



Hills
Grammar

Guidelines for International Students

International students are an integral part of the Hills Grammar community and every effort is made to help you enjoy a rewarding schooling experience in Australia. Hills Grammar recognises that our school culture is enriched by its diverse multicultural student population who come to us from all over the world.

If you have any concerns or questions about the information in this document, the school rules, courses of study, academic progress, attendance, mediation, guardian carer issues, homestay issues or any personal matter you should contact the Head of International Students who is located in the Hills International Education Building or by phone on 9654 2111 (during school hours).



Contents

Emergency Contacts	3
Visa Conditions	3
Meet Course Requirements (8202).....	3
Maintain Health Insurance (8501).....	4
Maintain Eligibility (8516).....	4
Maintain Education for Dependents (8517).....	4
Approved Welfare and Accommodation Requirements (8532).....	5
Work Limitation (8105).....	5
Inform Provider of Address (8533).....	5
Other Information.....	5
Education Services for Overseas Students.....	6
Accommodation and Welfare Arrangements	6
Living with Parents, Legal Custodians or Relatives approved by the DIBP.....	6
Living with a parent-nominated Homestay.....	6
Living in a Homestay arrangement approved by the school.....	7
Carer responsibilities.....	7
Working with Children Check.....	7
Homestay Standards.....	8
Deferment, Suspension and Cancellation of Enrolment Policy	9
Deferment of commencement of study requested by student.....	9
Suspension of study requested by student.....	9
Assessing requests for deferment or suspension of studies.....	9
Exclusion from class (1 – 28 days).....	9
School initiated suspension of studies (28 days +).....	10
Cancellation of enrolment.....	10
Complaints and Appeals.....	10
Student Advice.....	11
Student Transfer Request Policy	11
Overview.....	11
Complaints and Appeals Policy	13

Emergency Contacts

- In an emergency situation, students are to immediately contact their ISA Guardian or Head of House
- If a student is seeking assistance in reporting any incident or allegation involving actual or alleged sexual, physical or other abuse, they are to immediately contact their ISA Guardian or Head of House.

NB: Students are to ensure that they always have the current contact details of their Guardian and Head of House. If these details are not available at the time, they are to contact ISA Guardian and Welfare Services on +61 3 9663 2887.

Visa Conditions

It is important that you understand your visa conditions and make every effort to uphold them. You can check and email your visa details and conditions at any time using the *Visa Entitlement Verification Online (VEVO)* system or visit border.gov.au/vevo.

Meet Course Requirements (8202)

You must remain enrolled in a registered course for which you were granted a visa.

You must maintain satisfactory attendance in your course and course progress for each study period as required by your education provider.

(a) Deferment of Course Commencement Date

Any request for a deferment must be submitted in writing to the Registrar and signed by your parents. A request for deferment after your student visa has been issued will only be approved where evidence of compelling and compassionate circumstances can be provided. A deferment may affect your visa so please consult the Department of Immigration and Border Protection (DIBP) before submitting a request.

(b) Attendance

You must maintain satisfactory attendance at school. "Satisfactory attendance" is defined as attending a minimum of 80% of all scheduled classes for each term and semester. Students who fail to meet these attendance requirements (for any reason) may be reported to the Australian Department of Immigration and Border Protection (DIBP). This could lead to the cancellation of your visa.

(c) Absence from School

If you are going to be absent from school for the whole day due to sickness or other circumstances your guardian, homestay-carer or parent will need to ring the Student Office (9654 5215 before 9.00am) on that particular day and advise the School of your absence.

Upon your return to school a letter from your guardian, homestay-carer, parent or doctor explaining the reason for your absence should be handed in to your classroom teacher (for Years K-6 students) or to your House Tutor (for Years 7-12 students).

You must provide a doctor's certificate for any absences of 3 days or more. The doctor must be a registered medical practitioner.

(d) Taking leave (four days and less)

If you need to be absent from school for any other reason,

- Kindergarten to Year 6 students will need to provide a written explanation from their parent or guardian to their classroom teacher.
- Years 7-12 will need to see the appropriate Head of House or Head of Year 12 and provide an explanation as to why you need to leave early or be away. In most cases, you will need to provide a written explanation from your guardian, homestay-carer or parent.

