



BISHOP DRUITT COLLEGE

Coffs Harbour, New South Wales Australia 2450 (PO Box 8004 Coffs Harbour NSW Australia 2450)

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Bishop DrUITT College Council Inc.

CRICOS Code: 02333G



Overseas Student Information Booklet





BISHOP DRUITT COLLEGE

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Welcome to Bishop Drutt College

As the Principal of Bishop Drutt College I would like to take this opportunity to invite you to study at our college.

Bishop Drutt College strives to be a vibrant, globally-oriented learning community and it is through sharing in learning with you that our students will be culturally enriched and prepared for their place in the world. As a student at Bishop Drutt College you will experience a family-like community that values you as a person and cares for your welfare.

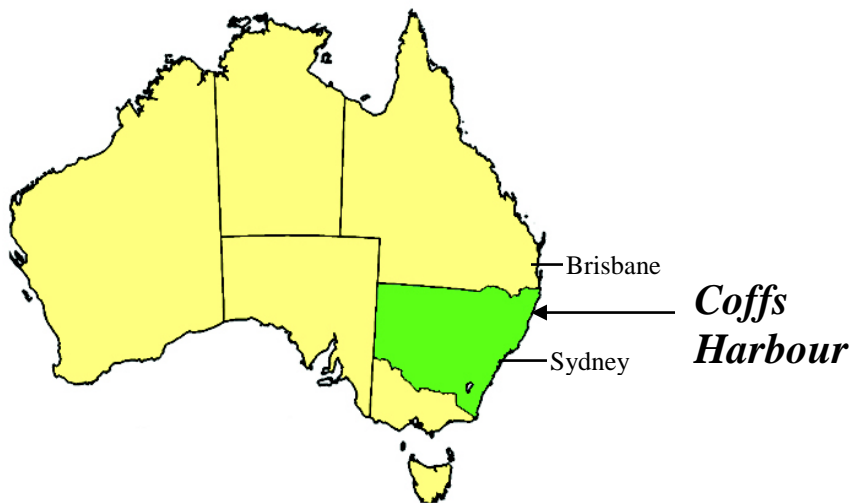
Our teaching staff are well qualified and respected and will focus on your learning needs as you enjoy excellent classroom facilities within our college. We want you to feel at home within your new place of learning. It will be exciting; you will make new friends and learn new things as you continue your education in an Australian school.

We hope that Bishop Drutt College can help you to achieve your goals.

Mr Alan Ball

Principal

In order to assist you in preparing to come to your new 'home' we have put together this handbook, which we hope will answer many of your questions about studying at Bishop Drutt College and living in Coffs Harbour.



The teaching staff

All the staff at our college are here to assist you to learn as quickly as possible. Therefore, we want you to feel free to talk to us at any time and to discuss any problems that you may have.

Our staff are very helpful and friendly so try to learn their names and always be courteous to them by saying 'hello' or 'good morning'.

The college staff dealing with overseas students have been orientated to the ESOS Framework and are aware of students' rights and responsibilities within this framework.



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Conditions of enrolment/preliminary requirements

Bishop Drutt College requires all potential students to complete an Australian Education Assessment Services (AEAS) assessment. The college relies on the test results (AEAS report) to provide information about each student that is independent of the student's school reports. This assists the school when deciding whether to accept the student's application or to refer them to ELICOS. For more information on AEAS, please visit www.aeas.com.au

- a. Depending on the student's English language ability, the student may be required to successfully complete an English Language Intensive Course for Overseas Students (ELICOS) program prior to being offered a place at Bishop Drutt College. Further information on ELICOS is available on our website.
- b. While Bishop Drutt College will assess each student's AEAS results on an individual basis, as a guide students in Year 7 – 10 will be expected to achieve a score of 50 or above and Years 11 -12 a score of 60 or above to be accepted without the need for ELICOS studies before enrolment at the college.
- c. As a condition of enrolment the student agrees to abide by all school rules, regulations and policies for the duration of their enrolment. Please read all sections of this booklet carefully and access the policies for international students found on our college website to ensure you understand what will be expected of you as a student at Bishop Drutt College.

International student policies can be found here:

<http://www.bdc.nsw.edu.au/overseas-students>

Other college policies can be found here:

<http://www.bdc.nsw.edu.au/policies>

Also, please read the Education Services for Overseas Students (ESOS) framework document. This outlines your rights and responsibilities as an overseas student. A copy of this document can be obtained from our Overseas Student Officer or from our web site:

<http://www.bdc.nsw.edu.au/overseas-students>

Contact details

Please note that during your enrolment at Bishop Drutt College the college **must be informed in writing immediately of any change to your residential details, including address and/or telephone numbers**. Bishop Drutt College must also be notified of any changes to contact details for parents, guardians, or agents.

