the integrity of differences, lead adventurous, courageous and generous lives contributing to the betterment of society.

STUDENT NUMBERS

Cranbrook School caters for over 1500 students: approximately 470 at the Junior School and 1060 at the Senior School. There are approximately 75 students who attend the Senior School as boarders, residing in two Boarding Houses.

OUR CAMPUSES

The Junior School campus at Rose Bay was completed in 2012 and is an outstanding, integrated educational facility.

It provides academic and creative facilities, including art rooms, music rooms, a science classroom and a library, complemented by sports grounds including tennis courts, grass playing fields and a gymnasium that is also equipped to double as a multipurpose space for rehearsals, performances and special events. The campus is flexible enough to meet changing educational needs and is both spacious and robust; an ideal combination for active boys.

The Senior School campus at Bellevue Hill overlooks Sydney Harbour with facilities including specialist classrooms, a gymnasium, weights room, indoor swimming pool, library, basketball courts, playing field and recording studio. This campus is currently undergoing a process of renewal to replicate the success of our Junior School redevelopment, providing continuity of experience across our campuses. This comprehensive building development programme for our Senior School provides us the opportunity to realise our mission and give our boys the life skills to respond with confidence to the challenges of an increasingly complex world.

Stage 1 has been completed, transforming many classrooms into bright, open and modern teaching spaces. Construction of Stage 2 commenced at the end of 2019. This next stage includes replacement of buildings - some of which have been in use for over 70 years - with new facilities that include a multi-level contemporary education building, a drama and music theatre, a fitness and aquatic centre, a chapel and an underground carpark.

The School also has an outdoor education facility located in the secluded and picturesque Wolgan Valley, a three hour drive from Sydney in the World Heritage listed Greater Blue Mountains. Wolgan Valley is a residential and experiential education site that compliments the main campuses and allows learning to be undertaken in innovative ways, placing students in the natural environment and giving them an appreciation that they are part of an ecosystem, and have a responsibility to maintain it.

OUR SCHOOL

As a school we expand every boy's academic horizons to ensure that breadth and balance enrich the pursuit of excellence. We offer a broad range of experiences, so that our boys acquire strength of character and self-knowledge.

SPORTS PROGRAMME

Physical fitness and mental agility go hand in hand, reinforcing an acuteness of perspective. The Cranbrook sports programme is both deep and wide, and one of inclusiveness, opportunity and competition. We encourage the balance between the team and the individual as well as placing great importance on the ongoing cultivation of skills, training and conditioning. The lessons learned while playing sport at Cranbrook extend far beyond the playing fields, pitches and courts, ultimately shaping young men's personalities and lives.

THE ARTS

We place great importance on the enduring value of the arts. Participation in these programmes aims to develop skills in leadership, performance, creativity and decision-making. The performing and creative arts form a valuable part of our community life and the qualities of cooperation, as much as contest, are truly apparent within the School.

CRANBROOK IN THE FIELD

At Cranbrook, our outdoor education programme, *Cranbrook in the Field*, encourages the boys to challenge themselves and to support each other, to develop a respect for the environment, to express themselves and to accept opportunities to learn and grow. These skills greatly enhance their confidence in themselves and desire to make a difference to their families, peers, schools, and communities.

ACADEMIC SUCCESS

In 2019, 43 boys achieved an Australian Tertiary Admissions Rank (ATAR) of 95% or above, and the median ATAR was 89.6%. Five students gained 90% or above in ten or more Higher School Certificate units and featured on the HSC 2019 All Rounders List, and 106 students out of the 162 who sat the HSC were on the Distinguished Achievers List for at least one subject.

Our most senior students have access to Cranbrook's Year 12 College, housed in the beautiful historic Cranbrook building. The College provides an excellent working environment, both within and beyond the school day where boys can work on their own, in quiet study groups or with a tutor utilising their expertise, strengthening their skills and approach to study which will serve them well at university and beyond. Consistently 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.

Programmes of Study and Curriculum

JUNIOR SCHOOL - KINDERGARTEN TO YEAR 6

There are seven years of junior schooling. Students commence in Kindergarten, the start of compulsory education in New South Wales, and continue through Years 1 to 6. Boys must have turned five by 31 March to be eligible for entry to Kindergarten.

The teaching programme of the Junior School is in alignment with the NSW Education Standards Authority Curriculum, covering six key learning areas of English, Mathematics, Science and Technology, Human Society in its Environment, Physical Development/Health/Physical Education, and Creative and Practical Arts.

The Cranbrook Junior School is also an International Baccalaureate World School, authorised to teach the Primary Years Programme.

Cranbrook offers full fee paying overseas students the NSW Education Standards Authority course in Primary level (Kindergarten to Year 6) CRICOS Course Code 075829A.

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.

The Cranbrook Senior School has chosen to enhance the Middle School years by delivering the New South Wales curriculum through the methodology of the International Baccalaureate's Middle Years Programme (MYP).

The MYP provides a rigorous framework that interacts powerfully with the local curriculum, and develops active learners and internationally minded young people who can empathise with others and pursue lives of purpose and meaning. Students are encouraged to make practical connections between their studies and the real world, preparing them for success in further study and in life.

All students in Years 7 and 8 study Design and Technology, Drama, English, Geography, History, Mathematics, Music, Personal Development, Health and Physical Education, Religious Education, Science and Visual Arts. Foreign language is also studied and options are French, Latin and Mandarin.

Students in Years 9 and 10 study English, Geography, History, Mathematics and Personal Development, Health and Physical Education. Students also choose three elective subjects for Years 9 and 10, one of which must be a foreign language. Current elective subjects available include Commerce, Design and Technology, Geography (Elective), History (Elective), Photographic and Digital Media, Physical Activity and Sports Studies, Drama, Music, Visual Arts, Chinese, French, Latin, Industrial Technology – Timber, and Visual Design.

In Years 11 and 12 students study for the New South Wales Higher School Certificate with final examinations taken in October/November of Year 12. The Higher School Certificate is recognised internationally and is essential for a student seeking university entry.

Current Higher School Certificate subjects available include Ancient and Modern History, Biology, Business Studies, Chemistry, Design and Technology, Drama, Earth and Environmental Science, Economics, English (compulsory), French, Geography, Industrial Technology, Latin, Legal Studies, Mandarin, Mathematics, Music, Personal Development, Health and Physical Education, Photographic and Digital Media, Physics, Visual Arts and Visual Design.

The Director of Year 12 College and teaching staff assist students in course and subject selection.

We are currently seeking authorisation to deliver the International Baccalaureate Programme, and if successful, aim to offer the IB Diploma as an optional alternative to the HSC from Year 11 2021.

Cranbrook offers full fee paying overseas students the NSW Education Standards Authority courses in Junior Secondary level (Years 7 to 10) CRICOS Course Code 041413F and Senior Secondary level (Years 11 and 12) CRICOS Course Code 041414E.



Attendance and Assessments

SCHOOL HOURS AND ATTENDANCE

School hours are generally between 8.15am and 3.15pm Monday to Friday. Strict attendance is required, including for sport training and fixtures, and various compulsory events which may occur before or after normal school hours or on weekends.

It is a visa requirement that full fee paying overseas students must attend a minimum of 80 per cent of scheduled classes. The Department of Home Affairs may be notified in the case of failure to meet this requirement.

STUDENT ASSESSMENT AND REPORTING

All students are expected to attend all classes and complete and submit all homework tasks on time and as required. Students are allocated home study programs and assessment tasks to be completed outside school hours. This homework is compulsory and contributes to the student's overall assessment.

Students are assessed both formally and informally throughout their years at Cranbrook. Formal assessments include classroom tests, assignments and formal exams. Progress is assessed on a continual basis throughout the academic year including using practical and class work.

Student progression from one year to the next is based on teacher evaluation of individual performance and ability.

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

If a full fee paying overseas student's performance falls below the required level, even though all steps have been made to assist the student, including advising parents/nominated guardians, the Department of Home Affairs may be notified.

COURSE CREDIT

Other than as outlined below, the School does not offer course credit and entry into any course is subject to the assessment of the School.

Course credit may only be offered for students transferring from another Australian school in Year 11 and the beginning of Year 12. In this case, the student may receive course credit for units completed based on evidence provided of studies undertaken under the relevant state or territory curriculum assessment authority or nationally accredited framework.



Welfare and Accommodation

ACCOMMODATION OPTIONS

Students must either live in suburban Sydney with at least one parent on a permanent basis, or if in Years 7 to 12, board at the School in the residential accommodation available for students in two Boarding Houses.

Cranbrook does not permit homestay, or students living with a relative other than a parent.

BOARDING

Cranbrook has accommodation for approximately 75 boarders in two Boarding Houses named Rawson and Street. Both Houses have a residential Housemaster, plus four other residential staff, both male and female.

Boarders live in a caring, nurturing and disciplined environment maintained by the Director of Boarding, the Boarding Housemasters and resident boarding staff, the School Counsellors, and the Director of Students. A member of the resident staff is appointed as a dedicated Overseas Student Liaison.

All meals and bedding are provided, and there is a laundry service for boarders. Meals are provided by a professional caterer seven days a week, with a nutritionally balanced and varying menu. The School Health Centre is located on site with dedicated nursing staff to respond to emergencies and care for students if they are unwell.

