



Copperfield  
COLLEGE



INTERNATIONAL STUDENT  
HANDBOOK 2024



# Introduction and Welcome

Copperfield College is a school unconditionally committed to providing the very best pathway for every student. Central to this, is our deeply held belief that 'all students can learn' given the right conditions. My job is to find the right conditions for every student, consistently foster the capability of every teacher to teach as well as they can and ensure that the college continues making educational improvements. This is evident in everything we do and you will see that philosophy throughout this handbook.

Our structure is distinctive, as we have developed from a single secondary school. We now have two junior campuses, Kings Park and Sydenham for Years 7 to 10 students and a VCE/VCAL campus at Delahey for Years 11 and 12 students. I am entirely convinced that these environments are best for the learning development of adolescents and young adults.

The Junior Campuses are based on small teams for Years 7 and 8 and Years 9 and 10. This enables the teachers to recognize the learning needs of each student and safeguard the students' positive relationship with the college.

The team structure continues at the Delahey Senior Campus, however in a young adult learning environment our students thrive and become confident and articulate, ready to take their places in the world.

Our mantra, 'Three homes, one family,' is used as a metaphor to describe the way we think about our school. It is proudly one school with three campuses. There is a family vision, family plans for improvement and everyone who interacts with us is part of the family – students, parent and staff.

Welcome to Copperfield

**Mr Nick Adamou**  
**College Principal**

## Contact Details

### **Delahey Senior Campus**

College Administration  
Goldsmith Avenue  
Delahey 3037  
Ph: 9307 5555  
Fax: 9307 5444

### **Kings Park Junior Campus**

Kambalda Circuit Kings  
Park 3021  
Ph: 9365 4111  
Fax: 9365 4999

### **Sydenham Junior Campus**

Community Hub  
Sydenham 3037  
Ph: 9361 3888  
Fax: 9361 3899





Copperfield  
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Mr Ha To  
International Student Coordinator  
[ha.to@education.vic.gov.au](mailto:ha.to@education.vic.gov.au)

Tel: +613 9307 5555  
Mobile: +614 7582 4040

Copperfield College  
CRICOS Provider Number: 00861K



# Emergency Contacts for International Students



**Emergency:**

Police, Fire, Ambulance:  
000

**International Student Coordinator:**

Mr Ha To: 0475 824 040  
[ha.to@education.vic.gov.au](mailto:ha.to@education.vic.gov.au)

**College Principal:**

**Mr Nick Adamou**  
[nick.adamou@education.vic.gov.au](mailto:nick.adamou@education.vic.gov.au)

## **School Office Phone Numbers**

Sydenham Junior Campus: 9361 3888

Kings Park Junior Campus: 3965 4111

Delahey Senior Campus: 3907 5555

**School Email address:** [copperfield.co@education.vic.gov.au](mailto:copperfield.co@education.vic.gov.au)

**School Website:** [copperfieldcollege.vic.edu.au](http://copperfieldcollege.vic.edu.au)



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# Principal Class

## College Principal

Mr Nick Adamou



## Kings Park Junior Campus Principals

Mr Michael Gruis



Mr Lance Petherick



## Sydenham Junior Campus Principals

Ms Mary Chiodo



Mr Andrew Atherton



## Delahey Senior Campus Principals

Ms Athanasia Dedes



Mr Brendan Sullivan





# Bell Times

	Monday	Tuesday	Wednesday (PLT Day) 64 minute periods	Thursday	Friday	
<b>Period 1</b>	9:00 – 10:01	9:00 – 10:01	<b>Period 1:</b> 9.00 – 10.04	9:00 – 10:01	9:00 – 10:01	
<b>Period 2</b>	10:01 –11:02	10:01 –11:02	<b>Period 2:</b> 10.04 –11.14	10:01 –11:02	10:01 –11:02	
<b>Morning Break 1</b>	11:02-11:32	11:02-11:32	11.14 – 11.54	11:02-11:32	11:02-11:32	30 MINS
<b>Period 3</b>	11:32-12:33	11:32-12:33	<b>Period 3:</b> 11.54-12.55	11:32-12:33	11:32-12:33	
<b>Period 4</b>	12:33-1:34	12:33-1:34	<b>Break 2: 12:55 –1:29 (34 mins)</b>	12:33-1:34	12:33-1:34	
<b>Afternoon Break 1</b>	1:34-2:14	1:34-2:14	<b>Period 4:</b> 1:29 – 2:30	1:34-2:14	1:34-2:14	40 MINS
<b>Period 5</b>	2:14-3:15	2:14-3:15		2:14-3:15	2:14-3:15	



# **Glossary of Commonly Used Terms & Acronyms**

**DHA-** Department of Home Affairs (formally DIBP)

**ISPU-** International Students Program Unit

**ISC-**International Students Program Coordinator

**DEECD-** Department of Education and Early Childhood Development

**EAL-** English as an Additional Language

**VCE-**Victorian Certificate of Education (year 11&12)

**Homestay-** the family nominated by Copperfield College that you live with

**Welfare-** looking after your health, homestay, happiness and general well-being

**VSL-**Victorian School of Languages

**WWCC** – Working with Children Check  
(Verification of criminal record check for people in child-related work)

**VCAA-** Victorian Curriculum and Assessment Authority



# First Common Questions

## **What is the role of the ISC?**

The school's International Student Coordinator is based at our Delahey Campus. Our ISC works closely with Campus Principals, Campus Leaders and Team Leaders at your nominated campus to ensure your academic needs are being met and closely monitored. Although our ISC may not be based at the campus you are enrolled at, this does not mean that he is not available to help you. Mr Ha To can be contacted by email or by phone.

For any students who are living with homestay families, we ensure that your welfare needs are being met and that you are happy with your accommodation arrangements. We communicate regularly with your homestay provider and conduct twice yearly home visits to ensure you and your homestay provider are happy. If you experience any problems with your schooling or your homestay arrangements please do not hesitate to speak to our ISC or your Campus Principal at your nominated campus.

## **Can I study my own Language?**

All International Students may also study their first language, with Victorian School of Languages (VSL).

VSL offers many languages with classes running on a Saturday morning. There are many campuses of VSL around Melbourne, and you can choose the closest to your residence. If you would like to study an additional language we can arrange your enrolment for you.

## **School Uniform**

School uniform is compulsory at Copperfield College. It is important that you wear the correct uniform to and from school every day. You are representing the school when you are within the community and correct uniform plays a vital role with how the school is distinguished within our community. Please refer to your student diary for more information regarding Copperfield College Uniform.

## **What do I do if I am sick?**

Any absence from school requires a medical certificate or a note from your parent/guardian explaining your absence. Your parent/guardian can contact our ISC and advise her that you will be absent from school, but a note or medical certificate is still required. When you go to the doctor please tell them you are an International Student and that you have private health insurance.

If you know you will be absent for more than two days, please make sure contact is made with our ISC to advise her of your absence. Mr Ha To will then advise our attendance officer.

If you feel sick at school, please advise your teacher or the office staff and they will attend to you straight away.



## **Compass – The College Attendance System**

Parents/guardians or homestay providers can also notify school if the student is late or absent via the school's Compass system. Compass is a web-based school management system. Parents, homestay providers and students are given their own unique log on to Compass once the student is enrolled at Copperfield College. An app is available for IOS and Android device.

### **Information parents can access by logging on to Compass includes:**

- Student schedules,
- Student attendance,
- Student report,
- Keep up to date with newsfeed posts, items about school success, excursions
- A calendar of important dates.

### **Parents can use Compass to:**

- Email teachers,
- Book parent teacher interviews
- Record absences from school
- Monitor their child's work tasks and grades awarded, ability to meet deadlines and attendance in class,
- Approve and pay for excursions.

## **What do I do if I am late or need to leave school early?**

If you arrive late to school you must attend the administration office and ask for a late pass. If you are late due to a medical appointment you should obtain a medical certificate from your doctor and give this to the office. Otherwise you should bring a note from your parents/guardian explaining your reason for being late.

If you need to leave early, you will also need a note from your parent/guardian asking permission for you to leave class early. You will then need to meet your parent/guardian at the administration office so they can sign you out.

## **You must not leave early without having your parent/carer/guardian sign you out.**

If you turn 18 years of age in year 11 or 12, you are still required you to bring a note explaining that you need to leave early, and you still need to sign out at the front office.

## **Student Welfare**

Student Welfare Support/School Psychologist is available at each campus. Our student welfare officer is available for any students who feel they may need assistance with personal or educational problems they may be facing. Please see the office staff at each campus for assistance with booking an appointment.



### **What is my Carer's Role**

In most of our cases at Copperfield College, students live with blood relatives while studying in Australia. The blood relative must be appointed by parents and approved by DHA before they can take on the role as a Carer. If a blood relative is approved by DHA, they are also the welfare provider (Guardian) of the student.

It is the role of your welfare carer to monitor your progress at Copperfield College. He/She is responsible for reporting to your parents, regarding your progress or any problems you may be facing while at Copperfield College. Some students do not have relatives in Australia, and parents choose for you to stay with family friends. If you are staying with family friends in Australia, they are known as "third parties". They are NOT your welfare provider. If you are living with family friends or a homestay family, the College Principal and the ISC of Copperfield College act as your welfare provider.

### **Complaints Process**

If International Students, parents or homestay providers have any issues that need addressing, they need to contact the International Student Coordinator so the matter can be dealt with immediately. If the problem cannot be solved by the International Student Coordinator the matter may be referred to the College Principal. If the problem involves the International Student Coordinator, the matter will be referred to the College Principal. Please refer to forms provided at the back of this handbook



# Behavioural Expectations

Copperfield College is a multicultural community where students, teachers and parents co-operate in a manner which is respectful, responsible and valuing relationships which need to be developed and nurtured. The College believes that all young people have the right and capacity to learn. In fact, all members of the College Community are committed to the pursuit of excellence, in Teaching and Learning.

## **Values Statement**

*We achieve when we are respectful, responsible and value relationships*

## **Behaviour Matrix**

Supporting the Values Statement, a matrix of behaviour expectations has also been developed. This matrix will focus on our three expectations, **respect, responsibility and relationships**. The matrix details how we expect all members of the Copperfield College Community to behave in the classroom, the school grounds and in the community. *A copy of the behaviour matrix is presented on the next page*

## **Student Code of Conduct**

The conduct of students at all times is to be reflected through the Behaviour Matrix. However, school procedures which manage the consequences associated with unacceptable behaviour are expressed through the Student Management Protocols.





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"At Copperfield College we achieve when we are respectful, responsible and value relationships"

# Behaviour Matrix

## In Classrooms we...

### Are Respectful

#### When we...

- Acknowledge the rights of others to hold and express their views.
- Speak to and treat each other with kindness and courtesy.
- Listen with understanding and empathy.
- Value our right to learn.

## In the Schools Grounds we...

### Are Respectful

#### When we...

- Are inclusive of each other.
- Speak to and treat each other with kindness and courtesy.
- Take care of and appreciate our environment.

## In the Community we...

### Are Respectful

#### When we...

- Are courteous and attentive to the needs of others.
- Speak to and treat each other with kindness and courtesy.
- Take care of and appreciate the environment.
- Are ambassadors for the College.

### Are Responsible

#### When we...

- Contribute to each other's learning.
- Contribute to a safe and positive learning environment.
- Take an active role in our own learning.
- Take care of our learning resources.

### Are Responsible

#### When we...

- Take care of and appreciate our environment.
- Look out for each other's wellbeing.
- Lead by example.

### Are Responsible

#### When we...

- Are conscious of the way we present ourselves in public.
- Make the most of all learning opportunities.
- Contribute positively.

### Value Relationships

#### When we...

- Are friendly to each other.
- Show empathy.
- Embrace diversity.
- Celebrate each other's successes.
- Work cooperatively and interdependently.

### Value Relationships

#### When we...

- Are friendly to each other.
- Show empathy.
- Embrace diversity.
- Look out for each other.
- Treat each other fairly and equally.
- Are inclusive of each other.

### Value Relationships

#### When we...

- Are welcoming of others.
- Build networks within the community.
- Contribute time and effort to enrich our local area.



# Student Visa Conditions

## **What are the VISA Conditions I must follow?**

As an International Student, you must be careful to follow all the VISA conditions that have been set for you by the DHA on your student visa 500.

**Students with a 500 visa will receive permission to work with their visa grant.  
HOWEVER, THERE ARE STILL LIMITATIONS TO WORK**

## **8105 Work Limitation**

You cannot work more than 20 hrs per week during school dates but can work no more than 40 hrs during school holidays. However, you are reminded that you are in Australia primarily for study. Work therefore should be considered only as an exception not a priority.

## **Workplace rights**

Pay rates and workplace conditions are set by Australian law. All people working in Australia, including those from overseas, have rights and protections at work. These cannot be taken away by contracts or agreements.

If you have questions about your pay and conditions while in Australia, you can contact the Fair Work Ombudsman for free information, resources and advice.

