International Education
at
Lourdes Hill
College
(CRICOS PROVIDER CODE 00503k)

Student Handbook
2017
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Word from the Principal, Lourdes Hill

Our world is a changing world and even more so for our children and young people. Issues which in the past were contained by borders, became global; changes in business, trading, banking and industry are suddenly having a domino effect around the world; new scientific advances are made every day; information technology has changed the way and the speed of communication to unthinkable levels – indeed, we live in a very fast changing world.

At Lourdes Hill we embrace these challenges and are providing the best possible technologies, environment and human resources to support the education of the future generation. It is important that our young people understand the world needs and changes and that they are equipped with knowledge, determination and compassion in order to contribute to the wellbeing of people on our planet.

Lourdes Hill College welcomes students from all around the world to learn together and to work to the best of their potential. It is important for this College to nurture not only academic achievements, but to celebrate ethnic and racial differences, which make a colourful tapestry of Australian multicultural society.

Lourdes Hill College has a wonderful tradition connected with a Biblical story of a Good Samaritan, who, as a complete stranger, helped an injured man. It is this story that is at the core of our education – we live by it and educate our students in the spirit of neighbourly love and understanding. In a world driven by competition and change, Lourdes Hill College tries to equip our students with the ability to live a well-balanced and fulfilling life.

We welcome you to our College and wish you all the best.

Robyn Anderson
PRINCIPAL
Welcome to Australia

Australia is a country continent in the Southern Hemisphere. Much of the current population of 24 million is mostly located on the East Coast. 90% of Australians live concentrated in bigger cities like Sydney, Melbourne, Brisbane, Perth, Canberra, Hobart and Adelaide. Inland there are many smaller cities and farming communities.

Australia’s capital city is Canberra. The country consists of eight states and territories: New South Wales, Victoria, South Australia, Western Australia, Tasmania, Queensland, Northern Territory and Australian Capital Territory.

The Australian climate is very diverse, from its tropical top (Darwin, Cairns) to the more moderate south (Melbourne, Adelaide) to cooler Tasmania. It is not correct to think that all places in Australia are warm: seasons are changing and in some parts it snows in winter.

Australia is known for its beaches and exotic animals. Koalas, kangaroos and exotic birds are some of the most memorable animals, however they do not live in big cities. To see them one needs to visit a zoo or travel to their natural habitat. As an island-continent, the country prides itself on extremely beautiful beaches and coastal areas. Swimming, surfing, going to the beach and water sports are one of the favourite pastimes of Australian people. However, swimming in the ocean can be very dangerous and is only allowed in protected and guarded areas. For more information on safety in surf see http://www.slsa.asn.au/.

Australia is a multicultural, multiracial and multi-faith society, meaning that it welcomes people from around the world and embraces their differences in culture, race and religions. More than 20% of people speak a language other than English at home. This variety is also translated into various delicious cuisines and restaurants on offer.

Australia is a democracy and is governed by an elected government. It has laws and rules which are reinforced by State and Federal Courts, police and various departments like Department of Immigration, Department of Education, etc.
More information on Australia, its life, customs, values and study:

Department of Immigration & Border Protection (DIBP) – About Australia

Study Australia

Study in Australia

This picture is courtesy of: http://ec.europa.eu/education/img/flags/australia.gif
Queensland

Queensland is one of the fastest growing states in Australia, especially its South-East corner. Brisbane, as the state capital, is Queensland’s cultural, business, shopping and tourist centre. Queensland - The Smart State - is an excellent choice for International Students who want to experience limitless opportunities in education and training. Over 65,000 students from more than 90 countries choose to study in Queensland every year.

Queensland is known for its wonderful subtropical climate. Its beaches, blue skies, rivers and rainforests offer limitless opportunities for recreation and enjoyment.

Queensland’s climate is very favourable for outdoor living: most of the year is warm and pleasant (September until May) with some cooler but sunny months (June – August). Most rain falls during the peak summer months (December – February).

Where else can one find such natural beauty, mild climate, exotic beaches and warm people? Queensland is the right place to be!


For more information on Queensland and study in Queensland, visit:

http://www.aboutaustralia.com/queensland

Brisbane City

http://www.pleasetakemeto.com/australia/brisbane-region/photos
**Brisbane**

**Brisbane** is the capital of Queensland and its cultural, business and financial centre. It is a vibrant, fast growing city with a population of approximately 2.2 million. It is located in the very popular South East corner of Queensland, and it is adjoined by Gold Coast on the south and Sunshine Coast on the north. The main river through Brisbane is called The Brisbane River.

Brisbane is a very energetic city: it boasts alternative culture, galleries and bookshops in West End and New Farm, mixed with jazz band bars, funky eateries and upmarket dining in the city, and never sleepy Chinatown with its numerous shops and restaurants offer all sorts of Asian dishes.

Brisbane’s climate is sub-tropical, with long warm summers and short mild winters. People spend much of their free time outside, as Brisbane and its suburbs offer numerous parks, natural reserves, state forests, and recreational areas.

Brisbane Central Business District is a hub for all major businesses, finance and retail, as well as a vibrant and well-designed urban centre. Most people however, live in suburbs which are more spacious and green fringes of the city.

For more information on Brisbane visit:

- [http://www.studyqueensland.qld.edu.au/](http://www.studyqueensland.qld.edu.au/)
- [http://www.queensland-australia.net/queensland-high-school/](http://www.queensland-australia.net/queensland-high-school/)
- [www.ourbrisbane.com](http://www.ourbrisbane.com)

**Queen Street Mall** – Brisbane major shopping area

## Important Information and Local Emergency Contacts

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<tr>
<th>Lourdes Hill College</th>
<th>Local Post Offices</th>
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<tr>
<td><strong>24 Hours Emergency Contact</strong></td>
<td><strong>190 Oxford St</strong></td>
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<tr>
<td>Ms Robyn Anderson Ph: 0418 980 646</td>
<td>Bulimba QLD 4171 Ph: 131 318</td>
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<tr>
<td>Mr John Clarke Ph: 0428 236 433</td>
<td>620 Wynnum Rd Morningside QLD 4170 Ph: 3399 6016</td>
</tr>
<tr>
<td>Mrs Jane Winter Ph: 0409 619 020</td>
<td>22/1909 Creek Rd Cannon Hill QLD 4170 Ph: 131 318</td>
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<th>Emergency Phone Numbers</th>
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<tr>
<td><strong>Police, Fire, Ambulance</strong></td>
<td><strong>Translink Brisbane</strong></td>
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<td>13/420 George St Brisbane QLD 4000 Ph: 3167 4000</td>
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<tr>
<th>Department of Immigration &amp; Border Protection</th>
<th>Taxi Services</th>
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<tr>
<td><strong>Ground Floor, 299 Adelaide St</strong></td>
<td><strong>Yellow Cabs</strong></td>
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<tr>
<td>Brisbane QLD 4000 Ph: 131 881</td>
<td>Ph: 131 924</td>
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<td></td>
<td><strong>Black and White Taxis</strong></td>
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<td>Ph: 133 222</td>
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<tr>
<th>Local Medical Centres</th>
<th>ISCA Homestay</th>
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<tr>
<td><strong>Bulimba Doctors</strong></td>
<td><strong>Ms Robyn Phillips</strong></td>
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<tr>
<td>301 Riding Rd Balmoral QLD 4171 Ph: 3395 6099</td>
<td>Ph: 0438 138 953</td>
</tr>
<tr>
<td><strong>Hawthorne Clinic</strong></td>
<td></td>
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<tr>
<td>171 Riding Rd Hawthorne QLD 4170 Ph: 3399 5444</td>
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Pre-arrival

Visas
Most international students wanting to study in Australia require a student visa. Some other visa holders are also eligible to study as international students in Australia. Many students apply for a visa themselves on-line or via the Australian Diplomatic Mission in their country. The visa application process can be complicated and for students from some countries it may better to submit an application with the assistance of an accredited agent due their familiarity and experience in the field. You should check with the education provider in Australia for their accredited agents in your country.

In order to apply for a visa you will need a valid passport, an electronic Confirmation of Enrolment (eCoE) and any other documentation required by the Australian diplomatic post with which you lodge your application. For example, if you are under 18 you must have a completed CAAW form to ensure your accommodation and welfare is approved by your education provider.

You must ensure to allow enough time for processing between lodging your application and the start of your academic program, as it can be a lengthy process depending on your country of origin.

Visa Conditions:

If you are granted a visa, you must abide by its conditions. Failure to comply with these conditions could result in the cancellation of your visa. These conditions include (but are not limited to):

- Complete the course within the duration specific in the eCoE.
- Maintain satisfactory academic progress.
- Maintain approved Overseas Student Health Cover (OSHC) while in Australia.
- Remain with the principal education provider for 6 calendar months, unless issued a letter of release from the provider to attend another institution.
- Notify your training provider of your Australian address and any subsequent changes of address within 7 days.

For a full list of mandatory and discretionary student visa conditions please visit: [http://www.immi.gov.au/students/students/chooser/](http://www.immi.gov.au/students/students/chooser/)
Department of Immigration and Border Protection (DIBP)

The Australian Government’s Department of Immigration and Border Protection provides comprehensive information about student visa requirements and the application process, as well as application document checklists to assist you with your application. Visit [www.immi.gov.au/students/index.htm](http://www.immi.gov.au/students/index.htm) for the latest information.

Department of Foreign Affairs and Trade (DFAT)

As well as links from the DIBP website, the Department of Foreign Affairs and Trade website [http://www.dfat.gov.au/embassies.html](http://www.dfat.gov.au/embassies.html) has a comprehensive list of Australian embassies, high commissions, consulates and representative offices around the world.

Migration Agents

A migration agent can assist you in submitting your visa application and communicate with DIBP on your behalf, but please note that **you do not need to use a migration agent** to lodge any kind of visa application.

Education Agents

Education agents promote various Australian education programs and institutions internationally and are a good way for students to apply to study in Australia. Agents are experienced in making international student applications and applying for visas. Most speak both English and the local language so this makes the application process a lot simpler and generally hassle free for students and parents. Most do not charge for their service as they collect a commission from the institution you choose to attend. However, some agents do charge small amounts or offer additional services for which they charge. You can check with your Australian education provider for contact details of agents they recommend.

**Please Note: Although able to assist in completing education and visa applications, Education Agents are NOT licensed to provide migration advice.**
<table>
<thead>
<tr>
<th>AEA Education Association</th>
<th>Maggie Chau</th>
<th><a href="http://www.aea.org.hk">www.aea.org.hk</a></th>
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<tr>
<td>ABN 92154349345</td>
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<tr>
<td>Australian International Student Tours (AIST)</td>
<td>Tanya Ferguson 0421 208 875</td>
<td><a href="http://www.australianinternationalstudenttours.com.au">www.australianinternationalstudenttours.com.au</a></td>
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<tr>
<td>City Smart Consultants Co Ltd</td>
<td>Brisbane: Tony Law 0412 391 923 Irene Kwok 0411 391 923 Hong Kong: Kat Shing 2566 8008</td>
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<tr>
<td>Elite Overseas Studies Centre</td>
<td>Bessie Law 852 3549 6075</td>
<td><a href="http://www.elitestudies.com.hk">www.elitestudies.com.hk</a></td>
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<tr>
<td>GZL International Consultants Co Ltd</td>
<td>Kenneth Chen (86) 20 6110 1033</td>
<td><a href="http://www.qzlco.com">www.qzlco.com</a></td>
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<tr>
<td>Hong Kong Overseas Studies Centre</td>
<td>Jimmy Wong (86) 20 833 11171</td>
<td><a href="http://www.hkosc.com.hk">www.hkosc.com.hk</a></td>
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</tbody>
</table>
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E: [enquire@aas.com.hk](mailto:enquire@aas.com.hk) | [www.aas.com.hk](http://www.aas.com.hk) |
| **Sky Unicorn Student Services Centre** | | [www.sky-unicorn.com](http://www.sky-unicorn.com) |
| **Go Overseas Education Services Ltd** | **Ling Wong**  
**Arranging Travel**

International students need to arrange their own travel. They are required to arrive at least two days prior commencement date (as per College documentation sent to the student). This will allow for meeting a new homestay family and purchasing any necessary household or school items (uniform, stationery).

ISCA Homestay Agency provides individual airport pick up (fee payable) which could be prearranged with the agency prior to arrival. The student is met at the airport and taken by a private limousine to the homestay.

The closest International Airport to Lourdes Hill College is Brisbane International Airport, which is located 20 km north east of the College. It takes approximately 20 - 30 minutes by a taxi to get to the College from the airport (see directions at http://www.whereis.com/?id=126FF027AEF77E). Alternatively, you can take an Airport Link train to the city and then travel from the city via bus to the College. Take bus number 227, go to Wynnum Rd, then walk 350m to the College. Bus number 232 stops directly outside the College (see www.translink.com.au).

**Documents**

Preparing a folder for documents is a good idea, as various documents will be needed for establishing one’s life in Australia:

- Valid passport with student visa
- Letter of Offer from Lourdes Hill College
- Confirmation of Enrolment (eCoE) issued by Lourdes Hill College
- Receipts of payments of school fees
- Overseas Health Cover and insurance policies
- Original or certified copies of academic reports from the country of origin
- Personal identification documents such as birth certificate, ID card, etc
- Medical records and any prescriptions
- CAAW (Confirmation of Appropriate Accommodation and Welfare) form for all under 18 years old

**What to bring**

Students are often surprised by how strict Australian Customs Services and quarantine can be. If you are in doubt about whether your goods are prohibited or not, declare it anyway on the Incoming Passenger Card which you will receive on the plane. Students have received on the spot fines for not declaring items. Visit the Australian Quarantine and Inspection Service (AQIS) homepage www.aqis.gov.au:

- Read “What can't I take into Australia?”
- And also let your family and friends know “What can't be mailed to Australia?”
Baggage allowances flying into Australia will vary according to your carrier, flight class and country of origin. Please check with your carrier prior to departure. Generally, Economy class passengers are permitted 1 x checked luggage (20kg) and 1 x carry-on (7kg) for International flights, but only 20kg of checked luggage on domestic flights within Australia. This will significantly limit the number of things you can bring, especially if you need to fly within Australia to get to your final destination. Therefore, it is essential to think the packing process through very carefully. You will be able to purchase most things upon arrival in Australia but the price may be higher than in your own country.

Clothing

On most campuses, students usually dress informally. Jeans or slacks with t-shirts or blouses, sneakers or “running shoes” are almost standard dress. Shorts are often worn during the summer months and sandals are the most common type of footwear. This is common during the hotter months. It is acceptable for both men and women to wear shorts and sleeveless t-shirts.

Students are required to wear a school uniform to classes and other school activities.

Other Items You Might Need to Include (most can also be purchased in Australia)

- alarm clock
- dictionary (bilingual)
- small sewing kit
- music CDs or iPod
- sporting equipment
- toiletries
- umbrella
- graphics calculator
- camera
- spare spectacles or contact lenses
- your optical prescription
- photos of friends and family
- swimming costume

The standard voltage for electrical items in Australia is 240V. Electric plugs have three flat pins one of which is an earth pin. You may need to buy an adaptor or have the plugs changed when you arrive.

Note: In the picture, the red dot indicates that the switch is on and power is flowing through that socket.

Mobile Phones & Laptops

If you are considering bringing a mobile phone, laptop, or any communication devices we suggest that you visit the Australian Communications and Media Authority [www.acma.gov.au](http://www.acma.gov.au) before making any purchases. Some students have brought in their own laptops with internal modems only to discover that they were unable to use their modem in Australia. Any external or built-in modems must be Telstra Approved in order to function in Australia.
International Phone Calls

To make International phone calls you need to dial the International access code (0011) + country code + area code (if required) + phone number.

After Arrival

Greeting People

When meeting someone for the first time, it is usual to shake the person's right hand with your right hand. People who do not know each other generally do not kiss or hug when meeting. When you first meet someone, it is polite not to talk about personal matters.

Many Australians look at the eyes of the people they are talking with. They consider this a sign of respect, and an indication that they are listening. Do not stare at the person for a long time.

You can address a new acquaintance using their title and family name. You may use their first name when they ask you to or use it in the introduction. In the workplace and among friends, most Australians tend to be informal and call each other by their first names.

Medical Services

What do I do if I'm sick?

Choose a doctor and phone the GP's surgery or medical centre to make an appointment. Your Homestay parents will help you with finding a doctor and they might even accompany you to the visit. If you have woken in the morning feeling unwell and would like to see a doctor that day, you will need to phone the doctor’s surgery early in the morning (8:00am–8:30am) for an appointment. Please note however, that it may not be possible to get an appointment on the same day - you may have to wait one or two days before you can see a doctor.

www.vipmedicaltourism.com
Seeing a Doctor

When you attend your appointment, the doctor will ask you questions about your health and may give you a brief physical examination, such as checking your breathing, your throat, ears etc. The doctor will then give you some advice regarding management of your illness, and may give you a prescription for some medication. If you have had, or need to take time off studies, you will need to get a medical certificate from the doctor to provide to your education provider. If your illness is more serious or the doctor is unsure of a diagnosis, she or he may refer you for further tests for example, blood tests or x-rays, or to see a specialist Doctor. It is important to note that if you are dissatisfied with the diagnosis or service of the Doctor you see, you have the right to obtain an opinion from another Doctor.