Cranbrook provides a range of activities for boarders. Some of the activities that boarders can be involved in include:

- Getting to know Sydney
- Visits to the theatre, art galleries and museums
- Visits to the zoo, cinema and theme parks
- Attending rugby league, rugby union, football, AFL and cricket matches
- Socials with other schools
- Swimming, surfing, ice skating, ten pin bowling, golf, indoor rock climbing, go-karting and laser skirmish
- Attendance at School productions and concerts.

Boarders have access to the School's facilities, including the gymnasium, the weights room and the swimming pool, when supervisory staff are on duty. Boarders also have access to some music rooms for practice during their free time at night.

Televisions, Foxtel, DVD players, a pool table, table tennis, chess sets and some board games are available in each Boarding House for use in free time.

Cranbrook is committed to caring for boarders with particular regard to each boy's:

- Physical needs
- Security and safety level of belonging
- Self-esteem
- Self-realisation.

Boarding at Cranbrook offers boys a strong supportive home in an educational environment epitomising creativity and exploration. We are committed to providing boys with an all-encompassing boarding experience teaching them to be independent, responsible for themselves and others, so they grow into self-confident young men.

Boarders participate in a range of wellbeing initiatives which are age and stage appropriate. These initiatives aim to develop specific skills to assist the boys to strengthen their relationships, improve their emotional literacy, boost personal resilience, encourage mindfulness and promote a healthy lifestyle. There is a strong emphasis upon teaching positive education principles through physicality, experiential learning activities and play-based experiences. This is supplemented with fortnightly yoga and meditation classes to improve health and wellbeing in physical, emotional, mental and social aspects.

The Boarding Housemaster is the main contact person between school and home. Boarding Housemasters send out weekly emails to all parents and contact parents/nominated guardians in the case of emergency.

The Boarding Houses are open during school terms only. Accommodation is not available on campus during holiday periods.

HOLIDAYS

Housemasters and Class Teachers will require notification from parents prior to each holiday period, as to where and with whom the student will be spending that holiday.

If the student is not spending that holiday with the parents or nominated guardian, the School may require further information. This may include a valid Working With Children Check from the hosts and written confirmation of parental permission.

ORIENTATION

Commencing at a new school, and in a new country, can be exciting and daunting. Cranbrook conducts an age appropriate, culturally sensitive and thorough orientation for all new students.

The aim of the orientation is to welcome new students to the Cranbrook community and provide information and personal assistance so that they settle into their environment as quickly and smoothly as possible, both academically and socially.

Cranbrook has a dedicated orientation programme in place in the second half of the year for all new students in Year 7 commencing at the School the following year. This programme involves various members of staff and helps the students experience what life as a Cranbrook student involves. In addition to the orientation programme, new Year 7 boarders experience a 'sleep over' in the Boarding House with the opportunity to meet current boarders.

As part of the orientation, extensive information will be available to parents of new students in a dedicated section of Cranbrook Connect, the parent portal, towards the end of the year.

For boys entering mid-year, or entering in non-intake years, an individual orientation is organised.

Additional orientation is provided for overseas students, recognising that the challenge of starting at a new school is much larger when in a different country. This includes regular follow-ups during their initial weeks at the School to assist with any questions and identify any issues or concerns.

For boarding students, the Director of Boarding supervises the settling in process, assisted by the other Boarding Housemaster and the International Student Liaison Resident.

For overseas students attending the Junior School, this supervision is undertaken by the Class Teacher, and for overseas students attending the Senior School and not boarding, this supervision is undertaken by the student's Housemaster.

Information provided during various orientation activities includes information on:

- Student support services
- Legal services
- Emergency and health services
- Facilities and resources
- Leave and absentee procedures
- Complaints and appeals processes
- Role of key staff
- Expectations regarding academic performance and achievement, course progress, attendance and behaviour
- Range of co-curricular programs, activities and opportunities available for students
- Uniforms, textbooks, laptops and other student equipment needs
- Communication with parents and any guardian
- For boarding students, information regarding the local area, bank accounts, public transport and similar matters
- Student visa conditions relating to course progress and/or attendance
- Various School policies.

The School Diary, student portal and other related documents also assist overseas students to understand the facilities and resources, emergency and health services, complaints and appeals process, visa conditions, local area and staff who may be able to help.

NOMINATED GUARDIANS

Irrespective of age, overseas students that are not residing in Sydney with at least one parent are required to have a suitable guardian.

Where an overseas student resides with at least one parent in Sydney, but neither of the parents are proficient in English, a suitable guardian is also required.

A guardian must be a person who can act on behalf of the parents and be contacted by Cranbrook to give written, or in the case of an emergency, telephoned permission for outings and medical assistance. Guardians are expected to attend School events such as parent/teacher meetings and information evenings, and to collect and deliver students at the end and beginning of terms, if the parents cannot.

A guardian must be over 25 years of age, be proficient in both speaking and understanding English, be a permanent resident or have permission to reside in Australia for the duration of the student's enrolment, and reside in or close to Sydney. The guardian should be known to the student and be willing to assist him with support and advice whilst attending Cranbrook.

Parents and guardians must complete the Guardianship Form, and guardians must provide a valid Working With Children Check. Further information about the Working With Children Check and how to apply can be found at www.kidsguardian.nsw.gov.au/child-safe-organisations/working-with-children-check.

The School must be notified in writing immediately if there is a change of guardian contact details, and must approve in advance any change of guardian.

Welfare and Accommodation

OVERSEAS STUDENT HEALTH COVER

Students applying to study in Australia must meet health requirements outlined in the Migration Regulations. Australia's national health care program, Medicare, does not cover overseas students.

As a condition of a Student Visa, all full fee paying overseas students must have medical and hospital insurance cover for the duration of their visa. Further information about Overseas Student Health Cover (OSHC) can be found at www.privatehealth.gov.au/health-insurance/overseas/overseas_students_health_cover.htm.

Parents may arrange OSHC themselves, or alternatively the Director of Admissions and External Relations will arrange this on their behalf through Medibank Private. Where arranged by Cranbrook, the full amount of the OSHC for the duration of enrolment will be required to be paid upon acceptance of an offer of a place. A printed acknowledgement of the cover will be provided to the student.

Sons of overseas visitors who hold appropriate business or temporary visas must be covered by their parents' health insurance and proof of cover must be provided prior to commencement at the School.

SUPPORT SERVICES

Cranbrook has a comprehensive programme to support the academic care and wellbeing of all students.

Students in the Junior School are primarily cared for by their classroom teacher who should be the first point of contact for any questions about welfare issues.

In the Senior School, students are allocated to Houses with a Housemaster and Year Level Mentor who are responsible for their day-to-day welfare. The welfare of all students is overseen by the Director of Students, as well as by the Director of Boarding for students who reside in the Boarding Houses.

Students also have access to Learning Support staff, the Health Centre and the School Counsellors and the Careers Counsellor.

Cranbrook takes seriously the personal safety and wellbeing of its students. The School will contact parents in a timely fashion if the welfare of a student is of concern to the School, or contact the nominated guardian if the parents cannot be reached or are not proficient in English. Parents are also welcome to contact the School at any time if they are concerned about their son's welfare or any other matters.

CHANGE OF ADDRESS AND CONTACT DETAILS

Cranbrook requires current contact and address details for students and parents are required to provide these to Cranbrook every six months.

The student is obliged to notify the School of a change of address within seven days while enrolled at the School. This is to ensure that any notifications sent to the student advising of visa breaches are sent to both the student's and the parents' current address.

Any changes to welfare and accommodation arrangements must be approved by the School prior to that change.

CRANBROOK SCHOOL POLICIES

As a condition of enrolment, students must abide by all School policies and codes of behaviour for the duration of their enrolment. These include policies in relation to discipline, attendance, homework and bullying.

KEY PERSONNEL

Current staff who provide support for all students at Cranbrook include:

- The Headmaster, Mr Nicholas Sampson, is the Chief Executive Officer of Cranbrook and is responsible to the School Council for the quality of education provided to all students.
- The Head of Senior School and Deputy Headmaster, Mr Bob Meakin, is responsible for the wellbeing, attendance and academic care of all students from Years 7 to 12 and efficient functioning of relevant staff.
- The Head of Junior School, Mrs Michele Marquet, is responsible for the wellbeing, attendance and academic care of all students in the Junior School and efficient functioning of relevant staff.
- The Chief Operating Officer, Mr Andrew Moore, is responsible for all financial matters relating to a student's enrolment at the School.
- The Director of Students (Acting) Mr Peter Young, has oversight of pastoral care of students in the Senior School.
- The Deputy Head of Student Wellbeing P to 6, Mr Grant Andrews, has oversight of pastoral care of students in the Junior School.
- The Director of Academics, Mr Nick Jolly, has oversight of academic progress for students in the Senior School.
- The Deputy Head of Curriculum P to 6, Ms Genet Erickson-Adam, has oversight of academic progress for students in the Junior School.
- The Deputy Head of Operations and Staffing P to 6, Ms Sarah Gill, is responsible for the efficient functioning of the Junior School and its staff.
- The Director of Boarding, Mr Matthew Banes, is responsible for student welfare and attendance of boarding students.

