

INFORMATION BOOKLET FOR OVERSEAS VISA STUDENTS AND THEIR PARENTS







OUR VISION

Empowering girls to be
architects of their futures.

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PRINCIPAL'S MESSAGE

WELCOME TO SOMERVILLE HOUSE!

I was honoured to begin my tenure as the 13th Principal of Somerville House in 2024, celebrating a school that has been nurturing strong young women for over 125 years. This milestone is a testament to the enduring legacy of excellence and empowerment that has been the hallmark of Somerville House since its founding.

I recognise and embrace the immense responsibility placed on my shoulders to carry on the legacy established by Miss Eliza Fewings, and so richly contributed to over the years by the 12 principals who have led before me. Each of these leaders has left an indelible mark on the school, shaping it into the vibrant and dynamic institution it is today.

While treasuring this rich history, it is equally important that we ensure Somerville House remains leading-edge and future-focused in our approach to educating the young women of tomorrow. Our commitment to innovation and excellence drives us to continuously evolve and adapt, preparing our students to thrive in an ever-changing world.

At Somerville House, we aim to foster a culture of wisdom and contemplation, encouraging our students to think deeply and act thoughtfully. We strive for transformation, both in our educational offerings and in the personal growth of our students. Our holistic approach to education integrates academic rigour with character development, ensuring that our students are well-rounded individuals equipped with the skills and values needed to make a positive impact on society.

We remain dedicated to providing the highest quality education for our students, delivering programs that not only enhance their academic experience but also prepare them for success in an ever-changing world. Our curriculum is designed to challenge and inspire, fostering a love of learning and a spirit of inquiry. We believe in the power of education to transform lives, and we are committed to helping each student reach their full potential.

As we look to the future, we are guided by our core values of courage, compassion, inclusion, integrity, gratitude, and respect. These values are at the heart of everything we do, shaping our interactions and guiding our decisions. They are the foundation upon which we build a supportive and inclusive community where every student is valued and encouraged to succeed.

I am deeply grateful for the opportunity to lead Somerville House and to work alongside our dedicated staff, supportive parents, and talented students. Together, we will continue to build on our proud legacy, ensuring that Somerville House remains a place where young women can grow, learn, and flourish.

Dr Sandra Hastie

GENERAL INFORMATION

Somerville House is Prep to Year 12 school for girls, with boarding available from Year 5. The purpose-built Early Learning Centre offers a nationally accredited and government subsidised Pre-Prep program for boys and girls.

Established in 1899, for over 125 years we have graduated highly capable, confident and discerning young women of the future.

At Somerville House, we believe in empowering our students to become the best versions of themselves. Our nurturing and supportive environment encourages girls to explore their interests, develop their talents and strive to meet their goals honourably. We provide a comprehensive, balanced educational experience that recognises the importance of academic excellence as well as psychological, physical and spiritual wellbeing.

We are proud to introduce the International Baccalaureate (IB) programme, which offers a globally recognised curriculum that fosters critical thinking, intercultural understanding and a love for lifelong learning. The IB programme at Somerville House prepares our students to thrive in an increasingly interconnected world, equipping them with the skills and knowledge needed to succeed in their future endeavours.

Located in the inner-city suburb of South Brisbane, Somerville House is in close proximity to Brisbane city making it the only girls' boarding school in the heart of Brisbane. Ideally positioned near the South Bank Parklands Precinct, the School is within easy walking distance to the city centre, the Gallery of Modern Art (GoMA), the Gabba (Brisbane Cricket Ground) and the Queensland Performing Arts Centre (QPAC). Our boarders often run or walk the path around South Bank Parklands and the Kangaroo Point cliffs on the weekends or after school. There is a variety of transport options close by including bus, train and ferry.

Academically, our school stands as some of Australia's finest. With outstanding facilities for music, performing arts, cultural pursuits and sport, combined with one of Australia's leading technology programs, our students graduate with a much broader education than can be provided by an academic curriculum alone. Our students are given every opportunity to explore their interests, develop their talents and ultimately to be the very best they can be.

The School boasts excellent facilities including:

- World-class boarding facilities
- Performing Arts Centre
- Libraries (Junior School and Senior School)
- Student Health Centre onsite
- SomerFields - sport grounds located 8km from the campus
- Sports and Aquatic Centre, including gymnasium
- Offsite rowing facility

Somerville House is home to boarders of diverse nationalities and culturally rich backgrounds, who travel from around Australia and the world to take advantage of the renowned academic, cultural and sporting facilities which the School has to offer.

Offering boarding from Years 5 to 12, Somerville House incorporates luxury and purpose-built facilities to meet the necessary balance between personal privacy and cohesive communal living. Boarders enjoy relaxed leisure spaces, in-house kitchen facilities, supervised study zones, and a communal terrace area on the tenth floor, offering incredible sweeping views over the city, and a leafy outdoor space to enjoy barbeques and al-fresco lunches.

The School provides a true home away from home; a secure and supportive world of opportunities.

Somerville House is one of four outstanding schools owned by the Presbyterian and Methodist Schools Association (PMSA) along with our sibling schools Brisbane Boys' College, Clayfield College and Sunshine Coast Grammar School.

VISION, VALUES AND STRATEGIC INTENT

At Somerville House, our strategic intent is to empower girls to become architects of their futures. We are dedicated to creating an inclusive and engaging Christian environment where every individual feels valued and inspired.

Our vision is to foster a community where girls are encouraged to think globally and act with purpose, developing the skills and confidence needed to lead and make a positive impact on the world.

Our mission is to provide a supportive and nurturing environment that promotes personal growth and academic excellence. We aim to instill in our students the values of Courage, Compassion, Inclusion, Gratitude, Integrity and Respect, which guide their interactions and influence every aspect of school life. These values are seamlessly integrated with the Christian principles of the Presbyterian and Methodist Schools Association (PMSA) – Relationships, Care, Ethics, Personal Development, Excellence and Celebration – creating a holistic educational experience.

Through our strategic initiatives, we strive to enhance the educational experience by fostering collaboration, innovation and continuous improvement. We are committed to preparing our students for the challenges and opportunities of the future, empowering them to make a positive impact on their communities and the world.



STRATEGIC INTENT 2025 to 2030



HISTORY

Since its foundation, Somerville House has epitomised the essential elements of an exemplary school: intellectual rigour, teaching excellent, a caring Christian community, a wealth of opportunities and a stimulating environment fostering innovation and growth. The strengths and wisdom of the past are retained, while preparing students to be confident and highly capable individuals of the future.

Milestones in our history

1899: Miss Eliza Fewings founded a school designed to educate young women and equip them to take a leading role in the creation of an emerging nation. The school began as The Brisbane High School for Girls and its first home was the City Tabernacle, on the corner of Wickham Terrace and Edward Street.

1912: The school moved to 'Erneton' in Wickham Terrace, a gracious old home that could accommodate both day students and boarders.

1918 to 1920: Ownership of the school was transferred to the newly formed Presbyterian and Methodist Schools' Association (PMSA) and in 1919 Cumbooquepa, South Brisbane was chosen as the ideal location for the School. It wasn't until 1920 that the school became known as Somerville House, named to honour Mary Somerville, a distinguished Scottish scientist, mathematician and scholar.

1942 to 1945: As a result of World War II, in 1942 the School was evacuated from its South Brisbane site and day girls were moved to Drysllwyn at Auchenflower and Queen Alexandra Home at Coorparoo and boarders moved to Moimindah at Stanthorpe. During the time the Vulture Street site was occupied by The United States Army's East-Asian Command, under General Macarthur. The School's South Brisbane campus became General Headquarters United Army Forces Far East, United State Army Service of Supply and Base Section 3, until the students returned in 1945.

School Crest and Motto



The School crest was designed by Robin Dods, a well known Brisbane architect. It represents wisdom standing upon the book of knowledge holding the lamp of truth over the School Motto Honour Before Honours which dates back to the School's foundation.