At the beginning of each school term the school will seek information from you regarding your current contact details (address, mobile phone number and email address). If you are under 18 years of age the contact details of your parents/legal guardians will also need to be updated.

Where a student fails to satisfy course requirements relating to attendance or academic performance Bishop Drutt College is required to send a notice informing the student of this to the student's last known address. If the student is under 18 years of age a notice must also be sent to parents or legal guardians. If address information held by the college is not up to date automatic student visa cancellation could occur without the knowledge of the student. Such cancellation may not be reversed if it has occurred where the student has failed to keep Bishop Drutt College informed of their address.



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Welfare and accommodation requirements for students under the age of 18

Students under the age of 18 are required to maintain adequate welfare and accommodation requirements as a condition of their student visa.

Where a student under the age of 18 is not in the care of a parent or nominated relative the student's accommodation arrangements must be approved by the school.

Course fees and other charges

Course fees are correct at the time of printing, and are subject to change without notice.

Non-tuition fees

Application fee (non-refundable, payable in advance)	\$150
Enrolment fee (non-refundable, payable in advance)	\$350
Capital building fund payment (non-refundable)	\$500
Homestay	\$300 per week

Secondary tuition fees

Years 7-12 annual fee	\$25,000
Year 12 annual HSC fee (indicative)	\$1,500

PLEASE NOTE: For courses less than 25 weeks in length, 100% of fees are payable in advance. For longer courses, 50% of total tuition fees are payable in advance. Students may choose to pay more than 50% of their tuition fees in advance for these courses. Discounts may be offered to students who choose to pay more than 50% of their fees in advance where their course is longer than 25 weeks.

Estimated additional costs (payable at time of purchase)

Uniform costs	\$500 - \$1,000
Calculator and stationary	\$200
Bus pass (if required)	\$200

Additional charges (such as extra curricular activities) are to be paid on receipt of an account from the college.

Overseas health cover is the responsibility of the student and must be maintained until the end of the course.

Payment of course fees

- All fees must be paid in Australian dollars.
- All fees, other than tuition fees, must be paid in full prior to the commencement of the course. Tuition fees are protected under the Australian Government's Tuition Protection Service. This service ensures that students are able to receive eligible refunds of tuition fees.



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- c. Tuition fees will be charged as follows:
- For an enrolment of 25 weeks or less, 100% of tuition fees must be paid prior to commencement of the course.
 - For an enrolment of more than 25 weeks, 50% of tuition fees must be paid prior to the commencement of the course.
 - The balance of tuition fees owing will be charged prior to the commencement of the second semester of study.
 - Students may choose to pay more than 50% of their tuition fees in advance.
- d. If you, the student, change your visa status (e.g. you become a temporary or permanent resident) you will continue to pay full overseas student's fees for the duration of the calendar year in which your visa status changes.

Refund policy

Bishop Drutt College refund policy applies to all course fees paid to the college by full fee paying overseas students and includes any fees paid to an education agent to be remitted to the college. Course fees include:

- (i) Tuition fees – fees related to the delivery of the enrolled course
- (ii) Non-tuition fees – other fees charged by the college.

The policy has been developed in accordance with the *Education Services for Overseas Students Act 2000*.

- a. Eligible refunds will be calculated according to the *Education Services for Overseas Students (Calculation of Refund) Specification 2014*.
- b. Refunds will be reimbursed in Australian dollars and the payment sent to the applicant's home country unless otherwise requested in writing. Refunds will be paid to the student or the person specified in the written agreement. Refunds that the student is eligible for will be paid within four weeks after receiving a written request from the student, or in the case of a student under 18 years of age, their parents or guardians.
- c. All notifications of withdrawal from a course, or applications for refunds, must be made in writing and submitted to the Principal, Bishop Drutt College.
- d. Where the college is unable to provide all or part of the course in which the student has enrolled, and the student does not accept enrolment in any alternate course offered by the college, the college will refund any tuition fees that have been paid in advance for the undelivered component of the course.
- e. Where the student defaults on their enrolment, and the college has not entered into a written agreement with the student in relation to refunds of course fees, the college will refund the tuition fees that have been paid in advance for the undelivered component of the course.
- f. Where the student defaults by failing to start the course in which they are enrolled due to visa refusal, the college will refund course fees paid in advance by the student minus the lesser amount of the following amounts:
- (i) 5% of the amount of course fees received by the college before the default day
 - (ii) \$500.