(e) Taking leave (five days and more)

- If you are going to be absent for a week or more during school term, your parents must request approval from the Principal. You must not defer your start date or take extended leave without the Principal's permission. Approval is only granted on compelling or compassionate grounds (see guidelines below).
- You may not take leave of absence outside the school holiday periods without permission from the School. Under these circumstances, you will still need to meet the attendance condition set by the Department of Immigration and Border Protection (DIBP).

- Travel during school holidays, other than returning to your home country, is only permitted if you are travelling with your carer or relatives or on an approved school excursion. Written permission from your parents is required.

(f) Guidelines for Compassionate or Compelling Circumstances

Leave approved on grounds of compelling or compassionate circumstances is not counted in attendance records. Compassionate or compelling circumstances are generally those beyond the control of the student and which have an impact upon the student's course progress or wellbeing. These could include, but are not limited to:

- serious illness or injury, where a medical certificate states that the student was unable to attend classes
- bereavement of close family members such as parents or grandparents (Where possible a death certificate should be provided)
- major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the student's studies; or
- a traumatic experience which could include:
 - involvement in, or witnessing of a serious accident; or
 - witnessing or being the victim of a serious crime, and this has impacted on the student (these cases should be supported by police or psychologists' reports)
- where the registered provider was unable to offer a pre-requisite unit; or
- inability to begin studying on the course commencement date due to delay in receiving a student visa.

(g) Suspension of Studies

- If you are required to take leave from attending school due to compelling and compassionate circumstances, a suspension of your studies may be possible, whereby your absence is not counted towards your attendance rate.
- Prior to taking leave, a signed request from your parents must be submitted to the Head of International Students with evidence of compelling and compassionate circumstances.
- A suspension of studies may affect your visa so please consult DIBP before submitting a request.

(h) Academic Progress

- You must satisfactorily meet course requirements in each course you enrol in by
 - maintaining enrolment in your registered courses.
 - following the course developed or endorsed by the NSW Education Standards (NESA).
 - applying yourself with diligence and sustained effort to the set tasks and experiences provided in the course by the School.
 - achieving some or all of the course outcomes
 - attending classes

Maintain Health Insurance (8501)

All student visa holders are required to have Overseas Student Health Cover (OSHC) which must commence from the date you arrive in Australia on a student visa and must be in effect until you leave Australia or transfer to a non-student visa. International students should speak with the Head of International student if more information is required.

Maintain Eligibility (8516)

You must continue to satisfy the requirements of your student visa. This means, for example, that you continue to have sufficient financial capacity to support your study and stay in Australia.

Maintain Education for Dependents (8517)

Your parents must maintain adequate schooling arrangements for your family who joined you in Australia for more than 3 months as part of your student visa application.

Approved Welfare and Accommodation Requirements (8532)

To maintain your welfare and accommodation visa requirement whilst studying in Australia, you must be living with:

- your parent or legal custodian or
- a relative who has been nominated by your parents or custodians who is aged over 21 and is of good character, or
- Homestay Accommodation Carer who has been arranged and approved by the Hills Grammar School.

It is a school policy that International Primary School students (Kindergarten to Year 6) must be living with a parent whilst enrolled. International Secondary School students (Years 7-12) can either be living with a parent, a DIBP approved relative or in Homestay Accommodation which is arranged by the School.

All international students with a Confirmation of Approved Accommodation and Welfare (CAAW) as part of their visa are required to have a school nominated Guardian for the entire period of enrolment regardless of age. Approved welfare/guardianship is provided by ISA Guardian and Welfare Services. In exceptional circumstances which must be requested in writing to the Registrar the School may waive the ISA requirement. If granted this will usually come with a condition that the waiver is reviewed during the first few months of the student's arrival at school.

Before any changes may be made to your current guardian or homestay/carer accommodation, the School will need a written and signed request from your parents. Requests to change these arrangements must be made in writing to the Principal as soon as possible but within at least 7 days of the proposed change date.