The colours of the School badge are blue, green and white. Blue is associated with loyalty, green is associated with the foliage of a plant, and hence with growth, and white represents purity.

Our School Motto, Honour Before Honours, presents a challenge in a competitive and materialistic society, to maintain the highest personal standards of integrity and to regard ideals of behaviour and achievement as more worthwhile and important than the applause of a crowd.

PRIVACY OF INFORMATION

Somerville House meets all requirements of the Australian Privacy Principles (APPs) contained in the *Commonwealth Privacy Amendment (Enhancing Privacy Protection) Act 2012* and has developed a comprehensive policy to ensure it meets those obligations. Please see the School's Privacy Policy, which outlines how personal information is collected, used and managed, including sensitive information and third-party data. The School updates its privacy practices in response to changes in law, technology and operations.

MARKETING INFORMATION AND PRACTICES

Somerville House markets its education and training services ethically and professionally to maintain the integrity and reputation of the overseas education industry.

Somerville House's marketing materials and promotion of courses and education services, prior to entering a written agreement, are consistent with Australian Consumer Law, and do not make false claims or provide misleading information about itself, its courses or course outcomes, including but not limited to:

- claims of associations between providers
- a successful education assessment outcome for the student or intending student
- possible migration outcomes
- any work-based training a student is required to undertake as part of the course
- prerequisites - including English language proficiency - for entry to the course.

Somerville House will not actively seek to recruit a student who is already enrolled with another registered provider.

Somerville House will assess any enrolment enquiry from a student already enrolled with another registered provider according to the requirements of Part B, Standard 7 of the National Code of Practice.

The School's Legal Entity Name, the School's Trading Name and CRICOS Number appear on all school written and online marketing and other required materials related to providing or offering a registered course to an overseas student, as below, including in electronic form, as required by the 2018 National Code in the following format:

- Legal Entity Name: The Presbyterian and Methodist Schools' Association t/a Somerville House
- School Name: Somerville House
- CRICOS Number: 00522G

Offers of enrolment can only be made for registered courses that are listed on PRISMS.

At this school:

- A study period is one semester unless otherwise defined
- A semester is two terms i.e. Semester 1 is Terms 1 and 2 and Semester 2 is Terms 3 and 4
- A school term is 8 to 10 weeks in duration, dependent on the term set by the Presbyterian Methodist Schools' Association (PMSA) each year
- There are four terms per school year.

TERM DATES

See the Somerville House website for term dates:
somerville.qld.edu.au/parent-links/term-dates/.

ACCREDITATION AND KEY STAFF

Somerville House is an approved school under the Education (Accreditation of Non-State Schools) Act 2017 the Education (Overseas Students) Act 2018. Somerville House is registered on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS):

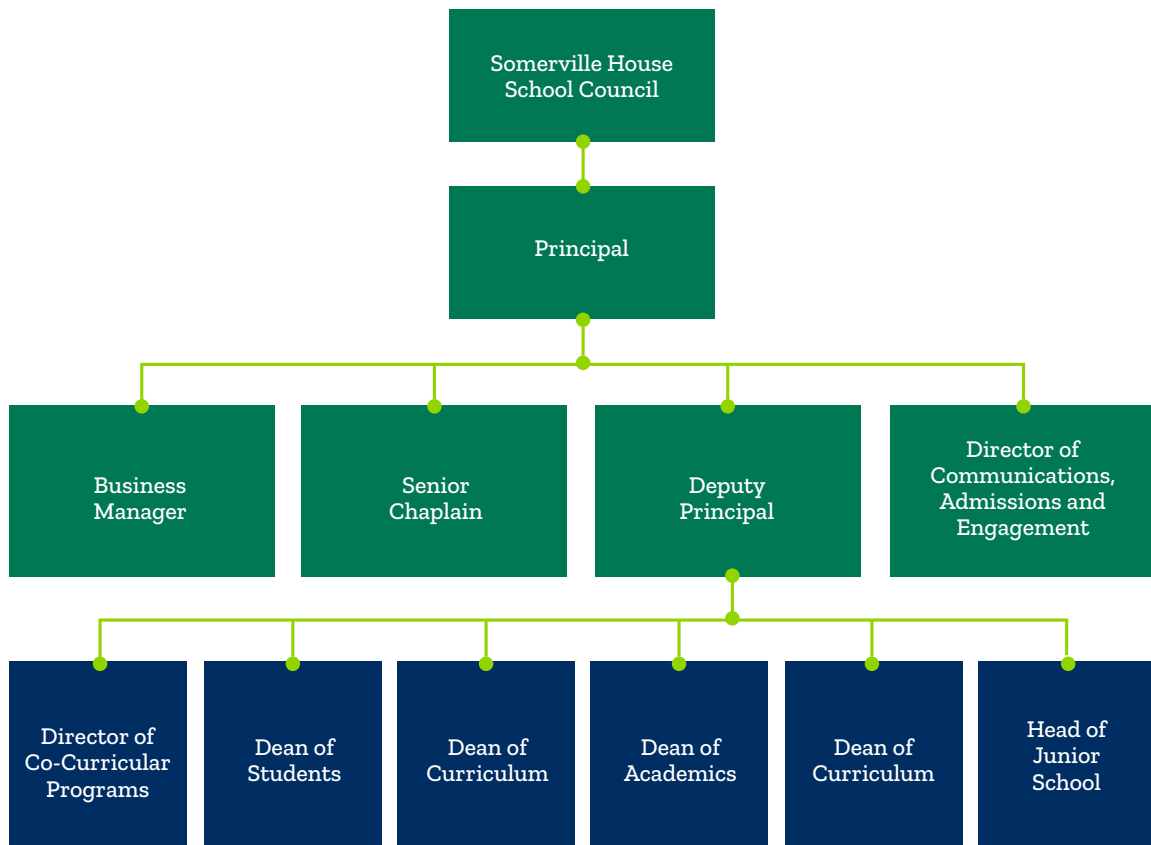
- The CRICOS Provider Number is 00522G.
- The Principal Executive Officer (PEO) is the School Principal, Dr Sandra Hastie
- The Admissions Manager, Mrs Sonia Buchan, deals with all matters relating to the enrolment of overseas students and PRISMS data entry. enrolments@somerville.qld.edu.au
- The Dean of Academics, Ms Naomi Holley, has responsibility for all academic matters students in the Senior School and the Head of Junior School, Mrs Susan Clarke, for students in the Junior School.

- The Dean of Students, Mrs Kathryn Emtage (Senior School) and the Assistant Head Junior School – Wellbeing and Inclusion, Mrs Claire Reynish, support students with pastoral care and wellbeing. They liaise with Heads of Year, Heads of Department and classroom teachers and Senior Chaplain, Mrs Jane Lister.
- The Head of Boarding, Mrs Kathryn Emtage, is responsible for the welfare and wellbeing of the boarding students.