- The International Student Liaison Resident, Mr Ben Smith, assists with the orientation and settling in of overseas boarding students and with their welfare.
- Year Coordinators are responsible for the academic welfare of students in each year group in the Junior School.
- Housemasters are responsible for pastoral care of students in their house in the Senior School.
- Heads of Department are responsible for issues associated with student progress in their area of responsibility in the Senior School.
- Class Teachers are responsible for the welfare and progress of students in a particular class in the Junior School.
- The School Nurses are responsible for the healthcare of all students. A School Nurse will attend the student and make the necessary arrangements should further medical attention be required. The School Nurse will also inform the parents and/or nominated guardian of the situation.
- The School Counsellors provide a confidential counselling service to students that supports and promotes the growth and wellbeing of all students.
- The Director of Admissions and External Relations, Ms Meredith Stone, is responsible for student recruitment and enrolment.

Key contacts for overseas students are:

- The Director of Admissions and External Relations, from enquiry to commencement stage.
- The Deputy Head of Student Wellbeing P to 6, for overseas students attending the Junior School.
- The Director of Boarding and the International Student Liaison Resident, for overseas students attending the Senior School as boarders.
- The Director of Students, for overseas students attending the Senior School but residing in Sydney full time with their parents.



Fees and Charges

Current fees for tuition and boarding, including for full fee paying overseas students, are available on the School's website at www.cranbrook.nsw.edu.au.

Full fee paying overseas students pay a higher fee as the School receives no Government per capita grants for these students.

Additional fees are payable for optional subject tuition such as private music lessons and elite sports programs, and for activities such as excursions. The *Cranbrook In The Field* outdoor education program does not incur additional fees. Costs for activities such as excursions are advised prior to the event.

In addition to tuition and boarding fees, students will be required to purchase uniforms (approximately A\$1,500 for the initial purchase), and textbooks (approximately A\$700 per annum). The School does not provide stationery, and students will need to supply their own as required.

For boarding students, there will be additional costs for incidental items not provided by the School. This includes travel (such as to and from the airport, to medical appointments or weekend leave), personal care items such as toiletries and mobile phones, as well as any amounts for "pocket money". These amounts are at the discretion of the parents.

Overseas Student Health Cover costs are currently approximately A\$500 for single cover for 12 months.

Students in the Senior School are required to provide their own laptop (from A\$1000).

Year 11 and Year 12 courses undertaken through external providers incur an additional cost. For example, courses at the NSW School of Languages cost approximately A\$800 per year.

The NSW Education Standards Authority also charge for overseas students enrolled in the Higher School Certificate. In 2020 this charge is A\$1,220 per student and is paid once, when the student is in Year 12.

These estimates will vary according to the age of the student.

All fees and estimates are current as at January 2020, and are subject to change without notice.



General Information

INSURANCE

The School is not responsible for, and does not insure for accidental loss or damage to a student's personal items, such as mobile phones, laptops, cameras, iPads etc. Parents should take out private insurance for such matters.

UNIFORMS, STATIONERY AND TEXTBOOKS

The Uniform Shop, located in the Senior School grounds, sells all items of school uniform except school and sports shoes. Information about the uniform requirements is provided prior to commencement.

Stationery supplies and textbooks can be purchased online or from a number of retailers. Further information can be provided if required.

PRESCRIPTION MEDICATION

If a student has been prescribed any medication, a letter must be provided by a doctor with details of the medication and the medication and dosage to be taken. This information must be given to the Health Centre as soon as possible after diagnosis.

Prescription medications are available at the local chemist and are only available with a doctor's prescription. The Health Centre can provide assistance to students to organise an appointment to see a doctor when needed.

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, ferries and in most public places. Cranbrook is a non-smoking campus.

WATER

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

Australia is a much drier country than others, and many areas experience drought on a regular basis. Water usage must be managed carefully.

ELECTRICITY

The electrical current in Australia is 220-240 volts, AC 50Hz. The Australian three-point pin power outlet is different from any other countries. You may need an adaptor that you can purchase from electrical shops and at airports. You may also need a voltage converter for 110-volt appliances.

CUSTOMS AND QUARANTINE

Australia has strict customs and quarantine rules. Strict rules prohibiting or restricting the entry of drugs, weapons, firearms, protected wildlife and associated products apply. Please refer to the Australian Customs Services website for further information at www.australia.gov.au/information-and-services/passports-and-travel/customs-and-quarantine.

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 prosecution for bringing forbidden items into the country. Please refer to the Department of Agriculture website for further information at www.agriculture.gov.au.

ROADS AND TRAFFIC

In Australia, people drive on the left hand side of the road. It is important to be careful when crossing the road if this is different to your country.

LIFESTYLE

Australians value their leisure time. Our air quality is rated 'good' by international standards and Australians enjoy their environment by participating in many outdoor activities.

More information about living and studying in Australia can be found at www.studyinaustralia.gov.au.

You can find information about the indicative cost of living in Sydney can be found this and other websites.

Application Process

Further information about the application process is available in the Admission Policy on the website www.cranbrook.nsw.edu.au.

The Director of Admissions and External Relations at Cranbrook manages the application process. The Director of Admissions and External Relations can be contacted during school hours at + 61 2 9327 9420 or enrol@cranbrook.nsw.edu.au.

If you are interested in applying for a position for your son at Cranbrook, a guided tour of the School is recommended. Details of tours and other events are available on the School's website www.cranbrook.nsw.edu.au. Personal tours can also be organised for overseas families.

MAKING AN APPLICATION

Applicants must complete the *Application for Admission Form – Overseas Students* available on the website www.cranbrook.nsw.edu.au.

The completed form should be returned to the Director of Admissions and External Relations (enrol@cranbrook.nsw.edu.au) together with the A\$300 non-refundable application fee and other documentation requested on the form, including a copy of the first pages of the student's passport showing personal details, and translated copies of the student's most recent school reports.

Please note that students applying to commence the Junior Secondary Course (Years 7 to 10) in Year 10 must begin the course at the beginning of Year 10 to meet course requirements. Similarly, students applying to commence the Senior Secondary Course (Years 11 and 12) must begin at the start of Year 11.

ACCEPTING AN OFFER

If an offer of enrolment is made following interview and assessment, to accept the offer parents must sign the offer documents, including the *Enrolment Terms and Conditions – Overseas Students*, and return these to the Director of Admissions and External Relations, together with the necessary payments outlined in the offer letter.

On acceptance of an offer of a place, an Enrolment Fee is payable. This is non-refundable (except in limited circumstances as outlined in the Full Fee Paying Overseas Student Refund Policy) and is not credited against tuition fees. A current schedule of fees is available on the website at www.cranbrook.nsw.edu.au.

For full fee paying overseas students, on receipt of all documentation and payment of the relevant fees and any Overseas Student Health Cover amount, Cranbrook will issue the electronic Confirmation of Enrolment (eCoE) and, for boarding students the Confirmation of Appropriate Accommodation/Welfare Arrangements (CAAW) documents the student will need to apply for a Student Visa.

ENGLISH LANGUAGE REQUIREMENTS AND YEAR GROUP PLACEMENT

Classes are in English and as such students must have a suitable English speaking and comprehension level. If a student does not have a satisfactory level of English proficiency, they will not be able to meet the demands of the curriculum.

Overseas students from non-English speaking backgrounds must be tested in English, Mathematics and general ability. Cranbrook uses Australian Education Assessment Services (AEAS) for this procedure. Please refer to their website (www.aeas.com.au) for more information including international test centres and test dates. Test results must be provided before any offer will be made. Organisation of, and payment for, the AEAS testing is the responsibility of the parents.

As an indication, a minimum of Stanine 6 for Years 7 to 8, Stanine 7 for Years 8 to 9 and Stanine 8 for Years 11 and 12 would be required. Further assessment will be made of the student's English proficiency at interview.

Based on the recommendation of the AEAS report, or following an interview, overseas students may be required to attend additional studies at a reputable English language college prior to commencing at Cranbrook.

In some cases, the School will issue an offer of place, conditional upon the student reaching a certain level of English proficiency prior to commencement within a specified period. The Enrolment Fee and any Overseas Student Health Cover amount is payable to accept a conditional offer, however these will be refunded if the student does not reach the required level of English proficiency. When the student attains the required level of English proficiency, they can commence at Cranbrook.

Year placement is at the School's discretion. Cranbrook will make a determination of the appropriate year group based upon a student's age, test results, previous school reports, interview and other information related to the student's academic profile and the student having a satisfactory level of English proficiency to meet the demands of the curriculum for that year group.

Privacy and Sharing Information

PAYMENT OF SCHOOL FEES

Parents are jointly and individually responsible for the payment of fees.

Payment of fees may be made by direct deposit, BPay or credit cards. Payment by credit card attracts a merchant fee surcharge.

Cranbrook provides a Schedule of Fees on the School website at www.cranbrook.nsw.edu.au. Fees are reviewed annually by the School Council and are subject to change.

All fees are payable in Australian dollars.

Financial arrangements are handled by the Accounts Department.

Should a student withdraw from Cranbrook, parents are required to give a full term's written notice before the removal of the student or pay a full term's fees in lieu.