Work Limitation (8105)

You must not engage in any work in Australia before your course of study commences. You must not engage in work in Australia for more than 40 hours a fortnight during any fortnight when your course of study or training is in session.

Inform Provider of Address (8533)

You must tell your education provider via The Hills Grammar School Registrar:

- the address where you live in Australia within seven days of arriving in Australia
- if you change the address where you live within seven days of the change
- if you change education provider within seven days of receiving the electronic Confirmation of Enrolment certificate (eCOE) or evidence of enrolment
- If you want to transfer to another school, you must provide a written request to the Principal which has been signed by your parents or legal guardian. For further information concerning visa regulations about change of provider refer to the Department of Immigration and Border Protection (DIBP) website and consult the Head of International Students at The Hills Grammar School.

Other Information

Saturday School of Community Languages

If you are enrolled in a Saturday School of Community Languages program or in an Open High School program, which is leading to the completion of the Year 11 Preliminary Course or the Higher School Certificate you will be expected to attend all classes and meet course requirements. If you are experiencing problems with your studies at your Saturday School of Community Languages or the Open High School you must, as a matter of urgency, see the Director of Academic Programs at The Hills Grammar School.

Complaints and Appeals

Hills Grammar has a complaints and appeals process which is available on our website. If you wish to make a complaint or appeal a decision made concerning your enrolment, course progress or other decision, you should contact the Head of International Students at The Hills Grammar School. Your guardian, homestay carer or support person must be present with you in any appeal interviews. If you are not satisfied with the outcome of the internal complaint and appeal process, you will be given access to the external appeals process through the NSW Ombudsman.

Education Services for Overseas Students

Australia's laws promote quality education and consumer protection for overseas students. These laws are known as the ESOS Framework and they include the Education Services for Overseas Students (ESOS) Act 2000 and the National Code. For a summary of the ESOS framework, go to:

www.internationaleducation.gov.au/Regulatory-Information/Pages/Regulatoryinformation.aspx

For information about student visa requirements refer to the Department of Immigration and Border Protection (DIBP), go to:

www.border.gov.au/Trav/Visa-1/500-

Accommodation and Welfare Arrangements

As a condition of being granted a student visa to study in Australia, The Department of Immigration and Border Protection (DIBP) requires all students under 18 years of age to have adequate accommodation and welfare arrangements in place for the length of their student visa or until they turn 18 years of age. In accordance with the Student Visa requirements, students must demonstrate that they will be living with

- a parent or legal custodian, or
- a DIBP-approved relative, or
- a parent-nominated "homestay", or
- a "homestay" arrangement approved by the School.

Living with Parents, Legal Custodians or Relatives approved by the DIBP

- Primary School students (Years 1-6) must live with a parent or a suitable relative. (*Please note: older siblings on student visas will not be approved.*)
- Secondary high school students (Years 7 to 12) may live with a parent or DIBP-approved relative.

The relative must:

- be a resident of NSW
- be over 21 years of age
- be able to remain in Australia until the student is 18 years of age
- obtain Working with Children clearance
- parents must provide DIBP with proof that the carer is related to the student
- be a relative approved by the DIBP (all other relatives will be deemed a **parent nominated homestay** and subject to the checklist on page 7.

Living with a Parent-nominated Homestay

Parents of students who are enrolling for Years 7 to 12 may nominate for their child to live with close family friends or distant relatives. Hills Grammar requires parent-nominated homestay carers to be responsible for the student's welfare and supervision outside school hours. Hills Grammar requires that students over 18 year of age to remain in homestay accommodation or continue to reside with their relatives until they complete high school.

- Accommodation and living arrangements must meet our minimum (see Homestay Standards below)
- Parents must complete a Parent Nomination for Homestay form. Allow six weeks for processing.
- Our admissions partner, ABSI will issue a *Confirmation of Appropriate Accommodation and Welfare (CAAW)* for your child's visa if the School's standards are met
- The person nominated to provide accommodation, and all family members aged over 18 years, must complete a Working with Children Check
- We will approve the arrangements once the nominated homestay meets all requirements
- The nominated homestay parent becomes "carer" for the student

Living in a Homestay Arrangement Approved by the School

We can place students in Years 7 to 12 in approved homestay accommodation. Hills Grammar requires School-approved homestay carers to be responsible for the student's welfare and supervision outside school hours. Hills Grammar requires that students over 18 years of age to remain in homestay accommodation or continue to reside with their relatives until they complete high school.