Visit [www.fairwork.gov.au](http://www.fairwork.gov.au) for information for visa holders and international students. This includes information in 41 languages.

You can also contact the Fair Work Ombudsman by phone within Australia on 13 13 94 (Translating and Interpreting Service 13 14 50).

## **Pay**

Your minimum pay rate can come from an award, enterprise agreement or other registered agreement, or the national minimum wage. Employees have to be paid the right pay rate for all hours they work including training, team meetings, opening and closing the business and doing a trial shift.

## **National minimum wage**

Certain employees may have different pay entitlements depending on whether they have a reduced work capacity because of disability, if they are under the age of 21 or if they are an apprentice or trainee. You can calculate your correct pay and entitlements using the Pay and Conditions Tool at [www.fairwork.gov.au/pay](http://www.fairwork.gov.au/pay)

More information on employment in Australia is available on our website [immi.homeaffairs.gov.au/visas/working-in-australia/work-rights-and-exploitation/work-restrictions](http://immi.homeaffairs.gov.au/visas/working-in-australia/work-rights-and-exploitation/work-restrictions) and on the website of the Department of Employment, Skills, Small and Family Business [www.employment.gov.au](http://www.employment.gov.au)

## **Tax file number**

To receive an income in Australia, you need a Tax File Number (TFN). Income includes wages or salary from a job, government payments and income from investments.

For more information or to apply for a TFN online, go to the Australian Taxation Office website [www.ato.gov.au](http://www.ato.gov.au)

## **8202 Meet Course Requirements**

While you are enrolled in our school, your attendance must not fall below 90%. You must always provide a medical certificate if you are sick and have to stay at home. Although a



medical certificate is necessary it is still counted by DHA as an absence and contributes to your absences. If your attendance falls below 90% consistently throughout one term you will be placed on a student compliance contract outlining your responsibilities at school. A copy of this contract will be sent to your parents and to the Department of Education.

The other requirement under this condition is that you must pass all your subjects. If you do not pass all of your subjects or fall below 80% attendance it is the school's responsibility to report you to the ISPU. You will be counselled and asked why you have been failing to meet these conditions to see if there is something we can do to help you turn the situation around. If you continue with absences or failing subjects the ISPU will be informed as well as DHA and the unfortunate outcome may be the cancellation of your VISA.

### **8533 Inform Provider of Address**

If you or your family change the home address, telephone number, email or any other details, you need to inform the school and your ISC immediately. It is very important that your information and contact details are always up to date so that the ISPU and DHA can locate you. If you make any changes to your passport, VISA, telephone numbers, you must inform the school immediately.

Always ensure that the school has the following updated information:

- Postal &/or homestay address
- Mobile telephone number
- Parent contact details (overseas)
- Dates of departure and arrival if you are going home for the holidays (subject to ISPC approval)
- Telephone number
- Email
- Passport and visa

### **8532 Under 18- Approve Welfare**

If you are under 18 years of age, your approved welfare provider will be a DHA approved blood relative, or the school will provide welfare for you.

You must maintain accommodation, support and general welfare arrangements that have been approved by your school. You must not change these arrangements without the written approval by the school. Visa conditions will be explained to you during the orientation program.

### **Please remember the Copperfield College school rules:**

- **You must stay with your homestay or DHA approved relative until your course completion date.**
- **You must discuss your workplace and travel arrangements with your ISC at least once per term if you participate in work outside of school.**

### **Some simple rules to remember include:**

- You must attend school and each class, every day
- You must not go out of school grounds during school hours. When you have a free period, you should spend your time constructively at the library or the study centre if you attend our Senior Campus.
- You must obey all staff at the school, including principals, coordinators, teachers and other members of staff who may give you instructions



- You must wear school uniform every day
- You must bring your books and equipment to every class
- You must attend all Copperfield College school wide activities, including sporting, educational and cultural events
- No smoking, drinking or other substance abuse will be tolerated
- You must return to your home stay family every day and will need to seek permission from the ISC and home stay hosts if you wish to return late or stay overnight at a friend's house
- You must obey home stay rules set by your host family, keep your own room clean and tidy, do your own laundry and clean up after yourself. Remember, your host family is not your servant
- You must always behave in a courteous and respectful manner both in school grounds and the local community.

### **How do I know if I'm not doing well in school?**

- There are many ways we can check whether you are doing well at school and following school rules and Visa conditions. The school checks your attendance in every lesson, every day. Please note that assemblies, sports and athletics days, excursions, information days, examinations, year level orientation programs, are all considered school days and must not be missed as they will contribute towards your absences.
- We do frequent checks with your teachers to see that you are completing work and passing all subjects. The school sends out reports to parents twice each year, more if necessary. Official school reports are sent to parents at the end of every semester. There are also 2 parent-teacher interview sessions that are held in term 1 and 3. School reports will be posted out to all families by Mr Ha To in term 2 and 4, but will also be available for you to download through Compass.

### **What happens if I break the school rules or VISA conditions?**

- If you break any school rules you may be given a detention or suspension. If you continually break rules that affect your student visa you will be placed on a work or behavioural conduct agreement where your behaviour will be monitored. After a specified period you will be reviewed. If your behaviour or work has not improved, the DHA will be notified and your visa may be cancelled. If your visa is cancelled you must return home by the specified date. Note that if your Visa is cancelled you may not be able to return to Australia for three years. Parents or relatives are notified of all stages of disciplinary action that the school has taken.



## Travelling to and from School

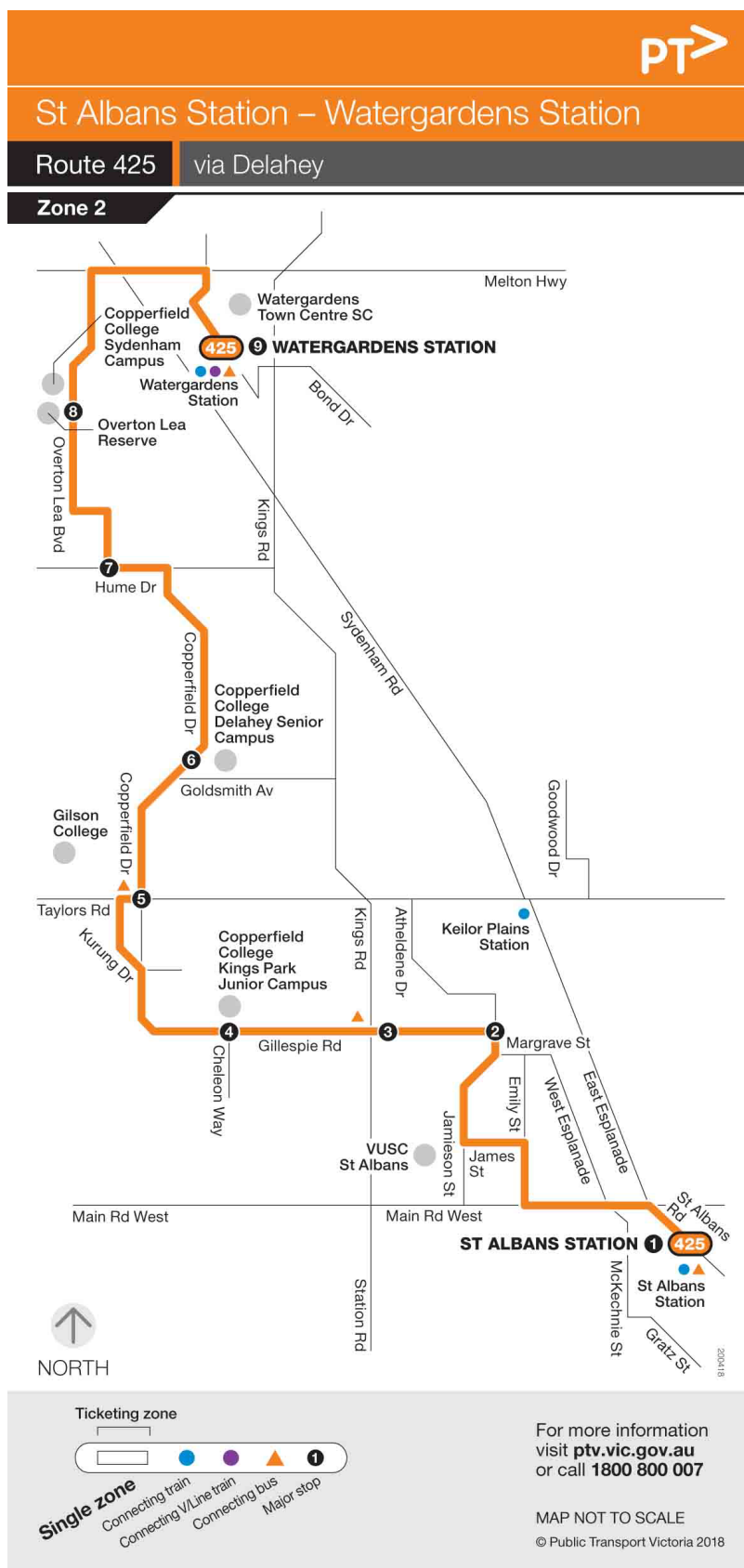
If you live close enough to your nominated campus, you may be able to walk or ride a bike to school. Please familiarise yourself with the local area and your surroundings before you start. Ask someone you are living with to walk with you before you start school, so you can learn the way and avoid getting lost. If you intend on catching a bus or train to school, please visit the following website to help you plan your trip to and from school, Public Transport Victoria, <https://www.ptv.vic.gov.au>

PTV also have app on Android and IOS. Students can also download PTV app on their phone to search for locations, travel plan, pay and top up MYKI.

Go to the Journey Planner and you will be able to plan your journey from there.

If you intend on catching public transport you will need to purchase a **MYKI Card**. Please carry your MYKI card with you at all times if you are catching transport. Transport officers patrol public transport at all times and you may be fined if caught without your card.

There are many places in our local area you can visit during your stay in Melbourne. Local shopping centres are always a good starting point. Water Gardens Shopping Centre is located close by, and is easily accessible with public transport.





# Attendance policy

## Rationale

Student learning is maximised by student attendance of timetable classes.

## Guiding principles

Students are expected to attend all timetable classes and school activities.

Students must achieve a 90% Attendance Rate to satisfy course requirements at all year levels.

Student attendance will be monitored and recorded and absences followed up with parents and carers.

Attendance requirements and the consequences of unsatisfactory Attendance Rates will be clearly communicated to students, their parents or carers and the teaching staff.

## Absences

Absences are classified as either explained or unexplained.

Explained absences include:

- Illness with a medical certificate.
- Attendance at an approved College activity e.g. a meeting with teachers or welfare staff, an instrumental music or a drama production, a camp, an excursion or a sporting event, instead of a timetable class,
- Suspension from school, and
- Absence as a result of overseas travel or a serious family issue of which the College has been notified.

An explanation will be sought for all unexplained absences.

## Attendance rates

Attendance Rates will be calculated as a percentage of *the number of class attended* divided by *the total number of classes*. Our current procedure of calculating attendance rates includes *explained absences* in the *total number of classes attended*. Therefore, only *unexplained absences* decrease attendance rates. However, a large number of explained absences may still result in non-completion of a VCE/VCAL/VET unit or the unsatisfactory completion of a year of study e.g. a long period of illness or overseas travel.

## Consequences of Unsatisfactory Attendance Rates

Students not achieving Attendance Rates of 90% will be closely monitored and if this occurs in a number of subjects, action will be taken in line with the College Promotion Policy.

A VCE/VCAL/VET student not achieving an Attendance Rate of 90% for a unit will receive an N result for that unit. The student will be interviewed by a Team Leader, Campus Principal or nominee and the Subject Teacher, and/or the College Panel. They may then recommend removal from the subject, repeating the unit, consideration of redemption or upholding the N result.

## Implementation

Teachers monitor and record student attendance for each lesson, maintain an accurate personal class roll and pass on details of student absences through the



College Attendance System. Particular staff have additional responsibilities in relation to student absence.

Any unexplained absence is a cause of concern and needs to be followed up by the Subject, Homegroup or Mentor Teacher, Team Leader and Welfare staff as appropriate.

Students must inform teachers of upcoming known absences, provide note from parents or carers, provide medical certificates or illnesses or discuss causes of absences with the Team Leaders, catch up as required, and, if eligible, apply for the re-scheduling of any missed assessments.

The College Attendance System will assist all teachers to have knowledge about explained absences.

## **References**

Education Act, Victoria Government, 1958

Community Services Act, Victoria Government, 1970

Attendance Guidelines, Department of Education, 1997

It's Not OK to Be Away, Department of Education, 2004

## **Appendix 1: Roles and Responsibilities**

### *Students*

- For illness, students are to provide notes from parents or carers or medical certificates as required.
- If senior students know that they will be absent from a class because of attendance at an approved College activity, they are to inform their subject teacher prior to the activity.
- Students should notify the Colleges as soon as possible about serious family issues.
- All students should catch up on missed work in a timely manner, seeking support from teachers as required.
- Senior students who have missed a School Assessed Coursework or Task because of the absence, must apply for a re-scheduling of this assessment by submitting an Application for Extension of Time of a School Assessed Coursework or Task to their Team Leader. They can only apply if the absences is classified as explained in terms of this policy.