TERMS AND CONDITIONS OF ENROLMENT

A copy of the full *Enrolment Terms and Conditions – Overseas Students* that parents are required to sign upon accepting an offer of a place at Cranbrook School is available on the School's website at www.cranbrook.nsw.edu.au.

EDUCATIONAL AGENTS

The School is not affiliated with any College or Overseas Student Placement Centre. Cranbrook does not have agent agreements or commission policies with any educational agents or centres. The School deals directly with parents and does not pay referral fees for the recruitment of students.

Information is collected on the *Application For Admission Form – Overseas Students* and during enrolment in order to meet Cranbrook School's obligations under the *Education Services for Overseas Students Act 2000* (Cth) and the *National Code of Practice for Providers of Education and Training to Overseas Students 2018* (Cth), and 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 *Education Services for Overseas Students Act 2000* (Cth), the *Education Services for Overseas Student Regulations 2019* (Cth) and the *National Code of Practice for Providers of Education and Training to Overseas Students 2018* (Cth).

Information collected about students and parents on the *Application For Admission Form – Overseas Students* and during enrolment can be provided, in certain circumstances, to the Australian Government and designated authorities and, if relevant, the Tuition Protection Scheme. This information includes personal and contact details, course enrolment details and changes, and the circumstance of any suspected breach by the student of a Student Visa condition.

In other instances, information collected on the *Application for Admission Form – Overseas Students* and during enrolment can be disclosed without consent where authorised or required by law.

The School's Privacy Policy, available on the School's website, www.cranbrook.nsw.edu.au, provides additional information about how the School deals with personal information.



Full Fee Paying Overseas Students: Compliance Information Statement

The Education Services for Overseas Students Act 2000 (Cth) (ESOS Act) and 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 education experience in Australia. The ESOS Act and related legislation, known as the ESOS framework, protect international students through:

- The *ESOS Act* and associated regulations
- The *National Code of Practice for Providers of Education and Training to Overseas Students 2017* (Cth)
- The Overseas Students Ombudsman
- The Tuition Protection Service.

Further information about students' right and obligations under the ESOS Framework can be found in ESOS Framework Student Fact Sheet, which can be found at <https://docs.education.gov.au/system/files/doc/other/esosstudentfactsheetv3.pdf>.

Cranbrook School's policies specifically relating to full fee paying overseas students are included in this booklet, and are also available on the School's website: www.cranbrook.nsw.edu.au. The policies included in this booklet are current as at January 2020. Please check the website for the most current versions.



Full Fee Paying Overseas Students: Accommodation and Welfare Policy

Cranbrook is committed to the care and wellbeing of all students.

It is a condition of the Student Visa (condition 8532) that students under 18 years of age must maintain adequate welfare and accommodation arrangements while studying in Australia.

It is also a condition of enrolment at Cranbrook that full fee paying overseas students over 18 years of age also maintain accommodation arrangements approved by the School.

ACCOMMODATION OPTIONS

Students enrolled on a Student Visa in Kindergarten to Year 6 must live in Sydney with at least one parent.

Students enrolled on a Student Visa in Year 7 to Year 12 may live in Sydney with at least one parent.

All students enrolled on a Student Visa in Years 7 to 12 not living with a parent must live in one of the School's Boarding Houses.

Cranbrook does not enrol students wishing to live in homestay accommodation, or with relatives other than a parent.

Any change to accommodation arrangements must be agreed in advance by the School.

LIVING WITH PARENTS

Where an overseas student is living in Sydney with at least one parent, that parent or parents take responsibility for the accommodation and welfare arrangements of the student.

In this case the School does not provide a Confirmation of Appropriate Accommodation/Welfare Arrangements (CAAW) letter for the students.

The School monitors the living arrangements of full fee paying overseas students who live in Sydney with at least one parent as follows:

- Details must be provided and approved by the School at least 14 days prior to the parent(s) being absent from Sydney while the student is studying at the School, so that the School is aware of how the student is being cared for in the absence of his parents
- Details of arrangements for how the student will spend his holiday periods must be provided to the School in advance, in accordance with the section headed Holiday Periods below
- If any concerns are raised regarding the accommodation or welfare of the student, through day to day monitoring of the student or through any other credible source, the Housemaster (Senior School) or Class Teacher (Junior School) will investigate the student's accommodation and welfare arrangements to ensure that these are suitable. This may include an interview with the student, interview with the parent(s) and/or a home visit, and may also involve the Director of Students (Senior School) or Deputy Head - Student Wellbeing P-6 (Junior School). Any intervention identified as necessary or desirable by this investigation will be implemented.

BOARDING

If a full fee paying overseas student enrolled at the School in Years 7 to 12 is not living in Sydney with at least one parent, they are required to live in one of the School's two Boarding Houses.

In this case, the School is responsible for the accommodation and welfare arrangements for the duration of the student's enrolment at the School.

For students who reside in the Boarding Houses, the School will issue for the student a Confirmation of Appropriate Accommodation/Welfare Arrangements (CAAW) upon enrolment, which will be required for the application for a Student Visa.

Welfare responsibilities for the student will commence from the date shown on the CAAW issued to the parents. The student must not arrive in Australia before the date on the CAAW unless the School has been advised at least seven days before arrival and has approved in writing an earlier arrival.

Evidence of the student's arrival date must be provided to the School if requested, for example, a copy of an airline ticket.

The Boarding Housemaster coordinates all boarding student term departures and arrivals, in conjunction with parents and nominated guardians.

The CAAW also nominates the date on which the School will cease responsibility for the student's accommodation and welfare arrangements. This date will be at least seven days subsequent to the completion of the student's enrolment.

HOLIDAY PERIODS

Parents must inform the student's Housemaster (Senior School) or Class Teacher (Junior School) of accommodation arrangements for the student during non-term time.

If students are not returning to their parents or nominated guardians for term or other holidays, the parents must make this notification at least one week before the student's departure so that all necessary documentation can be completed. Written permission of the parents for all hosts other than the parent or nominated guardian must be provided. Unless the host is the parent of another Cranbrook student or a family member or close family friend of the student, a valid Working With Children Check clearance (or local equivalent) must be held by the host and details provided to the School.

NOMINATED GUARDIANS

The School requires full fee paying overseas students who are boarding at Cranbrook to have an approved nominated guardian. A nominated guardian is also required if the student lives in Sydney with at least one parent however neither parent is proficient in English.

A suitable relative or family friend is able to be the student's nominated guardian.

The School must approve the appointment of the proposed nominated guardian. Parents and nominated guardians are required to complete the Guardianship Form.

To be approved the nominated guardian must:

- live in Sydney
- be at least 25 years of age
- have proficiency in spoken and written English
- attend interviews and meetings at the School on behalf of the parents should any concerns arise during the student's enrolment at the School.

The nominated guardian must also hold a valid Working With Children Check clearance and provide the details of this clearance to the School.

The nominated guardian must be approved and appointed prior to the student commencing at Cranbrook.

Any change to the nominated guardian at any time requires approval by the School.

Any change to the contact details for the nominated guardian must be provided to the School immediately.

WELFARE AND SUPPORT

An orientation program is conducted for all new students at Cranbrook. For students commencing at the start of intake years, there is a general program in the prior year. For students commencing in non-intake years, or other than at the start of a year, individual orientation programs are conducted.

An additional age appropriate and culturally sensitive orientation program is implemented for full fee paying overseas students. This is conducted by the International Student Liaison Resident (for students in the Boarding Houses), by the Class Teacher (for Junior School students) and the Housemaster (for Senior School students who are not boarding). This includes regular individual interviews to assess and monitor the student in the initial period of commencing the School. These records are retained on the student's file.

All students participate in the relevant Junior School or Senior School pastoral care program at Cranbrook and their welfare is also monitored in accordance with this program. All boarding students also participate in the Boarder's Wellness Project.

Regular email contact is maintained by the Boarding Housemaster with parents of full fee paying overseas students in the Boarding House.

Where the Housemaster/Class Teacher has any concerns about the welfare of a student, or has been advised of any such concerns by another member of staff or other credible source, the Housemaster/Class Teacher will contact the student's parents in a timely manner. If the parents cannot be contacted, or are not proficient in English, the student's nominated guardian will be contacted.

As well as support provided by all teaching staff, support services also are provided through the School Counsellors, the Health Centre and Learning Support staff. These services are provided at no cost.

Full Fee Paying Overseas Students: Accommodation and Welfare Policy

OFFICIAL POINTS OF CONTACT FOR FULL FEE PAYING OVERSEAS STUDENTS

The official points of contact for full fee paying overseas students are:

- Prior to commencement, the Director of Admissions and External Relations;
- Subsequent to commencement:
 - For Junior School students, the Deputy Head– Student Wellbeing P to 6
 - For Senior School students who are boarders, the International Student Liaison Resident, Boarding Housemaster and the Director of Boarding
 - For other Senior School students, their Housemaster.

NOTIFICATION OF CHANGE TO ACCOMMODATION ARRANGEMENTS

The Director of Admissions and External Relations informs the Department of Home Affairs in the event that a student under 18 changes his living arrangements or Cranbrook School no longer approves the arrangements for the student through PRISMS.