- Students in homestay have their own bedroom and study desk, and share a bathroom
- The homestay family provides all meals, seven days a week
- The homestay parent becomes the "carer"
- Homestay is arranged through Hills Grammar or independent providers who have agreements with us to provide quality service
- Homestay providers regularly inspect homestay accommodation
- ABSI will issue the Confirmation of Appropriate Accommodation and Welfare (CAAW) to DIBP so that DIBP can issue a visa
- Homestay providers arrange for everyone living at the homestay to complete a Working With Children Check
- Parents may request a different homestay family
- Homestay costs range from AU\$300 to AU\$350 per week, and are subject to change at the discretion of the provider

Carer Responsibilities

The carer is responsible for:

- maintaining regular contact with the student and liaising with the guardian, school and parents
- **ensuring the student has a minimum of 80% school attendance (in line with student visa conditions)**
- notifying Hills Grammar and guardian in writing of any changes in address or living arrangements within seven days. If the student is under 18 and we approve the accommodation and welfare arrangements, then written approval from the School must be obtained prior to the change of arrangement
- contacting the parents, guardian and Head of International Students in case of an accident, serious illness or medical emergency
- assisting the student to seek necessary medical attention and obtain proper medical certificates in case of absence from classes
- informing the parents promptly in the event of any problems
- contacting the Head of International Students requesting leave for the student for any appointments, specifying the dates and times of their absence
- liaising with the Head of International Students and guardian concerning student behaviour, conduct or any issues that may affect the student's progress
- attending school meetings deemed necessary by the Principal on behalf of the parents
- attend all Homestay Carer Meetings arranged by the Principal or delegated staff

- assisting the student to abide by school and visa requirements
- taking responsibility for the student's welfare and supervision outside of school hours.
- Enter an agreement with Hills Grammar to ensure compliance with legislated welfare and accommodation arrangements for international students

Working with Children Check

A Working With Children Check is a requirement for people who work or volunteer in child-related work. It involves a national criminal history check and a review of findings of workplace misconduct. Recognising the importance of child protection, Homestay Providers and hosts ensure that all adult individuals residing in the homestay premises will have passed a Working with Children Check.

Homestay Standards

The required standards for student accommodation as set out by Hills Grammar are as follows:

- a) the homestay carer must reside at the homestay premises
- b) the home must be a clean and comfortable living environment with furnishing appropriate for students up to the age of 18 years.
- c) each student is to have as a minimum their own room, bed and desk.
- d) students are not to share rooms with host family members however, any sharing arrangements will only be provided if the parents of the student(s) so request.
- e) rooms assigned to students are solely for the student's use and not for the use of other family members that requires regular access such as storage.
- f) There are to be no more than 3 (three) overseas students residing in the home.
- g) Homestay carers are asked to respect the students' room as a private area which the student may regard as their "own space". Students are expected to keep their rooms clean and tidy.
- h) there must be adequate lighting for study purposes.
- i) there must be heating in the winter and some means of cooling in the summer
- j) there must be access to a bathroom with reasonable time allowed for showers etc.
- k) students are to be given the means to access the home at all times. This usually requires the student has been given a key to the home.
- l) all meals are provided seven days a week. Lunches are usually a light meal, negotiated between student and homestay parents. Weekend meals depend on what type of eating arrangements the host family makes during this time.
- m) There must be access to kitchen and laundry facilities and use of shared living areas of the home

There are some arrangements of the homestay accommodation that should also be negotiated with the student and the homestay carers at the commencement of their stay. These are:

- **housekeeping duties:** it is appropriate for the student to assist in light household duties such as assisting at meal times (setting up, clearing the table, washing and drying up), and vacuuming the floor of their room.
- **telephone and internet access:** international calls made by the student is to be paid for by them. Domestic calls by negotiation.
- **laundry:** by negotiation.
- **bathroom:** length of showers, etc, by negotiation.
- all other house rules should be discussed – expectation such as friends visiting, use of phone and incoming calls, cleaning of room and other household tasks, meal times, rules of behaviour such as going out and times for arriving home, manners and courtesy.