### *Parents or Carers*

- Parents or carers should provide explanations for all absences. An explanation may be provided through contact by telephone, in person, or by a note that states the reason for absence and a contact telephone number.
- Parents or carers should notify the College as soon as possible about serious family issues.

### *Staff*

#### *Teachers*

- Monitor and maintain accurate and up-to-date records of student attendance of all timetable classes and school activities.
- Provide student absence data in a timely manner to the College's Attendance System.



- Alert Homegroup or Mentor teachers or Team Leaders, as appropriate, of explained student absences and help students catch up work missed.
- Refer all explanations for absence that are a result of serious family issues to Team Leaders.
- Communicate intended and actual attendees of any approved College activities e.g. camps, excursions or sporting events to Homegroup or Mentor Teachers, Subject Teachers, Team Leaders and Office Staff /Secondary Teaching Assistants.

#### *Homegroup or Mentor Teachers*

- Follow up all unexplained absences, seek information, regarding absence from students, or parents or carers.
- Communicate any explanations for absence to Subject Teachers or Team Leaders and Office Staff /Secondary Teaching Assistants.

#### *Office Staff / Secondary Teaching Assistants*

- Enter explanations for absences, record late passes and enter scheduled absences e.g. camps, excursions and suspensions in the College Attendance System.
- Distribute relevant reports regarding individual and group absences to Team and Campus Leaders, Homegroup and Mentor Teachers and Campus Principals.
- On Junior Campuses, enter homegroup absences from information supplied by Homegroup Teachers.
- Assist Homegroup and Mentor Teachers in the follow up of unexplained absences.

#### *Team Leaders*

- Discuss attendance concern with Homegroup or Mentor Teachers and arrange meetings with parents or carers, in conjunction with Homegroup or Mentor Teachers, to discuss attendance concerns, attendance requirements and the consequences of unsatisfactory Attendance Rates.
- Classify absences as either explained or unexplained in terms of this policy, in consultation with Campus Leaders and Campus Principals.
- Communicate any explanation for absence, such as suspension, to Homegroup or Mentor Teachers, Subject Teachers and Office Staff / Secondary Teaching Assistants.
- Alert Campus Leaders of students with serious attendance concerns or unsatisfactory Attendance Rates.

#### *Campus Leaders*

- Ensure that all teachers are monitoring and following up student attendance.
- Alert Campus Principals and Welfare Personnel of students with serious attendance concerns or unsatisfactory Attendance Rates.
- Communicate any explanation for the absence, such as suspensions, to Team Leaders and Office Staff / Secondary Teaching Assistants.
- Assist Team Leaders in the resolution of attendance concerns.

#### *Welfare Personnel*

- Communicate any explanation for absence to Team Leaders, Campus Leaders, Campus Principals and Office Staff / Secondary Teaching Assistants, as appropriate.
- Assist in the resolutions of the issues contributing to serious attendance concerns.

#### *Campus Principals*



- Assist in strategies to resolve issues contributing to serious attendance concerns or unsatisfactory Attendance Rates.
- Communicate any explanations for absence, such as suspension, to Team Leaders, Campus Leaders and Office Staff / Secondary Teaching Assistants, as appropriate.



# UNIFORM POLICY

## College Uniform Review

The review in 2010 operated within the guidelines set out by the DEECD Student Dress Code Policy whereby School Councils are encouraged to establish a dress code – a detailed written statement of the expectations of the school council regarding student appearance.

## Rationale

**A school is distinguished within the community by its students and their uniform.**

Copperfield College has developed a Uniform Policy that aims to;

- Promote personal care in appearance and a strong sense of pride in the College
- Promote equality amongst all students and,
- Promote a positive image of Copperfield College in our local community

## Expectations

The College Council reviewed the School Dress Code in 2010. It reaffirmed how students are expected to dress during school hours, including travelling to and from school, what the College Uniform should look like and that PSW is the official school supplier of the Copperfield College uniform.

Copperfield College expects all students enrolled in the College to wear the compulsory uniform at all times, including college intra and interschool sports, Physical Education and other events and external excursions where students are representing Copperfield College.

The College asks all parents, carers and students to ensure uniforms are;

- Copperfield College apparel and purchased from the College uniform supplier, PSW
- Are clean, in a state of good repair and appropriately fitted

In circumstances where parents find it difficult to acquire various uniform items due to cultural beliefs, student disability, health condition or economic hardship, parents and carers are asked to contact the Campus Principal.

## College Uniform – Phase in

As of 2012, all Year 7 and students new to the College are expected to wear the authorised uniform.

All Year 11 students at the Delahey campus in 2012 will be expected to wear the authorised PSW black pants with College logo.

As of 2012, all students enrolled at Copperfield College will be required to wear 'branded' school shoes as outlined in the College uniform story board.

For all other current students any purchases of new items must be from the authorised range at PSW (Official school supplier of the Copperfield College uniform). As of 2013, all students enrolled at Copperfield College will be expected to wear the new College uniform.

## Copperfield College Uniform (See PSW Official Uniform List) (Year 7 – Year 12)

- Girls: College summer dress
- Girls: College Box Pleat skirt



- Girls: Black Bootleg stretch trouser
- Boys: Black pleated trouser/Black elastic back trouser
- Boys: Black tailored shorts
- Plain white or navy blue shirt with collar either polo shirt or traditional cotton/polyester school shirt with logo (long or short sleeve)
- Red College jumper with College emblem
- White socks or Black socks / opaque full length tights
- Black school shoes (see shoes chart)
- College Oxford jacket
- College Blazers
- Scarves-plain navy with logo
- Caps- Navy only with College logo (outdoors only)

Copperfield College strongly encourages all students to be 'sunsmart' when outdoors by wearing a College cap, particularly during Terms 1 and 4.

### **Physical Education / Sports Uniform**

- Red sports polo with Copperfield logo
- Plain navy PSW micro fibre tracksuit pants / Plain navy PSW fleece tracksuit pants
- Plain navy PSW micro fibre shorts
- College Rugby long sleeved top
- Quality runners (no slip on shoes)

*Please note students must wear the College red polo sports top &/ or the College Rugby top for Physical Education and Sport. White College polo tops are not acceptable.*

**Non Uniform items-** Any non-uniform item must not be visible. Hoodies, beanies and leggings are not items of College uniform and therefore are not permitted to be worn under any circumstances. Only plain white short sleeve undershirts are permitted under uniform items.

### **Years 7-9**

The entire official sports uniform can be worn by students for the whole day on days when they have a practical class of Physical Education timetabled. This will be in place of the formal College uniform.

**Challenge Day** – Official school uniform for City visits / Sports Uniform for standard Physical Challenges. Where Yr 9 Challenge day classes are participating in outdoor adventure activities, students are to wear appropriate sports clothing for the adventure activities to be undertaken, as directed by the classroom teacher.

**Dance** – Students must wear official school uniform during the day, however Dance students must change into either the Sports uniform or appropriate dance clothing for the Dance class only, as directed by the classroom teacher. Students will change back into official school uniform at the end of the class.

### **Year 10 and VCE Physical Education Electives / Dance**

**Students must wear full school uniform each day.** They must change into entire college sports uniform when they have timetabled Physical Education / Dance electives, and change back into official school uniform at the end of the class



**Physical Education Yr 10 electives** – Official sports uniform to be worn for Fitness, Ball & Racquet, Sport and Recreation.

**Yr 10 Outdoor Education / VCE Outdoor & Environmental studies**- where students are participating in outdoor adventure activities, students are to wear appropriate sports clothing for the adventure activities to be undertaken, as directed by classroom teacher.

**VCE Physical Education** – Official sports uniform to be worn for practical classes only and change back into official school uniform at the end of the class.

**VET Fitness / Sport & Recreation** – Copperfield College students undertaking these subjects within the VET cluster will wear official College sports uniform for practical classes and change back into official school uniform at the end of the class.

**VET Dance** – Copperfield College students undertaking this subject within the VET Cluster will change into either the College sports uniform or appropriate dance clothing as directed by the classroom teacher for the Dance class only and change back into official school uniform at the end of the class.

**VCAL:** VCAL students completing projects should wear school uniform to and from the project, and change into appropriate clothing for the project completion, as directed by the classroom teacher.

**Jewellery:** Only watches, studs or sleepers for ears or a fine chain with or without a religious symbol worn inside clothing are permitted. No bracelets or rings, unless medical bracelet.

**Piercings:** No facial or body piercings are permitted.

**Hair /Make up:** Hair & accessories should not be brightly coloured. No makeup is to be worn.

**Protective Clothing:** For Occupational Health and Safety reasons, all students participating in Science, Food technology, Art, Technology and Materials practical activities are strongly encouraged to wear protective clothing as directed by the classroom teacher.

**Labelling clothing** – It is strongly recommended all items of clothing are clearly and visibly labelled on the inside of the garment with a permanent marker with the student's full name.

**College Sport Days / Interschool Sport** – The uniform for College Sport Days ie Swimming & Athletics carnivals is the Sports uniform or team colour appropriate clothing. Denim will not be permitted on these days. Students representing the College in all interschool sport competitions must wear the sport uniform.

**Out of Uniform Days** – At the discretion of the Student Representative Council or Campus management teams, Out of Uniform days will consist of appropriate clothing (no leggings) with enclosed shoes (no thongs). Students who have practical subjects on Out of uniform days must wear appropriate clothing to suit the practical activities on the day.

**Junior Awards End of Year Ceremony** - Official school uniform must be worn.

**Senior Awards End of Year Ceremony** – Appropriate Clothing at discretion of Senior campus leadership team.



**Authorised Uniform Supplier PSW** - Unit 2, 51-53 Westwood Drive, Ravenhall VIC 3023,  
phone: (03) 9768 0342 or visit [www.psw.com.au](http://www.psw.com.au)



# MOBILE PHONE – STUDENT USE POLICY

## PURPOSE

To explain to our school community the Department's and Copperfield College's policy requirements and expectations relating to students using mobile phones during school hours.

## SCOPE

This policy applies to:

1. All students at Copperfield College and,
2. Students' personal mobile phones brought onto school premises during school hours, including recess and lunchtime.

## DEFINITIONS

**A mobile phone** is a telephone with access to a cellular (telecommunication) system, with or without a physical connection to a network.

## POLICY

Copperfield College understands that, while it is not desirable, students may need to bring a personal mobile phone to school, particularly if they are travelling independently to and from school.

At Copperfield College:

- Students are encouraged not to bring mobile phones to school
- Students who choose to bring mobile phones to school must have them switched off and securely stored in their lockers during school hours
- When emergencies occur, parents or carers should reach their child by calling the school's office.
- Exceptions to this policy may be applied if certain conditions are met (see below for further information)

## Personal mobile phone use

In accordance with the Department's [Mobile Phones Policy](#) issued by the Minister for Education, personal mobile phones must not be used at Copperfield College during school hours, including lunchtime and recess, unless an exception has been granted.

Where a student has been granted an exception, the student must use their mobile phone for the purpose for which the exception was granted, and in a safe, ethical and responsible manner.

Smart watches may be worn but alerts and notifications must be turned off.

## Secure storage

Mobile phones owned by students at Copperfield College are considered valuable items and are brought to school at the owner's (student's or parent/carer's) risk. Please note that Copperfield College does not have insurance for accidental property damage or theft. Students and their parents/carers are encouraged to obtain appropriate insurance for valuable items.



Where students bring a mobile phone to school, Copperfield College will provide secure storage. Secure storage is storage that cannot be readily accessed by those without permission to do so. At Copperfield College students are required to store their phones in their lockers. It is the students' responsibility to ensure their locker is locked. Lockers and lock combinations should not be shared.

## **Consequences for inappropriate use**

Students who use their personal mobile phones inappropriately at Copperfield College will be issued with consequences consistent with our student management approach.

## **Exceptions**

Exceptions to the policy:

- Students travelling to another venue for VET are permitted to carry their mobile phones. Phones must be switched off and be 'out of sight' in bags or pockets during the class.
- Further exceptions must be approved by a principal and may be granted for:
  - Medical reasons
  - For students for whom a reasonable adjustment to a learning program is needed because of a disability or learning difficulty
  - Specific excursions and camps (Copperfield College will provide students and their parents and carers with information about items that can or cannot be brought to camps, excursions, special activities and events, including personal mobile phones) **Exclusions**

This policy does not apply to

- Out-of-school-hours events
- Travelling to and from school
- Laptops and tablets
- Students undertaking workplace learning activities, e.g. work experience

## **REVIEW PERIOD**

This policy was last updated November 2019 and is scheduled for review November 2022.