MONITORING, ASSESSING AND APPROVING ACCOMMODATION AND WELFARE ARRANGEMENTS

For students residing in one of Cranbrook’s Boarding Houses, the monitoring, assessing and approval of accommodation and welfare arrangements are those applied to the Boarding Houses and School generally, including addressing child protection and local council requirements.

Monitoring and assessing accommodation and welfare arrangements for students living with at least one parent in Sydney are outlined in the section Living with Parents above.



Full Fee Paying Overseas Students: Complaints and Appeals Policy

This Policy provides overseas students and their parents with information about procedures to facilitate the resolution of a dispute or complaint. These internal procedures are a conciliatory and non-legal process.

In the first instance, an attempt should be made to informally resolve the issue. Staff will make every effort to resolve all enquiries, concerns, complaints and disputes promptly and in accordance with procedural fairness. Students and/or parents should contact the student's Housemaster (Senior School) or Class Teacher (Junior School) in the first instance to attempt informal resolution.

If this is unsatisfactory or does not result in a resolution, the procedures as set out in the *Complaints and Dispute Resolution Guide* should be followed. This also sets out the appeals process if the complainant remains dissatisfied with the outcome.

Note that grievances brought by a student against another student will be dealt with under the School's behaviour management policies.

For conditions that apply to handling of a complaint arising from the School's suspension or cancellation of a student's studies, please read the *Full Fee Paying Overseas Students: Deferment, Suspension and Cancellation Policy*.

PRINCIPLES REGARDING COMPLAINTS AND DISPUTES

The following principles apply to complaints and disputes:

- Student wellbeing is the first priority
- The process is accessible to all parties and there is a commitment to cooperation by School staff
- Procedural fairness is offered to all parties
- The complainant can present their case at no cost
- Complainants are entitled to a support person in any discussions such as a friend/teacher/relative not involved in the grievance. A lawyer acting for the student/parents is not regarded as an acceptable support person
- The subject of the complaint is informed of its substance
- Confidentiality is maintained as appropriate
- Complaints are monitored and their management evaluated to pre-empt systemic/recurring issues
- All persons in the School community are entitled to respect and courtesy
- Complainants are entitled to be dealt with fairly and promptly
- The student's enrolment will be maintained whilst a complaint and/or appeal is being considered, except as outlined in the *Full Fee Paying Overseas Students: Deferment, Suspension and Cancellation Policy*
- The complaints process, or appeals process, will begin within ten working days of receipt of the complaint, and be completed in a reasonable timeframe
- The complainant is entitled to a written statement of the outcome of the complaint, including the details and reasons

- The School maintains written records of a complaint, including records of any corrective and/or preventative action, on the student's file
- Procedures for lodging a complaint are communicated to the School community
- The School will appoint an independent investigator if required when dealing with a complaint.

PROCEDURES

Procedures are outlined in the *Complaints and Dispute Resolution Guide*, which is available on the School's website.

EXTERNAL APPEALS PROCESS

Should an overseas student not be satisfied with the outcome of the internal complaints and dispute resolution process, they may lodge an external appeal through the Commonwealth Ombudsman.

The Commonwealth Ombudsman investigates complaints about problems that overseas students or intending overseas students may have with private education and training in Australia. The services of the Commonwealth Ombudsman are free.

The Commonwealth Ombudsman will determine whether the School followed the rules and its policies and procedures correctly, and treated the overseas student fairly. The Commonwealth Ombudsman cannot make decisions regarding academic merit. The Commonwealth Ombudsman will also not investigate if the complaint has not been first raised with the School.

The Commonwealth Ombudsman may require that the School issues an apology, changes or reviews a decision, changes policies or procedures, issues a refund, or takes some other action.

Cranbrook School agrees to be bound by the recommendations of the Commonwealth Ombudsman and will implement the decision or recommendations made by the Commonwealth Ombudsman immediately and take any preventative or corrective actions required by the Commonwealth Ombudsman.

You can make a complaint to the Commonwealth Ombudsman by:

- Telephone on 1300 362 072 if within Australia or +61 2 6276 0111 if outside Australia
- On the online complaint form found at www.ombudsman.gov.au/How-we-can-help/overseas-students

You can make a complaint in your own language. To do so, call the Translating and Interpreting Service (TIS) in Australia on 131 450 if within Australia or +61 3 9203 4027 if outside Australia. The Commonwealth Ombudsman will pay for the interpreter.

Full Fee Paying Overseas Students: Course Credit Policy

Entry into any course is subject to the assessment of the School. Other than as outlined below, the School does not offer course credit.

COURSE CREDIT FOR YEAR 11 AND YEAR 12 STUDENTS

Course credit is only available to students transferring from another Australian school in Year 11 and at the beginning of Year 12.

In this case, the student may receive course credit for units previously completed based on evidence provided of studies undertaken under the relevant state or territory curriculum assessment authority or nationally accredited framework.

An application for course credit must be made prior to a student commencing at the School. Appropriate documentation must be provided to the School to support the application for course credit.

The application will be assessed by the Director of Academics or Director of Curriculum (with assistance from Heads of Department as required) to ensure that the NSW Education Standards Authority requirements for the relevant course have or can be met, and a recommendation made to the Headmaster. The decision to award course credit is in the absolute discretion of the Headmaster.

The School will provide written notification to the student and his parents of the outcome of the application for course credit, including reasons for any refusal and any reduction in course duration.

If the granting of course credit leads to a reduction in course length, the Director of Admissions and External Relations will ensure the electronic Confirmation of Enrolment is issued for the reduced duration. The Director of Admissions and External Relations will also record the change in course duration in PRISMS if the course credit is granted after the student's visa has been granted.

All relevant documentation will be retained on the student's file, including any application for course credit and supporting documentation, records of the School's assessment of the application, written notification of the outcome and any notifications recorded in PRISMS for at least 2 years after the student ceases to be an accepted student of the School.

Full Fee Paying Overseas Students: Course Progress and Attendance Policy

The School is required to monitor a full fee paying overseas student's compliance with their visa conditions relating to course attendance, course progress and course completion.

CONFIRMATION OF ENROLMENT AND COURSE DURATION

The Electronic Confirmation of Enrolment Form (eCoE) indicates the start and end date of the student's course duration.

The courses provided at Cranbrook School are:

- Primary (Kindergarten to Year 6) CRICOS Course Code 075829A
- Junior Secondary (Years 7 to 10) CRICOS Course Code 041413F
- Senior Secondary (Year 11 and 12) CRICOS Course Code 041414E

COURSE PROGRESS

Cranbrook records, monitors and assesses the course progress of each Cranbrook student, including full fee paying overseas students, in accordance with the relevant *Assessment Policy*.

The following additional requirements apply to monitoring course progress of full fee paying overseas students to ensure students are in a position to complete the course within the expected duration as specified on the eCoE.

Cranbrook will assess the course progress of each student for the course in which the student is currently enrolled at the end of each semester of enrolment. Students who have begun part way through a semester will be assessed after one full period of attendance.

This assessment will be undertaken by the student's Housemaster (Senior School) or Class Teacher (Junior School). The purpose of the assessment is to decide if the student is making satisfactory course progress, or is at risk of not making satisfactory course progress and an intervention strategy needs to be implemented, or the student is not making satisfactory course progress after an intervention strategy is complete and any appeals process is finalised.

To demonstrate satisfactory course progress, students will need to achieve competency in at least 50% of units in any semester. The Housemaster/Class Teacher will review all of the student's results for that semester to determine whether the student has demonstrated satisfactory course progress in accordance with this definition. What equates to competency for a particular unit will vary. In the Senior School, as a guideline, a grade of E (and in some circumstances a grade of D) is likely to suggest the student has not demonstrated competency in that unit.

If a student does not achieve competency in at least 50% of units studied in a semester, or the Housemaster/Class Teacher is otherwise concerned that the student is at risk of not making satisfactory course progress at any time, the Housemaster/Class Teacher, together with other appropriate staff members such as Learning Support staff, the Director of Academics, Director of Curriculum or Director of Students (Senior School), the Year Level Coordinator or Deputy Head – Curriculum P to 6 (Junior School), will meet with the student.

At this meeting, the student will be informed that they have been identified as at risk of failure to achieve, or have failed to achieve, satisfactory course progress. The staff members involved will interview the student and find out what factors have contributed to these course progress issues arising. Staff will then work with the student to develop an intervention strategy for academic improvement. This may include:

- An individual education plan
- Additional supervised study periods or tutorials
- Academic skills programmes
- Mentoring
- Assistance with personal issues that may be influencing course progress
- Literacy and numeracy support
- Other intervention and support strategies as deemed necessary such as psychological assessment and counselling.

The student will be reminded of the course progress requirements and that a breach of these requirements is a breach of Student Visa conditions which the School is required to report.

The outcomes of the meeting will be documented, with a copy provided to the student and the student's parents, and a copy placed on the student's file.

The student's individual strategy for academic improvement will be monitored over the following semester at appropriate intervals by the Housemaster/Class Teacher, and records of the student's response to the strategy will be kept on the student's file and provided to the student's parents.