Pharmacies

GP surgeries do not have medications to dispense to you. You must take the prescription given to you by the doctor to a Pharmacy or Chemist to obtain the medication. You will need to provide the pharmacy with your OSHC card, your full name and address. You are able to walk in off the street to any pharmacy/chemist/drug store in Australia and will only have to wait a short while for your prescription medicine to be prepared.

Prescription Medication

Medication prescribed by your doctor is not free. You must pay the pharmacy. For example, your OSHC provider Medibank Private will pay benefits of up to $50 for each prescription-only medication. Many pharmacists will offer you the option of having a “generic” brand of medicine. If the prescription medicine the Doctor has prescribed is also made available by a company which produces generic brands at cheaper prices, this option will be offered to you. This is ONLY offered if the content of the medicine is exactly the same as that prescribed by your Doctor. It will, however, assist you to pay less for your medicine.


Over-the-Counter Medication

Pharmacies/chemists also provide a variety of over-the-counter medications useful for treating colds, headaches, allergies and the like which do not require a prescription. Ask the pharmacist on duty for advice regarding the best medication for your symptoms. Ensure that you advise the pharmacist of any other medications you may be taking.

Dental and Optical

Dental and optical health services are not covered by your OSHC unless you take out extra cover. If you need to see a dentist or optometrist you will need to make an appointment (see the Yellow Pages) and pay the full fee of this service.
Interpreter Services

We are lucky in Australia to have a variety of healthcare professionals from many different cultural backgrounds, so you may be able to see a doctor who speaks your first language. However, if you are having difficulties communicating with your doctor, the Translation and Interpreter Service (TIS) can be used. For more information visit: www.immi.gov.au or phone 131 450.

Staying Healthy

It is important that students maintain and take care of their good health by:

- regular exercise
- a nutritional diet
- relaxing
- at least 8 hours of good sleep every night
- no illegal drugs (if found in possession of drugs you could be charged and your visa cancelled)
- no binge drinking (illegal for under-age persons).

Personal Safety

When you are out and about it is important to be alert and aware of your personal safety. If you are going out at night remember:

- Think ahead - consider how you are going to get home - what about pre-booking a taxi or arranging transport with a friend or family member?
- Never hitchhike.
- Make sure that you stay with your party and that someone knows where you are at all times.
- Make sure you have enough money to get home or to phone.
- Keep away from trouble - if you see any trouble or suspect that it might be about to start - move away from the scene if you can. The best thing you can do is to alert the police and keep away.
- Walk purposely and try to appear confident. Be wary of casual requests from strangers, like someone asking for a cigarette or change - they could have ulterior motives.
- Try not to carry your wallet in your back trouser pocket where it is vulnerable and in clear view.
- If you are socialising in a public place never leave your drink unattended. Read about Drink Spiking under ‘Alcohol, Smoking and Drugs’.
If you are **out and about:**

- Be alert to your surroundings and the people around you, especially if you are alone or it is dark.
- Whenever possible, travel with a friend or as part of a group.
- Stay in well-lit areas as much as possible.
- Walk confidently and at a steady pace.
- Make eye contact with people when walking - let them know that you have noticed their presence.
- Do not respond to conversation from strangers on the street or in a car - continue walking.
- Be aware of your surroundings, and avoid using personal stereos or radios - you might not hear trouble approaching.
- Always keep your briefcase or bag in view and close to your body.
- Be discrete with your cash or mobile phones.
- When going to your car or home, have your keys in your hand and easily accessible.
- Consider carrying a personal attack alarm.
- If you do not have a mobile phone, make sure that you have a phone card or change to make a phone call, but remember - emergency 000 calls are free of charge.

(Source: Australian Federal Police)

**Public Transport Safety**

Travelling on public transport should be a safe and comfortable experience. Numerous security measures have been adopted to maximise the safety of travellers including: security officers, police, guards, help points, good lighting and security cameras. Most drivers also have two-way radios and can call for assistance.

**Buses**

Waiting for a bus:

- Avoid isolated bus stops.
- Stand away from the curb until the bus arrives.
• Don’t open your purse or wallet while boarding the bus - have your money/go card already in hand.
• At night, wait in well-lit areas and near other people.
• Check timetables to avoid long waits.

Riding on the bus:

• Sit as close to the bus driver as possible.
• Stay alert and be aware of the people around you.
• If someone bothers you, change seats and tell the driver.
• Keep your purse/packages close by your side. Keep your wallet inside a front coat pocket.
• Check your purse/wallet if someone is jostling, crowding or pushing you.
• If you see any suspicious activity, inform the driver.

Trains

Many of the same safety tips when travelling by bus apply for trains.

www.danielbowen.com

www.ibtimes.com/contents/20100401/brisbane-train-contaminated-with-measles-virus.htm

In addition:

- Most suburban trains have security cameras installed or emergency alarms that will activate the cameras.
- Carriages nearest the drivers are always left open and lit.
- Try not to become isolated. If you find yourself left in a carriage on your own or with only one other person, you may feel more comfortable to move to another carriage with other people or closer to the driver.

Taxis/Uber

Travelling by taxi/Uber is generally quite a safe method of public transport. To increase your confidence when travelling by taxi/Uber, consider the following suggestions:

- Phone for a taxi/Uber in preference to hailing one on the street. A record is kept by taxi companies of all bookings made.
- You are entitled to choose the taxi/taxi driver of your preference. If a driver makes you feel uncomfortable, you have the right to select another taxi.
- Sit wherever you feel most comfortable. This may mean travelling in the back seat of the taxi. It is advisable to sit in the back seat if taking a taxi/Uber.
• Specify to the driver the route you wish to take to reach your destination. Speak up if the driver takes a different route to the one you have specified or are familiar with.
• Take note of the Taxi Company and fleet number. This will help in identifying the taxi if required. If you are walking a friend to catch a taxi, consider letting the driver know that you have noted these details e.g., "Look after my friend, Mr/Ms Yellow Cab No.436".
• Stay alert to your surroundings and limit your conversation to general topics.
• If you don't want your home address known, stop a few houses away from your destination.

If the driver harasses you when travelling in a taxi your options include:
• Ask the driver to stop. You may choose to make up an excuse.
• Leave the taxi when it stops at the traffic.
• Call out to someone on the street to attract attention and seek assistance. This may also cause the driver to stop.
• Read out the fleet number and advise the driver, you will report him/her if he/she doesn't stop.

www.yellowcab.com.au

 Sexual Assault

Sexual assault is a **criminal offence**. It includes sexual harassment, unwanted touching, indecent assault and penetration of any kind. It is important to remember that it can happen to anyone and at any time, but certain precautions may make it more difficult for a possible perpetrator:

• When socialising, be smart. Drink in a way that leaves you in control. Leaving drinks unattended leaves them open to being spiked easily.
• Walk with confidence and purpose.
• Avoid lonely or dark places.
• Be wary of strangers, whether they are on foot, in cars or at parties.
• Be aware of the people around you.
• Respect your intuition.
• If placed in a situation where you feel uncomfortable say "**No!**" loudly and with conviction.
What do I do if I am assaulted?

It is very difficult to tell someone that you have been sexually assaulted. It is important to remember that sexual assault is a serious crime and can happen to people regardless of their gender or sexuality.

Your first point of contact should be the Police or the College Principal on emergency 24-7 number (see section on contacts at the beginning of the booklet).

1. From a public or mobile phone, ring the Police on 000.

2. Do not wash, shower, change clothes or clean up in any way until after talking to the police and going to the hospital. You could destroy vital evidence. Don't drink alcohol or take tranquillisers or other drugs as you will have to give a clear account of what has happened. Try to remember everything you can about your attacker.

3. Remember, you are the victim. You have nothing to feel guilty or ashamed about. Police officers are aware that a person who has been assaulted, sexually or otherwise, is likely to be suffering from emotional shock. They will do all they can to make things as easy as possible for you. It is likely they will provide a female police officer for a female victim. If not, you have the right to request one. You can also ask the police to contact a friend, family member, interpreter or religious adviser to be in attendance with you when you are dealing with the circumstances surrounding the report of assault.

For information on services for victims of sexual assault see:


Social Activities

What is Schoolies Week?

When attending high school in Australia, you will hear a lot of talk about “Schoolies Week” which refers to the Australian tradition of high-school graduates (known as "Schoolies" or "Leavers") having week-long holidays following the end of their final exams in late November and early December.

Official schoolies events, which are drug and alcohol free, are held at many schoolies destinations. They include concerts, dances and parties. For all official events, attendees are required to be a registered schoolie and present Schoolie ID on entry. This Schoolie ID, which at some locations includes a photo, is given to schoolies upon registering, which requires the presentation of current school ID and incurs a small fee.
At many destinations, the official events are held in fenced-off areas or in nightclubs to prevent the infiltration of toolies ("too old for schoolies", who are associated with the targeting of drunk teenagers for sex) and to maintain crowd control. Some events are free while others (often those held at nightclubs) incur an entry fee.

If you are a school leaver and choose to be a part of schoolies celebrations, here are some good safety tips to keep in mind:

- Celebrate, but watch your friends.
- Stay with friends and don't take chances. Remember there is safety in numbers.
- Plan ahead with your friends. Work out how you will share costs and how you will look out for each other.
- Book your own accommodation - don't expect that you can just stay with friends.
- Know where you are staying and how to get there.
- Before you go out, have a plan for getting home and tell someone where you are going.
- Negotiate a designated driver at the beginning of the evening and support them in their decision not to drink. During the week, take turns to be the designated driver.
- Stay clear of a driver who has been drinking or using drugs.
- Ask an official volunteer to walk you home if you are alone — don't walk home at night alone.

**Stay with your friends and don't take chances.**

Volunteers will be clearly identifiable and are there to assist you in a number of ways.

**Look out for them if you require assistance.**

- Always keep enough money for a phone call, taxi or public transport.
- Stranger danger still exists for adults — don't accept lifts from anyone you don't know, and don't stay at a stranger's place.
- Don't swim at night and don't swim at all if you are intoxicated or using drugs.

(Source: Queensland Government Schoolies Week)
Welcome to Lourdes Hill College

Lourdes Hill College is an excellent, secondary college for girls. It is a college which challenges students academically and provides endless opportunities for girls to grow into intelligent, independent, responsible and balanced young women.

LHC has a longstanding tradition of enrolling International Students and thus also a longstanding tradition of providing for the specific needs of International Students. International cuisine, special outings, celebrations of traditional festivals, and the provision of language and pastoral care are just a few examples.

We welcome you to join an extremely diverse Lourdes Hill College community for a rich experience of Australian life, education and people. We endeavour to make a student’s transition to the new environment at LHC enjoyable, fun and exciting. Students and teachers at Lourdes Hill College ensure that no one is alone and that students enjoy learning in all areas.

Lourdes Hill College has a smaller community of international students who mainly come from Japan, Korea, Hong Kong and China. Around 25 different languages are spoken at the College by Australian and overseas students. Our diversity makes us a rich, culturally sensitive community always striving to appreciate differences. International students are a very important part of our College tapestry of languages, cultures and traditions.

History of Lourdes Hill College

Lourdes Hill College has a rich history of education for young women. Founded in 1916 by a Catholic order of religious women, the Sisters of the Good Samaritan Sisters of the Order of St Benedict, supported by Brisbane’s Catholic Archbishop J. Duhig, established the college with the aim to provide the best education to girls. All students were boarding in the early days, however soon local families started to send their daughters to Lourdes Hill College as day students as well.

In the 1960s a devastating fire destroyed many original buildings, including a beautiful chapel. Luckily, Duhig Hall, a wonderful spacious assembly hall has survived until today.
More modern and functional buildings were built after the fire to accommodate the ever-growing number of students.

In 1970, the first exchange students arrived at Lourdes Hill College from Japan and soon a strong affiliation with a Girls’ College in Seiwa, Japan was established. In the mid-1980s and early 1990s, the College started to enrol international students from Hong Kong, Taiwan, Japan, Korea and Germany. In more recent years, many Chinese students have studied at the College in their pursuit for excellence in education.

Over the last 100 years, Lourdes Hill College has provided the best there is in educating young women to grow up into proud, intelligent and successful citizens of this planet.

**Location of Lourdes Hill College**

Lourdes Hill College is conveniently located just 4 km from the City centre, on the southern bank of the Brisbane River in Hawthorne. This excellent position offers superb views to the City and surrounding suburbs. The suburb of Hawthorne is a quiet residential suburb, with many parks, churches, a public library and sporting facilities.

A regular City Council bus connects the College to the City Centre and the shopping and business centre, Carindale. Ten minutes’ walk from the College is a ferry stop, where a fast running City Cat catamaran runs every 15 - 20 minutes to the City.

The College is within walking distance of the busy café and exclusive boutique shopping strip on Oxford Street in Bulimba.
**Religious Affiliation**

Lourdes Hill College is a Catholic independent religious order-owned school run by the Sisters of The Good Samaritan. Lourdes Hill's mission, values, teaching principles and pastoral philosophy are directly drawn from the Rule of St Benedict.

Our patroness, Mary, Our Lady of Lourdes, Mother of Jesus and our Universal Mother, is honoured as the patron of Lourdes Hill College, and Mary’s influence encourages peace, love, perseverance and healing as central to our daily lives.

Religion is an important part of our school and is taught as a compulsory subject in all year levels, from Year 7 to Year 12. According to Catholic traditions, the College celebrates various special days with masses and liturgies. Prayer is an essential element in our educational endeavours.

**Lourdes Hill College Today**

Lourdes Hill College has a population of 1275 girls from all over Brisbane, rural Queensland and as well as other countries. This inclusive enrolment of girls from many different backgrounds ensures an enriching, safe and friendly environment.

Lourdes Hill College enrolls students from Year 7 to 12 (International Students from Year 10) and provides an extensive range of subject choices, extra-curricular activities and excellent pastoral care.

The College prides itself on high academic success, as well as in cultural and sporting achievements. Every girl is encouraged to join in one of the many activities on offer at Lourdes Hill College.

Class sizes vary, but a maximum number of students in any class are 32. Senior classes are often much smaller, some with only 10 to 12 students, depending on the subject.

Lourdes Hill College continues to develop with time. We ensure our students receive the best education by providing an extensive building program to accommodate students, advanced digital learning and resources to students.

Duhig Hall is one of the original heritage buildings.
### COLLEGE FEES & HOMESTAY CHARGES – PER STUDENT

The schedule listed below is for 2017 only and is subject to annual increases in accordance with the College Board’s Fees Policy and the College Homestay Providers’ policies. Fees are assessed each year and are available in the November immediately preceding the school year.

Note: One Semester = One Study Period

<table>
<thead>
<tr>
<th>PER STUDENT (1 Year = 2 Study Periods) (2 Years = 4 Study Periods)</th>
<th>YEARS 8 – 10</th>
<th>YEARS 11 – 12</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>2 Study Periods (1 Year)</td>
<td>4 Study Periods (2 Years)</td>
</tr>
<tr>
<td><strong>Tuition Fees:</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>- Core Tuition Fees</td>
<td>$21,240.00</td>
<td>$42,480.00</td>
</tr>
<tr>
<td>- Core Programme Fees and Levies</td>
<td>$1,700.00</td>
<td>$3,400.00</td>
</tr>
<tr>
<td>- Administration Service Fee</td>
<td>$1,500.00</td>
<td>$3,000.00</td>
</tr>
<tr>
<td><strong>Non-Tuition Fees:</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>- QCAA Moderation Fee</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>- Overseas Student Health Cover</td>
<td>$550.00</td>
<td>$1,090.00</td>
</tr>
<tr>
<td>- Stationery</td>
<td>$350.00</td>
<td>$500.00</td>
</tr>
<tr>
<td>- Uniform</td>
<td>$1,000.00</td>
<td>$1,500.00</td>
</tr>
<tr>
<td><strong>TOTAL COLLEGE FEES</strong></td>
<td>$26,340.00</td>
<td>$51,970.00</td>
</tr>
</tbody>
</table>

| **Homestay Charges:**                                       |             |             |             |             |
| - Placement Fee                                             | $260.00     | $260.00     | $260.00     | $260.00     |
| - Airport Pickup / Transfer                                 | $130.00     | $130.00     | $130.00     | $130.00     |
| - Homestay Fees                                             | $14,910.00  | $29,820.00  | $14,910.00  | $29,820.00  |
| - Storage Fee                                               | N/A         | $260.00     | N/A         | $260.00     |
| **TOTAL HOMESTAY CHARGES**                                  | $15,300.00  | $30,470.00  | $15,300.00  | $30,470.00  |

| **TOTAL COST**                                              | $41,640.00  | $82,440.00  | $42,255.00  | $83,670.00  |

### Annual Enrolments

One semester’s total tuition fees are required in advance prior to commencement at Lourdes Hill College. Thereafter, fees are required to be paid a semester in advance. There are two semesters per year.