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- g. Where the student defaults for any other reason the college will refund any tuition fees that have been paid in advance for the undelivered component of the course. A student defaults in any of these cases:
- (i) The student does not start on the agreed course date and has not previously withdrawn.
 - (ii) The student withdraws from the course either before or after the agreed starting date.
 - (iii) The college withdraws from the provision of the course to the student because of any of these reasons:
 - a. The student fails to pay course fees that they are liable to pay to the college, either directly or indirectly, in order to undertake the course.
 - b. The student breaches a condition of their student visa.
 - c. Misbehaviour by the student.
- h. The college will report to the Secretary of the Department of Education through the Provider Registration and International Students Management System (PRISMS) and the Tuition Protection Service (TPS) Director whether they have provided a refund to a student in cases of student default, where
- (i) A student's visa is refused
 - (ii) There is no compliant written agreement in place.
- i. The report to the Secretary and the TPS Director of the discharging of the college's obligations to the student in the cases of refund outlined in clause (h), shall be made within 35 days of the default occurring.
- j. This agreement, and the availability of complaints and appeals processes, does not remove the right of the student to take action under Australia's consumer protection laws.

Complaints and appeals procedures

Support and counselling services are available to all students if required. In the first instance, our Director of Learning and Teaching, teaching staff, Overseas Student Officer or, if desired, your preferred nominated representative will be available to discuss any concerns you may have. In the case when these people are unable to assist you they will contact on your behalf the appropriate person who can assist you with your particular concerns.

You are able to access the Overseas Student Complaints and Appeals procedures should you feel that your concerns have not been addressed through the informal process outlined above. Please refer to the chart at the end of this booklet for an outline of these procedures. A copy of the *Overseas Student complaints and appeals policy* can be found on the college website: <http://www.bdc.nsw.edu.au/overseas-students>

Please note that direct contact can also be made with the Overseas Student Ombudsman. This service is independent and can be accessed at no cost to the student:

Telephone: +61 2 6276 0111 or 1300362 072 (from within Australia)
Website: www.oso.gov.au



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Bishop Drutt College rules

1. Uniform regulations

- School uniform must be worn completely and properly, to and from school.
- Formal school uniform, which includes blazer and tie for secondary students, is to be worn in winter.
- No jewellery is permitted to be worn other than a watch and a single sleeper or stud in each ear. Studs with stones or sleepers with twisting or thickening are not acceptable. Christian emblems, in the form of a simple cross are accepted.
- Make-up, including mascara, may not be worn and nail polish, if worn, must be colourless.
- Hair must be neat and clean and must be:
 - Tied up with navy or red ribbons or scrunchies when touching the collar.
 - Tied back in one or two pony tails or two plaits – numerous small plaits are unacceptable.
 - Fastened back away from the face. For boys it should be cut above the collar.
 - Fashion trends and extremes of style and colour are unacceptable; styles must be conservative.
 - Hair colour must be natural at all times.
- Girls' ankle socks must be the regulation college navy socks, or girls may wear navy pantyhose/tights in winter. Boys' socks must also be college regulation navy socks - no other styles are permitted. Coloured shoe laces are not permitted.
- Boys may wear a plain black leather belt with a silver buckle, fastened round the waist, not the hip.
- Students must wear a college hat when outside.
- Only college school bags are to be brought to school.

2. Smoking

Our college is a non-smoking school. **Do not** smoke in any area, including the toilets or whilst in uniform off the college grounds.

3. Be punctual

You will enrol at our college because you want to learn. Therefore, it is essential that you arrive on time for all your classes. In the event that you are late you must sign-in at the secondary office and provide your teacher with a late slip. If you are late you will be marked absent for that particular lesson.

4. Absences

If you are absent due to illness please inform the secondary office by telephone on extension 230 before 8.30am and then obtain a doctor's certificate. In the event that you are absent for more than 5 days without a proper reason the law requires us to inform the Department of Immigration and Border Protection and your visa could be cancelled.

5. Attendance

It is extremely important that you attend all lessons. This is necessary to ensure that you will learn as quickly as possible. The Australian Government requires that you attend 80% of your lessons if you have entered Australia on a student visa. If your attendance rate is less than 80% your visa may be cancelled and/or an extension of your visa (if desired) may not be granted.



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Services available for students

1. Student contact officer

Bishop Drutt College has an Overseas Student Officer whose role is to provide support services to our overseas students. These services are to assist you with the successful adjustment to life and study at our college and to help resolve any problems that may interfere with the successful completion of your study program.

Our Overseas Student Officer will assist you when you first arrive with your orientation as a student at Bishop Drutt College. On your first day the Overseas Student Officer will assist you with your stationery list and outfitting of your uniform at the college uniform shop.