If the student does not improve academically and achieve satisfactory course progress after the intervention strategy has been implemented and time for it to run its course has been allowed (generally by the end of the next semester), the Headmaster (or the Head of Junior School or Head of Senior School as his representative) will advise the student and his parents in writing of the School's intention to report the student for breach of visa condition 8202 (*Failure to make satisfactory course progress*), and that he has 20 working days in which to access the School's internal complaints and appeals process pursuant to the *Full Fee Paying Overseas Students: Complaints and Appeals Policy*.

If, following the internal complaints and appeals process, an external appeal is then made by the student, Cranbrook will not make any notifications in PRISMS until the outcome of this external appeals process has been completed and this has resulted in a finding in favour of the School. Note, if the student proceeds with any further external appeals processes following the first external appeals process, Cranbrook will not defer reporting the breach of visa condition in PRISMS.

The Director of Admissions and External Relations will make the notification in PRISMS of the student not achieving satisfactory course progress as soon as practicable where:

- The student does not access the complaints and appeals process within 20 working days
- The student withdraws from the complaints and appeals process
- The complaints and appeals process results in favour of the School (either the internal process, or if an external appeals process is pursued, after the outcome of one external appeals process).

All relevant documentation will be retained on the student's file.

COMPLETION WITHIN EXPECTED DURATION OF STUDY (COURSE PROGRESSION)

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 its expected duration.

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

The School will only extend the duration of the student's study where the student will not complete their course within the expected duration due to:

- Compassionate or compelling circumstances
- Student participation in an intervention strategy as outlined above
- An approved deferment or suspension of study has been granted in accordance with the Full Fee Paying Overseas Students: Deferment, Suspension and Cancellation Policy.

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

- Serious illness, where a medical certificate states that the student was unable to attend classes
- Bereavement of close family members such as parents, siblings or grandparents
- Major political upheaval or natural disaster in the home country requiring their emergency travel that has impacted on their studies

Full Fee Paying Overseas Students: Course Progress and Attendance Policy

- A traumatic experience such as being involved in or witnessing a serious accident or serious crime which has impacted on the student (these cases should be where possible supported by police or psychologists' reports)
- Where the School was unable to offer a pre-requisite unit
- Inability to begin studying on the course commencement date due to delay in receiving a Student Visa.

For 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.

Where Cranbrook decides to extend the duration of the student's study, the Director of Admissions and External Relations will report this in PRISMS and issue a new eCoE if required.

All relevant documentation will be retained on the student's file.

COURSE ATTENDANCE

All Cranbrook students are subject to the *Attendance Policy*. This policy also outlines the process for recording absences.

The following are additional specific requirements for monitoring attendance of full fee paying overseas students.

For full fee paying overseas students, satisfactory course attendance is defined as attendance for at least 80% of scheduled course contact hours. Students are at risk of breaching these attendance requirements when they have absences totalling more than 20% of scheduled course contact hours during any semester.

In addition to the ongoing monitoring of attendance of all students by Housemasters (Senior School) and Class Teachers (Junior School), full fee paying overseas student attendance is additionally specifically checked at the end of each term by the Housemaster/Class Teacher.

Student attendance in this case is assessed by calculating the number of hours the student was absent during that term, (not including any period of exclusion from class studies or suspension), and comparing this to the number of hours the student would have to have been absent to fall below the attendance threshold for that term.

Where a student is identified as having absences of 15% or more of scheduled course contact hours for that term, has been absent for more than five consecutive days without approval, or there are other patterns of attendance which indicate the student is at risk of not meeting the requirement of at least 80% of scheduled course contact hours, the Housemaster/Class Teacher and any other appropriate staff such as the Director of Students (Senior School) or Deputy Head – Student Wellbeing P to 6 (Junior School) will meet with the student to determine if there are other reasons for the student being absent beyond the explanations for absence that have been provided (for example, homesickness or social issues). This meeting will also determine if an *Attendance Improvement Plan* or other intervention strategy is required,

including provision of support services to assist with underlying issues, and to remind the student of the attendance requirements and that a breach of these requirements is a breach of Student Visa conditions which the School is required to report. Further details regarding intervention strategies for attendance issues are outlined in the *Attendance Policy* and *Truancy Policy*.

The outcomes of the meeting will be documented, with a copy provided to the student and the student's parents, and copy placed on the student's file.

The implementation of any intervention strategy will be monitored by the Housemaster/Class Teacher, and records of the student's response to the strategy will be kept on the student's file and provided to the student's parents.

The Housemaster/Class Teacher will also make a calculation at the end of each semester of the attendance of each full fee paying overseas student for that semester.

If the calculation indicates that the student has not attended at least 80% of scheduled course contact hours for the semester, the Headmaster (or the Head of Junior School or Head of Senior School as his representative) will advise the student and his parents in writing of the intention to report the student for breach of visa condition 8202, and that he has 20 working days in which to access the School's internal complaints and appeals process pursuant to the *Full Fee Paying Overseas Students: Complaints and Appeals Policy*.

If, following the internal complaints and appeals process, an external appeal is made by the student, Cranbrook will not make any notifications in PRISMS until the outcome of this external appeals process has been completed and this has resulted in a finding in favour of the School. Note if the student proceeds with any further external appeals processes following the first external appeals process, Cranbrook will not defer reporting the breach of visa condition in PRISMS.

The Director of Admissions and External Relations will make the notification in PRISMS of the student not achieving satisfactory course attendance as soon as practicable where:

- The student does not access the complaints and appeals process within 20 working days
- The student withdraws from the complaints and appeals process
- The complaints and appeals process results in favour of the School (either the internal process, or if an external appeals process is pursued, after the outcome of one external appeals process).

However, a student will not be reported for failing to meet the 80% threshold where:

- The student produces documentary evidence clearly demonstrating compassionate or compelling circumstances
- The student has not fallen below 70% attendance.

Compassionate or compelling circumstances are circumstances beyond the control of the student that are having an impact on the student's attendance. These could include:

- Serious illness, where a medical certificate states that the student was unable to attend classes
- Bereavement of close family members such as parents, siblings or grandparents
- Major political upheaval or natural disaster in the home country requiring their emergency travel that has impacted on their studies
- A traumatic experience such as being involved in or witnessing a serious accident or serious crime which has impacted on the student (these cases should be where possible supported by police or psychologists' reports)
- Where the School was unable to offer a pre-requisite unit
- Inability to begin studying on the course commencement date due to delay in receiving a Student Visa.

For 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 attendance.

In such cases, the Housemaster/Class Teacher will discuss with the student and his parents whether a suspension of studies is in the best interests of the student as per the *Full Fee Paying Overseas Students: Deferment, Suspension and Cancellation Policy*.

If the student does not obtain a suspension of studies under the *Full Fee Paying Overseas Students: Deferment, Suspension and Cancellation Policy*, and falls below the 70% threshold for attendance, the process outlined above for reporting the student for unsatisfactory attendance (Breach of visa condition 8202) will occur.

All relevant documentation will be retained on the student's file.



Full Fee Paying Overseas Students: Deferment, Suspension and Cancellation Policy

This policy outlines the processes regarding deferment of commencement or suspension of studies at the request of a student, and suspension or cancellation of enrolment of a student by the School.

DEFERMENT OF COMMENCEMENT OR SUSPENSION OF STUDY REQUESTED BY A STUDENT

DEFERMENT OF COMMENCEMENT OF STUDY REQUESTED BY A STUDENT

A deferment occurs when an enrolment is postponed to a future date. Cranbrook will only grant a deferment of commencement of studies for compassionate and compelling circumstances. These are circumstances beyond the student's control and include, but are not limited to:

- Illness, where a medical certificate states that the student was unable to attend classes
- Bereavement of close family members such as parents, siblings or grandparents
- Major political upheaval or natural disaster in the home country requiring emergency travel that has impacted on studies
- A traumatic experience, which has impacted on the student such as being involved in or witnessing a serious accident or crime (these cases where possible should be supported by police or psychologists' reports).

A deferment of commencement of study may also be granted if there has been a delay in obtaining a Student Visa or any pre-requisite course has not been available.

SUSPENSION OF STUDY REQUESTED BY A STUDENT

A suspension occurs when an enrolment is suspended for a period of time.

Once the student has commenced the course, Cranbrook will only grant a suspension of study at the request of the student for compassionate or compelling circumstances. These are circumstances beyond the student's control and include, but are not limited to:

- Illness, where a medical certificate states that the student was unable to attend classes
- Bereavement of close family members such as parents, siblings or grandparents
- Major political upheaval or natural disaster in the home country requiring emergency travel that has impacted on studies
- A traumatic experience, which has impacted on the student such as being involved in or witnessing a serious accident or crime (these cases where possible should be supported by police or psychologists' reports).

ASSESSING REQUESTS FOR DEFERMENT OR SUSPENSION OF STUDIES

The final decision for assessing and granting a deferment of commencement or suspension of studies requested by a student lies with the Headmaster. Applications will be assessed on their individual merit.

Applications will be assessed and a decision made within 14 days of receipt of the written request for a deferment or suspension. A written response, including reasons for the decision, will be provided to the student and his parents.

The Director of Admissions and External Relations will record the deferment or suspension in PRISMS. If any deferment or suspension will impact the end date of the student's electronic Confirmation of Enrolment (eCOE), a new eCOE will be issued at that time, or at a later point when the student's date of return is known.