**Note: Fees are subject to change.**

### Half-Semester (10 week) Enrolments

On occasion, and dependent upon enrolment availability, half-semester (10 week) placements may be available for International Students. The total half-semester (10 week) fee is required in advance prior to commencement at the College.
Explanation of College Fees:

Core Fees – are inclusive of the following:
- Tuition Fees – Unless otherwise listed below are inclusive of all curricular activities and programmes. This includes the provision of all printed materials, provision and use of equipment and resources, excursions (excluding any voluntary trips, camps, functions or professional performances), transport to school sporting events, annual school magazine and textbook hire. Included within this category are:
  - Subject Levies and Other Compulsory Charges – To compensate for compulsory project materials and resources supplied to students in specific subject areas.
- Technology Levy – Assists with the provision of student IT resources including software licensing, system and internet access, printing, security, protection, filtering and custody of student IT resources. The technology levy also incorporates the operation of the College’s 1:1 laptop/notebook program which compliments school curriculum and has proven to provide a more innovative and compelling learning experience.
- Programme Fees and Levies – Covers the specific cost of all international student program materials and resources which are not covered through Tuition Fees.
- Capital Levy - This levy is necessary to assist in the funding of capital equipment and the development of low to medium scale infrastructure projects for the College.
- P&F Levy – Levy administered by the College on behalf of the Lourdes Hill College Parents & Friends Association. All funds collected by the College are forwarded to the Association to support annual student projects.

Administration Service Fee – Covers the cost of administering the International Students program.

Non-Tuition Fees – are inclusive of the following:
- QCAA Moderation Fee – Charged by the Queensland Curriculum & Assessment Authority for completion of the Queensland Certificate of Education in Years 11-12.
- Overseas Student Health Cover – A student is required to have sufficient health cover for the duration of their studies in Australia. Lourdes Hill can organise Overseas Student Health Cover through our provider Medibank if required. The cost provided is an indicative charge only.
- Stationery – Includes general stationery and cost of compulsory calculator in Years 8-12.
- Uniform – Includes all uniform costs. Note: Years 8-9 Purple Shirt and Years 10-12 White Shirt required.

Explanation of Homestay Fees:

Placement Fee – This is a one-off fee for sourcing a suitable homestay family and placing the student in the program.

Airport Pick-up/Transfer – This levy covers the cost of student pick-up (with luggage) and transfer to their homestay address.

Homestay Fees – These fees include all accommodation and meals for the student during the school terms, plus storage of the student’s possessions during school holiday periods (excluding end-of-year Christmas holidays.)

Storage Fee – Charged if the student chooses to store their possessions with the homestay family during the end-of-year Christmas holiday period.
The CONSTRUCTION of Lecture halls i.e., to accommodate the increasingly large number of students.

Elective Studies:

- Extra-Curricular Programmes - A unique and valued aspect of the learning afforded students at Lourdes Hill College is the breadth of extra-curricular opportunities available. Optional activities, which are additional to the school curriculum, include voluntary sporting activities, sporting clubs / groups, musical tuition and cultural groups, social activities, debating, Year 11 Semi-Formal, Year 12 Formal and Farewell Dinner.

- Camps and Retreats - Whilst all compulsory excursions are funded through Core Tuition Fees, the cost of any voluntary trips, camps, retreats and performances are separately charged.

Parents are required to authorise a student’s involvement in any elective activity and are advised as to costs at the time of enrolment.

Contributions to Lourdes Hill Foundation

Through the Lourdes Hill Foundation, the College further solidifies its relationships with the LHC Community whilst also striving to improve and expand the College, in order to provide an outstanding education for our students both today and into the future.

The LHC Foundation incorporates the following:

- Scholarship Fund - which provides financial support for the provision of scholarships and bursaries.

- Library Fund - which provides for the acquisition of resources for the Lourdes Hill College libraries as well as the collection, preservation and exhibiting of information and memorabilia about the history of the College.

- Building Fund - which provides important financial support for major capital infrastructure projects and the ongoing facility renovation programme within the School. In recent years, the focus of the Fund and the College’s Master Plan has been the construction of the Bernadette Centre learning precinct and the refurbishment of the Senior School precinct including Careers Centre.

Families are encouraged to make optional, voluntary payments to the Foundation for which a tax deduction is claimable.

Donations to the Building Fund can be presently made online, through the College’s web payment portal, or by contacting the College Fees Coordinator.

Donations to the Library and Scholarship Funds and/or any other enquiries regarding philanthropic support of the College, can be directed to the Community Development Coordinator, Ms Jane Milne on 07 3399 0431.

Cost of Living

Information about the cost of living while studying in Australia can be found at:

PAYMENT / ACCOUNTS
Billing cycles and payment methods vary between Tuition Fees & Homestay Charges and other Elective Charges:

1. TUITION FEES & HOMESTAY CHARGES
Families are required to pay their Tuition fees and Homestay charges according to the following schedule. Accounts are mailed immediately prior to the commencement of each semester, with fees payable within 28 days of the Statement Date.

<table>
<thead>
<tr>
<th>Per Student</th>
<th>Annual Enrolment – 2 x Payments</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>YEARS 8-10</td>
</tr>
<tr>
<td>Tuition Fees</td>
<td>$12,220.00</td>
</tr>
<tr>
<td>Homestay Charges</td>
<td>$7,650.00</td>
</tr>
<tr>
<td><strong>TOTAL</strong></td>
<td><strong>$19,870.00</strong></td>
</tr>
</tbody>
</table>

Available payment options for fees are as follows:

- **Credit Card via Parent Lounge**
  Log on to Parent Lounge to pay your fees online using either MasterCard or Visa via the College’s secure website.

- **BPAY**
  Payment can be made via your Internet or Phone Banking using the 6 digit biller code and 5 digit reference number located next to the BPAY logo on your Fees Statement.

- **Mail / Cheque**
  Please post the remittance portion of your Fees Statement with your cheque payable to: Lourdes Hill College, c/- Fees Coordinator, 86 Hawthorne Rd, Hawthorne, QLD, 4171.

- **International Telegraphic Transfer**
  Bank Name: National Australia Bank - Bank Address: 414 George Street, Brisbane, QLD, 4000
  Branch Number: 084 009 - A/C Number: 027550256 - Swift Code: NATAAU3303M
  A/C Name: Lourdes Hill College School Account

2. ELECTIVE CHARGES
Payments for elective (i.e. non-compulsory) activities and programs are to be remitted through either:

- **Credit Card via LHC Online Portal**
  Payment can be made through the College’s secure Web Payment Portal using either MasterCard or Visa. The portal is accessible via the home page of the College website.

- **Mail / Cheque / Cash**
  Return the remittance portion of your Activity / Registration Form with your payment to: Lourdes Hill College, 86 Hawthorne Rd, Hawthorne, QLD, 4171 or direct to the Finance Office.

OVERDUE ACCOUNTS
Parents are reminded that fees are payable in accordance with our payment terms. In line with the College Fees Policy, overdue accounts will be followed up and may ultimately be transferred to a Collection Agency unless an alternate payment arrangement is confirmed with the Business Manager.
Lourdes Hill College
International Students Fees and Refund Policy

Responsibility
Principal

Point of Contact
Director of International Education
Business Manager

This policy outlines refunds applicable to course fees paid to the school including any course fees paid to an education agent to be remitted to the school.

Any service fees a student (or parent(s)/legal guardian if the student is under 18) pays directly to a third party are not within the scope of this refund policy.

The enrolment application fee is non-refundable.

Payment of Course Fees and Refunds

Fees are payable according to the Lourdes Hill College Fees Schedule attached to the Written Agreement.

An itemised list of school fees is provided in the school’s written agreement [as per NC Standard 3.1.b.

All fees must be paid in Australian dollars unless requested otherwise. Refunds will be reimbursed in the same currency as fees were received.

A copy of this policy is provided to the student (or parent(s)/legal guardian if the student is under 18) at a reasonable time prior to a written agreement being signed.

Refunds will be paid to the person who enters into the written agreement unless the school receives written advice from the person who enters the written agreement to pay the refund to someone else.

All notification of withdrawal from a course, or applications for refunds, must be made in writing and submitted to The Business Manager.
Student default because of visa refusal
If a student produces evidence of visa refusal (or provides permission for the school to verify visa refusal with the Department of Immigration) and fails to start a course on, or withdraws from the course on or before the agreed starting day, the school will refund within four weeks of receiving a written claim from the student the total amount of course fees received by the school before the student’s default day, minus the lesser of 5% of the amount of course fees received or AUD 500.

If a student whose visa has been refused withdraws from the course after it has commenced, the school will retain the amount of tuition fees proportionate to the amount of the course the student has undertaken and will refund of any unused tuition fees* received by the school with respect to the student within the period of four weeks after the day of student default.

*Calculation of the refund due in this case is prescribed by a legislative instrument (s.10 of Education Services for Overseas Students (Calculation of Refund) Specification 2014).

Student Default
Any amount owing under this section will be paid within 4 weeks of receiving a written claim from the student (or parent(s)/legal guardian if the student is under 18).

Non-tuition fees will be refunded on a pro rata basis proportional to the amount of time the student was studying in the course, except where a non-refundable payment on behalf of the student has been made.

If the student, does not provide written notice of withdrawal, and does not start the course on the agreed starting date, up to 50% of tuition fees will be retained from tuition fees received by the school.

If tuition fees for up to two study periods have been received in advance by the school and the school receives written notification of withdrawal by the student (or parent(s)/legal guardian if the student is under 18), the school will:

i) Retain an administration fee of $500 and refund the balance of the tuition fees if written notice is received up to four weeks prior to commencement of the course.

ii) Refund of 50% of the tuition fees received if written notice is received less than four weeks prior to commencement of the course.

iii) Refund 50% of any tuition fees received, if written notice is received before one (1) study period of the payment period has passed.

iv) Refund 50% of the tuition fees outstanding if written notice is received from the student at least 1 study period prior to the study period of withdrawal.
If tuition fees have been received for more than two study periods, refund provisions above will apply for the first two study periods and any balance of unused tuition fees after this will be refunded.

No refund of tuition fees will be made where a student’s enrolment is cancelled for any of the following reasons:

Failure to maintain satisfactory course progress (Visa condition 8202). Please see the Lourdes Hill College Discipline and Welfare Policy at www.lhc.qld.edu.au

Failure to maintain satisfactory attendance (Visa condition 8202). Please see the Lourdes Hill College Discipline and Welfare Policy at www.lhc.qld.edu.au

Failure to maintain approved welfare and accommodation arrangements (Visa condition 8532). Please see the Lourdes Hill College Accommodation and Welfare Policy at www.lhc.qld.edu.au.

Failure to pay course fees.

Any behaviour identified as resulting in enrolment cancellation in Lourdes Hill College’s College and Welfare Policy.

Provider Default

[Any default by the school must be compliant with the current provisions of the ESOS Act 2000 and the ESOS regulations 2001 (as amended).]

a) If for any reason the school is unable to offer a course on an agreed starting day for the course, and the student for some reason cannot be placed or refuses placement in an alternative course arranged by the school, a full refund of any unspent pre-paid tuition fees* paid to the school will be made within 14 days of the agreed course starting day.

b) If for any reason the school is unable to continue offering a course after the student commences a course, and the student for some reason cannot be placed or refuses placement in an alternative course arranged by the school, a full refund of any unspent pre-paid tuition fees* paid to the school will be made within 14 days of the course school’s default day.

In the event that the school is unable to fulfil its obligations of providing an agreeable alternative course for the student, or a refund, the student will receive assistance from the Australian government’s Tuition Protection Service. For information on the TPS, please see: https://tps.gov.au/StaticContent/Get/StudentInformation.

If the student changes visa status (e.g. becomes a temporary or permanent resident) she will continue to pay full international student’s fees for the duration of that year. A place as a domestic student is not guaranteed to any international student upon a change in their visa status.
This agreement, and the availability of complaints and appeals processes, does not remove the right of the student to take action under Australia’s consumer protection laws.

Definitions

a. **Non-tuition fees** – fees not directly related to provision of the student’s course, including QCAA Fees, OSHC, Stationery and Uniform.

b. **Tuition fees** – fees directly related to the provision of the student’s course, including Core Tuition Fees, Core Programme Fees and Levies and an Administration Service Fee

c. **Course fees** – the sum of tuition fees and non-tuition fees received by the school in respect of the student in order for the student to undertake the course.

d. **Study period** – 2 Semesters = 1 year study period and 4 Semesters = 2 year study period.
College Structures

Pastoral Care - Houses at LHC:

Pastoral care is one of the most important elements at Lourdes Hill College. With excellent structures and staff, the College ensures the well-being of all our students by providing a relaxed and safe school environment. Students are supported through a House System.

All students and staff at the College are divided into eight groups, called ‘Houses’. Each House has approximately 120 students and about 10 staff (teaching and non-teaching). Heads of Houses are called House Coordinators and they oversee the pastoral care in their House.

Each House has its own leaders, cheer song, symbolic colour and tradition. House Leaders are senior students: House Captain, Service and Spirituality Leader, Health and Sport Leader, Academic Leader and Creative Arts Leader. These students are helped by a House Council, consisting of one representative from each Home Group. They prepare House Assemblies, activities and inter-House competitions.

Houses often compete in various sporting and fun events such as academic competitions, swimming, cross country running, athletics, fund raising, can collections for local St Vincent de Paul Group, Talent Contest, etc.

Home Groups

Home Groups are smaller units of students and a teacher, belonging to a House. A Home Group teacher leads a group of approximately 22-24 students. Students in Home Group are from all year levels, from Year 7 to Year 12, which gives the girls a great opportunity to make friends, connect and learn from each other. Girls stay in the same Home Group during all their years of schooling at Lourdes Hill College.

Each Home Group has its own classroom and a set of lockers, usually located in a general House area. Home Groups are named after their Houses and teachers: for example a Home Group named BTLR stands for B= Beck House, TLR = a teacher’s name code (Mrs Talina Rose). Home Groups meet every morning for 15 minutes to mark the roll, pass messages, pray and share their stories.

House Assembly

Once a week, the whole House comes together for a House Assembly. These can be fun and entertaining meetings or serious learning experiences. The aim of those meetings is to raise the House spirit to connect all the girls into a united group in which they feel supported and able to grow.

College Assembly

Similarly, once a week the whole College gets together for a College Assembly. It is led by the College Deputy Principal Head of School, the College Principal and the two College Captains.
Curriculum areas

The College has numerous curriculum areas, which are structured around subject specific departments (eg. Mathematics Department, Science Department, etc). The Head of the subject area is called the Subject Coordinator. For more information see the section on Subject Selection.

Staff

Lourdes Hill College has highly qualified teaching and general support staff. Specialised subject teachers, specialised support teachers and up-to-date in-services make staff at our College excellent educators of young women. For more information on Staff see the College website at www.lhc.qld.edu.au.

International Students at Lourdes Hill College

During the past 20 years of enrolling international students, the College has educated students from:

- China
- England
- Germany
- Hong Kong
- Indonesia
- Japan
- Korea
- Philippines
- Solomon Islands
- Taiwan
LOURDES HILL COLLEGE
INTERNATIONAL STUDENTS PROGRAM
OUTLINE OF THE ENROLMENT PROCESS

The enrolment process for international students is a process through which all involved parties (student and her family, agent, school) supply each other with required documentation in order to follow Federal and State legislation and rules for enrolment of an international student. The enrolment process follows certain steps ensuring that all involved parties come to a clear understanding of rules, obligations, responsibilities and rights. The time of this process varies, depending on the speed of response from all parties to requests for documentation.

Step 1: Enquiry and Application for Enrolment

Upon enquiry, the School (or an agent if the enquiry comes through a registered agent) provides the client with an Application for Enrolment – International Students, which needs to be signed and returned to the Director of International Education.

Step 2: Enrolment Package

The Director of International Education provides an Enrolment Package which consists of:

1) Outline of Enrolment Process
2) Processes for enrolment of 500 visa students
3) Application for Enrolment – International Students
4) International Student Late Entry Form
5) 2017 Fees schedule and payment options – International Students
6) 2017 Fees and refund policy – International Students
7) International Students Complaints and Appeals Policy
8) LHC International Student Handbook
9) Homestay Application ISCA
10) LHC Accommodation and Welfare Policy
11) Overview of study pathways in Queensland

Step 3: Consideration of enrolment documentation and interview

Upon receiving the completed required documents within the Enrolment Package, and a copy of student’s passport and/or birth certificate, the Director reviews the application and puts his/her recommendation to the Principal. If there is a vacancy and the Principal and the Director are satisfied with the submitted student’s academic reports and enrolment documentation, an interview might be arranged (via Skype or phone or personal interview with the Agent).
The English language proficiency course (Griffith University) will be suggested to the student if no
IELTS or equivalent test report is submitted by the student to the College. The Written Agreement
contains English Proficiency levels required for study at the College.