# Bring Your Own Device

## One to One Learning

Our modern technological society relies almost totally on global information and communication systems, both at work and for leisure. 1:1 Learning describes a learning environment where every student readily accesses these systems whenever they need them, through a networked digital device. Copperfield College's 1:1 Learning Program helps students learn how to effectively use these devices and systems as part of their learning as well as to help prepare them for their future citizenship in a highly technological world. Evidence over the past three decades has shown that students are more motivated and more engaged in their learning when they have access to real time information, digital learning resources and collaborative workspaces. By using digital devices students have greater access to exciting learning environments, working and learning with peers and teachers, both in and out of school, developing skills and knowledge relevant to our technology rich world. Devices also have a range of software that can be used for many purposes in all subject areas, assisting student learning and achievement.

## Our Program

Copperfield College has a 1:1 Learning environment where students have access to their own digital device to use as a powerful learning tool. This environment is called Bring Your Own Device (BYOD) since students bring a device to school that is owned by students or their parents/carers. Research suggests that most students already own and use digital tools on a daily basis for their educational, social and personal needs. Students in BYOD programs use their personally-owned devices at school as they would at home and it is their responsibility to ensure that the device is kept in good working order. Students are encouraged to use their devices in smart, safe and responsible ways to assist their learning. A notebook computer is recommended for BYOD for all year levels. Students currently using an iPad for BYOD are encouraged to replace it with a notebook computer as their iPad ages and needs replacement. Parents/carers of students who do not currently own a device are encouraged to read the specifications for suitable devices prior to purchase. Also note the College has a BYOD Portal that can assist the selection and purchase of a suitable notebook computer.

The school will only have a limited number of desktop machines and other computers for students who do not bring their device, so we cannot guarantee access to digital learning resources for these students. Students without a device will not be able to access everything they need for learning. A BYOD device is a vital tool for learning.

## Student Use

The College Curriculum includes many uses of digital learning resources. Our 1:1 Learning Program increases the opportunities where these resources can be used in all classrooms, so that students are able to use them when and where they are useful. Students are encouraged to use devices in smart, safe and responsible ways to assist their learning. Copperfield College is a Registered eSmart school.

Students access learning tasks, assignments and notes via the College's network and the Internet while at school, using email, blogs, wikis and other tools, such as Compass and Google. Students are also able to access these resources at home with their device through a home Internet connection. Even without this, students can store projects and homework on devices and submit assignments when they bring their device to school. The use of devices in classrooms will continue to develop as students and teachers become more skilled in the possibilities provided by access to digital resources.



Devices are used as tools, helping students develop skills in information analysis and evaluation, self management, problem solving, collaboration, communication and decision-making. Students do not spend all their time on their devices. Whether or not the use of a device can support or enhance student learning is the factor that determines if and how long the device will be used.

### **Recommended Device**

The device recommended is a notebook computer with the following capacities:

- a minimum processor of an Intel i3 or equivalent, running a recent operating system,
- a memory capacity minimum of 4Gb RAM,
- a hard drive of minimum 250Gb (or 64Gb if it is solid state),
- a screen size of at least 11", □ battery capacity to power the device for the school day,
- wireless capable, so it can connect to the school network, and
- a video/ still camera, microphone and headphone socket.

The device must be capable of being suitable for a student for at least 2 to 3 years.

### **Purchase Portal**

A supplier of notebooks has been identified by the College to assist parent/carer selection and purchase of a notebook computer – see other information about the BYOD Portal in this information pack or on the College Website. This portal provides a range of differently priced options available from an externally sourced retailer of notebook computers for secondary students.

A layby option is available so that parents/carers can progressively pay for a device.

Parent/carers are advised to ensure that they are fully aware of any insurance coverage they may have as part of their home and contents insurance. Otherwise the College highly recommends that parents/carers include insurance as part of their purchase since accidental damage of a notebook computer can be costly. Other options can be added such as a carry bag, which is highly recommended, and peripheral devices.

### **Recommended Applications**

Devices need applications for: word processing/ text editing (read and create rtf and docx files), pdf reading and creating, web browsing, presentations (read and create pptx files), calendar and task planning, spreadsheets (read and create csv and xlsx files), image/ sound/ video recording and editing, multimedia integrating (combine text, images, sound and video, and email (read and create).

Under the Department's agreements with software companies such as Microsoft, the College is able to provide access to a range of applications for all students with a BYOD device. It is intended that these applications will be made available through the BYOD Portal purchase process. Parents/carers and students can also choose to purchase applications to install since they own the BYOD device. There are also many 'open source' software applications that are compatible with Microsoft Office files. These can be downloaded and installed on BYOD devices and often require less storage space.

Any applications and files on any device must not infringe licencing and copyright laws, nor be inappropriate or unsuitable in any way on a device used for educational purposes.

Although the school has no responsibility to monitor or manage this on a BYOD device, any device found to contain inappropriate files or applications will be disconnected from the school network and parents/carers will be informed. As with any inappropriate behaviour of any student, inappropriate use will be managed by our student management processes.



## **Connecting to the School Network and the Internet**

The Responsible Use Agreement at the end of this document must be signed by each student and their parent/carer before a device is connected to the school network. A device will be firstly checked by a campus computer technician that it is suitable for BYOD before it is connected to the network. As with any other device on the school network, students are required to use a username and a strong password to connect their device to the school network and subsequently the Internet. Students do not have any permission to tamper with any certificates installed when their device is first connected.

Students using the school network or the Internet inappropriately will be subject to disciplinary action. Students should always use the Internet safely and not provide personal details, including full names, telephone numbers, addresses, images and passwords. Students should also behave appropriately and be respectful in all their online communications. The use of the Internet at school is continuously monitored, and content is blocked as required. It is a parental responsibility to monitor student access to the Internet at home.

## **Caring for Devices**

The College will not accept any responsibility for loss and/or damage to BYOD devices. It is recommended that students take all due care of their digital device, just as they would for any other personal belongings they bring to school. The device must be kept in working order, so that it can be used for learning every day. A protective case should be used to limit any possible damage.

Please note there is no school insurance for any personally-owned devices brought to school by any student. The College will not accept any responsibility for loss and/or damage to student-owned devices. Parents/carers are encouraged to clarify any insurance coverage by their existing household contents policy with their insurers or to investigate any insurance coverage they feel is needed. Parents should also be clear about any warranty coverage for their device.

The school highly recommends the purchase and use of a bag, cover or case to minimise the risk of damage for a BYOD device. Since the device will be used for learning every day, students are required to bring their device to school fully-charged, in good working order and take care of it when they transport it to and from school and between classes. It is not safe to leave a device at school overnight. Students should take the device home every day to complete homework and charge the battery.

## **Virus Protection**

Viruses have the potential to severely damage and disrupt the operation of any device as well as the school network. Students should take all preventative steps to eliminate the possibility of downloading viruses, regularly run virus scans, particularly after accessing the Internet, using email or opening a file from a removable media source. If a device is found to have viruses on it, it will be disconnected from the school network and further action may occur depending on the situation.

## **Repairs/ Problems with Devices**

All technical issues with personally-owned devices are the responsibility of the student and their parent/carer. When a student has technical issues with their personally-owned device, the school technicians may assist with diagnosis and advice but cannot take any responsibility for the repair or the servicing of any personally-owned device. Campus computer technicians will not attempt to repair any device since this may void any warranty. Advice should be sought from the supplier of the device.



## **Batteries**

Devices should be recharged at home and brought to school fully charged each day. The use of multiple power cords at school is impractical and unsafe and is therefore not permitted. There is no provision in classrooms for students to recharge their devices. Power adaptor cables in a classroom are a tripping hazard which can damage devices and cause injury. Campus computer technicians can help identify problems with batteries, but they cannot do any repairs. Students who fail to bring a fully charged device to school will have failed to meet the conditions of the Responsible Use Agreement.

## **Appropriate Use**

All use of devices in class is subject to teacher direction, and must be for an educational purpose. Students should ensure that there is enough free space on any device for it to function as required for all educational activities. The school reserves the right to observe and access any device when it is connected to the school network at any time to ensure the proper operation of its network.

The College has policies and practices in place to educate students about cybersafety and cyberbullying. The smart, safe and appropriate use of technology is promoted and monitored at school. Copperfield College is a Registered eSmart school, having completed the planning and implementation of school-wide processes to support smart, safe and responsible uses of technology.

## **Looking After Data**

Students should keep multiple backups of their work – on the device, in the 'cloud' or network drives, and on backup drives at home. In the event of a crash, after the device is working again, files can be copied back from backups. The use of online storage and synchronising with home computers is encouraged. Students are encouraged to use Google Drive 'cloud storage' to store day to day copies of assignments and projects, and submit work through their student email in Google Classroom. Teachers will support this use. The storage space on school servers cannot accommodate large files.

## **Responsible Use Agreement**

### **Student Agreement**

By signing this document along with my parent/carer, I agree to:

- follow all teacher instructions with regard to my device, only using it in a classroom according to explicit teacher instructions,
- be a safe, responsible and ethical user whenever and wherever I use ICT resources or any digital device,
- use the Internet for educational purposes, seeking to understand the terms and conditions of websites and online communities and being aware that content I upload or post is my digital footprint,
- use social networking sites safely, responsibly and ethically and only at school when directed by teachers,
- talk to a teacher if I feel uncomfortable or unsafe online or see others participating in unsafe, inappropriate or hurtful online behaviour,
- support others by being respectful in how I communicate with them and never participating in online bullying (including forwarding inappropriate messages or images and other harmful or hurtful behaviour),
- seek teacher permission and permission from individuals before taking photos, or recording sound or videos,



- protect my privacy rights and those of other students by not publishing personal details including full names, telephone numbers, addresses and images,
- abide by copyright procedures when downloading or publishing website content, asking permission to use images, text, audio and video and cite references where necessary,
- think critically about other users' intellectual property and how I use content from the Internet,
- not interfere with network security or the data of another user, nor attempt to log into the network as another user, nor reveal my password to anyone except the system administrator or a teacher
- not knowingly bring to school any inappropriate applications or files infected with viruses on my device,
- be responsible for all care, maintenance or repair of my device,
- charge my device at home so that I do not create any danger or health risk by using chargers at school, and
- bring my device to school every day fully-charged, so that it is available to support my learning.

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**This section is to be retained by the College**

## **Responsible Use Agreement**

I acknowledge that I have read this Responsible Use Agreement carefully and understand the significance of the conditions. By ticking the check boxes above, I agree to abide by these conditions. I understand that any breach of these conditions may result in disciplinary action and/or reporting to appropriate authorities.

Student Name: ..... Homegroup/Mentor: .....

Student Signature: ..... Student ID: .....

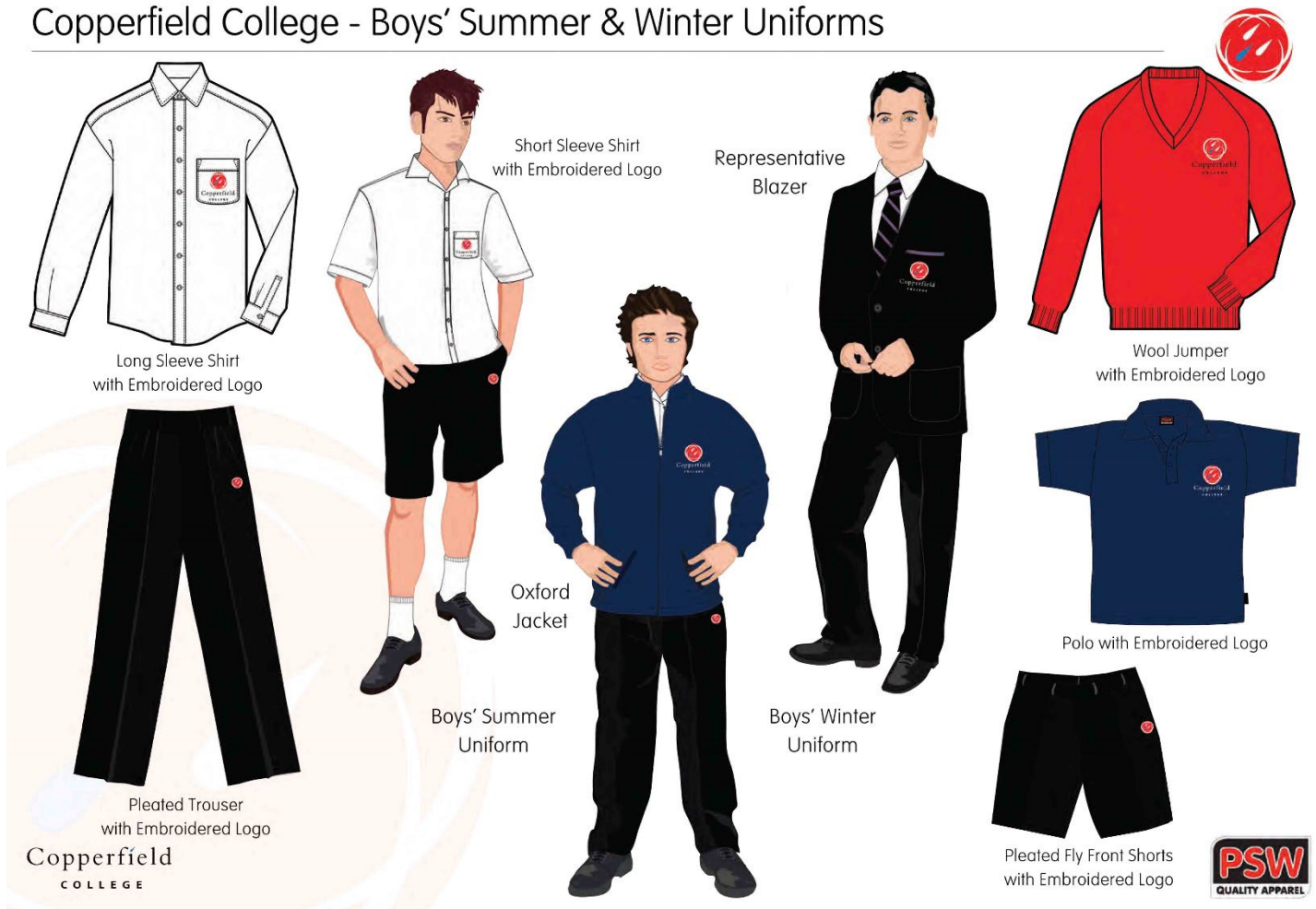
Parent/Carer Name: ..... Date: .....