Retrospective granting of a deferment or suspension of studies will only be granted in unusual circumstances, such as when a student has had to return home at short notice for medical care, or where a student has had an accident whilst on holidays at home and has not been able to return to School.

Any period of suspension of studies requested by a student will not be included in attendance calculations pursuant to the *Full Fee Paying Overseas Students: Course Progress and Attendance Policy*.

All relevant documentation will be kept on the student's file, including documentary evidence supporting the request for deferment or suspension and of assessment of the application.

EXCLUSION OR SUSPENSION INITIATED BY THE SCHOOL

SHORT TERM EXCLUSION FROM CLASS STUDIES – 1 TO 28 DAYS

Cranbrook may exclude a student from class studies on the grounds of misbehaviour by the student. Exclusion from class studies will occur as the result of any behaviour identified as resulting in exclusion from the School either permanently or temporarily in the *Enrolment Terms and Conditions – Overseas Students*.

Excluded students must abide by the conditions of their exclusion from studies. These will depend on welfare and accommodation arrangements in place for the student and will be determined by the Headmaster.

Where excluded students are provided with homework and/or other studies for the period of the exclusion, the student must continue to meet the academic requirements of the course.

Exclusions from class will not be recorded in PRISMS, nor recorded as absences in attendance calculations pursuant to the *Full Fee Paying Overseas Students: Course Progress and Attendance Policy*.

The student and his parents will be notified in writing of the School's intention to exclude the student from class studies.

All relevant documentation will be kept on the student's file.

SCHOOL INITIATED SUSPENSION OF STUDIES (MORE THAN 28 DAYS)

Cranbrook 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 exclusion from the School either permanently or temporarily in the *Enrolment Terms and Conditions – Overseas Students*.

Where suspended students are provided with homework and/or other studies for the period of the suspension, the student must continue to meet the academic requirements of the course.

Students who have been suspended for more than 28 days and who are boarders will be required to return to their home country unless specific special circumstances exist (for example, the student is medically unfit to travel). The student must also abide by any other conditions of their suspension, which will be determined by the Headmaster.

If special circumstances exist, there will be additional conditions of their suspension from studies that will depend on the welfare and accommodation arrangements in place for the student. These will be determined by the Headmaster.

Suspensions will be recorded in PRISMS by the Director of Admissions and External Relations. Suspensions will not be recorded as absences in attendance calculations pursuant to the *Full Fee Paying Overseas Students: Course Progress and Attendance Policy*.

The student and his parents will be notified in writing of the School's intention to suspend the student.

All relevant documentation will be kept on the student's file.

CANCELLATION OF ENROLMENT

Cranbrook may cancel enrolment of a student under the following conditions:

- Failure to pay course fees
- Failure to maintain approved welfare and accommodation arrangements (visa condition 8532)
- Any behaviour identified as resulting in exclusion from the School either permanently or temporarily in the *Enrolment Terms and Conditions – Overseas Students*.

The student and his parents will be notified in writing of the School's intention to cancel the student's enrolment.

Where the enrolment of a student has been cancelled, the student has 28 days to enrol in an alternative course or return home.

All relevant documentation will be kept on the student's file.

Cranbrook is also required to report a failure to maintain satisfactory course progress and/or a failure to maintain satisfactory attendance to Department of Home Affairs, which will result in automatic cancellation of enrolment. See the *Full Fee Paying Overseas Students: Course Progress and Attendance Policy* for details.

COMPLAINTS AND APPEALS

Student requested deferment and suspension are not subject to the *Full Fee Paying Overseas Students: Complaints and Appeals Policy*.

Exclusion from class studies, School initiated suspension and cancellation of enrolment are subject to the *Full Fee Paying Overseas Students: Complaints and Appeals Policy*.

For the duration of the appeals process, Cranbrook School will maintain the student's enrolment, and the student is required to maintain enrolment and participation in studies. The Headmaster will determine if participation in studies will be in class or under supervised arrangement outside of classes.

If a student appeals the decision regarding a School initiated suspension or cancellation, the suspension or cancellation will not be recorded in PRISMS by the Director of Admissions and External Relations until the internal complaints and appeals process is finalised, unless extenuating circumstances relating to the welfare of the student apply.

The use of extenuating circumstances by Cranbrook to suspend or cancel a student's enrolment prior to the completion of any internal complaints and appeals process will be supported by appropriate evidence. Extenuating circumstances will be evaluated by the Headmaster and may include:

- The student refuses to maintain approved welfare and accommodation arrangements
- The student is missing
- The student has medical concerns, severe depression or other psychological issues which lead the School to fear for the student's well being
- The student has engaged or threatened to engage in behaviour that is reasonably believed to endanger the student or others
- The student is at risk of committing a criminal offence
- The student is the subject of investigation relating to criminal matters.

Where extenuating circumstances exist, appropriate documentary evidence will be maintained on the student's file.

The Director of Admissions and External Relations will make the notification of a School initiated suspension or cancellation in PRISMS upon completion of the internal complaints and appeals process, where that process has found in favour of the suspension or cancellation. Whilst the student/parents may appeal the decision externally, Cranbrook will not delay notification in PRISMS until the completion of the external appeals process.

The above paragraph does not apply in relation to notifications in PRISMS of a failure to maintain satisfactory course progress or a failure to maintain satisfactory attendance. See the *Full Fee Paying Overseas Students: Course Progress and Attendance Policy* for details regarding complaints, appeals and timing of notifications in PRISMS in these circumstances.

Full Fee Paying Overseas Students: Deferment, Suspension and Cancellation Policy

STUDENT VISA ISSUES

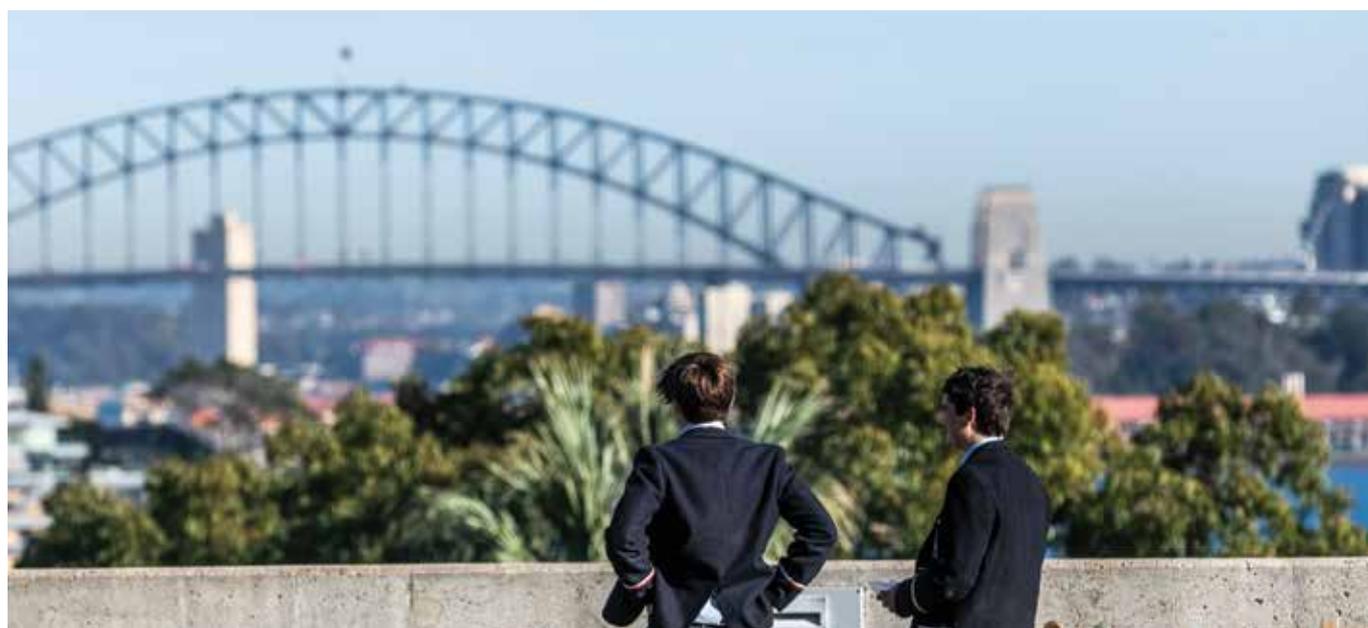
Deferment, suspension and cancellation of enrolment can impact a student's visa as a result of changes to enrolment status. Students are informed in the written notification of their deferment, suspension or cancellation to contact the Department of Home Affairs for advice.

ACCOMMODATION AND WELFARE

Cranbrook School will continue to monitor the suitability of the accommodation and welfare arrangements of a student following a suspension or cancellation of enrolment unless:

- The student is accepted by another registered provider who takes over the approval responsibility
- The student leaves Australia
- Other arrangements are made to satisfy the Department of Home Affairs regulations regarding the accommodation and welfare of the student such as a parent or other suitable relative taking responsibility
- The School advises the Department of Home Affairs that the School can no longer approve of the arrangements for the student as events have occurred which have made it impossible for the School to continue to approve these arrangements, as all attempts to assist the student to maintain appropriate arrangements have been exhausted and the student is refusing to maintain care arrangements the School is able to approve.