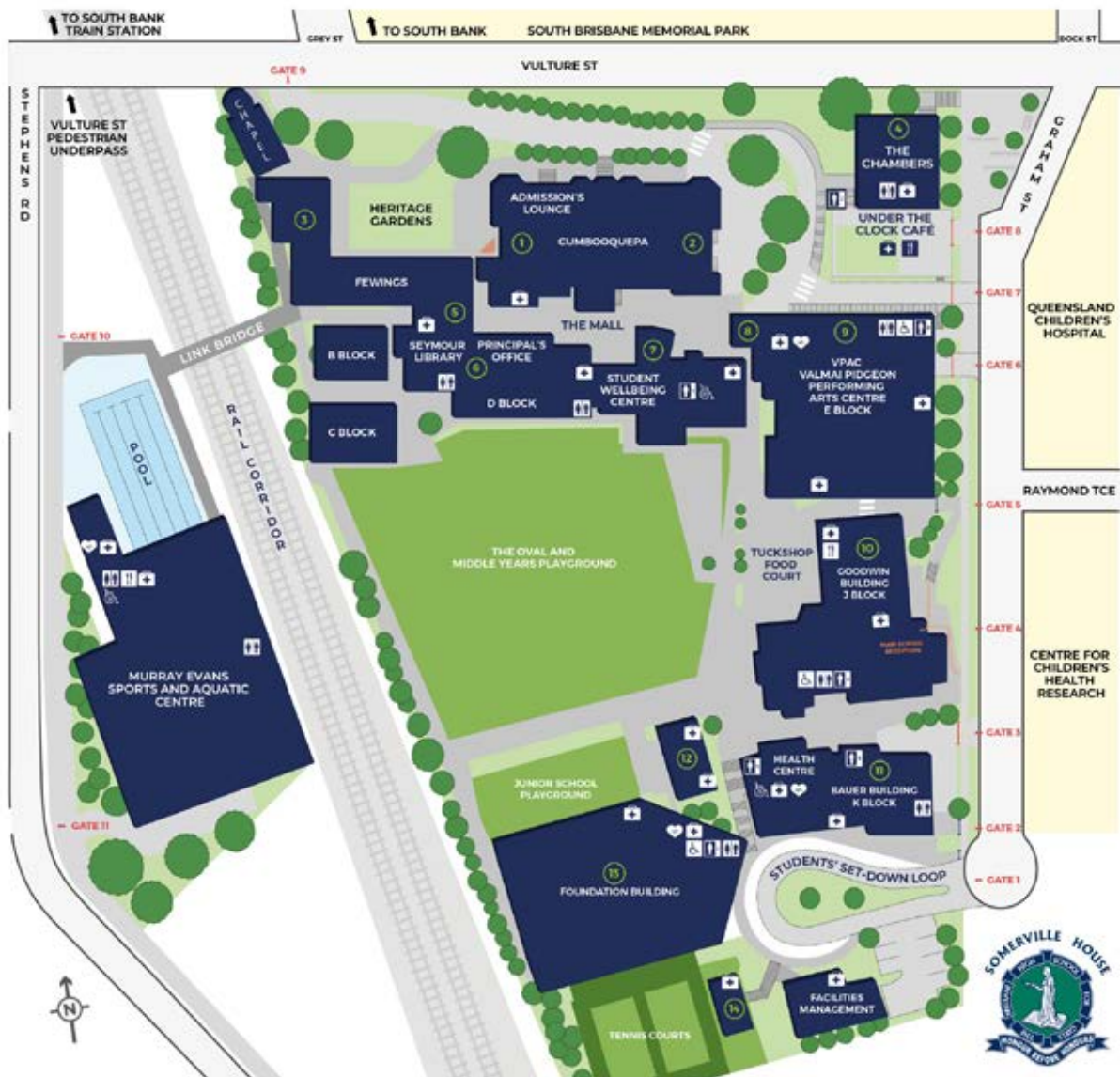
In the event of an emergency situation, overseas students have 24-hour contact details for:

- Dean of Students
- Head of Junior School
- Head of Boarding
- Emergency Services

SCHOOL LEADERSHIP



SOMERVILLE HOUSE CAMPUS MAP



1 Cumbooquepa West (L5)

- Study
- The Board Room
- Cumbooquepa Room
- Darnell Common Room

2 Cumbooquepa East (L5)

- Deputy Principal's Office
- Dean of Academic Programs Office
- Curriculum Office
- Communications Office
- Admissions Office
- Foundations Office

3 Fewings

- Chaplain's Office (L4)
- Senior Years' Heads of Year Offices (L6)
- Senior Years' Office (L6)
- Student Absences (L6)
- Year 12 Study Lounge (L5)

4 The Chambers

- Under The Clock Café (B)
- Accounts, Finance, Payroll (G)
- The Chamber Room (L1)
- Human Resources (L1)

5 Archives (L5)

6 Seymour Library (L5)

7 Student Wellbeing Centre (L5)

8 Technology Services (L4)

9 VPAC - E Block

- Middle Years' Heads of Year Offices (L3)
- Band and String Practice Rooms (L3)
- Jarrett School of Music (L4)
- Harker Auditorium (L5)
- Theatre 2 (L5)
- Davenport Theatre (L5)

10 Goodwin Building - J Block

- Somerfare Tuckshop (L2)
- Junior School (L3 - L5)
- Boarding House (L6 - L7)

11 Bauer Building - K Block

- Health Centre (L3)
- Cotton Library (L4)
- Junior School (L4 - L6)
- Boarding Kitchen / Dining Hall (L7)
- Boarding House (L8 - L10)

12 OSHC (Outside School Hours Care) (C) Somewear Uniform Shop (L1)

13 Foundation Building

- Early Learning Centre (L6)
- Honour Room (L7)
- Tennis Facility (L8)

14 Tennis Pavilion (L7)



STUDENT VISAS

- Overseas students must apply for a Student visa (subclass 500) to study in Australia for more than 12 weeks.
- They must maintain Overseas Student Health Cover (OSHC) for the duration of their stay.
- Students must abide by all visa conditions, or risk visa cancellation.

For a full list of student visa conditions visit the Department of Home Affairs website:

<https://immi.homeaffairs.gov.au/visas/getting-a-visa/visa-listing/student-500>

<https://immi.homeaffairs.gov.au/help-support/meeting-our-requirements/health/adequate-health-insurance>

Students under 18 years of age must have approved welfare arrangements in place such as:

- Living with a parent or legal guardian
- A nominated guardian approved for the Department of Home Affairs
- A Confirmation of Appropriate Accommodation and Welfare (CAAW) from the education provider

<https://immi.homeaffairs.gov.au/visas/getting-a-visa/visa-listing/student-500/welfare-arrangements-students-under-18>

Students can check their individual visa conditions via

<https://immi.homeaffairs.gov.au/visas/already-have-a-visa/check-visa-details-and-conditions/check-conditions-online>

COURSES

The School offers the following CRICOS registered courses to overseas students:

- Years 1 to 6 (Primary) Girls only - 082483G
- Years 7 to 10 (Junior Secondary) Girls only - 082484G
- Years 11 to 12 (Senior Secondary) Girls only - 010337C

The School is registered to enrol a maximum of 100 full fee paying 500 visa subclass students. The School is registered until 31/12/2030.

The courses offered to students are comprehensive with a wide range of subjects in English, Mathematics, Science, Commerce, Humanities, Health and Physical Education, Music, Art, Drama, Languages, Technologies and Christian Education.

All subjects have identified educational outcomes as specified in the relevant curriculum and work program documents.

a) Junior School (Years 1 to 6)

Courses align with the key learning areas as set down by the Australian Curriculum, Assessment and Reporting Authority (ACARA) and the Queensland Curriculum and Assessment Authority (QCAA). Also, students in Years 2 to 6 learn Chess, Outdoor Education in Prep to Year 2, in Year 3, a stringed instrument and Year 5 a band instrument. Specialist teachers teach Art, Music, Information Literacy, Christian Education, Languages and Health and Physical Education across all years.

b) Middle Years (Years 7 to 9)

The Middle Years provides a set course of study taken by all students with some choice in Languages, Visual and Performing Arts. The course is based on the Australian Curriculum and QCAA syllabi requirements.

c) Senior Years (Years 10 to 12)

Curriculum Handbooks outline content to be covered, the specific outcomes to be achieved and the assessment requirements for each. These will be made available to students before entry, and the Dean of Academics or her nominee will arrange assistance with subject selection at the interview before entry to the School.

Enhancement staff are available for consultation and to assess a student's individual needs and match those needs with appropriate courses.