Parent/Carer Signature: ..... Date: .....

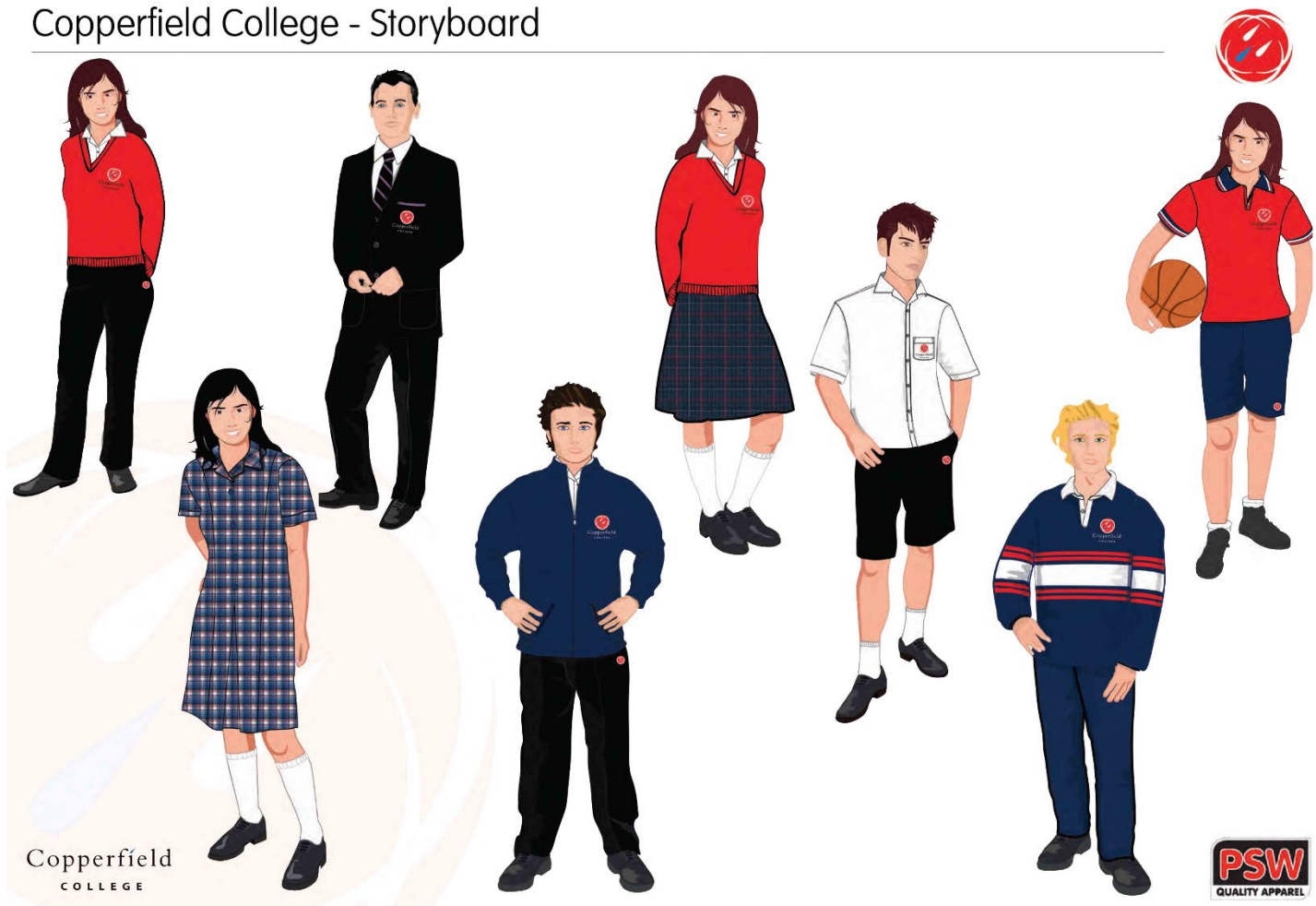
Please contact the College on 9307 5555 (Delahey), 9365 4111 (Kings Park) or 9361 3888 (Sydenham) to discuss any matter relating to this agreement.



## Copperfield College - Boys' Summer & Winter Uniforms



## Copperfield College - Storyboard





## Copperfield College - Girls' Summer & Winter Uniforms



Long Sleeve Blouse  
with Embroidered Logo



Girls' Summer  
Uniform



Girls' Winter  
Uniform



Oxford Jacket  
with Embroidered Logo



Girls' Box-Pleat  
Winter Skirt



Polo



Bootleg Trousers  
with Embroidered Logo

Copperfield  
COLLEGE



## Copperfield College - Sportswear Uniform



Sports Polos  
with Embroidered Logo



Rugby Jumper  
with Embroidered Logo

Microfibre Trackpants  
with Embroidered Logo



Fleece Trackpants  
with zip cuff



Sports Shorts  
with Embroidered Logo

Copperfield  
COLLEGE





# School Shoes

So, what are acceptable school shoes?





# Visiting Melbourne

Most visitors base themselves in the city centre, the buzzing commercial heart of Melbourne that's also home to museums, theatres, restaurants, bars and shops. Melbourne's grid layout makes it an easy city to navigate, with most attractions within walking distance. Transport options include train, tram, bus or bike. The Night Network also operates on weekends with after hours transport to many locations.

## **MYKI cards**

Myki is Melbourne's ticket to travel on the city's trains, trams and buses. It's a plastic smartcard with stored value which can be topped up and re-used again. Purchase your myki online at the PTV website, premium train stations, retail outlets displaying the myki sign (including 7-Elevens), or by calling 1800 800 007 (free from a land line) in Australia.

## **Myki explorer**

For flexible travel, buy a myki explorer pack from Melbourne Visitor Centre, Federation Square, the PTV Hub at Southern Cross Station (corner Swanston and Little Collins streets), SkyBus terminals and some hotels. Packs include a pre-loaded myki card with enough value for one day of travel in Zone 1 and 2, instructions on how to use myki, a Melbourne tram map and discount entry to Melbourne attractions.

## **Trains**

Melbourne's metro trains run between the outer suburbs and Flinders Street Station in the city. The city loop is Melbourne's underground system, with five stations in the central business district: Southern Cross Station, Flagstaff, Melbourne Central, Parliament and Flinders Street. Southern Cross Station is Melbourne's hub for regional and interstate trains. Plan your trip with Public Transport Victoria's journey planner.

## **Trams**

Passengers can board trams at signposted stops displaying maps, route numbers and a timetable. Route numbers are also displayed on the front of the tram. Travel within the central area of Melbourne by tram is free, though you will need a myki card if you plan to start or finish your journey outside of this central area. For more information on the area covered by the Free Tram Zone and a downloadable map, go to the Public Transport Victoria website.

## **Buses**

Melbourne buses run frequently to major hubs, including shopping centres, schools, hospitals, leisure and sports venues, and some of Melbourne's biggest attractions. For people travelling further afield, Victoria's V/Line service gives access to regional towns and scenic attractions across the state.

## **Fare types**

Outside of the Free Tram Zone, Melbourne has two transit zones (1 and 2), with a single price to travel across both. It is cheaper to travel in Zone 2 only. Train travel completed before 7.00am on a weekday is free. For more information on ticketing and timetables, visit the Public Transport Victoria website.

## **Regional Victoria**

V/Line is Victoria's regional train and bus provider, operating services across the state. Visit V/Line for timetables, maps and other information, if you plan to explore Victoria by train.



## Maps

View the Inner Melbourne Map for an overview of tram, train and bus routes, parks, landmarks and attractions, bike paths and walking trails. Street and transport maps are also displayed on the wall at many train stations, at tram and bus shelters and are available from visitor information centres. On your mobile device use our [m.visitvictoria.com](http://m.visitvictoria.com) 'Nearby' mode for a mapped list of attractions, shops, food and wine options close to your current location while you're out and about.

## Taxi and rideshare

Melbourne taxis are easy to spot, as they display a lamp on the cab roof and most are painted yellow, silver or white. You can book taxi cab pick up for a set location, or take one from a cab rank at signposted spots. You may also hail a taxi in the street. If the rooftop lamp is lit, the taxi is usually unoccupied and available for hire. Rideshare trips with the Uber app are also increasingly popular in Melbourne. The app shows a fare estimate, the driver's picture, vehicle details, and tracks the trip on a map.

Melbourne's trains, trams and buses are an easy way to see all of the city's best attractions, sporting venues and shopping precincts.

## All you need is a myki card and you'll be ready to travel around the city.

- [Ticketing](#)
- [Zones](#)
- [Hours of operation for Melbourne's trains, trams and buses](#)
- [Regional services](#)
- [Planning your journey](#)
- [Visit the PTV Hubs for helpful advice](#)
- [Free mobile phone apps](#)
- [Free city services - Free Tram Zone and the City Circle tram](#)
- [Getting to and from the airport](#)
- [Information in other languages](#)
- [Things to see and do in Melbourne](#)
- [Interstate travel](#)

## Ticketing

Myki is Melbourne's ticket to travel on the city's trains, trams and buses.

International and interstate visitors coming to Victoria can buy a [myki Explorer pack](#). The myki Explorer pack combines a ready to use myki card, visitor information and special offers all in one. It's a great option for visitors who choose to explore Melbourne and regional Victoria by public transport!

Always remember to touch on and off your myki as you enter the paid area of a train station or board a tram (except if travelling exclusively within the Free Tram Zone) or bus.

For more information, including travel in regional Victoria see [Tickets](#).

## What to do with your myki when you leave Melbourne

Visitors can give their myki card to charity by posting it in one of the donation boxes at Southern Cross Station's SkyBus terminal or Station Pier.

Your myki's valid for four years, so hold onto it if you're planning a return trip soon.

## Zones

Public Transport in metropolitan Melbourne covers two zones, Zone 1 and Zone 2 (Zone 1+2), and includes a zone boundary overlap.



As you touch on and touch off your myki, the system automatically calculates the lowest fare for your trip.

For more information, including regional areas see [Zones](#).

### **Hours of operation for Melbourne's trains, trams and buses**

Train and tram services run from early morning to late at night, Monday to Sunday.

On Friday and Saturday nights, [Night Network](#) runs all night metropolitan trains, trams, late night buses and a 2am coach service to key regional centres.

Many of Melbourne's bus routes run from 6am to 9pm Monday to Friday, 8am to 9pm Saturday and 9am to 9pm Sunday.

### **Regional services**

V/Line provides convenient, comfortable and reliable train and coach services to a wide range of destinations across regional Victoria. High frequency services run to Geelong, Ballarat, Bendigo, Kyneton, Seymour and Traralgon.

V/Line offers a variety of flexible ticket options. Most V/Line tickets to and from Melbourne include free travel (Zone 1+2) on metropolitan trains, trams and buses. Single tickets give free access for one hour only.

See [Ticketing for travel in regional Victoria](#) for details on which ticket type could best suit you.

On Friday and Saturday nights 2am coach services depart Melbourne for Ballarat, Bendigo, Geelong, Seymour and Traralgon. For more information, see [Night Coach](#).

### **Planning your journey**

Use the [journey planner](#) to help plan your journey from A to B. Simply enter your origin, destination, the date and time you want to travel and click show journey. You will be provided with a step-by-step plan by public transport. You can even print it out and bring it with you on your journey.

You can also download the free PTV [mobile app](#) for iOS and Android and get journey planning information on the go.