Deferment, Suspension and Cancellation of Enrolment Policy

Deferment of Commencement of Study Requested by Student

- a) Hills Grammar will only grant a deferment of commencement of studies for compassionate and compelling circumstances. These include but are not limited to:
- serious illness or injury, where a medical certificate states that the student was unable to attend classes
 - bereavement of close family members such as parents or grandparents (Where possible a death certificate should be provided)
 - major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the student's studies; or
 - a traumatic experience which could include:
 - involvement in, or witnessing of a serious accident; or
 - witnessing or being the victim of a serious crime, and this has impacted on the student (these cases should be supported by police or psychologists' reports)
 - where the registered provider was unable to offer a pre-requisite unit; or
 - inability to begin studying on the course commencement date due to delay in receiving a student visa.
- b) The final decision for assessing and granting a deferment of commencement of studies lies with the Principal/Director of Academic Programs.
- c) Deferment will be recorded on Provider Registration and International Student Management System (PRISMS) depending on the student's Confirmation of Enrolment (CoE) status.

Suspension of Study Requested by Student

- a) Once the student has commenced the course, Hills Grammar will only grant a suspension of study for compassionate and compelling circumstances. These include but are not limited to;
- i) illness, where a medical certificate states that the student was unable to attend classes
 - ii) bereavement of close family members such as parents or grandparents (where possible a death certificate should be provided)
 - iii) major political upheaval or natural disaster in the home country requiring emergency travel that has impacted on studies
 - iv) a traumatic experience which has impacted on the student (these cases should be where possible supported by police or psychologists' reports)
- b) Suspensions will be recorded on PRISMS.
- c) The period of suspension will not be included in attendance calculations.
- d) The final decision for assessing and granting a suspension of studies lies with the Principal/Director of Academic Programs.

Assessing Requests for Deferment or Suspension of Studies

- a) Applications will be assessed on merit by the Director of Academic Programs, the Head of Junior or Senior School and Head of International Students and
- b) All applications for deferment or suspension will be considered within 10 working days.

Exclusion from Class (1 – 28 days)

- a) Hills Grammar may exclude a student from class studies on the grounds of misbehaviour by the student. Exclusion will occur as the result of any behaviour identified as resulting in exclusion in Hills Grammar's Behaviour Policy/Code of Conduct. Students should refer to School's Behaviour Policy.
- b) Excluded students must abide by the conditions of their exclusion from studies which will depend on the welfare and accommodation arrangements in place for each student and which will be determined by the Principal.
- c) Where the student is provided with homework or other studies for the period of the exclusion, the student must continue to meet the academic requirements of the course.
- d) Exclusions from class will not be recorded on PRISMS.
- e) Periods of 'exclusion from class' will not be included in attendance calculations as per Hills Grammar's Course Progress and Attendance Policy.

School Initiated Suspension of Studies (28 days +)

- a) Hills Grammar may initiate a suspension of studies for a student on the grounds of misbehaviour by the student. Suspension will occur as the result of any behaviour identified as resulting in suspension in Hills Grammar's Behaviour Policy/Code of Conduct.
- b) Suspended students must abide by the conditions of their suspension from studies which will depend on the welfare and accommodation arrangements in place for each student and which will be determined by the Principal, the Director of Academic Programs, the Director of Student Welfare and Head of International Students.
- c) Students who have been suspended for more than 28 days are required to return to their home country by DIBP unless special circumstances exist (e.g. the student is medically unfit to travel).
- d) If special circumstances exist, the student must abide by the conditions of his or her suspension which will depend on the welfare and accommodation arrangements in place for each student and which will be determined by the Principal, the Director of Academic Programs, the Head of Junior or Senior School and Head of International Students.
- e) Suspensions will be recorded on PRISMS.
- f) The period of suspension will not be included in attendance calculations.