All students exit with a Queensland Certificate of Education. Visit www.qcaa.qld.edu.au/senior for information. Eligible students are also awarded an Australian Tertiary Admission Rank (ATAR), which together with the Certificate, are used for entry to Australian universities. The majority of Somerville House students progress to tertiary institutions after Year 12 (Refer to page 12).

Year 10 is a Foundation Year to assist students in determining where their strengths lie, possible career pathways and to prepare them for their senior course requirements. Somerville House Senior courses consist of courses which ensure students will be eligible for an ATAR ranking.

Somerville House offers an alternate pathways course which provides students with opportunities to mix and match their subjects. Students can take some matriculation subjects while accessing TAFE vocational Certificate Courses which may prepare them for employment or may still allow them to articulate into university depending on results.

Information is available on the School website. Students will be provided with course information at interview and curriculum handbooks when enrolment is confirmed.

ENTRY REQUIREMENTS

Please refer to Entry Requirements Policy located in the appendices.

COURSE CREDIT

The School 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. This assessment is open to the rules of the Queensland Curriculum and Assessment Authority (QCAA), and an application to this body needs to be made.

STUDENT BEHAVIOUR MANAGEMENT POLICY

All students are expected to know and abide by the School's Student Behaviour Management Policy.

Somerville House is committed to providing a safe and supportive learning environment. The School fosters a safe, respectful and supportive environment grounded in Christian values, where students are encouraged to develop integrity, responsibility and care for others.

ATTENDANCE AND LEAVE

Term attendance requirements

Students must attend all lessons, classes, tests and examinations during a course as well as submitting all assignments that apply to their chosen subjects. Students may not leave school before the end of term or semester and must not make travel arrangements to return home until the school term is completed. Students must return from holidays in time to start each new term on the first day.

Course Attendance

Students must attend a minimum of 80% of scheduled course hours. Where a student is deemed by the School to be 'at risk' of not meeting this requirement, the School will put in place intervention strategies, to assist and support students and notify the parents/legal guardian that this is the case. Refer to the Student Progress, Attendance and Course Duration Policy.

MONITORING STUDENT PROGRESS

Overseas students are required to maintain satisfactory academic progress in accordance with Condition 8202 of the granting of their visa. Students must meet the following standards as outlined in the Student Progress, Attendance and Course Duration Policy:

- i. Students in Years 1-2 must demonstrate academic outcomes each semester that allow them to remain on track for progression to the next year level
- ii. Students in Years 3-5 must attain minimum overall satisfactory achievement, established by a majority of achievement levels at 'C' in English (Literacy) and Mathematics (Numeracy), as well as academic outcomes each semester that allow them to remain on track for progression to the next year level
- iii. Students in Year 6 must attain minimum overall satisfactory achievement, demonstrated by a majority of achievement levels at 'C' or higher in English (Literacy) and Mathematics (Numeracy), with no more than three other subjects studied below this base-level satisfactory grade
- iv. Students in Years 7-9 must attain minimum overall satisfactory achievement, demonstrated by an Overall Achievement Grade of 'C' or higher, in all 'core subjects', with no more than three other subjects studied below this satisfactory Overall Year Result
- v. Students in Year 10 must attain minimum overall satisfactory achievement, demonstrated by an Overall Achievement Grade of 'C' or higher, in all 'core subjects', with no more than two other subjects studied below this satisfactory Overall Year Result
- vi. To demonstrate satisfactory course progress, students in Years 11-12 must remain eligible to be awarded a Queensland Certificate of Education (QCE) at the conclusion of Year 12. Eligibility for a QCE is contingent upon the student achieving the set amount of learning, to the set standard, in the set pattern, while meeting literacy and numeracy requirements. Students enrolled for all four Units of a Senior Secondary Course will be identified and notified as being 'at risk' of not achieving satisfactory course progress anytime the student does not demonstrate a C / or 'satisfactory' grade for a subject they rely on to meet either their literacy or numeracy requirements or are counting on to meet the required credit points to be awarded a QCE.

Students who appear to be 'at risk' of not meeting the required standards are counselled with support intervention strategies put in place to help the student. Students are monitored throughout the term by the Dean of Academics. Parents are notified when process is enacted.

AWARDING QCE AND UNIVERSITY ENTRANCE

Queensland Certificate of Education (QCE) and Senior Certification Overview

- a) The QCE is a qualification, awarded to eligible students, usually at the completion of Year 12. Queensland students must be registered with the Queensland Curriculum and Assessment Authority (QCAA) in the year before their senior phase of learning begins (generally in Year 10).
- b) The QCE offers flexibility in what is learnt, where it is learnt, and when it is learnt. Students can choose from a wide range of academic and vocational learning options.

To be awarded a QCE, students must:

- Accumulate at least 20 credits in the required pattern and,
 - Meet the literacy and numeracy requirements set by the QCAA.
- c) A Senior Education and Training (SET) Plan is used to assist students as they plan their senior studies and future pathways beyond school. Incorporating interests and abilities the SET Plan is finalised while the student completes Year 10. It is a document that is supported by the student, her parents/legal guardian and the School.

Monitoring Progress – Learning Accounts

- a) When a student is registered, the QCAA opens a learning account that records all completed courses and results contributing toward the QCE.
- b) Students can monitor their progress via their learning account through the QCAA Student Portal on the QCAA website.

Awarding a QCE

- a) Most students receive their QCE at the end of Year 12. Students who do not meet the QCE requirements at the end of Year 12 can continue to work towards their Certificate after leaving school. Their learning account remains open, regardless of their age; however, credits expire after nine years after the first learning is recorded.
- b) The QCAA will award a QCE in the following July or December, once a person becomes eligible.

Tertiary entrance and the QCE

- a) The requirements for a QCE are different from those for tertiary entrance. Students should check the Queensland Tertiary Admissions (QTAC) website:
www.qcaa.qld.edu.au/senior/tertiary-entrance.
- b) All Senior Year students are counselled and supported throughout their two-year course to assist them in making subject choices which match with their talents, ability and interests and to optimise their opportunities for life after school.

SCHOOL ORIENTATION

Starting a new school journey is a significant milestone, and at Somerville House, we are committed to ensuring every student and their family feels informed, supported and excited from day one. Our comprehensive Orientation Program is designed to ease the transition, foster connections and provide clarity around the academic and co-curricular life at the Somerville House.

The Orientation Program is a multi-faceted experience that includes:

Detailed Information

Prior to the student's commencement, families receive access to comprehensive information. This includes:

- Key dates
- Student timetable
- Textbook lists
- Uniform guidelines
- Technology and device requirements
- Co-curricular opportunities
- Contact details for key staff and support services
- New families website page
- For boarders, a Boarding Handbook
- For overseas students, the Information Booklet for Overseas Visa Students and their Parents

Student Experience Days

Held late in the year before a Term 1 commencement, this day is dedicated to welcoming new students into the Somerville House community. Students:

- Meet their peers and teachers
- Tour the campus
- Participate in fun and interactive age-appropriate activities
- Learn about school routines and expectations

For new students commencing in Terms 2, 3 or 4, students are invited on campus to meet the Head of Year and other key staff, take a tour and learn about school routines and expectations.

The goal is to build confidence and familiarity in a relaxed, supportive environment.

Parent Information Sessions

Families play a vital role in a student's success. Our orientation includes dedicated sessions for parents covering:

- Academic pathways and curriculum overview
- Wellbeing and pastoral care programs
- Communication channels and parent portal (SomerLink)
- Opportunities for parent involvement

These sessions are designed to empower parents/legal guardians with the knowledge and tools to support their child's transition and ongoing journey at Somerville House.

Whether your child is joining us in the Junior School or Senior School, our Orientation Program ensures every student feels seen, valued and ready to thrive.

CO-CURRICULAR PROGRAM

At Somerville House, we believe that education extends beyond the classroom. Our vibrant co-curricular program is an integral part of the student experience, offering opportunities for personal growth, skill development and lifelong friendships.