Step 4: Offer and conditions of offer
Following the review of enrolment documents, the College provides an individual Written Agreement
specific to the student, a Letter of Offer and an Acceptance of Offer form for parents’ signature. The
Letter of Offer outlines conditions of the offer (e.g. language requirement, personal conduct in the
language school, etc) and advises on the due date of fees payable. The Written Agreement also
contains English Proficiency levels required for study at the College. Please see Academic
Requirements section below.

Step 5: Acceptance of offer
By signing of Acceptance of Offer, parents and students officially accept a place at Lourdes Hill
College and confirm that they accept all conditions of the Written Agreement. Acceptance of Offer is
forwarded to the Director International Education.

Step 6: Payment of fees
Together with the Written Agreement, parents/guardians are responsible to pay fees (maximum 50% of
the first year tuition fees of the student’s course, but normally one semester in advance). This can
be done by electronic direct deposit. Parents advise the Director about payment made and a copy of
proof of payment is forwarded to the Director. The Director notifies the Fees Office and when fees are
received by the College, the College Accountant advises the Director about the receipt of these.

Step 7: CoE and Letter of Welfare
Upon a final documentation check, the Director issues a Confirmation of Enrolment (CoE) and a Letter
of Welfare (for under 18 years old) via PRISMS (where the school takes responsibility). The CoE and
Letter of Welfare are sent/ emailed to the parents who initiate a visa application and arrange the
English Language Course for their daughter.

Step 8: Homestay arranged
Upon Acceptance of the Offer, the Director provides the Homestay provider (ISCA) with the student’s
Homestay Application Form and her arrival dates (if known). ISCA arranges a suitable homestay and
the student is supplied with her homestay family information and contact details. Airport pick up on
arrival is arranged by ISCA. For more detailed homestay process see ISCA’s website
(www.isca.org.au). Lourdes Hill College has full responsibility for ensuring the welfare of the student at
all times.

Step 9: College Administration
All enrolment documentation is copied, forwarded to the College Enrolments Director and filed. If
applicable, the student is invited to select her subjects with the help of the Assistant Principal
Learning and Teaching and the Director of International Education.
Step 10: Orientation

Upon arrival, the student attends an orientation session during the first day. This session is aimed at providing the student with the College mission, rules, obligations and responsibilities and an outline of the College structure. It also provides the student with information about processes and procedures.

The student is provided with a laptop and log in details. The student is supplied with her timetable, Student Diary, a map of the College, College policies and taken on a tour of the premises as part of the Home Group first day activities. School uniforms will have been purchased before this day. She is introduced to her House Coordinator, Home Group Teacher and assigned a buddy from her Home Group (same year level).

Step 11: Commencement

The student arrives at 8:30am at Student Reception. The Director of International Education or the Enrolments Director will take her from there to her House Co-ordinator and Home Group. The student must arrive in full day uniform with her school bag and books. Textbook hire, photo and ID will be arranged during the first week of commencement.
ACADEMIC REQUIREMENTS:

1. Lourdes Hill College will consider enrolment applications from students wishing to apply for a Student Visa, subject to compliance with minimum requirements and conditions set by the School, and with legislative requirements of the State of Queensland and the Commonwealth of Australia, including any requirements to undertake extra tuition to learn English to meet the English language proficiency standard needed to enter mainstream classes.

2. Applications for enrolment must be made on the International Students Application for Enrolment Form. These must be correctly completed, and must be accompanied by the following documents to support the application:

   a) Copies of Student Report Cards from the previous 2 years of study, including a copy of the latest Student Report;

   b) A completed Reference Form from the student’s current or most recent school Principal is also required if student Report Cards do not record student behaviour or commitment to studies;

   c) Appropriate proof of identity and age;

   d) Written evidence of proficiency in English as a second language

   e) Photocopy or scanned copy of passport page with name, photo identification, passport number and expiry date

   f) Completed Homestay Application Form

   g) Enrolment Application Fee

   h) Application for Course Credit if applicable

3. Where the above documents are not in English, certified translations in English are required, with necessary costs to be met by the applicant.

4. An application for enrolment can only be processed when all of the above are in the hands of the Enrolments Director.

5. Applications from overseas students are processed according to established policy and procedures, and are dealt with on their merits.

6. Assessment procedures include an evaluation of reports from previous schools and of English language proficiency. In cases where report cards are not available or are inconclusive for any reason, the school may require relevant testing of the applicant to assess the application.

Minimum academic and English language requirements re as follows:

Academic Requirements

1. Students must provide evidence of satisfactory academic performance appropriate to entry to the Year level requested on the Application for Enrolment or offered as an alternative point of entry by the school in a Letter of Offer.
a) For Year 7 – 12 students:
   i) A pass level or “C” grade or better for the majority of core subjects

**English Language Proficiency Requirements**

1. Lourdes Hill College requires evidence of sufficient proficiency in English to successfully meet the curriculum demands of the enrolled course. This is a requirement under the 2007 National Code of Practice, Section D Standard 2.

2. If applicable, the school can assess evidence of English language proficiency presented by a student at the time of application. Alternatively, Lourdes Hill College accepts results from the following test instruments below.

3. Students should note that if their language proficiency is below that outlined below they may be required to undertake an intensive English language course before beginning mainstream studies. This is usually 20 weeks at GELI undertaking the High School Preparation Course.

**English language proficiency level**

As an entry requirement a student’s English language proficiency score must be at least 5.0 on IELTS. For entry into Senior school (Years 10-12) a minimum requirement score is 5.5 on IELTS. Lourdes Hill College accepts English language proficiency testing reports from AEAS ([www.aeas.com.au](http://www.aeas.com.au)) or other ELICOS colleges. Lourdes Hill College accepts English proficiency reports covering the following:

<table>
<thead>
<tr>
<th>Acceptable Test</th>
<th>Minimum Test Result</th>
<th>For Entry to Year</th>
</tr>
</thead>
<tbody>
<tr>
<td>IELTS</td>
<td>5</td>
<td>Year 10</td>
</tr>
<tr>
<td>NLLIA Band</td>
<td>5</td>
<td></td>
</tr>
<tr>
<td>Scales</td>
<td>2</td>
<td></td>
</tr>
<tr>
<td>ISLPR</td>
<td>500</td>
<td></td>
</tr>
<tr>
<td>TOEFL</td>
<td></td>
<td></td>
</tr>
<tr>
<td>IELTS</td>
<td>5.5 – 6 or above</td>
<td>Year 11/12</td>
</tr>
<tr>
<td>NLLIA Band</td>
<td>6 or above</td>
<td></td>
</tr>
<tr>
<td>Scales</td>
<td>2+ -3 or above</td>
<td></td>
</tr>
<tr>
<td>ISLPR</td>
<td>550 or above</td>
<td></td>
</tr>
<tr>
<td>TOEFL</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
1. Statement regarding course credit

Refs: NC D St 2.1.a ; St 12

Lourdes Hill College will assess all applications for entry into the School. Course credit may only be offered as outlined below:

- For students transferring from interstate up to year 10, the school does not offer course credit and entry into any course is subject to the assessment of the school.
- For students transferring from interstate in Year 11 and the beginning of year 12, the student may receive course credit for units completed based on evidence provided of studies undertaken under the relevant state or territory curriculum assessment authority or nationally accredited framework.

<table>
<thead>
<tr>
<th>Staff Member</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>Assistant Principal – Learning &amp; Teaching</td>
<td>Assessment of student enrolment application to decide course credit due</td>
</tr>
<tr>
<td>Assistant Principal – Learning &amp; Teaching</td>
<td>Verification of evidence provided</td>
</tr>
<tr>
<td>Assistant Principal – Learning &amp; Teaching</td>
<td>Provision of record of course credit granted to student and placement of signed copy, i.e., acceptance by student, on student file. (If course duration is in any way reduced because of granting of course credit, see NC D St 12.2)</td>
</tr>
</tbody>
</table>

This information is provided to students prior to enrolment in the following ways:

- Enrolment Pack
- Course Credit statement on website [www.lhc.qld.edu.au](http://www.lhc.qld.edu.au)
Lourdes Hill College
International Students Transfer Policy

The following is based on the sample policy provided in the ISCA Transition handbook (checked by DEEWR and Department of Immigration) (www.isca.edu.au) but is modified to include additional Queensland requirements.

Overseas students are restricted from transferring from their principal course of study for a period of six months. This restriction also applies to any course(s) packaged with their principal course of study. Exceptions to this restriction are:

a) If the student’s course or school becomes unregistered
b) The school has a government sanction imposed on its registration
c) A government sponsor (if applicable) considers a transfer to be in the student’s best interests
d) If the student is granted a Letter of Release.

Students can apply to the Director of International Education for a Letter of Release at no charge to enable them to transfer to another education provider. However, if a student has not completed the first six months of the principal course of study or is under 18 years of age, conditions apply.

Lourdes Hill College will only provide a letter of release to students before completing the first six months of their principal 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 the student would be better placed in a course that is not available at Lourdes Hill College
c) Any other reason stated in the policies of Lourdes Hill College.

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 student is always in Department of Immigration approved welfare and accommodation arrangements.
Lourdes Hill College will NOT provide a letter of release to students before completing the first six months of their principal course in the following circumstances:

- The student’s progress is likely to be academically disadvantaged
- Lourdes Hill College is concerned that the student’s application to transfer is a consequence of the adverse influence of another party
- The student has not had sufficient time to settle into a new environment in order to make an informed decision about transfer
- The student has not accessed school support services which may assist with making adjustments to a new environment, including academic and personal counselling services
- School fees have not been paid for the current study period.
- In order to apply for a letter of release, all students must first have a letter of offer from the receiving provider.

Applications to transfer to another registered provider may have visa implications. The student is advised to contact the Department of Immigration and Border Protection office as soon as possible to discuss any implications. The address of the nearest Office is:


Other contact details for Department of Immigration are:
Tel: 131 881 and E: student.centre@immi.gov.au

If a letter of release is provided by the School it will give information about whether the student has demonstrated a commitment to studies during the course, had a good attendance record for the course, and paid all fees for the course.

All applications for transfer will be considered within 07 working days and the applicant notified of the decision.

Students whose request for transfer has been refused will be notified in writing of the reasons for refusal and may appeal the decision in accordance with Lourdes Hill College’s complaints and appeals policy. The complaints and appeals policy is available at www.lhc.qld.edu.au.
**Initial Orientation and Immersion days**

Initial orientation for International Students is usually conducted at the time of the interview (if applicable) with the Principal. If students are off-shore, orientation may consist of a session with the Director of International Education who is responsible for the wellbeing of all International Students at the College. At the orientation session, prospective international students can be interviewed by the College Principal or the Director of International Education and the Assistant Principal Learning and Teaching who assesses the student’s past academic results.

An Immersion Day may be organised once the student is offered a position at the College and usually after the interview with the Principal (if applicable). This day is often organised in the last week of the Language Course, prior to the beginning of a new school year or term at Lourdes Hill College. The Director of International Education may visit new students at GELI (Griffith University) or students may come to Lourdes Hill College, purchase their uniform and receive advice on procedures.

**After Enrolment Orientation**

Orientation sessions are conducted by the Director of International Education.

The student will receive her laptop induction (this may be done via the Director of International Education on the first day of school) and an explanation of further processes and College rules at this time. The student attends her future Home Group and is introduced to her Home Group teacher, students and her House Coordinator.

Subjects are usually chosen after consultation between the Assistant Principal of Learning and Teaching and the Director of International Education. Uniforms are purchased or ordered and paid for prior to the commencement of the school term. Bus timetables, a stationery list, text book hire, internet forms and ID cards are also organised.

On the first day, International Students are assigned a ‘buddy’ – an Australian student in the same year level as an incoming student. The buddy takes the student on a tour of the College, sits with her at morning tea and takes her to her two morning classes. Lunch is spent with current International Students at the College.

**First day at school**

On the first day of school, new International Students should wait at the Student Reception (in the PAX Centre) for their House Coordinator to collect them and take them to their Home Group. Students are expected to attend in their complete day uniform, including the official school bag and with necessary stationery.
Every student will be given a Student Diary and a timetable by their House Coordinator. A ‘buddy’ in their Home Group and a Home Group teacher will welcome the students and go through her timetable with her.

During the day, the Director of International Education will take care of formalities such as the student identification card and changes to the timetable, textbooks, classes, daily routine etc. Any questions and concerns will be dealt with on the day.

If a student gets lost during the first few days, she should ask her way to Student Reception and they will be able to find her class. Someone from the class will come to collect her from Student Reception.

**Timetable**

Lourdes Hill College operates on a five day timetable – Monday to Thursday there are six (6) periods and Friday there are seven (7) periods. Careful planning and organisation is needed for the first few weeks in order to get used to the timetable’s routine.

If a student loses her timetable, her House Coordinator or the Director of International Education will be able to supply her with a new print out.

**School Diary**

A school diary is the most important item for every student at Lourdes Hill College, as it contains necessary information about the College, timetable, study planners, etc. The Student Diary is provided by the College and given to each student at the beginning of the year or at the time of mid-year entry. If the diary is lost, it is the student’s responsibility to replace it by buying a new one from the College shop at a cost of $15.

The Lourdes Hill College Student Diary contains all College contact numbers, information on the history of the College, College rules and policies, instructions for bibliography writing, a map of the campus, the yearly calendar, timetable guidelines, a study planner, forms for early leave/late arrival, a homework section, notes section and a plastic folder for the student’s own information.

The Student Diary is to be brought to school and to every lesson and assembly, every day of the year unless otherwise instructed by the College.
**International Students Living Arrangements**

It is the College policy that no students live alone or in a shared housing situation regardless of their age. It is the requirement of the College for all International Students to live in Homestays provided by the College-approved agent International Students Care Australia (ISCA).

Students whose parents, grandparents or close relatives reside in Brisbane are allowed to live with their families, providing that there is a constant presence of at least one parent at the residential address provided at the time of the enrolment and always during the duration of the student’s course. A proof of parental relationship needs to be supplied to the College prior to enrolment.

Students over 18 years of age are obliged to follow the above policy until their graduation or termination of an enrolment. Failure to do so may result in the College cancelling the student’s enrolment and informing the Department of Immigration & Border Protection which may cancel her student visa.

**Homestay**

Lourdes Hill College outsources its Homestay organisation to International Student Care Australia (ISCA), however Homestays are carefully selected by this agency and Lourdes Hill College. Lourdes Hill College has a right and responsibility to check on the welfare of a student in a Homestay situation.

The College and the Homestay family are in constant communication about the student. The College also expects the Homestay family to attend Parent/Teacher/Student interviews, information evenings and talks organised by the College for parents. Homestay families are the first emergency contact for daily issues. The student has the right to feel safe and cared for and the College is fully committed to the wellbeing of each International Student.

The student has to abide by the Homestay Agency’s rules and regulations as per agreement between the agency (ISCA) and the student.

Lourdes Hill College retains the overall responsibility for the international student/s at all times as the Guardian.

Should the student not adhere to the rules outlined in the ISCA guidelines for students in homestay, Lourdes Hill College will work with ISCA to resolve any issues. The student must maintain the ongoing approval of Lourdes Hill College for all homestay arrangements.

Please see the Homestay Risk Management Policy and the Accommodation and Welfare Policy in the Appendices at the end of this handbook.
College Facilities

Information Technology (IT)

Lourdes Hill College is extremely well equipped with modern information technology. Students have access to four modern computer labs, one graphics computer lab, their own laptop as well as desktops in various areas of the school and library. In addition, mobile laptop trolleys are available for classes outside the computer areas.

All areas of the College are wirelessely connected to the Intranet as well as the Internet. The College has a one-to-one laptop program across all year levels.

The College also has electronic 'Smart' boards and projectors in all classrooms. Mobile TV units with DVD or video players can also be used if required.

Library

A new $6.8 million Library/Technology Centre, the Benedict Centre, was opened in August 2005. Lourdes Hill College has one of the most modern and well-resourced school libraries in Queensland.

The library consists of a large collection of both physical and digital resources including fiction, non-fiction, newspapers and magazines, maps and charts, teachers’ resources, online databases, electronic media and audio-visual resources. In addition, international students have a selection of books in many languages for their use.

The library at Lourdes Hill College also incorporates multifunctional teaching areas, computer access and AV equipment, individual study areas and group discussion rooms. Comfortable reading areas with sofas and chairs, attractive shelving and innovative book displays all encourage students to spend time in the library, reading or studying.
New Buildings

We have expanded our campus. In 2015 we welcomed Year 7 students starting at Lourdes Hill College. The College has built a Science, Middle School and Performing Arts building. This building has state-of-the-art facilities for our students.

Library Opening Hours are:
Monday to Thursday
8 a.m. to 6 p.m.
Friday
8 a.m. to 4.30 p.m.

Specialised facilities for International Education

There are a number of specialised facilities at the College: Science labs, Computer labs, Graphic rooms, Music rooms, Art rooms, Home Economic rooms, Drama rooms, Duhig Hall (Performing Arts), Good Samaritan Centre (multifunctional hall), Benedict Centre, Bernadette Centre, Stella Centre, Chapel, Student Hub, Careers Auditorium, Information Technology rooms, Library and St. Scholastica Centre.