Cancellation of Enrolment

- a) Hills Grammar will cancel the enrolment of a student under the following conditions;
 - i) Failure to pay course fees
 - ii) Failure to maintain approved welfare and accommodation arrangements (visa condition 8532)
 - iii) Any behaviour identified as resulting in cancellation in Hills Grammar's Behaviour Policy/Code of Conduct. Refer to School's Behaviour Policy
- b) Hills Grammar is required to report failure to maintain satisfactory course progress and failure to maintain satisfactory attendance to DIBP which may impact on a student's visa.

Complaints and Appeals

- a) Student requested deferment and suspension are not subject to Hills Grammar's Complaints and Appeals Policy.
- b) Exclusion from class is subject to Hills Grammar's Complaints and Appeals Policy.
- c) School initiated suspension, where the suspension is to be recorded in PRISMS, and cancellation are subject to Hills Grammar's Complaints and Appeals Policy.
- d) For the duration of the appeals process, the student is required to maintain his/her enrolment and attendance at all classes as normal. The Principal will determine if participation in studies will be in class or under a supervised arrangement outside of classes.
- e) If students access Hills Grammar's complaints and appeals process regarding a school initiated suspension, where the suspension is recorded in PRISMS, or cancellation, the suspension or cancellation will not be reported in PRISMS until the complaints and appeals process is finalised, unless extenuating circumstances relating to the welfare of the student apply.
- f) Extenuating circumstances include;
 - i) the student refuses to maintain approved welfare and accommodation arrangements (for students under 18 years of age)
 - ii) the student is missing
 - iii) the student has medical concerns or severe depression or psychological issues which lead the School to fear for the student's wellbeing
 - iv) the student has engaged or threatened to engage in behaviour that is reasonably believed to endanger the student or others
 - v) is at risk of committing a criminal offence, or
 - vi) the student is the subject of investigation relating to criminal matters
- g) The use of extenuating circumstances by Hills Grammar to suspend or cancel a student's enrolment prior to the completion of any complaints and appeals process will be supported by appropriate evidence.
- h) The final decision for evaluating extenuating circumstances lies with the Principal.

Student Advice

- a) Deferment, suspension and cancellation of enrolment can have an effect on a student's visa as a result of changes to enrolment status. Students can visit the Department of Immigration and Border Protection's website for further information about the visa conditions and obligations.

Student Transfer Request Policy

Overview

- 1) Overseas students are restricted from transferring from their first registered school sector course for a period of six months. This restriction also applies to any course(s) packaged with their first registered school sector course.
- 2) Students can apply for a letter of release to enable them to transfer to another education provider.
- 3) Hills Grammar will only provide a letter of release to students in the first six months of their first registered school sector course in the following circumstances:
 - a) The student has changed welfare and accommodation arrangements and is no longer within a reasonable travelling time of the School
 - b) It has been agreed by the School that the student would be better placed in a course that is not available at Hills Grammar.
 - c) Any other reason stated in the policies of Hills Grammar
- 4) Hills Grammar will NOT provide a letter of release to students in the first six months of their first registered school sector course in the following circumstances:
 - a) The student's progress is likely to be academically disadvantaged eg Enrolment at Foundation Course if Year 11 Studies have not been completed satisfactorily, Accommodation arrangements are not satisfactory—ie too far from Provider.
 - b) Hills Grammar is concerned that the student's application to transfer is a consequence of the adverse influence of another party. eg influence by an Agent or students
- 5) In order to apply for a letter of release, students must have a letter from the receiving provider that a valid offer of enrolment has been made.
- 6) Students under 18 years of age MUST also have:
 - a) Written evidence that the student's parent(s)/legal guardian supports the transfer
 - b) Written confirmation that the new provider will accept responsibility for approving the student's accommodation, support, and general welfare arrangements where the student is not living with a parent, legal guardian or a suitable nominated relative
 - c) Evidence that the students is always in DIBP approved welfare and accommodation arrangements.
- 7) All applications for transfer will be considered within 10 working days and the applicant notified of the decision.
- 8) Students whose request for transfer has been refused may appeal the decision in accordance with the School's complaints and appeals policy. The complaints and appeals policy is summarized on the School website (hillsgrammar.nsw.edu.au) and indicates where a full policy document/advice can be accessed.