Students are encouraged to explore their interests and passions through a wide array of co-curricular activities including:

Sport

From team sports such as netball, hockey and AFL to individual pursuits like swimming, athletics, tennis and badminton, our sports program promotes physical wellbeing, teamwork and resilience. Students can participate at both social and competitive levels with pathways to regional and national representation.

Performing Arts

Our music and drama programs nurture creativity and confidence. Students can join choirs, orchestras, ensembles and theatre productions with regular performances and showcases throughout the year.

Cultural and Community

A variety of interest-based clubs are available including debating, robotics, chess and Duke of Edinburgh. These programs foster curiosity, leadership and collaboration.

Service

Students are encouraged to engage in community service and leadership initiatives, developing empathy, responsibility and a sense of purpose. Programs include volunteering, fundraising and participation in student-led committees.

Our co-curricular offerings are designed to be inclusive and accessible to all students regardless of experience. Staff, co-ordinators and coaches provide expert guidance and mentorship, ensuring every student feels supported and empowered to participate.

Participation in co-curricular activities is a cornerstone of the Somerville House philosophy of educating the whole student. These experiences complement academic learning, helping students to:

- Build confidence and self-esteem
- Develop time management and organisational skills
- Strengthen social connections
- Discover new talents and interests

UNIFORMS

Information about uniforms is provided with the orientation information for new families via the website page or email.

LIVING IN AUSTRALIA

Australia is a welcoming, multicultural country known for its high-quality education, safe environment and vibrant lifestyle. Brisbane, the capital of Queensland, offers overseas students a unique blend of academic excellence and relaxed living.

Some useful information about living in Australia is included below:

Banking – To open a bank account in Australia, students will need to present their passport as a method of identification. Banking hours vary, although those in large shopping centres are open 5 days per week. ATM's (Automatic Teller Machines) are located throughout the city, and you can use your card for EFTPOS purchases in stores.

Currency – The currency of Australia is the dollar. There are 100 cents to a dollar and cash consists of both paper notes and coins.

Health – It is a condition of enrolment that all overseas students hold Overseas Student Health Cover (OSHC) which must be organised independently before commencing in the School.

Public Transport – Travel on public transport in Brisbane is via an Eftpos card linked to your bank account. They can be used on buses, trains and the City-Cat ferry. Somerville House has easy access to each of these transport options. Further information and timetables are available on the Translink website www.translink.com.au

Shopping – Supermarkets in Brisbane are open seven days per week, with some open 24 hours per day. Specific opening hours will be available on the store's website.

For information regarding the costs of living in Australia and other useful information, please visit the websites listed below. Parents of boarding students should take into account additional costs for pocket money or recreational outings made on weekends. Pocket money is at the parents' discretion.

Relevant websites for overseas students

Study Australia

www.studyaustralia.gov.au/en/life-in-australia/living-and-education-costs

Study Queensland

www.studyaustralia.gov.au/en/life-in-australia/locations-in-australia/queensland-brisbane

Department of Home Affairs

www.homeaffairs.gov.au/

Customs and Quarantine Information

www.australia.gov.au/information-and-services/passports-and-travel/customs-and-quarantine

Useful Telephone Numbers for Overseas Students

Emergency Police, Fire, Ambulance	000
Telephone Interpreter Service	131450
Department of Home Affairs	131881
Education Queensland Overseas Unit	3225 2442
Somerville House	3248 9200

THE ESOS FRAMEWORK

Australia is committed to providing high-quality education and safeguarding the rights of overseas students. The **Education Services for Overseas Students (ESOS) Framework** is a legal framework that ensures:

- Quality education delivery by registered providers
- Protection of overseas students' rights
- Transparency in course information, fees and support services
- Tuition protection in case a provider is unable to deliver a course

The ESOS Framework includes:

- The Education Services for Overseas Students Act 2000
- The National Code of Practice for Providers of Education and Training to Overseas Students 2018
- Supporting regulations and standards e.g. ELICOS and Foundation Programs

School Responsibilities Under the ESOS Framework

Under the National Code 2018, schools registered to deliver education to overseas students must:

- Provide accurate and comprehensive information about courses, fees and services before enrolment
- Ensure students receive a written agreement outlining services and refund policies
- Monitor and support student visa compliance
- Offer appropriate support services, including academic and wellbeing support
- Maintain registration with the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS)



International education: ensuring quality and protecting students

Australia welcomes international students

Coronavirus (COVID-19) information for international students

International students are an important and valued part of Australia's world class education system. Those impacted by the COVID-19 pandemic can find a range of resources and support on the Department of Education [website](#).

Additional information can also be found on the [Study in Australia](#) website, the official Australian Government website for international students.

Australian laws protect international students

The Australian Government wants international students to have a rewarding and enjoyable experience when they come to Australia to study. Australia offers high quality education services and protects the rights of international students to ensure you make the most of your time here.

This fact sheet contains important information for student visa holders about living and studying in Australia, including your consumer rights and responsibilities as an international student and key things you should know before and during your study.

As a student on a student visa, you benefit from Australian laws that ensure high standards of education, facilities and support services while you are in Australia. You also have rights to information about your course and the education institution you wish to study with before and during your enrolment. The Education Services for Overseas Students (ESOS) framework offers you financial protection in case your education institution does not deliver what it has promised you.

You can find out more about the framework on the [Department of Education website](#).

Before you begin your studies

Choosing a course to study

As an international student, you can only study a course with an education institution listed on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS). All education institutions registered on CRICOS have met the quality standards set out in Australian law, which ensures you receive the best possible education services.

[CRICOS](#) is a good place to start when you want to find a course or education institution to study with.

Using an education agent

International students **do not** have to use an education agent. You can enrol directly with an Australian education institution. Information about what education institutions offer is usually on their websites.

If you want to use an education agent, it's best to pick one used by the education institution you want to study at. You can find a list of education agents on the education institution's website.

The law requires education institutions to only use education agents that act honestly and with integrity. Agents must give you accurate advice about the courses on offer, including entry requirements, and information about living in Australia. You should still be careful and alert when dealing with agents to ensure you enrol in a course that is suitable for you and will help you achieve your learning goals.

In Australia, education agents cannot give you information on visa and immigration matters – only migration agents can do this. You can find out more about using migration agents at the [Department of Home Affairs website](#).

If you think your education agent might be behaving dishonestly or unethically, you should stop using them immediately and contact your education institution directly.

Written agreements or contracts between the student and institution

Under Australian law, an education institution must have a written agreement with you outlining the services they will provide, all the fees you are required to pay, and conditions for refunds of money you pay for the course.

The written agreement is a legal contract. You should read it carefully and make sure you fully understand what it says before signing it. You and your education institution must follow whatever is set out in the written agreement once you have accepted it, so you should keep a copy of it. Should you ever make a complaint about your education institution, you will need to refer to your written agreement. You can find out more about making complaints on page 6 of this fact sheet, [Making complaints and getting help](#).

Your rights before you enrol

Even before you enrol with an education institution, under Australian law you have the right to:

- receive current and accurate information about the courses, entry requirements, all fees and modes of study from your education institution and your education institution's agent;
- sign a written agreement with your education institution before or at the time you pay fees. You do not have to pay the education institution any money or fees until you accept the agreement;
- seek a refund in certain situations for course money you have paid. Information about refund arrangements must be included in your written agreement;
- get the education you paid for. The law includes tuition protections that will allow you to be placed in another course or receive a refund if your education institution is unable to teach your course (known as a provider default), visit the [TPS website](#) for more information;
- access complaints and appeals processes; and
- request to transfer to another education institution and have that request assessed by your education institution.