St Scholastica Centre

The St. Scholastica Centre is a centre with specialised teachers and resources. It provides for the needs of International and non-English background students, gifted and talented students and students with learning difficulties. The College has specialised staff working in the Centre. International Education is an important part of the Centre where students can have access to their liaison teacher, laptops, audio-video equipment and other resources.
**Sporting and recreational facilities**

Lourdes Hill College offers a variety of sporting activities and recreational facilities. Most facilities are available on Campus: netball and tennis courts, gym, in-door sporting facilities, long jump, grass areas for recreational sport, water sport facilities (on the river – rowing, kayaking, sailing), swimming pool and athletics facilities.

For some sporting activities, the College organises appropriate transport to various outside venues.

**Text book hire**

Textbook hire is a service implemented by the College in order to reduce the cost of textbooks to parents and students. Once per year a textbook hire fee is added to the student’s fees and it covers all textbooks for a year. Thus, students do not need to buy any textbooks, as they will receive all textbooks at school.

All the textbooks from Text Book Hire are College property and they need to be returned to Text Book Hire. Students are required to look after textbooks, not to write in them or damage them in any other way. If a student fails to return a text book, or the book is damaged in any way, the price of the text book will appear on the fees invoice. Many of the textbooks needed are now available for loading onto student laptops.

**Uniform shop**

Lourdes Hill College runs its own uniform shop, called *LHC on Hawthorne*. The shop is located centrally on the campus. It sells required uniforms, stationery and College memorabilia. Please see the list of merchandise and supplies on the website at [www.lhc.qld.edu.au](http://www.lhc.qld.edu.au) including hours of operation.

**Tuckshop**

Tuckshop is an Australian name for a school canteen. The Tuckshop is operated on campus and is open every day before school for breakfast (toasts and spreads, fruits, juices, yoghurt), at morning tea break (cookies, muffins, juices and sandwiches) and lunch break (sandwiches, hot food, wraps, rolls, etc). Some rice dishes are available on most days. Visit our Tuckshop for the whole selection and prices at the LHC website. The Tuckshop operates on a card only system, however students can purchase vouchers with cash at a ticketing machine outside the Tuckshop.
Services for International Students

All services in the College are available to all students, including International Students.

Specialised teachers

The English as a Second Language (ESL) teachers are specialised teachers who teach English to all International Students. The ESL teachers also help International Students with all their school assignments, checks drafts and edit their written work and support them in all language-based academic areas. In addition, the Director of International Education is available at any time for assignment assistance, structuring tasks and editing of assignments/essays/projects. No appointment is necessary to see the Director of International Education in the PAX Centre.

Multi-lingual Staff (Japanese, German, Chinese)

Lourdes Hill College has multi-lingual staff employed on a full time and part time basis to assist the College and parents with communication and cultural issues.

Counsellor

The College Counsellor is a Psychologist who specialises in counselling and dealing with emotional, social and personal difficulties in teenagers and young adults. For more information on this service, please refer to “From the Counsellor” below.

From the Counsellor:

Although many people may perceive schools as dealing only with the business of academic achievement, here at LHC we also believe in the holistic development of the student. For this reason certain staff members at LHC are devoted to the role of student support. This pastoral framework includes the Assistant Principal - Students, House Coordinators, the School Chaplain and the School Counsellor.

The School Counsellor provides support to all students in terms of their emotional, social and psychological wellbeing. The Counsellor is available Monday to Friday by appointment.

Should a student be in need of personal support, a referral to the Counsellor is encouraged. A concerned parent may wish to contact the school, House Coordinator or the Director of International Education to arrange an appointment. Alternatively the student is able to arrange an appointment herself. Requests for appointments can be made via email or in person.

The Counsellor typically works with a student individually to help her manage or resolve those issues affecting her. In the counselling session there is a strong emphasis on increasing the student’s resilience and promoting emotional, psychological and social strength.
If necessary the Counsellor may also recommend that a student be referred to external health providers such as General Practitioners and Psychiatrists for additional or specialised support.

The Counsellor is also available to facilitate group therapy should a group of students require mediation.

All information that is discussed in a counselling session will be kept confidential; however, should a student disclose allegations of serious harm or abuse, LHC is required by law to report such incidents under the Education Act.

A student may wish to discuss any issues of concern with the Counsellor. Some common themes include grief and loss, transition to a new school or country, friendship issues, anxiety and mood disorders, self-esteem and resilience building and family conflict.
**Further education support**

Lourdes Hill College employs a specialised teacher who is a Careers Counsellor. This Careers Counsellor is in charge of information and processes in relation to further education (work placements, university courses, enrolments at university, etc), students’ enrolment into tertiary institutions and also gives advice on entering interstate universities. The Careers Counsellor works in the Senior Hub (first floor) in the Careers Centre.

**Curriculum Matters**

**General information**

**Grades**
Marks range from A, B, C, D to E, with A being the highest. Grades are given for all formal assessments throughout the year.

**Criteria sheets**
Criteria sheets are given to a student by her subject teachers for each individual piece of assessment.
Formal reports

Formal reports are sent home three times a year: descriptive reports (no marks) are sent home at the end of Term 1 (end of March, beginning of April), and at the end of Semester 1 (end of June) and at the end of Semester 2 (beginning of December) a more comprehensive report is provided.

Reports at the end of Semesters provide a subject description, topics covers in class and a student’s achievement in each subject. An overall grade for each subject and a teacher’s comment on the student’s attitude, motivation, work ethic, cooperation and suggestions for improvement are also provided.

Assessments and examinations

The number and type of assessments vary from subject to subject and from year level to year level. Except for practical assessments in some subjects like Art, Music, Drama, Home Economics, etc, assessments are generally written and oral pieces.

The senior school (Years 11 and 12) has a special block of time at the end of each term, dedicated exclusively to exams. Exam block goes for approximately one week and during that time students are assessed in most areas. Year 11 and 12 students are only required to attend school in this exam block when they have an exam on.

Further study

Any information on further study (after high school) is available from the Careers Counsellor who provides information on university courses, university enrolments, full support and advice on career and vocational pathways.

Subjects available at Lourdes Hill College

All subjects in Year 7 study compulsory (core subjects) and some options are available (electives) in Years 8 - 10. In the middle of year 10 students are asked to choose senior subjects for years 11 and 12 (see section on Subject Selection).

The subjects currently offered to students of the College are listed on the College website (http://www.lhc.qld.edu.au/).
**Curriculum Offered at LHC**

The subjects currently offered to students of the College are listed below. Details of the content and conditions relating to these subjects may be obtained from the College or on the website at www.lhc.qld.edu.au.

**Year 8**

All subjects are compulsory

<table>
<thead>
<tr>
<th>Art</th>
<th>Mathematics</th>
</tr>
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<tbody>
<tr>
<td>IT@lhc</td>
<td>Music</td>
</tr>
<tr>
<td>Drama</td>
<td>Physical Education</td>
</tr>
<tr>
<td>English</td>
<td>Religious Education</td>
</tr>
<tr>
<td>German</td>
<td>Science</td>
</tr>
<tr>
<td>Home Economics</td>
<td>Social Education</td>
</tr>
<tr>
<td>Japanese</td>
<td>Chinese</td>
</tr>
</tbody>
</table>

Students in Year 8 and Year 9 participate in WEB – Wellbeing (a physical activity program) and MOB – Minds, Our Business (a program to develop thinking skills and positive mind habits). A small number of students may be offered the opportunity to participate in extra Literacy and/or Numeracy classes following testing undertaken by the College.

**Years 9 and 10**

Core Subjects: English  
Mathematics  
Religious Education  
Social Education  
Science

Elective Subjects (two electives to be chosen):

<table>
<thead>
<tr>
<th>Art</th>
<th>Home Economics</th>
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</thead>
<tbody>
<tr>
<td>It’s Business@lhc</td>
<td>IT.Ed@lhc</td>
</tr>
<tr>
<td>Drama</td>
<td>German</td>
</tr>
<tr>
<td>ESL English</td>
<td>Japanese</td>
</tr>
<tr>
<td>Graphics</td>
<td>Music</td>
</tr>
<tr>
<td>Health &amp; Physical Education</td>
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</tbody>
</table>
A small number of students may be offered the opportunity to participate in extra Literacy classes following testing undertaken by the College.

**Years 11 and 12**

<table>
<thead>
<tr>
<th>Accounting</th>
<th>Economics</th>
<th>Japanese</th>
<th>Physical Education</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ancient History</td>
<td>English</td>
<td>Legal Studies</td>
<td>Physics</td>
</tr>
<tr>
<td>Biology</td>
<td>English for ESL Learners</td>
<td>Mathematics A</td>
<td>Religion</td>
</tr>
<tr>
<td>Business Communication &amp; Technologies</td>
<td>Geography</td>
<td>Mathematics B</td>
<td>Study of Religion</td>
</tr>
<tr>
<td>Chemistry</td>
<td>German</td>
<td>Mathematics C</td>
<td>Visual Art</td>
</tr>
<tr>
<td>Chinese</td>
<td>Graphics</td>
<td>Modern History</td>
<td>Business Management</td>
</tr>
<tr>
<td>Drama</td>
<td>Home Economics</td>
<td>Music and Music Extension</td>
<td></td>
</tr>
</tbody>
</table>

A range of opportunities are available in vocational learning including English Communication, Creative Arts, Early Childhood Practices, Work Practices and Pre-vocational Mathematics.

**All International Students in the Senior School (years 11 and 12) study English for ESL Learners. English for ESL Learners is an OP subject and replaces Senior English. This subject supports students’ endeavours to academically succeed in English.**
Selection of Subjects

A suggested “Recipe” for selecting subjects:-

1. Choose subjects you like.
2. Choose subjects you achieve well in.
3. Choose subjects that are prerequisites for tertiary courses you may want to do.
4. If maximising an OP is important for you, see the Assistant Principal Learning and Teaching.

It is vital to avoid rushed and uninformed decisions regarding courses and subject selections. It is also important for students to challenge themselves to pursue their highest possible standards in their senior studies as this will help open the most options after Year 12.

It is most important at this commencement of the senior phase of learning that students, parents and teachers establish a clear understanding of the vital role played by the QCS (Queensland Core Skills) Test in determining Year 12 academic outcomes. The QCS Test consists of four papers across two days in September of Year 12. It is designed to assess students’ achievement in the “Common Curriculum Elements”, fundamental skills such as comprehension, interpretation, analysing, evaluating and other literacy and numeracy skills. It is compulsory for all OP students to do the QCS Test. The “Lourdes Hill Strategic Directions 2014 - 2018” highlighted the enhancement of academic outcomes as a significant priority and a rigorous program of QCS preparation is vital in pursuing this goal. Please see the LHC website for more details on the Lourdes Hill Strategic Directions 2014 – 2018.

What is an OP?

OP stands for Overall Position. It is a number from 1–25, with 1 representing the highest achievement. A student's OP is calculated from her rank order placement in her best five Authority-Subjects with these rank order placements being scaled into a numerical score according to the performance of each subject group on the QCS Test and compared to the performance of students across the entire State of Queensland. The scaled scores are then simply added and averaged, with the top 2% of students receiving an OP1, the next 5% of students receiving an OP5 and so on.

The OP pathway is the one pursued by most students in Queensland who are seeking entrance to University. The Universities generally offer places according to OP cut-offs and the cut-offs for the courses at each University can be accessed via the QTAC website, www.qtac.com.au, with QTAC standing for the Queensland Tertiary Admissions Centre.
Students who are not eligible for an OP are also able to pursue post-secondary school study via a Non-OP pathway which consists of a program of Authority-registered subjects, or a combination of Authority and Authority-registered subjects.

The details of the OP and Non-OP pathways are outlined in the Studies Guide. The link to the Studies Guides are:


**Academic support and expectations**

Students are expected to work hard to pass (A, B or C) in all subjects. Students failing senior subjects (D and E) in Years 11 and 12 miss out on credit points, with 20 points required for their Queensland Certificate of Education. A credit point is a C or higher in a semester of a subject; 18 Cs and 2 Ds are the minimum requirement for a Queensland Certificate of Education.

If an international student must pass 50% of all subjects over two study periods (1 year). If the student does not pass 50% over two study periods, Lourdes Hill College is required to report this to the Department of Immigration and Border Protection, which, in turn, reviews the student’s visa and may cancel this. The Director of International Education consistently monitors student progress to ensure assistance in maintaining passes in 50% or more subjects.

In order to provide our students with the best possibilities to succeed in all subjects, the College provides some additional free support to the girls.

**Tutoring**

Maths and Science tutoring is available to all year levels each week. Students are welcome to bring their own homework, problems and questions and the teacher will work with them, to explain and ensure that students understand the problem.

**English as a Second Language Support**

All international students at Lourdes Hill College are required to choose English for ESL learners (OP subject) as one of their senior subjects. Some additional tutoring is available aiming at providing linguistic and cultural support to international students.

**Plagiarism**

Plagiarism is ‘stealing’ someone else’s work: using a whole or parts of texts as your own without citation or reference. Plagiarism is the ‘theft’ of words and ideas and using it as your own. This is an offence and is illegal.
When you do your research, you are ‘learning’ from various sources available to you on the Internet and printed media however, you cannot copy any part of someone else’s work and not use it as a citation. You need to avoid plagiarism following the guide on:  

How do I avoid plagiarism?

- Your student toolkit and the LHC Library web site have important information to show you how to research effectively, using Online Databases and Search Engines for research. There is also information about how to conduct your research efficiently and take notes in a way that reduces the risk of copying another person’s work.

- We expect students to reference their research using the Harvard system and the SLAQ style guide available with your teachers or in the library. This includes both in-text referencing and a complete and comprehensive bibliography, which shows the sources of information you have used.

- Being organized and planning your time carefully will help avoid the last minute rush and panic.

- You will mostly likely be expected to submit your work to Turnitin, the plagiarism detection software and to present your report with your draft or completed assignment in paper form also.

Lourdes Hill College takes this issue very seriously and has very strict rules on plagiarism as it is not allowed in any context and severe penalties will apply if a student presents work which is not her own.

For more information on plagiarism and how to avoid it see: http://www.plagiarism.org/  
http://kidshealth.org/kid/feeling/school/plagiarism.html

Study skills

Study and organisational skills are extremely important for your academic success. Here are some steps and recommendations to follow in order to stay calm and prepared:

- Use your Student Diary
- Write down your homework in the diary
- Write your assessment in your Assessment Planner in the diary
- Use home study timetables to plan your study and work
- Determine what kind of a learner you are (visual, aural or kinaesthetic) and devise study habits that suit you
- Be on time with your drafting and submissions of written work
• Live healthy to be able to concentrate at school

NB: Utilise the free services offered by the Director of International Education to look over assignments/projects, help with grammar, help with starting the assignment, research tips and layout.

Sleeping in class

While in some countries sleeping in class is not seen as extraordinary, in Australia this is extremely rude and not allowed. If a student is found sleepy or even sleeping, a certain punishment will follow. To avoid this, it is a student’s responsibility to get enough good sleep at night and come to her classes refreshed and able to work.

Extra Curricular Activities

Lourdes Hill College offers a range of extra-curricular activities in the areas of sport, culture and services.

Sports

Girls can participate in netball, basketball, volleyball, soccer, tennis, cross-country, athletics, hockey, swimming, water polo, rowing, kayaking, sailing, AFL and badminton (non-competitive).

Not all sports run all year, so students need to follow the College calendar to understand when it is the season for a certain sport and sign on.

Cultural activities

Drama productions, choir, music ensembles, vocal groups, photography, art and other relevant activities are offered throughout the year. Debating, and public and rostrum speaking are always popular, so students are required to sign on at the beginning of the year.
**Services**
Students can sign on one of the following service areas: St Vinnies (St Vincent de Paul Society), SPARC (environmental group), Amnesty International, L’Arche, Duke of Edinburgh Award and many other activities. There are also short homeless outreach programs available to Senior Students only.

**Contact and communication with home**

The College values communication with parents, guardians and homestay parents on a regular basis. The Chinese-speaking member of staff maintains regular phone contact with the families. Parents are also notified in writing (Chinese and English) or via email of any issues they are dealing with their daughters. In case of urgent matters, the College also uses external translators to phone parents. The Principal and the Director of International Education together with the translator, makes these calls or can call upon the assistance of a member of the teaching staff for that language.

The College prefers to communicate with the parents directly if it is possible. No confidential matter will be discussed with an Educational Agent. The College may use a translation service to communicate with non-English speaking parents.

Homestay parents are encouraged to attend parent/teacher interviews and are contacted in case of absences, academic or social concerns. The Director of International Education is in regular contact with all Homestay parents.
Academic, personal, emotional, social or any general issues

The College encourages parents and guardians to communicate any concerns and anxieties regarding their daughter's wellbeing or academic issues with the Director of International Education. In the case of any concerns regarding the student by the College, the Director will contact parents or appropriate staff immediately.

**Late Entry – Senior Phase of Learning**

Students entering the senior phase of learning in Queensland generally have three main goals in order to make a planned and successful transition from secondary school to tertiary education and/or employment:

- Overall Position (OP*)
- Pre-requisite subjects for university courses
- Queensland Certificate of Education (QCE)

The OP and pre-requisite subjects are the most important considerations for tertiary entrance.