Complaints and Appeals Policy

1) Purpose

- a) The purpose of Hills Grammar's International Complaints and Appeals Policy is to provide international students with the opportunity to access procedures to facilitate the resolution of a dispute or complaint that complies with National Code Standard 10 and complement School Complaints and Appeals policy.
- b) The internal complaints and appeals processes are conciliatory and non-legal.

2) Complaints against other students

- a) Grievances brought by a student against another student will be dealt with under the School's Behaviour Policy/Code of Conduct.

3) Informal Complaints Resolution

- a) In the first instance, Hills Grammar requests there is an attempt to informally resolve the issue through mediation/informal resolution of the complaint.
- b) Students should contact their Class Teacher (K-6)/Tutor/Head of House/Director of Wellbeing/Director of Academic Programs or Head of Hills International in the first instance to attempt mediation/informal resolution of the complaint or finally Deputy Principal.
- c) If the matter cannot be resolved through mediation, the matter will be referred to the Principal/other and Hills Grammar's internal formal complaints and appeals handling procedure will be followed. The Principal will be assisted by:
 - i) Director of Academic Programs
 - ii) Head of Junior School
 - iii) Head of Senior School
 - iv) Head of Hills International
 - v) Head of International Students

4) Formal Complaints Handling Procedure

- a) The process of this grievance procedure is confidential and any complaints or appeals are a matter between the parties concerned and those directly involved in the complaints handling process.
- b) The student must notify the School in writing of the nature and details of the complaint or appeal.
- c) Written complaints or appeals are to be lodged with the Principal.
- d) Where the internal complaints and appeals process is being accessed because the student has received notice by the School that it intends to report him/her for unsatisfactory course attendance, unsatisfactory course progress or suspension or cancellation of enrolment, the student has 20 days from the date of notification in which to lodge a written appeal.
- e) Internal complaints and appeals processes are normally available to students at no cost. Costs may be involved if letters to parents require translation.
- f) Each complainant has the opportunity to present his/her case to the Principal or authorised personnel.
- g) Students may be accompanied and assisted by a support person at all relevant meetings.
- h) The formal grievance process will commence within 10 working days of the lodgement of the complaint or appeal with the Principal.
- i) Once the Principal has come to a decision regarding the complaint or appeal, the student will be informed in writing of the outcome and the reasons for the outcome.
- j) If the grievance procedure finds in favour of the student, Hills Grammar will immediately implement the decision and any corrective and preventative action required.
- k) Hills Grammar undertakes to finalise all grievance procedures within 20 working days [timeframe needs to be as soon as is practicable].
- l) For the duration of the appeals process, the student is required to maintain enrolment and attendance at all classes as normal as per School Policy.

5) External Appeals Process

- a) If the complaints procedure does not find in favour of the student or the student is dissatisfied with the result of the complaints procedure, he/she will be informed of the external complaints and appeals process available to them at minimal or no cost. This will include external avenues including Overseas Student's Ombudsman. The Ombudsman can be contacted by phone on 02 9286 1000 or email nswombo@nsw.gov.au

6) Definitions

- a) Working Day – any day other than a Saturday, Sunday or public holiday during term time
- b) Student – a student enrolled at Hills Grammar or the parent(s)/legal guardian of a student where that student is under 18 years of age
- c) Support person – a guardian/friend/teacher/relative not involved in the grievance. Lawyers and/or education agents are not acceptable support persons at this stage of the complaints handling process.

7) Student /Staff Access to Policy

- a) Policy will be given to new Staff at Orientation
- b) Policy will be included and provided with Offer of Enrolment and written agreement
- c) It is available electronically on School Website
- d) A hard copy is available upon request to Registrar.



Kenthurst Road, Kenthurst, NSW 2156
Private Bag No.1, Round Corner, NSW 2158
p +61 2 9654 2111 f +61 2 9654 2205

CRICOS Provider Code: 02260G

hillsgrammar.nsw.edu.au