Paying your tuition fees

From 14 December 2015, changes to Australian law give international students more choice about how they pay their fees. Previously you could not pay more than 50 per cent of your fees before you started a course. Now you can **choose** to pay more than 50 per cent of your tuition fees before you start. For example, you or the person who is paying your fees may decide this is a good idea if the Australian dollar exchange rates mean you will save money by paying more of your fees early.

Your education institution may ask you if you would like to pay more than 50 per cent of your fees before you start your course. This is your choice. Your education institution cannot require you to pay more, unless you are doing a short course of 25 weeks or less. If your course is longer than 25 weeks, you cannot be asked to pay more than 50 per cent of your tuition fees before you start.

Your education institution may wish to organise a payment plan so you can start regularly paying the rest of your tuition fees once you start the course. Your written agreement should include an itemised list of all the fees you will be charged for your course, including your tuition fees, and information on how they will be paid and what refund arrangements apply.

In Australia there are also very strong protections for students' fees, which you can learn more about on [page 6](#) of this fact sheet under [Protecting your tuition fees](#).

What happens if you can't start the course because your visa is refused?

If you have paid fees to an education institution and your visa is refused, you are entitled to a refund. Under Australian law, the education institution is allowed to keep either 5 per cent of the tuition fees you paid or \$500, whichever is the lowest amount, and must refund you the rest.

If your visa is refused after the course was due to start, the education institution can keep tuition fees for the number of weeks that have passed since commencement and must refund you the rest of the fees.

What happens if you decide you don't want to start or continue the course?

If you change your mind and do not want to start the course, you may be entitled to a refund.

If you have a written agreement with the education institution, the amount of your refund will depend on the written agreement, which should tell you what will or will not be repaid to you.

If you do not have a written agreement, you have the right to receive some of your fees back. Under Australian law, the education institution is allowed to keep either 5 per cent of the fees you paid or \$500, whichever is the lowest amount, and must refund you the rest of the tuition fees you paid them.

During your studies

Support services for you in Australia

Under Australian law your education institution must offer you support services to help you adjust to study and life in Australia, achieve your learning goals and maintain satisfactory progress in your learning. This support is available because we recognise that Australia may be a new environment for students, with different laws, culture and customs. Your education institution must give you free information and advice on:

- support and welfare services available at the education institution;
- legal services;
- emergency and health services;
- facilities and resources;
- complaints and appeals processes;
- any student visa condition that relates to the course you are studying; and
- services international students can access for information on their employment rights and conditions, and how to resolve workplace issues, such as through the Fair Work Ombudsman.

Many education institutions also offer career advice services. You should ask them whether they can help advise you on working and careers.

Welfare for students under 18 years of age

If you are under 18 years of age, you will only be granted a visa if there are adequate arrangements in place for your accommodation, support and general welfare. This is for your personal safety and applies for the length of your student visa or until you turn 18.

If you are under the age of 18, your visa application must demonstrate that you will be accompanied by a parent, legal custodian or an eligible relative. If you will not be living with one of these people, your education institution can agree to be responsible for approving your accommodation, support and general welfare arrangements while you are in Australia on a student visa.

If your education institution has approved your living and general welfare arrangements, but you wish to change them, you **must** have the approval of your education institution before you do so. This is because your education institution must advise the Department of Home Affairs as soon as possible about changes to living and welfare arrangements for students under 18.

If you don't have your education institution's approval, this may be reported to the Department of Home Affairs. If this happens, you will be in breach of student visa condition 8532 and your visa may be cancelled.

Visit the Department of Home Affairs website for more information about [visa requirements](#) and [welfare arrangements](#) for students under the age of 18.

Your responsibilities as an international student in Australia

Your student visa

As an international student on a student visa, you must:

- comply with your student visa conditions;
- ensure you have and continue to maintain your Overseas Student Health Cover (OSHC) for as long as you stay in Australia on a student visa;
- tell your education institution if you change your address or other contact details;
- meet the terms of your written agreement with your education institution; and
- maintain satisfactory course progress and attendance.

Information about visa conditions for student visa holders is available on the [Department of Home Affairs website](#), or call 131 881 on Monday – Friday from 9am to 5pm inside Australia (except public holidays).

Academic integrity and misconduct

The Australian Government and education institutions take issues of academic integrity very seriously. Education institutions have many ways of detecting cheating or plagiarism in exams and assessments.

Using ghost writing services, asking someone to take an exam in your place, or any other kind of academic misconduct will result in serious action being taken against you. Your enrolment or student visa could be affected or cancelled altogether.

If you are struggling with your studies, it's best to ask your education institution what support services they can offer you.

Your consumer rights and protections

Protecting your tuition fees

Australia is widely recognised as a world leader in protecting the tuition fees of international students through its Tuition Protection Service (TPS). The TPS assists international students whose education institutions are unable to fully deliver their course of study, and ensures that international students can either:

- complete their studies in another course or with another education institution; or
- receive a refund of their unspent tuition fees.

In the unlikely event your education institution is unable to deliver a course you have paid for, they have obligations to offer you an alternative course or, if you do not accept the alternative course, pay

you a refund of your unspent prepaid tuition fees. If your education institution is unable to meet these obligations for some reason, the TPS will assist you in finding an alternative course or getting a refund if a suitable alternative is not found.

Visit the [TPS website](#) for more information. If you are a student whose provider is unable to fully deliver your course, you can call (02) 6271 3440 for assistance.

Working in Australia

Australian workplace laws provide basic protection and entitlements for all workers in Australia, including workers from overseas. International students have the **same** entitlements to minimum wages and conditions as Australian workers, as well as superannuation and workers' compensation under Australian workplace laws.

The minimum wages and conditions to which an employee is entitled are set out in awards (also known as modern awards). Awards apply to employees depending on the industry they work in or the job that they do. Awards don't apply when a business has an enterprise agreement or other registered agreement that covers the employee's working conditions. For more information on awards and agreements, visit the [Fair Work Ombudsman website](#).

Australian laws also protect you from being discriminated against at work, for example because of your race, when you are applying for a job, about to begin a job, or any time during your employment. For more information about discrimination at work, visit the [Fair Work Ombudsman](#) and [Australian Human Rights Commission](#) websites.

The Fair Work Ombudsman (FWO) helps employers and employees to understand their rights and responsibilities at work. The FWO can also investigate suspected breaches of workplace laws. To find out what you should be paid and learn more about your minimum workplace entitlements you can visit the [Fair Work Ombudsman website](#). You can also call 13 13 94 from 8am to 5.30pm Monday to Friday inside Australia (except public holidays). Getting help to resolve a workplace issue will **not** automatically affect your student visa.

You are limited to 40 hours of work per fortnight when your course is in session, and unlimited hours in out of session periods. This is to ensure you are mainly focused on your studies. Work conditions for student visa holders can be found on the [Department of Home Affairs website](#).

Changing education institutions or courses

If you are not satisfied with the course you are doing and wish to transfer to another education institution, before you make the decision to enrol with another education institution you should be aware that there are rules about what you can or cannot do.

If you are a school student and want to change to another education institution before finishing the first six months of your first school course, you must seek permission from your original education institution to transfer. Six months after you start your first school course, you can change to another education institution without asking your original education institution for approval.

For all other students, if you haven't completed six months of your principal course (the final course of study you are undertaking), Australian law says that you can only change education institutions if:

- your original education institution can no longer provide the course you enrolled in;

- your original education institution says they will release you; or
- you have a government sponsor and that sponsor writes a letter saying they support you changing education institutions.

In other words, you will usually need your education institution's permission if you want to transfer before you have completed six months of your principal course.

Your original education institution can only provide a letter of release if:

- you have a letter from another education institution saying they have made you an enrolment offer; and
- where you are under 18, you have the support of your parent or legal guardian, or the education institution wishing to enrol you says they will take responsibility for your welfare.

You should read and understand your education institution's transfer policy, as it should clearly state the reasons that you may or may not be granted a transfer. Your education institution must assess or consider your request to transfer against this policy.