### **Visit the PTV Hubs for helpful advice**

For face-to-face information on using public transport or advice about what type of ticket to use visit the PTV Hub centrally located at Southern Cross Station. Here you can use the journey planner, download our app and talk directly with staff, who will help you with all of your transport needs. You can also buy a myki Explorer Pack and pick up timetables, maps and public transport brochures.

For more information, see [PTV Hubs](#).

### **Free mobile apps**

To access public transport information on the go, download the free PTV app for Android and iOS!

The PTV mobile apps allow you to view service times, use the journey planner, set your favourite stops and find myki top up locations throughout Victoria. The apps now include real time information for metropolitan trains, trams and bus.

For more information on the apps including download links and user guides, see [Mobile apps](#).

### **Free city services**

The [Free Tram Zone](#) in Melbourne's CBD makes it easier for commuters and tourists to move around the city.



The principal boundaries of the Free Tram Zone are Spring Street, Flinders Street and La Trobe Street. Additionally, the tram routes along Victoria Street, William Street and Elizabeth Street that surround Victoria Market are also included as well as the Docklands area. If your tram journey is only within the zone, travel is free, so you do not need to touch on with a myki.

The City Circle Tram (Route 35) travels the perimeter of the CBD, taking in many of Melbourne's landmarks every day of the year except Christmas Day and Good Friday. The route uses iconic W-Class trams offering you a historical tram experience, while automated audio commentary announces points of interest along the route. Catch the tram at any of the specially marked tram stops.

Services run approximately every 12 minutes 10am to 9pm Thursday to Saturday, and 10am to 6pm Sunday to Wednesday.

For timetable and route information, see [City Circle tram](#).

### **Getting to and from the airport**

You can catch a bus from Melbourne (Tullamarine) and Avalon Airports to many locations across Melbourne and Victoria.

For more information, see [Airport buses](#).

### **Information in other languages**

You can get public transport information in languages other than English by calling the translated phone lines or download information from [Languages](#).

### **Things to see and do in Melbourne**

See [visitmelbourne.com](http://visitmelbourne.com) for a full list of things to see and do in Melbourne.

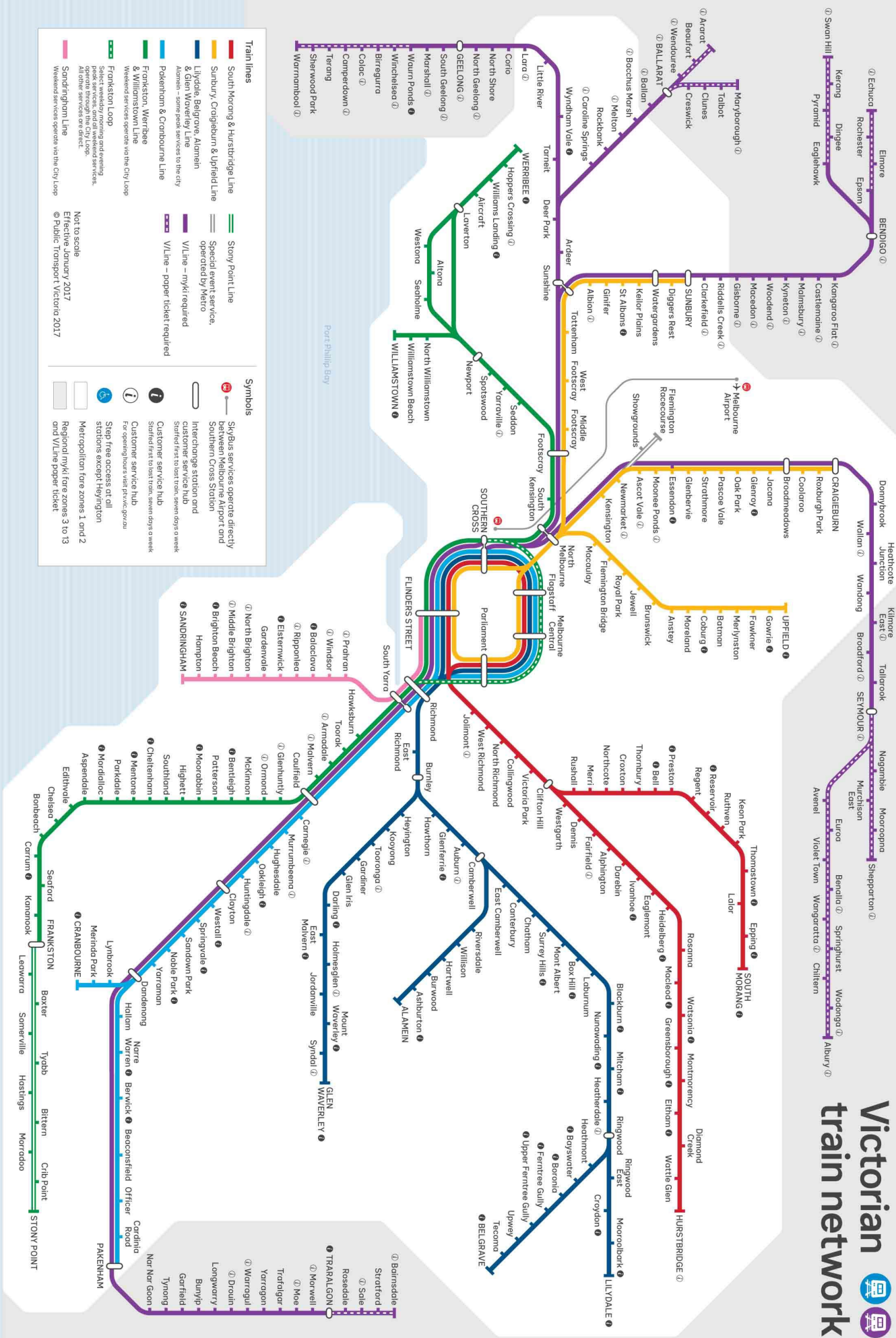
### **Interstate travel**

Customers travelling to or from Melbourne from other states in Australia using public transport can get more detailed information about reservations, travel modes and destinations. See [Interstate travel](#).

All International students must have permission from the ISC to travel interstate. Please make sure you advise Mr Ha to for any travel.



# Victorian train network





## Accommodation and Welfare Policy

### Accommodation and welfare arrangements

All students under 13 years of age

- Students under 13 years of age must live with and be cared for by a parent / legal custodian or approved by the Department of Immigration and Border Protection (DIBP).

Students aged 13 years and over

- Students aged 13 years and over have four options for accommodation and welfare:
  - Parent or legal custodian
  - The student can live with a relative approved by DIBP
  - The student's parents/legal custodian can nominate a family friend for the student to reside with. The nominated person will be required to be approved by the Department of Education and Training (DET)
  - The student's parents/legal custodian can request that DET arrange homestay accommodation.

### Confirmation of Appropriate Accommodation and Welfare (CAAW):

- Students issued with a Confirmation of Appropriate Accommodation and Welfare (CAAW) will have the period of welfare provision specified on the CAAW. This period will:
  - begin seven days prior to the student's course commencement and
  - end seven days after the course completion or cessation, or until the date the student turns 18 years of age, whichever is sooner.
- DIBP will not allow students to arrive before the nominated welfare commencement date detailed in the CAAW.
- The welfare of students under the age of 18, who have been issued a CAAW, is the responsibility of DET, delegated to the principal or assistant principal of the host school.
- If the student wants to change welfare/accommodation arrangements, the prior approval of DET is needed to ensure the student does not breach visa conditions.

### Homestay accommodation:

- Homestay accommodation is provided by a homestay family. This is arranged by the student's host school. Please note that host schools maintain contact with homestay providers throughout the student's stay. DET, the International Education Division (IED) and Victorian government schools are not homestay accommodation providers.
- All homestay family members aged 18 years and over undergo a Working with Children Check before students arrive.
- Schools may require students 18 years of age and over to remain in their approved accommodation for the duration of their study as a condition of their enrolment at the school.
- Students in homestay accommodation will be asked to sign a homestay responsibility agreement on commencement of their stay. The agreement will outline the house rules and requirements as well as homestay costs and methods of payment.  
Please note that since most students are under 18 years of age they do not have contractual capacity. This agreement is therefore a code of conduct agreement rather than a legally binding arrangement.
- Students must abide by house rules.
- A student's privacy, personal possessions and personal space are respected.

- If after-school activities keep a student at school, the student must notify their homestay family.
- Although it is reasonable to expect students to be home at a specified time during the week, other arrangements may be made for returning late on weekends.
- A student must have written permission from a parent or legal custodian and provide all relevant contact details if they wish to stay away overnight.
- Students and/or their parents are required to reimburse homestay providers for any damage to property caused by the student during the student's time of residence.
- Homestay payments are made by the agent, parent or legal custodian of the student to the school. The school then pays the homestay provider on the student's behalf.

### Security deposit / bond:

- A bond of two weeks homestay payment is usually required. The bond is refundable at the conclusion of the homestay period after all expenses, repairs or damage (if any) have been paid.
- During holidays a holding fee to retain the homestay accommodation may be required to cover the student's absence.

### Changing homestay arrangements:

- At least two weeks' notice needs to be given to the:
  - student and host school, when a homestay provider wishes to terminate the homestay agreement
  - the homestay provider and host school, when a student wishes to move out of a homestay.
- Please note that less than two weeks notice may result in the bond being forfeited.
- Students cannot change their homestay until they have completed one full term of tuition.
- Students may only change homestay once they have the host school's permission.

### Homestay issues / complaints:

- Issues and/or complaints that cannot be resolved between the homestay provider and the student should be referred in writing to the host school. Should further resolution be required a complaint in writing can be made to the IED.

## Course Progress Policy

- It is a DIBP requirement that students demonstrate satisfactory course progress during the period of their enrolment. Schools assess a student's performance each term using the requirements set by the Victorian Curriculum and Assessment Authority.  
Please note these requirements are the same for domestic students.
- All subjects/units must be completed satisfactorily within the expected duration as specified on the student's CoE for the student to:
  - progress to the next year level OR
  - complete their course of study
- An extension to complete studies may be granted if:
  - study deferment has been approved
  - there are exceptional circumstances OR
  - intervention strategies have been implemented.
- An intervention strategy will be activated at a minimum where



## Key Policies (continued)

the student has failed or is deemed not yet competent in 50% or more of the units attempted in any particular study period (per term).

### Intervention Strategy:

- Students requiring assistance with their performance will be counselled. Counselling will include suggestions for improving performance such as additional support for subject specific tutoring (e.g. English), career and guidance counselling or personal counselling. Student support services and referrals to external support services are provided at no cost. Please note that services beyond those normally provided within the school's resources may incur additional cost to the family.
- Where appropriate, a performance agreement between the student and the school may be developed to assist with improving poor performance. The agreement will be for a specified period and outline targets to be met by the student.
- If the performance agreement is not met, the student will be reported to DIBP for non-compliance with visa conditions. Please refer to *Breaches of visa conditions* section for additional information.
- Please note that any intervention will be discussed with parents.

### Additional counselling or support arrangements:

- DET cannot take any responsibility where parents arrange additional counselling or support for the student through private agencies or persons.  
Please note information cannot be provided from DET or the school for any such arrangements under the Victorian Government Privacy Act.

## Attendance Policy

- Visa conditions require students to attend at least 80 per cent of scheduled course contact hours. Please note that DET prefers students to attend ALL scheduled course contact hours.
- Schools record student attendance daily and process attendance rates for visa conditions every fortnight. Please note where non-attendance is covered by a medical certificate, the time:
  - is not included in attendance figures
  - will be taken into account when determining the 80 per cent attendance rate for compliance and DIBP reporting purposes.

### Intervention Strategy:

The intervention strategies for student attendance are summarised below.

- If attendance falls to 90 per cent:

#### Action by school

Student notified

Parent / legal custodian or DIBP approved relative notified  
Homestay family notified (if applicable).

- If attendance falls to 85-90 per cent:

#### Action by school

Student notified

Parent / legal custodian or DIBP approved relative notified

Homestay family notified (if applicable)

The student will be interviewed by the school.

A Student Attendance Agreement put in place with agreement from the school, the student, parents/legal custodian and homestay family (if applicable).

- If attendance falls to 80-85 per cent:

#### Action by school

Student notified

Parent / legal custodian or DIBP approved relative notified  
Homestay family notified (if applicable)

An additional Student Attendance Agreement will be put in place by the school.

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

#### Action by school

Student notified

Parent / legal custodian or DIBP approved relative notified  
Homestay family notified (if applicable)

The student will be issued with a Notice of Intention to Report for Non-Compliance to DIBP. Please refer to Visa breaches – issuing a Notice of Intention to Report for Non-Compliance section for further information.