Our Overseas Student Officer will make regular contact with you during your enrolment at the college. You may contact them at any time with any queries you may have relating to your home stay, visa, passport, excursions, sporting activities and student ID cards.

2. The academic staff

Our Director of Learning and Teaching and the academic teaching staff will be happy to help you with any questions that you may have regarding your studies at Bishop Drutt College. The Director of Learning and Teaching will also be able to advise you in relation to your future enrolment at Bishop Drutt College. She is responsible for monitoring the attendance and course progress of our overseas students and is available to discuss any concerns you may have with these.

3. Welfare support services

Our Overseas Student Officer, Director of Learning and Teaching, and members of the college pastoral care team, including the Director of Pastoral Care, college counsellors and college chaplains, will be available to you in the event that you may want to discuss any personal issues or problems with them. Assistance can be provided to help you seek support from external agencies should the college staff be unable to meet student welfare support needs.

4. Interpreting services

Our Overseas Student Officer is available to assist students and staff in locating an interpreter when needed.

5. Student library resources

Subject textbooks for secondary students are made available on loan from our college library for the duration of the course. Students can borrow other library resources for a maximum of two weeks.

Home stay

We will place only one student of each nationality with each of our home stay families. Each student will have a single room with a bed, desk and wardrobe. Your home stay family will provide you with 3 meals per day and your home stay family will do your washing, if you wish. Your home stay family will play a major role in improving your English and in providing you with a comfortable and friendly home environment. Please follow the rules as outlined below:



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(a) **Communication with your home stay family**

Please communicate with your home stay family in English at all times as this will assist you with your English studies. At all times let your home stay family know if you are going to be late for dinner and please obtain their permission if you want to stay with friends during the weekend.

(b) **Participation in family life**

Most Australian students assist their parents by doing small jobs around the house. As a member of your new 'family' you should be prepared to make your bed, keep your room tidy and assist in clearing the table after meals.

(c) **Using the telephone**

If you need to use the telephone please request permission from your home stay family and offer payment for each local call. At times you may want to make long-distance telephone calls to your parents. In order to make international calls please use reverse charge, ring-back price or a phone card. If you want to make a ring-back price call, then you should follow this procedure:

- Dial 0012
- Dial country code (e.g. Brazil=55, Argentina=54, Chile=56)
- Dial your area code (e.g. Brasilia=61, Buenos Aires=11, Santiago=2)
- Dial your telephone number
- Once you have completed your call hang up the telephone. The telephone operator will then call back and will advise you of the cost of your call. Please pay your home stay family this amount of money.

Please note that you can purchase a phone card either online or from any newsagency in Australia. This phone card enables you to make both local and long-distance telephone calls at competitive rates.

Skype, FaceTime, or other similar services may be an alternative, no-cost, communication option for having contact with your family.

(d) **Change of home stay family**

If for some reason you feel you need to change your home stay family then you must advise the Overseas Student Officer who will then assist you in this matter.

Living in Australia

Information on living costs in Australia can be found at the Study in Australia website: www.studyinaustralia.gov.au

1. Money and banking Information

Currency

The Australian currency is based on the decimal system, so 100 cents = \$1 dollar. We have:

Paper notes: \$5, \$10, \$20, \$50, \$100

Coins: 5 cents, 10 cents, 20 cents, 50 cents, \$1 and \$2

Banking

Please talk to your home stay parents about your banking requirements during your time in Australia. Banks are open from Monday to Friday except on public holidays and some are also open on Saturday morning. Automatic teller machines (ATMs) are located throughout the city and suburbs and you can generally access them 24 hours per day.



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2. **Shopping**

There is a variety of shopping possibilities in Coffs Harbour and many of the shops, including supermarkets, are open 7 days per week. Most supermarkets are open until late in the evening although clothing shops and pharmacies generally close earlier.

3. **Postal service**

Please discuss any postal needs with your home stay parents. The cost of mailing a standard letter or a postcard to anywhere in Australia is \$1.00. International mail is charged according to size and weight and its cost also depends on the country that the mail is going to. The nearest post office to the college is located at The Palms Centre, Harbour Drive, Coffs Harbour.

4. **Important telephone numbers (from within Australia)**

- **Police: 000 free call**
- **Fire: 000 free call**
- **Ambulance: 000 free call**

Telephone interpreter service	131 450
Australian Department of Immigration and Border Protection	131 881
NSW Department of Education and Training	1300 679 332
Telephone directory assistance	1223 or 12455
Bishop Drutt College Overseas Student Officer	66515644 #235
Bishop Drutt College Chaplain	0400 463 422

5. **Public transport**

Buses

There is an extensive network of bus services provided to transport students to and from Bishop Drutt College on school days. As an overseas student you may need to purchase a bus pass in order to travel to and from school each day. Local bus companies also run public buses throughout Coffs Harbour and surrounding localities.