If you are not satisfied with your education institution's decision, you can appeal through their internal appeals and complaints handling process. If you are not satisfied with the outcome of that internal appeal process, your options are outlined in the section below, [Making complaints and getting help](#).

If you are thinking about changing your course, you need to ensure that you continue to meet the conditions of your student visa. Further information about the impact of changing courses or education institutions is available on the [Department of Home Affairs website](#).

Making complaints and getting help

If you have a complaint about your education institution, you should talk to them first. Your education institution must have complaints and appeals processes in place to help students resolve their issues.

If you cannot resolve your complaint with an education institution, there are other actions you can take. You will need to find out whether your education institution is a private or government type by searching them and looking at the **Institution type** field on the [CRICOS website](#).

If your education institution is a private (non-government) organisation, you can make a complaint to the Commonwealth Ombudsman using the [online complaint form](#) on their website. If you are unable to complete the online form, you can contact them on 1300 362 072 from 10:30am to 3pm AEDT Monday to Friday inside Australia (except public holidays).

If you are studying with a government education institution, which includes most universities and TAFEs, the external appeal body will most likely be the ombudsman for the state/territory or Commonwealth. Your education institution can give you the best information about the appropriate external appeals process for their institution. You can find the contact details of all Australian ombudsmen on the [Commonwealth Ombudsman website](#).

Questions?

If you have any questions or concerns that have not been answered in this fact sheet, you can submit an enquiry on the [Department of Education website](#).

Find out more and connect on social media

Study in Australia is the official Australian Government website for international students. You can connect with it through their [website](#), [Facebook](#), [Twitter](#) or [YouTube](#).

The **Fair Work Ombudsman** gives you information and advice about your workplace rights and obligations. You can connect with it through their [website](#), [Facebook](#), [Twitter](#), [YouTube](#) or [subscribing to email updates](#).



YOUR RESPONSIBILITIES

As an overseas student on a student visa, responsibilities include:

- Satisfy the student visa conditions
- Maintain the Overseas Student Health Cover for the period of the stay
- Meet the terms of the Overseas Visa Student Written Agreement with Somerville House
- Inform the School of change of address and contact information (phone and email)
- Provide Somerville House with one Brisbane-based emergency contact
- Maintain satisfactory course progress and attendance
- Maintain approved accommodation, support and general welfare arrangements.

Conditions related to the granting of visa – maintenance of enrolment

All school policies, including the Refund Policy, should be fully understood by the student and family before signing the *Overseas Visa Student Written Agreement*.

For school vacation periods, students under 18 years of age for whom Somerville House has issued a CAAW will:

- i. return home to parents, or
- ii. apply for approval to spend the vacation with relatives, or
- iii. apply to attend a supervised excursion, camp, etc., if all requirements are met in order to attain Somerville House approval, or
- iv. seek approval for proposed alternative arrangements to stay at parent/legal guardian approved accommodation

a) Change of address and current contact details

- i. Where a student is not residing in the School Boarding House, the parents/legal guardian must inform the School within seven days of arrival in Australia of her current residential address and seven days of any changes of residential address.
- ii. Students may not change their welfare and accommodation arrangements without having both their parents and the School's permission.
- iii. The School is required by law to remind parents/legal guardians to update their current address and/or other contact details, including email and telephone contacts, at least every six months.

The Schools preferred method of contact is by email.

b) Refund Policy

The School is required to collect fees in accordance with ESOS requirements. This includes:

- i. Having a Written Agreement with the parents/legal guardian or intending parents/legal guardian that sets out the length of each study period and tuition fees for each study period for a student's course
- ii. Not receiving more than 50% of the student's total tuition fees for a course before the student has begun the course, and
- iii. Once the student starts a course, not requiring any of the remaining tuition fees for the course to be paid more than two weeks before the beginning of the student's second study period for the course.

A 'study period' at Somerville House is a semester.

Please refer to the *Refund Policy*.

c) Deferment, Suspension and Cancellation

- i. The School is required to have documented procedures relating to deferment, suspension or cancellation of student enrolment in the course of study
- ii. The School can only defer or temporarily suspend the enrolment of a student on the grounds of:
 - Compassionate or compelling circumstances; or
 - Misbehaviour by the student

- iii. The School may cancel the enrolment of a student under certain conditions such as:
 - i. Any breach of an agreed condition of enrolment as outlined in the student's Written Agreement, including failure to disclose a pre-existing condition requiring a high degree of specialised support or care
 - ii. Failure to pay course fees
 - iii. Failure to maintain approved welfare and accommodation arrangements (visa condition 8532)
 - iv. Any behaviour identified as resulting in cancellation in the School's Student Behaviour Management Policy.
 - iv. In certain circumstances, the student can appeal a School's decision to suspend or cancel her enrolment.

Please refer to the *Deferment, Suspension and Cancellation Policy*.

d) Transfer between providers

- i. Students may not transfer from their main course of study within the first six months. Exceptions to this restriction are:
 - If the student's course or school becomes unregistered
 - The School has a government sanction imposed on its registration
 - A government sponsor (if applicable) considers a transfer to be in the student's best interests; and
 - If the student is granted a Letter of Release
- ii. Students can apply to the Principal for a Letter of Release at no cost; however if the student has not completed the first six months of her course conditions apply.
- iii. The student must also have:
 - Her parents/legal guardian provide a written request to the Principal stating that they are in agreement with and permit for her to apply for transfer.
 - Written confirmation from the proposed new provider that they will accept responsibility for the student's accommodation, support and general welfare arrangements; and
 - Evidence that the student will always be in Department of Home Affairs approved welfare and accommodation arrangements.
- iv. In Queensland, there are additional requirements on the School when providing a Letter of Release which pertain to:
 - The student's commitment to studies
 - Her attendance record; and
 - Payment of fees for the course
 - Refer to the *Student Transfer Request Policy*.

e) Complaints and Appeals

In the event of dispute or grievance about decisions made affecting a student, she should first try to resolve the matter through the School's internal complaint resolution process.

- i. If that does not resolve the matter, under the ESOS legislation, the student or her family may access an external, independent complaints and appeals process. The Overseas Visa Students Ombudsman investigates complaints about problems the students have with private education and training institutions in Australia. You can access more information on their website: www.oso.gov.au
- ii. Overseas students / parents / legal guardians have the right to take action under Australia's consumer protection laws under consumer protection laws in the case of financial disputes.
- iii. Nothing in the School's Overseas Visa Students Complaints and Appeals Policy negates the right of an overseas student to pursue other legal remedies.

Refer to the *Complaints and Appeals Policy*.

SOMERVILLE HOUSE POLICIES





Review Date:	October 2025
Authorised by:	Principal
Contacts:	Director of Communication, Admissions and Engagement Dean of Academics
Locations:	School Website Intranet – Staff & Parents

ENTRY REQUIREMENTS POLICY

1. RATIONALE

Somerville House 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. SCOPE

This policy applies to all prospective overseas students seeking admission to Somerville House.

3. POLICY STATEMENT

3.1 Applications for Enrolment

3.1.1 Applications for enrolment must be made by completing Somerville House's online Application for Registration and Application for Enrolment available on the School's website [here](#).

3.1.2 The Application for Registration and Application for Enrolment must be correctly completed, and must be accompanied by the following documents to support the application:

- Copies of Student Report Cards from the previous two (2) years of study, including a copy of the latest Student Report.
- A completed Reference Form from the student's current or most recent school
- A completed subject selection form, if appropriate
- Appropriate proof of identity and age i.e. Birth Certificate
- IELTS certificate to provide evidence of proficiency in English as a second language
- Photocopy or scanned copy of passport page with name, photo identification, passport number and expiry date
- Letter of Offer from another registered provider, if applicable
- Other documents may also be required e.g.,
 - Completed homestay or boarding application form
 - Enrolment Registration and Application fees
 - Application to the Queensland Assessment and Curriculum Authority (QCAA) for relaxation of completed core requirements, if applicable.