## Student Behaviour Policy

- Each school has a code of conduct, welfare and accommodation policy that students must abide by while enrolled at their host school.
- Students must also be aware of DIBP visa conditions to ensure that they are complied with at all times.
- It is important that students avoid activities that may endanger their safety, the safety of others or that could lead to police charges.
- When a student does not fulfil the requirements of the host school's policies and rules, DIBP visa conditions and/or the student enters into activities that are unsafe, a student's enrolment may be suspended or cancelled for misbehaviour.
- If this Student Behaviour Policy is breached, the International Education Division may report the student to DIBP for non-compliance with visa conditions. Please refer to *Breaches of visa conditions* section.

## Student Deferral Policy

- A student may apply to the International Education Division to defer their course of study in exceptional circumstances. Examples of such circumstances could include: serious illness, injury or trauma, bereavement of close family members, major political upheaval or natural disaster in the home country.
- The International Education Division will consider the impact on the student's capacity and/or ability to progress through their course of study.
- The deferral application should include evidence of the circumstances and be made in writing to:

**International Education Division**

**Department of Education and Training**

**GPO Box 4367**

**Melbourne, Victoria 3001**

**Australia**



Please note that deferral of studies is for a maximum of six months and cannot be approved retrospectively.

## Transfer Policy

- Students may apply to transfer to another school (government or non-government):
  - post-payment and prior to commencement (in exceptional circumstances only)
  - less than six months (two terms) after commencement (in exceptional circumstances only)
  - after six months (two terms) of enrolment.

- Transfer applications will be processed within ten working days from the receipt of a complete application. The transfer application should be made in writing to:

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

Please note that transfers to a different Victorian government school will be processed once the School Transfer Fee is received.

### Transfer to a different Victorian government school

- Transfer applications need to:
  - be sent to the International Education Division two weeks before the end of the six month study period (two terms)
  - outline reasons for the transfer, for example: unexpected changes in accommodation/welfare arrangements, issues between the student and host school that cannot be resolved, a traumatic incident.
- The International Education Division will assess transfer applications on a case by case basis and consider the availability of places at the requested school.
- Requests to transfer incur an upfront non-refundable School Transfer Fee that is payable regardless of whether the transfer is successful or not. Please note the fee may be waived by the International Education Division in exceptional circumstances.
- It is not possible for the International Education Division to consider transfers in the middle of a school term.
- The Transfer Form can be found under Brochures and Forms at [www.study.vic.gov.au](http://www.study.vic.gov.au).

### Transfer to a non-government school

- If a transfer is requested to a non-government school, DET will issue a letter of release to the student:
  - if the transfer application fulfils policy requirements
  - where tuition and other fees are fully paid
  - where there is no risk that visa conditions will be breached.
- Transfer applications need to:
  - include written support for the transfer from the parent/legal custodian or legal guardian if the student is under 18 years of age
  - include a letter from the new school confirming that a valid enrolment offer has been made
- Please note if the student is under 18 years of age and is not cared for in Australia by a parent/legal custodian or DIBP approved relative, the valid enrolment offer must confirm that the provider (new school) accepts responsibility for approving the student's accommodation, support and general welfare arrangements.

## Transfer Appeals

- The Withdrawal Form can be found under Brochures and Forms at [www.study.vic.gov.au](http://www.study.vic.gov.au).
- A transfer application decision can be appealed in writing within 20 working days of the decision. Appeals can be sent to:  
Executive Director  
International Education Division  
Department of Education and Training  
GPO Box 4367  
Melbourne, Victoria 3001  
Australia

## Student Travel Policy

This policy applies to students who have been issued a Confirmation of Appropriate Accommodation and Welfare (CAAW). Please note this policy does not apply to students residing with a parent/legal custodian or a DIBP approved relative.

- Where a student's travel in Victoria or interstate includes overnight stays, written approval from the student's parents/legal custodian and the school principal (or assistant principal) is required. Please note if a student is living in a homestay, the homestay provider is also to be provided with details of the travel arrangements.
- With approval from parents/legal custodian and the school, students are able to travel:
  - with the homestay family on a holiday or excursion
  - on a school camp or excursion supervised by school staff
  - with a person(s) approved by the student's school principal and holding a Working with Children Check
  - on a commercial package tour within Australia which is provided by a registered company, is specifically designed for school students and includes appropriate supervision or chaperone arrangement, and involves no independent travel, i.e. pick up and drop off is at the homestay, the school or an assembly point designated by the school
  - in the company of a direct family member over 18 years of age (parent or DIBP approved relative) who will accept responsibility for the student during the travel
  - to a sporting or club event as part of a local team or group and will be under the care and supervision of the club or association during the trip.

Please note in these circumstances it is expected that students will be supervised at all times by adults who hold the required Working with Children Check.

### The following circumstances constitute breach of visa conditions and/or cancellation of enrolment:

- If tuition fees are not paid by the specified date on the invoice.
- student attendance is less than 80 per cent of scheduled hours.
- the student fails to meet course progress as required by DIBP.
- If a student fails to adhere to student disciplinary regulations, enrolment may be cancelled without refund.

### Visa breaches – issuing a Notice of Intention to Report for Non-Compliance

- Students who are found to be in breach of visa condition 8202<sup>#</sup> will be issued with Notice of Intention to Report for Non-Compliance.



## Key Policies (continued)

- The notice explains the visa breach and actions undertaken by the host school to assist the student to comply with the visa. The notice also explains DET's intention to report the visa breach to DIBP.
- Students can appeal the Notice of Intention to Report for Non-Compliance within 20 working days from the date of issue.

### Appealing a Notice of Intention to Report for Non-Compliance

- Students have the right of appeal and will be advised in writing of avenues of review.
- Appeals in relation to a Notice of Intention to Report for Non-Compliance must be submitted within 20 working days from the date of issue in writing to:

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

- DET will commence review of the appeal within 10 working days of receipt of a written appeal.
- Appellants will be provided with a written statement of the outcome of their internal appeal, including details and reasons for the decision.
- If students are unsuccessful with the internal appeals process they may lodge a further appeal with DET to have their case heard by an independent external body.
- External appeals must be lodged in writing within 10 working days of the internal appeal decision to the:

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

- DET will advise the student of the outcome of their external appeal once a decision is made and implement any decision and/or corrective action as required.
- Students who are unsuccessful with their internal appeal and who do not lodge a further external appeal will be reported to DIBP for a breach of visa condition 8202.
- The issuance of the Section 20 Notice and reporting of the student to DIBP for a breach of visa condition 8202 will occur only after the process above has been completed.
- DET will maintain the student's enrolment and accommodation/welfare arrangements while the complaints process is ongoing, unless extenuating circumstances exist relating to the welfare of the student.

### Privacy Policy

- The enrolment form requests personal information about the applicant as well as the applicant's family members and other carers. The purpose of collecting this information is to allow DET, the relevant Victorian government school(s) and other contracted organisations to register the applicant and allocate staff and resources to ensure his/her educational and welfare needs are met.

Also, the information may be shared with other government departments and contracted organisations concerned with the administration of the International Student Program offered in Victorian government schools.

# visa condition 8202 relates to attendance and satisfactory academic performance

- Information about the privacy policy can be obtained from [www.education.vic.gov.au](http://www.education.vic.gov.au) or [www.study.vic.gov.au](http://www.study.vic.gov.au).

### Complaints Policy

- DET is committed to managing complaints and appeals impartially, promptly and confidentially.
- The formal investigation of a complaint will require that details of the complaint be lodged in writing.
- The handling of the complaint will commence within 10 working days of receipt of the complaint.
- There is no cost associated with lodging a complaint with DET.
- The identity of the complainant will be protected unless permission for disclosure is given.

#### Complaints in relation to refunds

- Students or parents have 30 days to lodge a formal written complaint from the date they receive remittance advice of their refund.

#### Submission of complaints

- Any issues or complaints in relation to the International Student Program offered in Victorian government schools should be discussed with the International Education Division of DET.
- Formal complaints should be submitted in writing to the:  
  
Executive Director  
International Education Division  
Department of Education and Training  
GPO Box 4367  
Melbourne, Victoria 3001  
Australia

#### Consideration of complaints

- The Executive Director, International Education Division, DET, will consider the formal complaint (internal review).
- After consideration of all of the available evidence, the Executive Director, International Education Division, DET, may decide to find in the favour of or against the complaint.
- If a decision is made against the complaint, the complainant may lodge an external appeal, at no cost, to have the matter considered by an external decision maker (the Institute of Arbitrators and Mediators Australia at [vic.chapter@iama.org.au](mailto:vic.chapter@iama.org.au)).

#### Please note:

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



### Refund Policy

- This refund policy will apply unless evidence of unforeseen and exceptional circumstances can be demonstrated. Please e-mail [international@edumail.vic.gov.au](mailto:international@edumail.vic.gov.au) for further information.
- A refund request MUST be received within six months of the student:
  - cancelling enrolment OR
  - being granted a new visa that does not attract tuition fees e.g., permanent residency.
- Refunds will not be granted after the six month period. An exception applies for cases where a visa has been refused (in these instances, applicants can apply at any stage following the visa refusal).
- In the case of visa refusals, DET will deduct 5 per cent of the total course fees received or \$500, whichever is the lesser amount. Course fees include tuition and non-tuition fees received by DET from the student.
- Failure to provide appropriate details or evidence in a refund request may result in the refund being delayed.
- Where the refund calculation results in a negative balance (and the student is owing money) no further action will be pursued.
- No refund will be paid until the student has withdrawn from the program and ceased study at a Victorian government school.
- Refunds are paid to the parent/s or to their authorised agents.
- Refunds are paid by either bank draft or electronic bank transfer.
- All refunds are to be paid in Australian dollars and the Department is not responsible for any foreign exchange losses.
- All Government sponsored students (scholarship grantees) will have their refund paid to their sponsor. In cases of students seeking a protection visa, no refund is payable where there is a reasonable belief that the students' families may suffer harm if their details are released to the sponsoring Government.
- DET will advise in writing the outcome of the refund request within 4 weeks of receiving the completed Refund Request Form and supporting evidentiary documents except for the category marked\*\* which will be paid within 10 working days from receipt of the completed form.
- DET may, in its discretion, amend this refund policy at any time and without notice. If DET amends this refund policy, all refund applications made on or after the date of the amendment will be assessed under the amended policy. Parents and students should familiarise themselves with this refund policy at the time of making an application for a refund.
- The Refund Request Form can be found under Brochures and Forms at [www.study.vic.gov.au](http://www.study.vic.gov.au). The Refund Request Form sets out eligibility and how refunds are calculated.

- DET cannot give authoritative advice on behalf of Medibank Private Australia. Please contact Medibank directly for all OSHC enquiries including membership and changes to membership.

- Once a student has commenced, any OSHC refund enquiry should be made to Medibank.

- Where a student withdraws their enrolment prior to the scheduled course commencement date, the OSHC component will be included in the refund calculation if it has not been disbursed to Medibank.

### What if I disagree with my refund?

#### Refund complaints procedure

- Enquiries regarding refund calculations can be made to Finance Team, IED by email to [isfinance@edumail.vic.gov.au](mailto:isfinance@edumail.vic.gov.au) or by calling +61 3 9637 2990.
- Students or parents have thirty days to lodge a formal complaint from the date they receive remittance advice of their refund. This complaint must be in writing addressed to the Executive Director, International Education Division, Department of Education and Training. The education agent who enrolled the student may do this on the student's behalf.
- The Executive Director will consider the formal complaint.
- After consideration of all available evidence, the Executive Director may decide to:
  - uphold the complaint and issue a refund of the appropriate amount and/or restore the student's enrolment; or
  - dismiss the complaint.
- This agreement does not remove the right to take further action under Australia's consumer protection laws.



## Fee Information

### Application Fee

- Applications will be processed on receipt of the application fee. Payment can be made either directly to the International Education Division or through a DET accredited education agent.

### Study Abroad Packages

- All fees are to be paid in Australian Dollars (\$AUD) for the total amount of the invoice.
- The payer is to meet all of their bank's transaction fees. The Department is not liable for any foreign exchange variation incurred when making a payment.
- Tuition fees can be paid to the Department of Education and Training by BPAY, Electronic Funds Transfer or credit card within Australia, and credit card or telegraphic transfer from overseas.
- Students receive an invoice for tuition, OSHC (if applicable), Arrival Support and Accommodation Placement fees with their letter of offer.
- Where a required payment is not made by the due date and the outstanding amount is referred to an external agency for collection, a collection fee not exceeding 15% of the outstanding amount will be payable in addition to the outstanding amount.
- The Department of Education and Training is not responsible for any monies paid to an agent or another third party by the student or parent.
- Tuition fees and other charges are subject to change and may vary from year to year. Any increase in fees during the period of study will apply to new and continuing students and will be included in subsequent invoices.
- Homestay is only available to students aged 13 and older.
- Homestay fees will be invoiced by the host school and are required to be paid prior to a student's commencement.
- The Department cannot charge more than 50% of the total course fees for study periods greater than 12 months. However, parents may choose to pay additional amounts. Additional payments can only be paid by semester. For more information contact [international@edumail.vic.gov.au](mailto:international@edumail.vic.gov.au)

### Tuition fees do not include

- Books, uniforms, stationery items, school trips, camps, homestay accommodation, visa application or travel costs.
- Optional excursion/school activities that are not a part of the course of study or curriculum.
- Vocational Education and Training (VET) subjects provided by a third party, which may require additional fees for materials and equipment.
- Victorian Curriculum and Assessment Authority (VCAA) Enrolment fee. Students enrolled in any VCE subject units must pay an enrolment fee to VCAA. Visit [www.vcaa.vic.edu.au](http://www.vcaa.vic.edu.au) for more information.