Trains

Countrylink runs regular rail services daily from Sydney and Brisbane to Coffs Harbour. Seats on these services must be booked and paid for in advance.

6. **Medical services**

Overseas health cover is the responsibility of the student and must be maintained until the end of the course. Your home stay family will be able to assist you with access to medical services while you are in Australia.

7. **Sporting activities**

Australia is a country in which it is possible to enjoy many different sporting pursuits. While at Bishop Drutt College you will have full access to our sports program, which is coordinated by our Sports Administrator. If you wish to participate in sporting activities other than those available through the college you can do this with the support of your home stay family.

For more information dealing with overseas student enrolment, please refer to our website: <http://www.bdc.nsw.edu.au/overseas-students>



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Sample Orientation Program

The following program is subject to variation dependent on individual requirements.

8.30am – 10.45am	<ul style="list-style-type: none">• Welcome by the Overseas Student Officer and Assistant Registrar (Overseas Enrolment Officer)• Introduction to the Principal, Head of Secondary, Director of Learning and Teaching, year group coordinator, and secondary administration staff• Tour of the college facilities• Introduction to home stay by Overseas Student Officer (if not previously arranged)• Visit to college uniform shop• Work through orientation checklist with Overseas Student Officer• Introduction to Bishop Drutt College staff and students
11.00am – 11.30am	Morning tea
11.35am – 3.15pm	<ul style="list-style-type: none">• Classroom activities• Any matters outstanding from morning session as required.



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COMPLAINTS AND APPEALS PROCEDURE

STUDENT

*Support and counselling services are available to all students if required.
Students may be represented by a nominee/person of their choice at any stage of the process.*

In the first instance contact can be made with one of the following to discuss your grievance or concern:

- * Director of Learning and Teaching BDC
- * Classroom teacher BDC
- * Overseas Student Officer BDC
- * Student nominated representative

If the above people are unable to assist you they will contact the appropriate person who can assist you with your particular concerns.

- * Enrolment Officer BDC
- * Careers Officer BDC
- * Business Manager BDC
- * College Chaplain

If the problem is not resolved the Principal will be contacted.

* Principal

At any time during the process the college can assist you (or your student nominated representative) to contact directly any of the following bodies:

Overseas Student Ombudsman
GPO Box 442
Canberra ACT 2601
www.oso.gov.au
ombudsman@ombudsman.gov.au
Telephone: 1300 362 072
(TIS) 131 450

ACPET
(Australian Council for Private Education & Training)
NSW Executive Officer
Level 1, 66 Berry Street
North Sydney NSW 2060
nsw@acpet.edu.au
Telephone: 9922 1124

NSW Department of Education and Training
Director General of Education
35 Bridge Street, Sydney
Telephone: 1300 679 332

NSW Fair Trading
NSW Fair Trading
60 Station Street
Parramatta NSW 2150
www.fairtrading.nsw.gov.au
Telephone 13 32 20

Note:

1. The Board of Studies, Teaching & Educational Standards NSW is the registering authority for the state.
2. The Director General of Education has the power to suspend or cancel providers.
3. By going to the Director General of Education a student does not waive their right to other legal remedies.
4. The college can assist students to contact the section of the Department of Education and Training that administers the Act should they wish to lodge a complaint.
5. If you wish to complain or appeal any decision you can contact the Overseas Student Ombudsman. This service is free and independent. Find out more at www.oso.gov.au or phone 1300 362 072



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Staff Listing

Position	Name	Role
Principal	Mr Alan Ball	Overall leadership Staff induction for overseas students CRICOS requirements Approval of offers Approval of welfare and accommodation
Business Manager	Mr Shane Oxley	PRISM requirements TPS requirements
PA to Principal / Registrar	Mrs Lyn Mercer	Registration process Student records management
Assistant Registrar / Support Staff Coordinator	Mrs Wendy Mabey	Pre-enrolment coordination Assist registration process Assist student records management
Overseas Student Officer	To be appointed	Student orientation Contact staff member for students and guardians
Director of Learning and Teaching (secondary students)	Mrs Kathleen Collin	Subject choices Assessment Course progression Attendance Board of Studies requirements
Director of Pastoral Care	Mr Jamie Murgatroyd	Leader of student welfare / counselling / chaplaincy Discipline
Head of Secondary	Mrs Carmel Spry	Class placement Secondary teacher and support staff leadership