As Cranbrook School does not permit homestay, it will generally be required that the student return home or otherwise into the care of at least one parent in Sydney. If there is no other alternative, the student will be required to remain living in the Boarding House.



Full Fee Paying Overseas Students: Refund Policy

The School's policy in relation to refunds of fees for overseas students is outlined below.

APPLICATION FEE

The Application Fee is non-refundable.

VISA APPLICATION REJECTED

Where evidence is provided that the application made by the student for a Student Visa has been rejected by the Department of Home Affairs, the School will refund any amounts paid to the School for the Enrolment Fee and any Overseas Student Health Cover within 28 days of receipt of confirmation that the Student Visa application has been rejected.

CONDITIONAL ENROLMENT

Any amounts paid to the School for the Enrolment Fee and any Overseas Student Health Cover where the student has not satisfied the conditions of a conditional offer of enrolment, and as a result the Student is not enrolled in the School will be refunded by the School within 28 days of confirmation the student has not satisfied the conditions of a conditional offer of enrolment.

ENROLMENT FEE

The Enrolment Fee is not credited towards tuition or boarding fees.

Except as outlined above in relation to a rejection of Student Visa application or failure to satisfy the conditions of a conditional offer of enrolment, the Enrolment Fee is not refundable, whether or not the student commences at the School.

CANCELLATION OF ENROLMENT BY PARENTS PRIOR TO COMMENCEMENT

Where a student's enrolment is cancelled by the parents prior to the student commencing at the School, if the parents have not provided written notice of this cancellation to the Admissions Office by the date specified in the Enrolment Offer Letter, a cancellation fee is payable equal to:

- 100% of the tuition fees for one term if the student was to be a day boy
- 100% of the tuition and boarding fees for two terms if the student was to be boarder.

Any tuition and boarding fees paid in advance in relation to the student less any cancellation fee applicable as detailed above will be refunded by the School within 28 days of the receipt of written notification of cancellation by the parents.

CANCELLATION OF ENROLMENT BY PARENTS SUBSEQUENT TO COMMENCEMENT

Where the parents cancel a student's enrolment after the student commences at the School, one full terms' notice in writing must be provided.

If such notice is not provided, a cancellation fee is payable equal to 100% of the tuition fees (and boarding fees if applicable) for one term.

Any tuition and boarding fees paid in advance in relation to the student less any cancellation fee applicable as detailed above will be refunded by the School within 28 days of the receipt of written notification of cancellation by the parents.

CANCELLATION OF THE ENROLMENT FOR SPECIFIED REASONS OR OTHERWISE BY THE SCHOOL

Where a student's enrolment is cancelled for any of the following reasons after the commencement of a term, no refund of the tuition fees (and boarding fees if applicable) for the current term will be paid:

- Failure to maintain satisfactory course progress (visa condition 8202)
- Failure to maintain satisfactory attendance (visa condition 8202)
- Failure to maintain approved welfare and accommodation arrangements (visa condition 8532)
- Failure to pay course fees
- Any behaviour identified as resulting in enrolment cancellation or termination in the *Enrolment Terms and Conditions – Overseas Students*.

Any tuition and boarding fees paid in advance in relation to the student less the current terms' fees as detailed above will be refunded by the School within 28 days of the receipt of written notification of cancellation by the parents.

Full Fee Paying Overseas Students: Refund Policy

ARRANGEMENTS FOR REFUNDS

Requests for a refund must be made in writing, signed by the parents and addressed to the Headmaster. Refunds will be reimbursed in Australian dollars within 28 days. Payment will be sent to the parents in their home country, unless otherwise requested in writing by the parents.

CHANGE IN VISA STATUS

If a student becomes an Australian resident during the course of studies or otherwise has a change of visa status such that they no longer require a Student Visa, there will be no adjustment to the fees paid for the remainder of the calendar year.

TUITION PROTECTION SERVICE

If for any reason the School is unable to offer a course before commencement, a full refund of the enrolment fee, and any pre-paid tuition fees (and boarding fees if applicable) will be made within 14 days of notification of course cancellation.

If for any reason the School is unable to continue to offer a course after commencement, a full refund of any pre-paid tuition fees (and boarding fees if applicable) for the proportion of the course not delivered will be made within 14 days of notification of course cancellation.

In these cases the student will receive advice to seek assistance from the Australian Government's Tuition Protection Service (TPS). Students will be notified within three working days and the appropriate notifications made in PRISMS.

The TPS ensures that full fee paying overseas 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. Students will either be placed in an alternate course within 14 days or unspent fees will be refunded if an alternative course cannot be found. The outcome of this process will be reported in PRISMS within seven working days.

TPS is designed to maintain the integrity and international reputation of the industry and registered providers. As a registered provider, Cranbrook pays an annual Tuition Protection Service Levy for each calendar year. See www.tps.gov.au for more information.

CONSUMER PROTECTION

This policy and the availability of complaints and appeals processes does not remove the right to take further action under Australia's consumer protection laws.



Full Fee Paying Overseas Students: Transfer Request Policy

WHEN CAN A STUDENT TRANSFER EDUCATION PROVIDERS?

Full Fee Paying Overseas Students are restricted from transferring until after the first six months of the student's course unless:

- the student's course or school becomes unregistered
- a Government sponsor (where applicable) considers a transfer to be in the best interests of the student
- the student is released by their school after making a transfer request.

After the first six months of the student's course, there are no restrictions on transferring education providers.

MAKING A TRANSFER REQUEST

Students can make a transfer request to enable the student to transfer to another education provider prior to completion of their first six months of study at Cranbrook.

A student or their parents must apply in writing to the Director of Admissions and External Relations. The application must include the following:

- a letter of offer of enrolment from another education provider
- where the student is under 18, written confirmation that the new education provider will accept responsibility for approving the student's accommodation, support, and general welfare arrangements where the student is not, or will not be, living with a parent
- where the student is under 18, written evidence that the student's parents support the transfer
- why the transfer is in the best interest of the student.

An application to transfer to another registered provider may have visa implications. Students and their parents are advised to contact the Department of Home Affairs as soon as possible to discuss any implications. To telephone the Department of Home Affairs call 131 888 from within Australia or see the Department of Home Affairs website for the contact details for your local office if overseas.

The transfer request will be considered and a decision made within 14 days of receipt of all required documentation, and the applicant notified of the decision in writing.

GRANTING OR REFUSAL OF A TRANSFER REQUEST

Cranbrook School will grant a transfer request where the transfer will not be to the detriment of the student.

The following are examples of circumstances in which the granting of a transfer request may be given:

- the student has changed welfare and accommodation arrangements and is no longer within a reasonable travelling time of the School
- it has been agreed by the School that the student would be better placed in a course that is not available at Cranbrook School

- the new education provider better meets the student's study capabilities or long term goals
- the student's reasonable expectations about the course are not being met
- the student will be able to access greater support such as access to family, friends or cultural support through the new education provider
- there is evidence that the School has misled the student
- an appeal on another matter results in the decision or recommendation to release the student.

Cranbrook School will generally not grant a transfer request in the following circumstances:

- the student's progress is likely to be academically disadvantaged or it may otherwise be detrimental to the student's education
- the student has only recently started and the full range of support services have not yet been utilised
- the School is concerned that the student's application to transfer is a consequence of the adverse influence of another party.

The decision as to whether or not to grant a transfer request rests with the Headmaster.

Should the request for a transfer be denied the student and parents will be advised in writing, including the reasons for the decision.

Students and their parents may appeal the decision to not grant a transfer request, or appeal if Cranbrook School does not respond in the noted timeframe: see the *Full Fee Paying Overseas Students: Complaints and Appeals Policy*.

FEES

There is no charge for an application for, or granting of, a transfer request.

If a transfer request has been approved however the required written notice of withdrawal has not been given, a cancellation fee will apply, in accordance with the *Enrolment Terms and Conditions – Overseas Students*. The transfer will not be recorded in PRISMS until any outstanding course fees, including the cancellation fee, have been paid to the School.

Where a student is transferring to another registered provider, pre-paid course fees less the applicable cancellation fee will be refunded in accordance with the *Full Fee Paying Overseas Students: Refund Policy*.

Full Fee Paying Overseas Students: Transfer Request Policy

DOCUMENTATION

All documentation relating to a transfer request, including the written request and required supporting documentation, the decision of the School and its written response, and documentation relating to the request for an appeal of the decision and any appeal, will be kept on the student's file.

ENROLMENT OF A STUDENT FROM ANOTHER PROVIDER

Cranbrook School does not actively recruit students from other registered education providers.

Cranbrook School will not enrol a student from another registered education provider before they have completed six months of their principal course of study except where:

- the original registered provider has ceased to be registered or the course the student was enrolled in has ceased to be registered
- the original registered provider has recorded the transfer in PRISMS
- the original registered provider has had a sanction imposed that prevents the student from continuing his principal course of study
- a government sponsor of the student considers the change to be in the student's best interest and provides written support for the change.

Where Cranbrook School enrolls a student from another registered provider before they have completed six months of their course under any of the above circumstances, documentation supporting the relevant exception is retained in the student's file.



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