*What is an OP?* An OP is a student's state-wide rank based on overall achievement in QSA- approved subjects. It indicates how well the student has done in comparison to all other OP-eligible students in Queensland.

Students are placed in one of 25 OP bands from 1 (highest) to 25 (lowest). In order to achieve an OP1, a student's achievement must be in the top 2% of OP-eligible students in Queensland.

**Late Entry Considerations**

Students entering Term 2 of Year 11 are required to complete, with the support of College staff and within the guidelines of the QSA Special Provisions Policy, full mandatory assessment requirements of Semester 1 work programs. This may involve “catching up” on some Term 1 work. This will enable students to gain 4 semesters of credit in at least five subjects, thus securing eligibility for an OP, university pre-requisite subjects, and the QCE if relevant.

Students entering Term 3 (Semester 2) of Year 11 will be granted, at the discretion of the Principal, overseas transfer status in the QSA Student Data Capture System (SDCS), with the following important implications for students' exit credentials:

- The student will be granted 4 provisional units of credit for OP purposes, even though each subject will only actually be studied in Queensland for 3 semesters, thus securing OP eligibility.
• However only the three semester credits of actual Queensland–based learning can be “counted” towards other credentials. If the student is also seeking university subject pre-requisite or QCE eligibility then she will require additional credits from her previous overseas learning. Schools are not given authority to sign off that overseas achievements are equivalent to Semester 1 Year 11 in Queensland, and the student must apply directly to QTAC or QSA to secure this transfer of credits. Lourdes Hill College staff can assist in explaining the processes involved in this application.

Lourdes Hill College does not accept international students in Term 4 Year 11, unless the student is applying to recommence the senior phase of learning at the start of the following school year.

Students who are making a late entry to the senior phase of learning at Lourdes Hill College are required to acknowledge their understanding and acceptance of their responsibilities by signing the Late Entry Form upon application for enrolment.

Lourdes Hill College Rules

Attendance

It is compulsory to attend school by any enrolled student. Students are expected to be at school by 8:20 a.m. and in their Home Group by 8:30 a.m. The first academic class of the day starts at 8:48 a.m. All compulsory classes finish by 3:05 p.m. every day.

If a student is late, she needs to go to Student Reception and sign in as a late arrival. A special stamp will be put in her diary.

If a student is late three or more times without a valid reason, a lunch time detention is issued. When a student is sick, her homestay parent (not the student herself) is required to call the College absentee line by 9 a.m. If there is no phone call, the College office rings or sends an SMS to parents or homestay parents enquiring about the student’s absence.

International Students who do not reach 80% of attendance are warned by the College. If the attendance continues to a 70% attendance rate, students must be reported to the Department of Immigration and Border Protection, which reviews the case and may cancel the student’s visa.

Every student is supplied with a College calendar at the time of enrolment and it is expected that no student will arrive late at the beginning of the term or leave early for their holidays. Special permission is needed in urgent and unforeseen events, when such leave is required.
**Uniform**

Strict uniform rules apply at Lourdes Hill College. All students are required to wear the full day uniform: mauve (Middle School) or white (Senior School) blouse, appropriate tie, purple skirt (below the knee), white socks (ankle socks, not low sport socks or knee high), black school shoes (for a specific model see College uniform shop), purple jumper and blazer in colder months.

Students must wear their hat to/from and outside at school (unless it is raining as this damages the felt hat). A purple hat is a compulsory item.

A white or black elastic tie needs to be used in hair; a purple, white or mauve ribbon is tied on top of the elastic band.

All girls whose hair is longer than shoulder length must wear their hair in a ponytail or in a bun at the back of the head. Bobby pins may be used, but no shiny, colourful pins, clips, ribbons or decorations are allowed.

No jewellery, make up or nail polish is allowed. Only one set of simple studs or small silver or gold earrings is permitted.

The College backpack is the official school bag. Students who do sport are allowed to carry a college sports bag in addition to the backpack. A sports bag is not to be carried as a substitute for a backpack.

**Holiday Leave**

All International Students need to provide to the Director of International Education and the Lourdes Hill College Homestay agent - ISCA detailed information about their holiday plans well in advance of a proposed trip.

NO International Student regardless of her age can travel unaccompanied to other areas of Australia for holidays.
Lourdes Hill College
International Students Complaints and Appeals Policy

Purpose

The Lourdes Hill College International Students Complaints and Appeals Policy has to be read in conjunction with the College Formal Complaints Policy when applicable. The Lourdes Hill College International Students Complaints and Appeals Policy outlines processes that comply with Commonwealth and State requirements. Access to this process is available to an international student at any time. This Policy has prescribed conditions under Standards NCS 7, 10, 11 and 13 of the National Code. If the College’s Complaints and Appeals process is invoked under any of these standards, provisions under Standard 5 will also be applicable if the student is under 18 years of age and the College has approved accommodation and welfare arrangements.

A purpose of this Policy is to provide a student and parents/legal guardians with the opportunity to access procedures to facilitate the resolution of dispute or complaint. The internal complaints and appeals processes are conciliatory and non-legal.

A copy of this policy is provided to students prior to enrolment and is again provided to students within seven days of commencement of studies. The Complaints and Appeals Policy is provided to students:

a) In pre-enrolment pack  b) On the College Website  
c) During orientation  
d) At the Student Reception on request  
e) From the Director of International Education on request

Definitions:

a) Working day – any day other than Saturday, Sunday or a public holiday during term time

b) Student – a student enrolled at Lourdes Hill College or the parents/legal guardians of a student who is under 18 years of age.

1. Complaints against other students

Grievances brought by a student against another student will be dealt with under the College’s Discipline and Behaviour Policy.
2. Informal Complaints Resolution

a) Lourdes Hill College requests there is an attempt to informally resolve the issue through mediation or informal resolution of the complaint.

b) Students should contact their House Coordinator in the first instance to attempt mediation/informal resolution of the complaint.

c) If the matter cannot be resolved through mediation, the matter will be referred to the Director of International Education and the College International Formal Complaints and Appeals Procedure will be followed (see below).

It is the role of the following staff members to undertake these steps in the event of a student accessing the College Complaints and Appeals process:

<table>
<thead>
<tr>
<th>Staff Member</th>
<th>Action</th>
<th>Reference</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Attempting informal resolution of the problem, if needed a native-speaking staff member or a translator if no native-speaking staff member is available may be engaged in conflict resolution if a student or the College feel this need.</td>
<td>National Code 8.1a</td>
</tr>
</tbody>
</table>

3. Formal Complaints Handling Procedure

a) The process of these grievance procedures 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 College in writing of the nature and details of the complaint of appeal.

c) Written complaints or appeals are to be lodged with the Director of International Education or with any member of the College Leadership Team (Assistant and Deputy Principals and the Principal).

d) Where the internal complaints and appeals process is being accessed because the student has received notice by the College that the College intends to report her for unsatisfactory course attendance, unsatisfactory course progress or suspension or cancellation of enrolment, the student has 20 working days from the date of receipt of notification in which to lodge a written appeal.

e) Complaints and appeals processes are available to students at no cost.

f) Each complainant has the opportunity to present her case to the Principal or the Director of International Education.

g) Students and/or the College 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 Director of International Education and this will be forwarded to the Principal who will assess the complaint.

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, and a copy will be retained on the student’s file.

j) If the grievance procedure finds in favour of the student, the College will immediately implement the decision and any corrective and preventative action required, and advise the student of the outcome.
k) The College undertakes to finalise all grievance procedures within 10 working days.

l) For the duration of the appeals process, the student’s enrolment and attendance must be maintained.

4. External Appeals Processes

a) If the student is dissatisfied with the conduct or result of the complaints procedure, she may seek redress through an external body at minimal or no cost. The student has to access the external appeals process within 14 days.

b) If the student wishes to complain or to lodge an external appeal about a decision made or action taken by the College, she may contact the Overseas Students Ombudsman at no cost. The Overseas Students Ombudsman offers a free and independent service for overseas students. Please see www.oso.gov.au or phone 1300 362 072 for more information.

c) If a student is concerned about the actions of the College she may approach the Chief Executive of the Department of Education Training and Employment who, under Part 2, Division 2 of the Education (Overseas Students) Act 1996, may suspend or cancel the registration of a provider or a course if a breach of the requirements of registration provision is proved. Concerns or complaints about the conduct of a registered provider should be addressed in writing to The Manager, International Quality (Schools) Unit, DETE, LMB 527, Brisbane, Queensland 4001.

5. Other Legal Redress

Nothing in the College’s Complaints and Appeals Policy negates the right of an overseas student to pursue other legal remedies.
Lourdes Hill College

International Students Course Progress and Attendance Procedures

This document is available to staff and to students.

1. Course Progress

   a) The school will monitor, record and assess the course progress of each student for the course in which the student is currently enrolled.

   b) The course progress of all students will be assessed at the end of each study period (semester) of enrolment.

   c) Students who have begun part way through a semester will be assessed after one full study period.

   d) To demonstrate satisfactory course progress, students will need to achieve a C pass in 50% of all subjects over a study period (1 year).

   e) If a student does not achieve a C pass in all subjects in a study period the Director of International Education will formally contact the parent(s) to advise there will be a meeting with the student to develop an intervention strategy for academic improvement. This may include:

      i. After hours tutorial support
      ii. Subject tutorial support in class time
      iii. Mentoring
      iv. Additional ESL support
      v. Change of subject selection, or reducing course load (without affecting course duration)
      vi. Counselling – time management
      vii. Counselling - academic skills
      viii. Counselling - personal
      ix. other intervention strategies as deemed necessary

   f) A copy of the student’s individual strategy and progress reports in achieving improvement will be forwarded to parents.

   g) The student’s individual strategy for academic improvement will be monitored over the following study period by the Director of International Education and records of student response to the strategy will be kept.
h) If the student does not improve sufficiently academically and achieve satisfactory course progress by the end of the next study period, Lourdes Hill College will advise the student in writing of its intention to report the student for breach of visa condition 8202, and that she has 20 working days in which to access the school’s internal complaints and appeals process.

i) Following the outcome of the internal process, if the student wishes to complain or lodge an external appeal about a decision made or action taken by Lourdes Hill College, she may contact the Overseas Student Ombudsman at no cost. This must be done within 14 days. Please see Lourdes Hill Complaints and Appeals Policy for further details.

k) The school will notify the National ESOS Authority via PRISMS of the student not achieving satisfactory course progress as soon as practicable where:

l) i. the student does not access the complaints and appeals process within 20 days, or
   ii. withdraws from the complaints and appeals process, or
   iii. the complaints and appeals process results in favour of the school

2. Completion within expected duration of study

a) As noted in 1.a., the school will monitor, record and assess the course progress of each student for the course in which the student is currently enrolled.

b) Part of the assessment of course progress at the end of each semester will include an assessment of whether the student’s progress is such that they are expected to complete their course within the expected duration of the course.

c) The school will only extend the duration of the student’s study where it is clear the student will not be able to complete their course by the expected date because of:

   i. compassionate or compelling circumstances (see Definitions below)
   ii. student participation in an intervention strategy as outlined in 1.e.
   iii. an approved deferment or suspension of study has been granted in accordance with Lourdes Hill College Deferment, Suspension and Cancellation Policy.

d) Where the school decides to extend the duration of the student’s study, the school will report this change via PRISMS within 14 days and/or issue a new COE if required.

3. Monitoring Course attendance

a) Satisfactory course attendance is attendance of 80% of scheduled course contact hours.

b) Student attendance is:

   i. checked and recorded daily
   ii. Assessed regularly
   iii. recorded and calculated over each study period.

c) All absences from school will be included in absentee calculations and should be accompanied by a medical certificate, an explanatory communication from the student’s carer or evidence that leave has been approved by the Principal/Head of School.
d) Any absences longer than three (3) consecutive days without approval will be investigated.

e) Student attendance will be monitored by Director of International Education every 5 weeks over a study period to assess student attendance using the following method.

   i. Calculating the number of hours the student would have to be absent to fall below the attendance threshold for a semester e.g. number of study days x contact hours x 20%. [For example, a 20 week semester with 5 contact hours a day would equal 500 contact hours. 20% of this is 100 hours.]

   ii. Any period of exclusion from class will not be included in student attendance calculations. [See Sample School Deferment, Suspension and Cancellation Policy points 5 and 6.]

f) Parents of students at risk of breaching Lourdes Hill College attendance requirements will be contacted by email and students will be counselled and offered any necessary support when they have absences totalling 10% of any study period.

g) If the calculation at 3.e indicates that the student has passed the attendance threshold for the study period, Lourdes Hill College will advise the student of its intention to report the student for breach of visa condition 8202, and that she has 20 working days in which to access the school’s internal complaints and appeals process except in the circumstances outlined in 3.i.

h) The school will notify the National ESOS Authority via PRISMS of the student not achieving satisfactory course attendance as soon as practicable where:

   i. the student does not access the complaints and appeals process within 20 days

   ii. withdraws from the complaints and appeals process

   iii. the complaints and appeals process results in a decision for the school.

i) Students will not be reported for failing to meet the 80% threshold where:

   i. the student produces documentary evidence clearly demonstrating compassionate or compelling circumstances e.g., medical illness supported by a medical certificate or as per Definition, below, and

   ii. has not fallen below 70% attendance for the study period.

j) The method for calculating 70% attendance is the same as that outlined in 3.e. with the following change; number of study days x contact hours x 30%.

k) If a student is assessed as having nearly reached the threshold for 70% attendance, the Director of International Education will assess whether a suspension of studies is in the interests of the student as per Lourdes Hill College Deferment, Suspension and Cancellation Policy.

l) If the student does not obtain a suspension of studies under the Lourdes Hill Deferment, Suspension and Cancellation Policy, and falls below the 70% threshold for attendance, the process for reporting the student for unsatisfactory attendance (breach of visa condition 8202) will occur as outlined in 3.g – 3.h.
4. Definitions

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

i. serious 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
iii. major political upheaval or natural disaster in the home country requiring their emergency travel that has impacted on their studies
iv. a traumatic experience which has impacted on the student (these cases should be where possible supported by police or psychologists’ reports)
v. where the school was unable to offer a pre-requisite unit
vi. inability to begin studying on the course commencement date due to delay in receiving a student visa.

For other circumstances to be considered as compassionate or compelling, evidence would need to be provided to show that these were having an impact on the student’s progress through a course.

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

d) **School day** – any day for which the school has scheduled course contact hours.

e) **Study period** – a discrete period of study within a course which cannot exceed 24 weeks. Lourdes Hill College defines a “study period” for the purposes of monitoring course attendance and progress as 1 semester.
Lourdes Hill College

Deferment, Suspension or Cancellation Policy

This policy for deferring, suspending or cancelling a student’s enrolment is based on the ISCA 2007 National Code Transition handbook at www.isca.edu.au.

1. Deferment of commencement of study requested by student:

Lourdes Hill College will only grant a deferment of commencement of studies for compassionate and compelling circumstances. These include but are not limited to:

1) illness, where a medical certificate states that the student was unable to attend classes.
2) bereavement of close family members such as parents or grandparents (where possible a death certificate should be provided)
3) major political upheaval or natural disaster in the home country requiring emergency travel that has impacted on studies
4) A traumatic experience which has impacted on the student (these cases should be where possible supported by police or psychologists’ reports).

The final decision for assessing and granting a deferment of commencement of studies lies with the Deputy Principal Head of School.

Deferment will be recorded on PRISMS within 14 days of being granted.

2. Suspension of study requested by student:

a) Once the student has commenced the course, Lourdes Hill College 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 within 14 days of being granted.

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 Deputy Principal Head of School.

3. **Student initiated cancellation of enrolment**

   All notification of withdrawal from a course, or applications for refunds, must be made in writing and submitted to the Assistant to the Principal, Teaching and Learning. Please see Lourdes Hill College’s Refund Policy for information regarding refunds.

4. **Assessing requests for deferment or suspension of studies**

   Applications will be assessed on merit by Head of School. All applications for deferment or suspension will be considered within 7 working days.

5. **School initiated exclusion from class (1–28 days)**

   a) Lourdes Hill College 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 Lourdes Hill College Behaviour Policy/Code of Conduct.

   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 Deputy Principal Head of School.

   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’ for up to 5 days will/will not be included in attendance calculations as per Lourdes Hill College Course Progress and Attendance Policy.

6. **School initiated suspension of studies (28 days +)**

   a) Lourdes Hill College 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 Lourdes Hill College 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 Deputy Principal, Head of School.

c) Students who have been suspended for more than 28 days may need to contact Department of Immigration. (Please see contact details at: http://www.immi.gov.au/contacts/australia/index.htm.)

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 Deputy Principal, Head of School.

e) Suspensions will be recorded on PRISMS.

f) The period of suspension will not be included in attendance calculations.

