



St Leonard's College

An education for life.

International Student Application Process and Policies



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Application process

International students wishing to apply for a place at St Leonard's College, must submit:

1. A completed International/Offshore Student Application Form
2. A photocopy of the student's birth certificate, passport, visa and/or certificate of citizenship
3. Certified and translated copies of the student's two most recent school reports
4. Copies of any additional education-related testing that has been undertaken and any other information that will support the student's application; and for,
5. Students from non-English speaking backgrounds and/or where English is not the language of instruction at their current school, who are applying for entry into years Prep to Year 4 are required to demonstrate that they have a level of English that will allow them to participate fully in classroom activities. Applications for students entering Year 5 and above must provide a copy of the student's Australian Education Assessment Service (AEAS) test results.

For further information about AEAS testing, please contact AEAS: + 61 3 9645 0077, admin@aeas.com.au or website aeas.com.au

When the College has received the required documentation, the application will be reviewed by the International Admissions Manager and the relevant Head of School. Following this, the applicant, their family and/or the appointed education agent will be advised of the outcome of the application.

If the application is successful, a Letter of Offer will be made subject to the following conditions being met:

1. A successful completion and satisfactory AEAS test result.
2. An interview with the Head of School during which subject choices will be finalised.

English language assessment

All students applying to enter the College in Year 5 and above who do not have English as their first language and/or where English is not the language of instruction at their current school, are required to sit an English Language Assessment Test which is administered by AEAS. This test must be completed prior to the submission of an application for enrolment and can be completed in Australia or in the student's country of origin.

For all other applications (Prep to Year 4) the student's level of English proficiency will be assessed through interview, review of writing samples, an assessment of the student's reading level and where it is deemed necessary, short-term class placements will be arranged in order to gain further information about the student's English language competence.

Letter of offer

An offer of enrolment will be made in writing. To accept this offer, all fees and charges specified therein must be paid by the due date to confirm the place. If payment is not received, the offer may be withdrawn at the College's discretion.

On receipt of the specified fees and charges, the College will issue a Confirmation of Enrolment (COE) and Overseas Student Healthcare Cover (OSHC) which, in addition to the Letter of Offer are required to apply for a student visa. Visa applications must be submitted at either an Australian Embassy or Australian High Commission.

If the student defers enrolment from the date specified in the Letter of Offer, the student's visa status may be adversely impacted.

Fees and charges, and health cover

Please refer to the [International Student Fees and Charges](#) brochure.

Notice of withdrawal

International students are restricted from transferring from St Leonard's College to another education provider for a period of six months from the date of commencement. After this initial period of enrolment, a minimum of one term of notice in writing to enrolment@stleonards.vic.edu.au advising of the student's intention to withdraw. Should this process not be followed a charge equivalent to one term of fees will apply.

Refund Policy

Application and Enrolment Fees are not refundable if a student application is cancelled.

1. Where an enrolment is withdrawn in writing more than one term prior to commencement, the Annual Tuition and Health Insurance Fees minus a cancellation fee of AU\$1,000 are refundable. The Application Fee and the Enrolment Confirmation Fee are non-refundable and non-transferable.
2. Where an enrolment is withdrawn in writing less than one term prior to the commencement date, the Application Fee, the Enrolment Confirmation Fee together with 25% of the Annual Tuition Fee is non-refundable and non-transferable. Health Insurance Fees are refundable.
3. Where evidence is provided that a visa application has been rejected by the Australian Department of Home Affairs, the Annual Tuition and Health Insurance Fees are refundable. The Application Fee and the Enrolment Confirmation Fee are not refundable or transferable.
4. After commencing enrolment at the College, and where a full school term of notice of withdrawal (due by the first day of the preceding term) is not provided, a charge equivalent to one term's fees will be applied.
5. If a student changes visa status (e.g. becomes a temporary or permanent resident), full international student fees will remain payable for the duration of that semester.

6. All refunds will be made in Australian dollars and will be payable to the party who made the original payment.
7. To claim a refund, the family must notify the International Admissions Manager (enrolment@stleonards.vic.edu.au) in writing of their intention to cancel enrolment and claim a refund. After notice has been received, where approved the refund will be processed and finalised within six weeks of the date of receipt.
8. This agreement does not remove the College's right to take further action to collect any outstanding fees and charges owing to the College.
9. This agreement, and the availability of the College's complaints and appeals processes, does not remove the right of the student to take action under Australia's consumer protection laws.

International student grievances policy

Grievances brought by a student/parent/guardian against another student will be dealt with under the College's *Anti-Bullying (Student)*, *Anti-Harassment (Student)*, *Behaviour Policy* and *Pastoral Care and Student Wellbeing* policies.

Informal complaints resolution

1. In the first instance, the College requests there is an attempt to resolve the issue through mediation/informal resolution of the complaint.
2. Students/parents/guardians should contact the student's teacher/Head of Year/Head of School in the first instance to attempt mediation/informal resolution of the complaint.
3. If the matter cannot be resolved through mediation, the matter will be referred to the Principal and the College's internal formal complaints and appeals handling procedure will be followed.

Formal complaints or appeals handling procedure

1. The process of this grievance procedure is confidential and any complaints or appeals are a matter between the parties concerned and those directly involved in the complaints handling process.
2. The student/parent/guardian must notify the College in writing of the nature and details of the complaint or appeal.
3. Written complaints or appeals are to be lodged with the Principal.
4. Where the internal complaints and appeals process is being accessed because notification has been provided that the College intends to report the student for unsatisfactory course attendance, unsatisfactory course progress or suspension or cancellation of enrolment, the student/parent/guardian has 20 days from the date of notification in which to lodge a written appeal.

5. Internal complaints and appeals processes are available to students at no cost.
6. Each complainant has the opportunity to present his/her case to the Principal.
7. Students/parents/guardians may be accompanied and assisted by a support person i.e. a friend/teacher/relative not involved in the grievance (lawyers and/or education agents are not acceptable support persons at this stage of the complaints handling process) at all relevant meetings.
8. The formal grievance process will commence within ten working days (any day other than a Saturday, Sunday or public holiday during term time) of the lodgement of the complaint or appeal with the Principal.
9. Once the Principal has come to a decision regarding the complaint or appeal, the student/parent/guardian will be informed in writing of the outcome and the reasons for the outcome.
10. If the grievance procedure finds in favour of the student, St Leonard's College will immediately implement the decision and any corrective and preventative action required.
11. Records of all documents relating to the grievance, complaint or appeal and the process and its outcomes will be comprehensively recorded on the student's file and in an International Student grievances file. Records will be kept in both soft and hard copy.
12. St Leonard's College undertakes to finalise all grievance procedures within ten working days (unless this is deemed impractical, in which case the student/guardian/family will be notified of the expected date for finalisation).
13. The College will make the student aware in writing that the student's enrolment will be maintained while the appeal is ongoing. For the duration of the appeals process, the student is required to maintain enrolment and attendance at all classes as normal.

External appeals process

If the College's Formal Complaints Procedure does not find in favour of the student, or the student is dissatisfied with the result of the complaints procedure, he/she will be informed of the external complaints and appeals process available to them at minimal or no cost.

The external body used for St Leonard's College's external complaints and appeals processes is:

Dispute Settlement Centre of Victoria

235 Queen Street

Melbourne VIC 3000

P: + 61 3 9603 8370

Once a mediator has recommended a course of action, both parties are expected to abide by the recommendation and cease further dispute.



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