### Accommodation Placement Fee

- Where the accommodation arrangements for the applicant are either homestay accommodation OR a nominated third party homestay, there is an Accommodation Placement Fee for DET to:
  - undertake a comprehensive check of the accommodation arrangements
  - issue a Confirmation of Appropriate Accommodation and Welfare (CAAW).

### Arrival Support Fee

- Students will be welcomed at the airport by a staff member from their school. The staff member will ensure that they have arrived safely and get them to call their parents as soon as possible. The student will also be supported when meeting their homestay family and assisted to settle in.
- Students are not permitted to arrive before the welfare commencement date detailed on the CAAW Letter.

## Terms and Conditions

### Applying

- The application form will not be processed unless all relevant sections have been completed and all requested documentation is attached.
- The student's parent or Legal Custodian\* **must** sign the application form where stated in the Parent's Declaration section.

\* A Legal Custodian in relation to a child refers to having the right to the daily care and control of the child and the right to make decisions for that child.

### DIBP Age Requirements

From 1 July 2016, all school students must be of an appropriate age for the entry level for their school course, regardless of their country of citizenship.

To be granted a visa for school studies, the student must meet the following age requirements:

At least six years old at time of visa application

Commencing Year 9	The student must be less than 17 years of age
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Commencing Year 10	The student must be less than 18 years of age
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Commencing Year 11	The student must be less than 19 years of age
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Commencing Year 12	The student must be less than 20 years of age
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For further information, please visit the DIBP Online Client Service Tool at [www.border.gov.au](http://www.border.gov.au)

### Academic Requirements

- DET has the right to reject an application at any stage of the enrolment process if there is reasonable belief that the student cannot meet the requirements of the student visa. Please contact [international@edumail.vic.gov.au](mailto:international@edumail.vic.gov.au) for further information.

### Minimum English Requirements

- A student's English skills will be assessed upon arrival. If further English tuition is required the student will be enrolled in English classes as needed at no extra cost.

### Accommodation and Welfare Requirements

- All students under 13 years old must reside with a parent/legal custodian/DIBP approved relative for the duration of the student's enrolment.
- Please refer to the DIBP website [www.immi.gov.au](http://www.immi.gov.au) for a complete list of approved relatives and information on the DIBP approval process.



- The relative must also be aged 21 or over and be eligible to stay in Australia until the expiry of the student's visa or until the student turns 18.
- Students 13 years or older may reside with a parent/legal custodian, DIBP approved relative, a nominated third party homestay or in homestay accommodation, as part of DET-approved welfare arrangements.
- Homestay accommodation or nominated third party homestay must be approved by the host school and the Accommodation Placement Fee paid before a Confirmation of Appropriate Accommodation and Welfare (CAAW) Letter will be issued.

### Overseas Student Health Cover

- As a requirement of the student's visa, students must have health insurance in the form of Overseas Student Health Cover (OSHC) in place for the duration of their visa (DIBP requirement), or for their total study period (DET preference), whichever is longer, before arriving in Australia.
- Please see the DIBP website for further information about visa conditions: [www.immi.gov.au](http://www.immi.gov.au) and contact your OHSC provider.
- DET has negotiated a preferred sole provider arrangement with Medibank, which includes a commission payment to DET for the arrangement of OSHC through Medibank.
- Students retain the right to choose their own insurer and purchase their own OSHC online. For information on how to do this visit [www.health.gov.au](http://www.health.gov.au)

### DET arranged OSHC

- DET can arrange OSHC for students. For information in relation to OSHC policy and fees please refer to: [www.study.vic.gov.au](http://www.study.vic.gov.au)

### Privately arranged OSHC

Students who choose to arrange OSHC privately / directly through a health cover provider MUST ensure that:

- OSHC is arranged prior to arrival in Australia.
- DET has details of:
  - name of the OSHC provider
  - membership number
  - start date of the cover
  - end date of the cover
  - documentation supporting OSHC coverage.

### Students studying at more than one education provider

Students studying at more than one education provider and who have multiple OSHC arrangements need to make sure that when one policy expires the next policy starts immediately. There cannot be a gap between the policies.

### Applicants from Norway, Sweden or Belgium

Applicants from Norway, Sweden or Belgium may have alternate overseas student health cover arrangements. Please refer to [www.immi.gov.au](http://www.immi.gov.au) and [www.health.gov.au](http://www.health.gov.au) for further details.

**Please note:** A visa may be cancelled if OSHC is not maintained for the duration of the stay / visa length as this constitutes a breach of visa conditions.

## Responsibilities

### Education Services for Overseas Students (ESOS)

All institutions teaching international students are regulated under the *Education Services for Overseas Students (ESOS) Act*. This protects Australia's reputation for delivering quality education services and the interests of overseas students, by setting minimum standards and providing tuition and financial assurance.

You can find further information about the *ESOS Act* and your rights as an international student at <https://internationaleducation.gov.au>

The responsibilities of DET under the *ESOS Act* are outlined below:

As part of a student's enrolment, the school and DET provide students with:

#### School:

- a Principal Class Officer who is responsible for the management of homestay accommodation and welfare services
- a staff member to act as their International Student Coordinator to oversee student services and pastoral care
- pre-arrival information is provided to the student prior to arrival
- an orientation program on arrival
- intensive English language tuition before commencement and, if required, ongoing English as a Second Language support (secondary standard students only)
- counselling and ongoing support
- a minimum of two written and translated school reports per year
- provision of welfare and accommodation arrangements if requested by parents for students aged 13 years and over (fee applicable)
- arrival support (if requested).

#### DET:

- will keep all information in relation to applications strictly confidential and will not disclose information without consent, unless required by law
- has the right to reject an application at any stage of the enrolment process if there is reasonable belief that the student cannot meet the requirements of the student visa
- can suspend or cancel the enrolment of a student for misbehaviour or non-payment of fees
- will advise the student and parents of non-compliance, or suspension or cancellation of a student's enrolment prior to reporting a student to DIBP. Students and parents have 20 working days to appeal the decision.

DET only accepts responsibility for information provided to international students:



- in DET's own publications
- by DET employees
- by DET's registered international representatives  
e.g. DET-accredited education agents.

DET will work with students to ensure success but cannot guarantee that students will:

- be accepted into a Victorian government school
- successfully complete their studies
- successfully complete their VCE
- gain entry into a tertiary institution.

For further details in relation to terms and conditions, policies and procedures refer to: [www.study.vic.gov.au](http://www.study.vic.gov.au).

**Parents must ensure that:**

- their child has a valid passport and visa
- all living expenses and return airfares are met
- all applicable fees are fully paid for the duration of the student's enrolment
- DET is notified immediately upon cancellation or change to their child's visa status
- their child resides with their approved accommodation provider
- the student's host school is notified in writing within seven days if a parent or DIBP approved relative changes address in Australia
- if the student is under 13 years of age that at least one parent / Legal Custodian / DIBP approved relative is living with the student until they turn 13 years of age
- the student has valid health insurance through an Australian Overseas Student Health Cover (OSHC) provider for the duration of their visa. Students can apply for OSHC by selecting the option on this form
- the International Education Division is kept informed of any change of address in the student's home country.

**Students must ensure that they:**

- abide by their host school's code of conduct and their welfare and accommodation policy
- comply with all visa conditions
- do not engage in any activity that may endanger their own safety or the safety of any other person.



# Complaints Form

## International Student Program

### Complaints

The international student complaints process is open to international students enrolled, or seeking to enrol, in the International Student Program offered by the Victorian Department of Education and Training (the Department).

For the purpose of this process, a complaint is an expression of dissatisfaction with an action taken or service provided by the International Education Division (IED). For dissatisfaction relating to a **formal decision** made, please complete and lodge the **Appeals Form** available at the [www.study.vic.gov.au](http://www.study.vic.gov.au) website under the *Brochures and Forms* page.

Please note, this process is not for students or families wishing to make a complaint about a Victorian Government School, Principal, teacher, student or homestay. If you have a complaint involving a school, Principal, teacher or student, please contact the school directly or access the Department's Government School Complaints Policy [here](#). If you have a complaint about a homestay, please contact the school directly.

### Complaints Process

1. You can formally lodge a complaint with IED by completing and submitting this form.
2. IED's complaints process will begin within 10 working days of receiving a completed Complaints Form.
3. After the process has started, a staff member will contact you to discuss the details of your complaint.
4. You have the option to formally present your complaint at a meeting with staff from IED. You can bring a support person to this meeting.
5. You will be provided with a written statement of the outcome, including details and reasons for the decision.

All reasonable measures will be taken to finalise the process as soon as is practicable.

The student's enrolment will be maintained while IED's complaints process is in progress.

### How to complete this form

1. Fill out the Complaints Form.
  - This form is an editable pdf form you can save to your computer.
  - This form must be completed in English only.
2. Print and sign the form.
3. Attach any additional supporting documentation you would like considered.
  - Documents supplied in languages other than English must be accompanied by an accurate English translation prepared by a professionally qualified translator.
4. Please **scan** your completed form, along with any supporting documentation, and return via email to: [international@edumail.vic.gov.au](mailto:international@edumail.vic.gov.au).

### Privacy Policy

This Complaints Form requests personal information. The Department's privacy policy can be obtained from [www.education.vic.gov.au](http://www.education.vic.gov.au) or [www.study.vic.gov.au](http://www.study.vic.gov.au).

### False or Misleading Information

The Department will take reasonable steps to verify the validity of information you supply.

You are responsible for ensuring the accuracy and validity of all information you provide to the Department in respect of this complaint.

The Department may take action it deems appropriate in the circumstances in respect to information which has been supplied.

The Department may refer matters to the appropriate authorities for investigation where information that has been provided is known or reasonably believed to be false.

**Note:** Penalties that apply under section 314 of the *Crimes Act 1958* (Vic) and section 142 of the *Evidence (Miscellaneous Provisions) Act 1958* (Vic) may apply for making false or misleading statements and providing or misleading information or documents.



1 **Name of Complainant** (Parent, guardian or financial sponsor)

Title

First Name

Last Name

2 **Relationship to student/s**

3 **Residential Address**

4 **Telephone numbers**

5 **Email**

### Student Details

Please provide the student/s details below.

1 **Student 1 ID**

**Student 1 - Full Name**

**Year Level**

**Date of Birth**

**School**

2 **Student 2 ID**

**Student 2 - Full Name**

**Year Level**

**Date of Birth**

**School**

3 **Student 3 ID**

**Student 3 - Full Name**

**Year Level**

**Date of Birth**

**School**



## Complaint Details

Please outline the details of your complaint below. Attach extra pages as required (including copies of relevant supporting documents).

### Complainant's signature

Signature:

Date:





You are here



Parking



Library



Canteen



Emergency Evacuation Area



Toilet







CALDER PARK DR



You are here



Library



Emergency Evacuation Area



Parking



Canteen



Toilet



# Important Information, Places and Organisations

## Legal Services

- If you require legal advice, you can contact Victorian Legal aid, Lawyers and Services.
- Legal aid Lawyers can talk to you about how the law applies to your legal problem and may be of assistance to you.
- **Contact Information:**  
Call 1300 792 387 weekdays from 8.45am – 5.15pm, or visit the following website to find your closest Legal Aid office.  
<http://www.legalaid.vic.gov.au>

## **Department of Home Affairs (DHA)**

Address: Ground Floor, Casselden Place, 2 Lonsdale Street, Melbourne VIC 3000

**Counter hours:** Mon-Fri 9:00am-4:00pm (Wed 09:00am-1:30pm)

Telephone: 131 881

Website: [www.homeaffairs.gov.au](http://www.homeaffairs.gov.au)

## **International Students Program Unit (ISPU)**

Address: Level 6, 35, Spring Street, Melbourne VIC 3000

Telephone: 9651 3700

Website: [www.study.vic.gov.au](http://www.study.vic.gov.au)

## **Victorian School of Languages**

315 Clarendon St Thornbury VIC 3071

Tel: 9474 0502

Website: [www.vsl.vic.gov.au](http://www.vsl.vic.gov.au)

## **International Student Coordinator (ISC)**

Mr Ha To

Copperfield College

Telephone: 9307 5507

Mobile: 0475 824 040

Email: [ha.to@education.vic.gov.au](mailto:ha.to@education.vic.gov.au)

***Thank you for choosing Copperfield College.***

***We are very happy to have you as part of our school community***