7. **School initiated cancellation of enrolment**

a) Lourdes Hill College 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 Lourdes Hill College Behaviour Policy/Code of Conduct.

b) Lourdes Hill College is required to report failure to maintain satisfactory course progress and failure to maintain satisfactory attendance to Department of Immigration, which may impact on a student’s visa.

c) Lourdes Hill College may cancel the enrolment of a student for failure to disclose a pre-existing condition requiring a high degree of specialized support or care.

School initiated cancellation of enrolment is subject to Lourdes Hill College Complaints and Appeals Policy.

Please see 8), below.

8. **Complaints and Appeals**

a) Student requests for deferment, and suspension and cancellation of enrolment are not subject to Lourdes Hill College Complaints and Appeals Policy.

b) Exclusion from class is subject to Lourdes Hill College Complaints and Appeals Policy.

c) School initiated suspension, where the suspension is to be recorded in PRISMS, and cancellation are subject to Lourdes Hill College Complaints and Appeals Policy.
d) For the duration of the internal appeals process, the school will maintain the student’s enrolment and the student will attend classes as normal.

e) If students access Lourdes Hill College complaints and appeals process regarding a school initiated suspension or cancellation of enrolment under Standard 13, the change in enrolment status will not be reported in PRISMS until the internal complaints and appeals process is finalized, unless extenuating circumstances relating to the welfare of the student apply. NB: Students may still access the external complaints and appeals process, but the school need not await the outcome of this process before changing the student’s enrolment status in PRISMS. However, if the school has issued a CAAW for a student, welfare provisions under NC St 5.3 are applicable.

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 behavior 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 Lourdes Hill College 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 Deputy Principal – Head of School.

9. **Student to seek information from Department of Immigration**

   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 Website [www.immi.gov.au/students/](http://www.immi.gov.au/students/) for further information about their visa conditions and obligations.

10. **Definitions:**

    a) Day – any day including weekends and public holidays in/out of term time.
Who is who at Lourdes Hill College

Principal: Ms Robyn Anderson
Deputy Principal - Head of School: Mr Terry Niebling
Deputy Principal – Mission: Mr John Clarke
Deputy Principal – Middle School: Mrs Nicole Caulfield
Assistant Principal - Learning & Teaching: Mrs Kath Perrier
Assistant Principal – Students: Ms Kerry Manders
Business Manager: Mr Andrew Hines
Fees Coordinator: Mrs Elizabeth Bremer
Director International Education: Mrs Jane Winter
School Counsellor: Ms Kristina Morgan
Careers Counsellor: Mrs Nyree Hatzimihail
Enrolments Director: Mrs Colette Duvall
Student Reception:

For any further information on studying at LHC, please refer to the College website: [http://www.lhc.qld.edu.au](http://www.lhc.qld.edu.au) or accompanying booklets in your information pack.

For fees inquiries email: fees@lhc.qld.edu.au
Adjusting to Life in Australia

While living and studying abroad may be an exciting adventure, it can also present a range of challenges. Having decided to study and live in Australia you will be undertaking adjustments in many areas of your life including cultural, social and academic. It is also important to remember that, while these changes are occurring, you will be embarking upon a new semester of study (for many of you in a different language) and be away from your usual supports, networks and resources. Adjustment to a new country and culture is a process that occurs gradually and takes time. The values, beliefs, traditions and customs of your home country may vary greatly from those in Australia and adapting to the Australian way of life may take some time. This advice may help:

- **Listen, observe and ask questions**
  Adjustment to a new culture and way of life takes time. Allow yourself time to observe those around you and patterns of both verbal and non-verbal communication. Don’t be afraid to ask questions if there are things you do not understand as this will reduce the chance of confusion or misunderstandings.

- **Become involved**
  Make an effort to meet people and become involved in groups both on campus and in the wider community. Maintain an attitude of openness to new situations and experiences. Establishing friendships and joining groups is the best way to experience and learn about Australian culture and will certainly mean you have a richer and more enjoyable time here.

- **Try to maintain a sense of perspective**
  When confronted with difficulties remind yourself that living and studying abroad is a challenge and it is normal to feel stressed, overwhelmed and out of your depth at times. Try to recall or make a list of the reasons why you initially wanted to study abroad in the first place. Also, listing positive events or changes within yourself that have occurred since you arrived may also assist with getting things in perspective.

- **Maintain some of the routines and rituals you may have had in your home country**
  This can include small things such as continuing to drink a certain type of coffee or tea or eating specific foods. It may also include maintaining involvement in bigger events such as celebrating a national day in your country of origin with a group of friends.
• **Keep lines of communication open with those at home**
  Communicating with those at home regularly about your experiences of study and life in Australia, through emails, telephones and letters, is vital. Not only does it help to keep you connected with important social supports, it also assists your friends and family to understand your experiences which will smooth the transition when you return home.

• **Sense of humour**
  Importantly, remember that living in a different culture means you will inevitably find yourself in a range of unusual and often confusing situations. Being able to laugh in these situations will remind you that it takes time to understand different cultures and that it is okay to make mistakes.

• **Ask for help**
  Don’t be afraid to ask for assistance or support if you need it. In addition to the Counselling Service there are many organisations set up on campus to ensure you have a successful and enjoyable time in Australia.

(Source: Macquarie University)
**Culture Shock**

**Culture shock** is the feeling of being out of place in an unfamiliar environment. The initial excitement of moving to a new country often subsides when different cultural expectations challenge you to attend to daily responses and behaviours previously taken for granted. The potential stress of dealing with these persistent challenges can result in feelings of hostility and frustration with your host country as well as a profound longing for home.

---

**PROCESS OF CULTURAL ADJUSTMENT**

Before Leaving
Happy, excited, YIPPEE!
YIPPEE! (sad to say goodbye)

Arrival
Happy, tired, jet-lagged
will
(a little bit confused)

Culture Shock
Everything is new & different
(What is it with these Aussies?!)

Adjusting
Making friends,
feeling
happy, understanding
things, socialising, feeling
settled

Graduation
Happy, excited,
(sad to say goodbye)

---

**Overcoming Culture Shock**

Once you realise you have culture shock, getting over it and moving on to better adjustment with the host culture will depend on you. It is you who must take some positive steps to feel better, and the sooner you take them, the better!
**Recognition:** You should remember that culture shock is a normal part of your adjustment and that you may have some of the symptoms. Some of your reactions may not be normal for you; you may be more emotional or more sensitive, or lose your sense of humour. Recognising your culture shock symptoms will help you learn about yourself as you work your way through it.

**Be objective:** Try to analyse objectively the differences you are finding between your home and your host country. Look for the reasons your host country does things differently. Remember that host customs and norms are (mostly) logical to them, just as your customs and norms at home are logical to you!

**Set goals:** Set some goals for yourself to redevelop your feeling of control in your life. These should be small tasks that you can accomplish each day. For example, if you do not feel like leaving your room, plan a short activity each day that will get you out. Go to a post office or store to buy something, ride a bus or go to a sports event. If you feel that language is your problem, set daily goals to learn more: study fifteen minutes a day; learn five new words a day; learn one new expression each day; watch a TV program in your new language for 30 minutes. Each goal that you achieve will give you more and more self-confidence that you can cope.

**Share your feelings:** Fourth, find local friends who are sympathetic and understanding. Talk to them about your feelings and specific situations. They can help you understand ideas from their cultural point of view.

**Polite Behaviour**

'Please' and 'Thank you' are words that are very helpful when dealing with other people, and buying goods or services. When asked if you would like something, like a cup of tea, it is polite to say, 'Yes please', or just 'Please' if you would like it, or 'No, thank you' if you do not. When you receive something, it is polite to thank the person by saying 'Thank you'. Australians tend to think that people who do not say 'Please' or 'Thank you' are being rude. Using these words will help in building a good relationship.

Sometimes a sensitive issue may come up in conversation. Not to talk may seem rude. It is more polite to say 'Sorry, it is too hard to explain' than to ignore a question.

Australians often say, 'Excuse me' to get a person's attention and 'Sorry' if we bump into them. We also say, 'Excuse me' or 'Pardon me' if we burp or belch in public or a person's home.
You should always try to be on time for meetings and other visits. If you realise you are going to be late, try to contact the person to let him or her know. This is very important for visits to professionals as you may be charged money for being late or if you miss the appointment without notifying them before the appointment time.

Most Australians blow their noses into a handkerchief or tissue, not onto the footpath. This is also true for spitting. Many people will also say, 'Bless you' when you sneeze. This phrase has no religious intent.

(Source: Department of Immigration & Border)
Lourdes Hill College International Students
Homestay Risk Management Policy

Introduction

The purpose of this policy is to provide written processes to ensure that homestay service providers and homestay hosts for Lourdes Hill College comply with legislation applying in Queensland about the care and protection of children in homestay arrangements.

In particular, the purpose of this Risk Management Policy for Child Protection is to:

- promote the well being of homestay students and to protect them from harm;
- assist Lourdes Hill College to deliver a quality service to the young people in its care;
- reduce the risk of harm to homestay students through written policies and procedures, including information and training, for homestay providers and hosts involved with Lourdes Hill College).

Scope

This policy applies to homestay service providers, homestay hosts, residents of homestay host homes, homestay students and visitors to homestay hosts' homes; and covers information about the school's commitment to child protection, procedures related to recruiting, selecting, training and managing staff, including hosts and homestay service providers; policies and procedures for handling disclosures or suspicions of harm, including reporting guidelines; risk identification and management; and communication and support.

Responsibility

Principal
Ms Robyn Anderson

Point of Contact
Director of International Education

Policy

Lourdes Hill College is committed to the protection of all children in its care. In order to manage the risks surrounding child protection the following policies and procedures apply for the safety and protection of students in homestay.
This policy should be read in conjunction with the Lourdes Hill College Child Protection Policy and Staff Code of Conduct.

The Commission for Children and Young People Amendment Regulation (No.1) 2006 Section 99G prescribes schools working with children and young people, including people involved in the Homestay industry, are required to have a Risk Management Strategy in place to address the following specific criterion:

a) a statement about commitment to the safety and wellbeing of children and the protection of children from harm

b) a Code of Conduct for interacting with children and young people

c) procedures for recruiting, selecting, training and managing people engaged or proposed to be engaged by the service provider, as the procedures relate to the safety and wellbeing of children and the protection of children from harm

d) policies and procedures for handling disclosures or suspicions of harm, including reporting guidelines

e) a plan for managing breaches of the Risk Management Strategy

f) policies and procedures for compliance with part 6 of the Act, including:

i. implementing and reviewing the Risk Management Strategy, and
ii. keeping a written record, in relation to matters under part 6, about each person engaged by the operator, for example:
   - whether or not the operator considers the operator must apply for a prescribed notice about the person, and
   - whether or not an application for a prescribed notice has been made by the operator about the person, and
   - if a positive notice has been issued for the person – the date of expiry of the notice

g) risk management plans for high risk activities and special events.

h) strategies for communication and support, including:

i. written information for parents and persons engaged by the operator that includes details of the operator’s Risk Management Strategy or where the strategy can be accessed, and
ii. training materials for people engaged by the operator to help identify risks of harm and
how to handle disclosures or suspicions of harm, and outline the operator’s Risk
Management Strategy.

Principles

The school will uphold the following principles under this policy:

- Lourdes Hill College believes all Homestay students have the right to feel safe, be listened to,
be involved in decisions that affect them, have their cultural values respected, not be unjustly
discriminated against on the basis of their status, activities, expressed opinions or beliefs of
their parents or carers, and have their best interests considered.

- Students under the care of Lourdes Hill College should be provided with the knowledge and
information they require to feel empowered to take action in the event of abuse or neglect.

- Lourdes Hill College acknowledges that Homestay students are unique and valued individuals
and deserve to be treated with care and respect.

- Lourdes Hill College recognises that respect for Homestay students is the foundation upon
which all policies and procedures are developed. We are committed to promoting their
wellbeing and to protecting the security, safety and wellbeing of Homestay students under our
protection.

Child Protection Policy

The (Lourdes Hill College has a current Child Protection Policy which meets criteria as set down in
legislation and regulation. The Policy outlines policies and procedures for handling disclosures or
suspicions of harm, including reporting guidelines and is available:

- on the College website;
- in the Homestay Policy Handbook;
- at the Main Reception; and
- a summarised copy of the policy is in staff and student handbooks.

In addition, the College’s policy and attitude towards child protection is conveyed via the newsletter on
a regular basis, including details about how to report harm or suspected harm. Students are also
informed at assembly and in regular classroom meetings about how to protect themselves and who to
report to if they are concerned about their safety.
Procedures for Reporting Harm

All entities identified in the scope of this policy are expected to reflect the highest standards of care in their behaviour towards and relationships with students.

They must not under any circumstances engage in physical or emotional abuse or engage in sexual contact of any nature with a student living in accommodation approved by the school. It is irrelevant whether the conduct is consensual or non-consensual, or condoned by parents or caregivers.

Failure to behave in an appropriate manner may result in criminal proceedings and/or disciplinary action, including dismissal of staff or suspension of a homestay host.

What is harm?

Harm is any detrimental effect of a significant nature on the child’s physical, psychological or emotional wellbeing. It is immaterial how the harm is caused. Harm can be caused by:

- Physical, psychological or emotional abuse or neglect;
- Sexual abuse or exploitation.

Suspicion of harm

You have ‘reasonable grounds’ to suspect harm if:

- A child or young person tells you they have been harmed
- Someone else, for example another child, a parent, or staff member, tells you that harm has occurred or is likely to occur
- A child or young person tells you they know of someone who has been harmed (it is possible they may be referring to themselves)
- You are concerned at significant changes in the behaviour of a child or young person, or the presence of new unexplained and suspicious injuries, or
- You see the harm happening.

Disclosures of harm

Disclosures of harm may sound like:

- “I think I saw …”
- “Somebody told me that …”
- “Just think you should know …”
- “I’m not sure what I want you to do, but …”

Any disclosure of harm is important and must be acted upon, regardless of whether:
- The harm to a child or young person has been caused by a person from within or outside the homestay accommodation, or

- The child or young person disclosing the harm is from within or outside the homestay accommodation.

**What to do when a disclosure is made**

- Don’t panic
- Find a private place to talk
- Listen
- Believe the person, and
- Don’t ask leading questions.

It is not your role to investigate allegations of harm. Only ask enough questions to confirm the need to report the matter to the authority identified in the table below. The safety of the child or young person is paramount.

Under no circumstances should a member of staff of the homestay service provider, or the homestay host:

- Conduct his/her own investigation to substantiate claims; or
- Attempt to mediate a settlement of the matter instead of notifying relevant authorities.

Investigations conducted by a homestay service provider/ homestay host could lead to:

- The destruction of evidence by an accused person
- Intimidation of the person disclosing the information, or
- Intimidation of the child or young person being harmed (if the disclosure was made by somebody else).

**Reporting Harm**

**School Homestay Service Provider**

The school's Child Protection Policy and the risk management policy with regard to reporting harm, applies to homestay hosts employed, either paid or as a volunteer, under a homestay program operated by the school. See table below.
Non-school Homestay Service Providers

If the homestay service is operated by an independent provider, the service provider must have policies in place, approved by the school, that meet the Commission for Children and Young People and Child Guardian Act and Regulation requirements with regard to risk management for child protection, including procedures for reporting harm.

Lourdes Hill College has outsourced its homestay to an independent homestay service provider International Student Care Australia (ISCA). Its policies and procedures are attached to this Policy (Appendix 4) and are also on the LHC website.

Homestay Host

A homestay host for a college homestay service must comply with the College’s child protection procedures with regard to reporting of harm. See table below.

A homestay host for an independent homestay service provider must comply with the service provider’s child protection procedures with regard to reporting of harm. These procedures must be approved by the school. In some cases the school may require this to be the school’s policy.

Blue Cards

All homestay service providers and homestay hosts (including parents at the College, but excluding those who are relatives of the child staying with them) must have prescribed notices (blue cards) except when:

- the ‘employment’ is arranged by the school; and
- the employee performs the function as a volunteer; and
- the employee performs the function for 10 days or less; and
- the employee does not perform the function on more than two occasions in the same year.

Paid employees of a homestay host must hold a blue card if they meet a ‘regular contact’ provision.¹

Adults other than the designated homestay host who live permanently with the homestay provider must hold a blue card; screening of such adults is carried out free of charge

The School/College maintains a register of:

- all blue card numbers of people in the above categories and the dates for renewal (see appendix 1).

¹ Regular contact is defined as regular attendance at the school premises for 10 days or less per occasion or a combination of occasions per year.
Selection and Training of Homestay Hosts

Lourdes Hill College recognises that risk management for children in homestay begins with the recruiting, screening and selection of the right people to provide an accommodation service, and continues by having consistent procedures in place for all stakeholders to follow, with adequate management and supervision to ensure they comply with these procedures.

The College, therefore, has a written policy on the selection, supervision and management of homestay hosts.

Selection

In choosing a homestay host the College and its Nominated Service Provider must comply with any relevant legislation and satisfy itself of the ability of the homestay host to care for the student in a safe and secure environment, and to provide age appropriate support and supervision for a child or adolescent attending school and adjusting to living in a new environment.

All homestay hosts must agree to a Code of Conduct and the College’s Child Protection Policy. The Nominated Service Provider’s Homestay Handbook sets out clear criteria with regard to how it makes decisions about the suitability of a homestay situation. These criteria cover the minimum requirements with regard to:

- Blue Card requirements
- Facilities and infrastructure (e.g. access to transport)
- Hygiene
- Cultural awareness
- School and homestay rules
- Services provided (e.g meals, laundry)

All homestay families, and prospective families, are supplied with a copy of this handbook.

Induction

Lourdes Hill College values the work of homestay hosts and recognises its responsibility to offer support and assistance to ensure that homestay arrangements work well for all concerned. The school has a written induction process which applies to all staff, volunteers and contractors (hereafter called ‘staff’) during the first twelve months of appointment, and includes procedures for making staff members aware of the legislation on Child Protection and the Code of Conduct expected of staff.

The Induction process includes, but is not limited to:

- professional development about identifying and reporting harm or suspected harm;
- making staff aware of the risk management procedures for the protection of children; and
- working through policies related to child protection such as;
• behaviour management;
• anti-bullying; and
• Disabilities’ policy.

In addition, homestay induction includes providing information to homestay hosts about the aims of the homestay program responsibilities of hosts and of the homestay students; possible problems that may arise and possible solutions; legal issues; contact points for homestay hosts needing assistance or in an emergency; and cultural differences they should be aware of.

**Communication and Support**

**Professional Development**

All homestay providers and hosts are required, on an annual basis, to sign a register that they have read and understood the College’s Child Protection Policy (see Appendix 2).

In addition, Lourdes Hill College demonstrates its commitment to providing information and training on how to identify risks of harm and disclosures of suspicions of harm to all stakeholders by:

• Regular training for all Homestay Providers, Coordinators and Hosts;
• Enrolment package for families involved in the Scheme; and
• Orientation / induction handbook for Students.

**Communication**

The location/availability of the school’s Risk Management Strategy for Child Protection is publicised in the following manner in order to provide access to the Strategy to all stakeholders within the Scheme:

• Homestay Student Parent Information Handbook, issued upon enrolment with the Scheme;
• Homestay Student Information Handbook, issued upon enrolment with the Scheme;
• Homestay Host Induction Manual;
• Intranet for general staff;
• Internet site
• Updates are communicated at staff meetings and via the school newsletter.

**Risk Management**

Lourdes Hill College has a Risk Management Committee with the role of identifying risks to students of the school, including those who are accommodated in homestay arrangements. Staff who are involved in identifying risks are selected on they basis they are knowledgeable about the policy, program, process or activity being reviewed, or they have ready access to experts in complex situations.
All homestay providers and homestay hosts are expected to report risk situations to the Committee, as well as to identify risks related to activities under their supervision and to comply with all policies of the school that have been established for the safety of children.

In addition to complying with the College’s risk management strategies, it is expected that homestay providers, independent of the school, will establish their own policies and procedures for risk management of students whose accommodation is sourced and managed by them.

The Lourdes Hill College works through the following processes in relation to risks to homestay students.

1. **Identify Risks**

A risk is anything that can cause harm, either physically, psychologically or emotionally. It could be caused by a faulty piece of equipment, or leaving Homestay students alone in a car park while they wait for a lift from a friend.

Lourdes Hill College identifies risks through:

- audits or physical inspections
- brainstorming
- decision trees
- examining local or overseas experience
- expert judgment
- flow charting, system design review, systems analysis
- history, failure analysis
- incidents or complaints
- interviews/focus groups
- operational modeling
- organisational experience
- personal experience
- scenario analysis
- SWOT Analysis
- survey or questionnaire
- systems engineering techniques, e.g. Hazard and Operability (HAZOP) studies
- Work breakdown structure analysis.

The **key questions** considered to help identify risks are:

- When, where, why, how are the risks likely to occur?
- What is the source of each risk?
- Who might be involved?
- How often might these risks occur?
- How reliable is the information?
- What are the consequences of each risk?
- What is the potential cost in time, money and resources?
• What controls presently exist to mitigate the risk?
• What are the accountability mechanisms - internal and external?
• Is there a need to research specific risks or seek further information?

2. **Analyse risks**

After identifying a wide range of risks, the next step is to separate the minor risks from the major and to begin to prioritise the risks. The level of risk is defined by the relationship between consequence and likelihood, applicable to the area of risk or program under review.

These are the **key questions** to define risk levels:

• What are the potential consequences of each risk if it occurs?
• What is the potential likelihood of the risk happening?
• What controls exist to prevent or detect the risk?
• What controls exist which will lower the consequences or likelihood of the risk?
• How well are these controls enforced by management?

3. **Evaluate and prioritise**

After **analysing the risk, decisions can be made regarding whether** the risk is acceptable or unacceptable. This involves comparing the level of risk with the identified level of unacceptable risk.

• **Assess the level of risk**
• **Rate the risk**
• **Assess the level of risk**

A risk is called 'acceptable' if it is not going to be treated. Unacceptable risks will be treated in some way. Evaluation should take account of the degree of control over each risk and the cost impact, benefits and opportunities presented by the risks. Combining likelihood and consequences will produce risk levels.

4. **Level of risk**

<table>
<thead>
<tr>
<th></th>
<th>Consequences</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Insignificant</td>
</tr>
<tr>
<td><strong>Almost Certain</strong></td>
<td>Medium</td>
</tr>
<tr>
<td><strong>Likely</strong></td>
<td>Medium</td>
</tr>
<tr>
<td><strong>Possible</strong></td>
<td>Low</td>
</tr>
</tbody>
</table>
Risk descriptors

<table>
<thead>
<tr>
<th>Risk level</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>High risk</td>
<td>Immediate action required, senior management/Board will be involved</td>
</tr>
<tr>
<td>Serious risk</td>
<td>Senior executive management attention needed and management responsibility specified</td>
</tr>
<tr>
<td>Medium risk</td>
<td>Manage by specific monitoring or response procedures</td>
</tr>
<tr>
<td>Low risk</td>
<td>Manage by routine procedures, unlikely to need specific application of resources</td>
</tr>
</tbody>
</table>

These are the **key questions** to assess whether a risk is acceptable:

- How does the level of each risk stand up against the level of acceptable risk?
- Is the level of the risk so low that treatment is not appropriate?
- Do the opportunities outweigh the threats to such a degree that the risk is justified?
- Is the cost excessive compared to the benefit?
- Is there no treatment available?

5. **Treat risks**

Risk cannot be eliminated, but choosing and implementing a treatment plan will help to master the risk.

A number of options are available:

- accept
- avoid
- reduce
- transfer

These are the key questions to assess treatment or control options to minimise risk:

- What is the feasibility of each treatment option?
- What is the cost of implementing versus the benefits?
- What is the extent of risk reduction versus the benefits?
- What are the resources needed (people, money, technical)?
• Do the risk treatments comply with legal requirements, government and organisational policies, including those concerning access, equity, ethics and accountability?
• What are the criteria of acceptability?
• What opportunities are created by the risk?
• Are there rare but severe risks?

Treatment plans are decided as follows:

• Which option is the best choice?
• What will be monitored and reviewed to determine the success of the treatment?
• Who is best placed to treat each risk, either through better knowledge, technical expertise or financial capability?
• What job design and work organisation options are appropriate for staff treating the risks?
• Who is accountable and responsible for the treatment of the risk?

The follow steps are used to implement the treatment plan:

• develop the policy
• establish the infrastructure, including management commitment, responsibility and authority and resources
• develop and establish the program at organisational level
• address management of cross-organisational risks
• manage program, project and team level risks
• manage individual level risks
• Develop performance indicators to monitor the levels of risk, the performance of the treatment measures and the risk treatments.

A risk management template for high risk activities and special events is included at Appendix 2.

6. Monitor the policy

Monitoring

It is the school’s general policy to employ homestay hosts known to them, such as parents of the school. In those occasions where this is not possible, homestay hosts will be required to supply two references from independent referees in order to be considered for employment.

In addition, there will be ongoing monitoring of students following their homestay placement. This will include:

• Pre-arranged visits to host homes on a regular basis
• Regular meetings of homestay hosts
• Annual self assessment by Homestay Hosts
• Exit statements by Homestay Students and Homestay Hosts
• Complaints Register (ensure incident reports for students and hosts are linked if they relate to the same incident)
• Surveys
• Ongoing counselling and communication with students
• Regular telephone calls to students and hosts
• Regular email contact with students and hosts.

Homestay hosts are encouraged to contact the homestay coordinator immediately if they have any concerns.

**Breaches**

Breaches of this Policy are managed via:

• The school’s complaints procedure (including the complaints resolution processes):
  • Informal
  • Formal

• Breaches are determined by the Homestay Coordinator in the first instance;

• Suspected breaches will be dealt with by investigation and reporting to relevant authorities where necessary (refer to the College’s Child Protection Policy, and, in particular, the section on Reporting Harm or Abuse);

• Penalties for breaches will be enforced in accordance with the Code of Conduct; eg.

  • Penalties might include:
  • Pointing out to the homestay service provider or host that they are in breach of their agreement and therefore can no longer work with the agency (school)
  • Penalties might be more capacity building than punitive and may involve further training, conditions and controls to prevent harm

• An appeals process is specified within the Complaints Procedure.

**Related Policies and Documents**

Child Protection Policy
Child Protection Compliance Policy
Staff Code of Conduct
Anti-bullying policy
Sexual Harassment policy
Privacy Policy
Grievance/Complaints Policy
Recruitment and Selection Procedures
Anti-Discrimination Policy
Excursion Procedures
Duty of Care Handbook
CRICOS Regulations

Legislation

Commission for Children and Young People and Child Guardian Act 2000 (Qld)
Commission for Children and Young People and Child Guardian Regulation 2001 (Qld)
Education (General Provisions Act) 2006 (Qld)
Education (General Provisions) Regulation 2006 (Qld) Education
(Queensland College of Teachers) Act, 2005 (Qld) Education
(Accreditation of Non-State Schools) Act 2001 (Qld) Education
(Accreditation of Non-State Schools) Regulation 2001(Qld) Education
Services for Overseas Students (ESOS) Act 2000 (Cth) Education
(Overseas Students) Act 1996 (Qld)
Education (Overseas Students) Regulation 1998 (Qld)

Definitions

Guardian of a child means a person who is recognised in law as having all the duties, powers, responsibilities and authority relating to the child that, by law, parents have relating to their children.

Homestay Service Provider is the school, person or organisation arranging the Homestay student’s accommodation.

Homestay Host is the volunteer or paid family who cares for the Homestay student in their home.

Homestay Student is the child or young person staying in the home of the Homestay Host.
Lourdes Hill College International Students
Accommodation and Welfare Policy

Lourdes Hill College approves the following accommodation and care options for overseas students:

1. **The student will live with a parent or relative approved by the Department of Immigration.**
   In this case:
   i. The School does **not** provide a welfare letter (CAAW) via PRISMS. The student’s family provides proof of relationship to Department of Immigration for the purposes of visa application.
   ii. If the adult responsible for the welfare, accommodation and other support arrangements for a student under 18 years holds a **Student Guardian visa (subclass 580)**, all obligations and conditions of this visa must be met, including:
      o not leaving Australia without the nominating student unless the School has first approved alternative welfare and accommodation arrangements for the student for the adult’s period of absence, and
      o advising the Department of Immigration of any change of address, passport or other changes of circumstances.

2. **The student will live in school approved accommodation and care arrangements and the School will generate the welfare letter (CAAW) via PRISMS to accompany the student’s Confirmation of Enrolment (CoE).**
   In this case:
   i. Any accommodation, welfare and other support arrangements for the student must be approved by the School, including arrangements provided by third parties
   ii. Any changes to approved arrangements must also be approved by the School. **This includes any requests by students under 18 years of age to attend “Schoolies Week” on completion of Year 12.**
   iii. If a student for whom the School has issued a CAAW refuses to maintain approved arrangements, the School will report this to the Department of Immigration and advise the student to contact the Department of Immigration to ensure visa implications are understood. (See Department of Immigration office addresses at: [http://www.immi.gov.au/Help/Locations/Pages/Australia.aspx](http://www.immi.gov.au/Help/Locations/Pages/Australia.aspx))
School approved accommodation options for full fee paying 571 visa subclass students under 18 years of age include:

i. Homestay Program operated by ISCA.
ii. Private accommodation and care arrangements approved by the School which meet all requirements under relevant state and commonwealth legislation.

3. For School vacation periods, the following accommodation options are available to full fee paying 500 visa subclass students under 18 years of age for whom the School has issued a CAAW:
   i. Student returns home to parents
   ii. Student continues to live in / is placed in Homestay arranged and approved by the school iii. Student may spend vacation with relatives or a friend's family if all requirements are met in order to attain school approval.

Lourdes Hill College approves the following accommodation and care options for overseas students:

4. **The student will live with a parent or relative approved by the Department of Immigration.**
   In this case:
   i. The School does **not** provide a welfare letter (CAAW) via PRISMS. The student’s family provides proof of relationship to Department of Immigration for the purposes of visa application.
   ii. If the adult responsible for the welfare, accommodation and other support arrangements for a student under 18 years holds a **Student Guardian visa (subclass 580)**, all obligations and conditions of this visa must be met, including:
      o not leaving Australia without the nominating student unless the School has first approved alternative welfare and accommodation arrangements for the student for the adult’s period of absence, and
      o advising the Department of Immigration of any change of address, passport or other changes of circumstances.

5. **The student will live in school approved accommodation and care arrangements and the School will generate the welfare letter (CAAW) via PRISMS to accompany the student’s Confirmation of Enrolment (CoE).**
   In this case:
   i. Any accommodation, welfare and other support arrangements for the student must be approved by the School, including arrangements provided by third parties.
   ii. Any changes to approved arrangements must also be approved by the School. This includes any requests by students under 18 years of age to attend “Schoolies Week” on completion of Year 12.
iii. If a student for whom the School has issued a CAAW refuses to maintain approved arrangements, the School will report this to the Department of Immigration and advise the student to contact the Department of Immigration to ensure visa implications are understood. (See Department of Immigration office addresses at: http://www.immi.gov.au/Help/Locations/Pages/Australia.aspx.)

School approved accommodation options for full fee paying 571 visa subclass students under 18 years of age include:

i. Homestay Program operated by ISCA.

ii. Private accommodation and care arrangements approved by the School which meet all requirements under relevant State and Commonwealth legislation.

6. For School vacation periods, the following accommodation options are available to full fee paying 571 visa subclass students under 18 years of age for whom the School has issued a CAAW: [Delete any which do not apply]

iv. Student returns home to parents

v. Student continues to live in / is placed in Homestay arranged and approved by the school vi.

   Student may spend vacation with relatives or a friend’s family if all requirements are met in order to attain school approval.

vii. Student may attend a supervised excursion, camp, etc., if all requirements are met in order to attain school approval.

7. Accommodation options for full fee paying 571 visa subclass students 18 years and older include:

i. Homestay Program (It is a condition of enrolment that students over 18 years also maintain school approved accommodation arrangements until the completion of their course.

8. For School vacation periods, the following accommodation options are available to full fee paying 571 visa subclass students 18 years or older:

i. Student returns home to parents

ii. Student continues to live in / is placed in Homestay, details of which are recorded by the School

iii. Student may spend vacation with friend’s family or relatives, provided details are given

iv. Student may attend a supervised excursion, camp, etc., provided details are given

v. Student may travel unaccompanied during vacation periods, provided details are given.
Additional Information:

HOMESTAY / PRIVATE ACCOMMODATION ARRANGEMENTS:

The Homestay accommodation arrangements operated by ISCA approved by Lourdes Hill College meets Queensland legislative requirements for child protection as well as Standard 5 of the National Code. These include

- Continuous dates for approved welfare arrangements
- Documented procedures for checking suitability of accommodation, support and general welfare arrangements

Guidelines for selecting family and ensuring the family can provide a stable environment for the duration of the student’s enrolment at the school

Criteria about accommodation services to be provided, and contract for arrangements about providing accommodation services

Orientation program for families new to provision of homestay services

Compliant Homestay risk management strategy, reviewed annually, undertaken by operator of the homestay program

- Blue Card for adults living in the homestay / private arrangement other than overseas students.

STUDENT GUARDIAN VISAS

Lourdes Hill College requires holders of Student Guardian Visas to:

i. maintain Overseas Visitor Health Cover for themselves and any dependent children living with them in Australia

ii. immediately advise the School of any change to address or contact details

iii. immediately advise the School if there are any compassionate or compelling reasons to travel overseas or not be at home for an extended period of time to care for the student.

If there is a valid reason for travelling overseas, and the School is able to approve alternative accommodation and care arrangements for the student for the period of student guardian visa holder’s absence, the School will provide documentation approving temporary care arrangements for the student for the Department of Immigration.

If there is not a valid reason for travelling overseas, or if the School is not able to approve alternative accommodation and care arrangements for the student for the period of student guardian visa holder’s absence, the student will need to travel overseas with the holder of the student guardian visa. In this case, the School will advise if compulsory attendance requirements will or will not be affected by the student’s absence.