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

3.1.4 An application for enrolment can only be processed when all the above has been provided to Somerville House's Admissions Office.

- 3.1.5 Applications from overseas students are processed according to established policy and procedures and are dealt with on their merits. Failure to disclose details required as part of the application process may later result in cancellation of enrolment.
- 3.1.6 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.
- 3.1.7 Onshore applications for Years 11 and 12, where the student is transferring from another CRICOS registered provider, will only be considered where the transfer, if accepted, allows the student to achieve a successful study outcome at the end of the enrolment.
- 3.1.8 Offshore applications for enrolment in Years 11 and 12 will not be considered after the Year 11 course has commenced, unless the student can complete course assessment before the end of the first semester of Year 11.
- 3.1.9 Somerville House requires evidence that the applicant's academic ability and English proficiency is sufficient to successfully meet the entry, and curriculum demands of the intended course. Students undertaking a package of courses will have their academic and English language capabilities re-assessed prior to the commencement of each course in their enrolment package. This is a requirement under the 2018 National Code of Practice, Part B Standard.

3.2 Minimum Academic Requirements

- 3.2.1 For Junior School (Years 1 to 6 students):
- Evidence of application to schoolwork, and
 - age-appropriate achievement in literacy and numeracy areas of the curriculum
- 3.2.2 For Middle and Senior Years (Years 7 to 12 students):
- A pass level or "C" grade or better for the majority of core subjects

3.3 English Language Proficiency Requirements

- 3.3.1 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.
- 3.3.2 If supplied, Somerville House will assess evidence of English language proficiency presented by a student at the time of application but reserves the right to confirm the student's English language proficiency through additional tests.
- 3.3.3 If not presenting appropriate evidence of English language proficiency at the time of application, Somerville House will assess the student's application for entry based on satisfactory English language proficiency test results as follows:

Applicants are required to meet the IELTS band scale:

- Level 4+ up to Year 5
- Level 5 for Year 6
- Level 5 for Years 7 to 8
- Level 6 for Year 9
- Level 6+ for Year 10
- Level 7 for Years 11 and 12

- 3.3.4 Students should note that if their language proficiency is below that outlined above, they may be required to undertake an intensive English language course and provide the relevant IELTS certificate before beginning mainstream studies.
- 3.3.5 Those students who have undertaken an intensive English language course before beginning mainstream studies, will have their English language proficiency reassessed at the conclusion of the language course to ensure the student's level of proficiency is sufficient to allow them to commence their mainstream course.
- 3.3.6 Note that where a student cannot, or will not, meet the English language or academic requirements for entry into their first mainstream course, or a subsequent course undertaken as part of an enrolment package, Somerville House may choose to apply the Conditions of Enrolment outlined in the student's Written Agreement and the provisions of this Entry Requirements Policy – the outcome of which may result in the withdrawal of offer for enrolment on the grounds that entry requirements have not been met.
- 3.3.7 Alternatively, Somerville House may (at its discretion, and if appropriate) choose to offer:
- a. New mainstream enrolments – entry into a mainstream course at a lower year level
 - b. Continuing mainstream enrolments - opportunity to repeat a year level as part of an academic intervention plan implemented by the School. Refer to the Student Progress, Attendance and Course Duration Policy.

3.4 Statement Regarding Course Credit

- 3.4.1 For students transferring from interstate within Australia into year levels from Years 1 to 10, Somerville House does not offer course credit and entry into any course will be subject to the assessment of each student by the School.

4. REFERENCES

- 4.1 References to other Policy
- *Enrolment Policy*
 - *Overseas Visa Students Policy*
- 4.2 Legislative and other References
- *The National Code of Practice for Providers of Education and Training to Overseas Students 2018 (National Code 2018)*
 - *Education Services for Overseas Students (ESOS) Act 2000*
 - *Education Services for Overseas Students Regulations 2019*
 - *Education Services for Overseas Students (Registration Charges) Act 1997 (the Charges Act)*
 - Australian Government Department of Education, Skills and Employment (DESE) ESOS legislative framework webpage via [The ESOS legislative framework - Department of Education, Australian Government](#)
 - Australian Government Department of Home Affairs (Immigration and Citizenship) Information for Education providers at: <https://immi.homeaffairs.gov.au/what-we-do/education-program/providers>
 - *Education (Overseas Students) Act 2018 (Qld)*
 - *Education (Overseas Students) Regulation 2018 (Qld)*
 - *Working with Children (Risk Management and Screening) Act 2000 (Qld)*
 - *Blue Card Services*
 - *Child Protection Act 1999 (Qld)*
 - *Education (Non-State Schools Accreditation) Regulation 2017 (Qld)*
 - *Somerville House CRICOS Handbook*
 - *Business Regulations*

5. RESPONSIBILITIES

Principal

- Ensure all legislative, regulatory and PMSA policy requirements are met.
- Fulfil all PMSA governance reporting requirements.
- Assess and approve enrolments, taking into consideration special cases such as:
 - students with special needs, disabilities and/or special health care needs
 - students with English as an Additional Language or Dialect, including Overseas Visa students
 - students seeking re-enrolment
 - students seeking enrolment after expulsion from another school; and
 - in rare, exceptional circumstances, and with PMSA approval, a mature age student.

Director of Communication, Admissions and Engagement

- Oversee domestic and overseas students' applications, scholarships and legislative compliance related to admission processes.

Learning Development Manager

- Develop and oversee processes to identify, upon enrolment, students who may have individualised educational needs, disability, specialised health needs, students who are gifted and/or talented as well as EALD students, including overseas students.

Admissions Manager

- Manage the enrolment procedure in accordance with the *Enrolment Procedures – Guidelines for the Admissions Manager document*.
- Ensure legislative and other compliance requirements are met.

6. REPORTING REQUIREMENTS – Guidelines for Staff

Nil.

7. DEFINITIONS

CRICOS: Commonwealth Register of Institutions and Courses for Overseas Students

IELTS: International English Language Testing System

8. ATTACHMENTS

1. *Commonwealth Register of Institutions and Courses*
2. *International English Language Testing System*

Legal Entity: The Presbyterian and Methodist Schools Association T/A Somerville House

CRICOS Provider Code: 00522G

Email: enrolments@somerville.qld.edu.au

Phone: +61 7 3248 92 02

VERSION CONTROL TABLE			
VERSION CONTROL	DATE EFFECTIVE	APPROVED BY	AMENDMENT
1	March 2025	Principal	• New document.
2	October 2025	Principal	Amendments to: <ul style="list-style-type: none"> • 3.1 Applications for Enrolment • 3.2 Minimum Academic Requirements • 3.3 English Language Proficiency Requirements • 5 Responsibilities – Learning Development Manager



Review Date:	October 2025
Authorised by:	Principal
Contacts:	Director of Communication, Admissions and Engagement Dean of Students
Locations:	Intranet – Staff & Parents Website

ACCOMMODATION AND WELFARE POLICY – OVERSEAS STUDENTS ONLY

1. RATIONALE

Care for younger students under 18 years

Somerville House is a CRICOS-registered provider which enrolls overseas students under 18 years of age.

As part of its registration obligations, Somerville House must satisfy Commonwealth and State legislation, as well as any other regulatory requirements, relating to child welfare and protection for any overseas student enrolled who is under 18 years of age.

2. SCOPE

These obligations include ensuring that all overseas students under 18 years of age are given age and culturally appropriate information on:

- who to contact in emergency situations, including contact number/s of a nominated staff member, and
- how to seek assistance and report any incident or allegation involving actual or alleged sexual, physical or other abuse

Somerville House has documented procedures relating to child welfare and safety and will implement these procedures in the event that there are any concerns for the welfare of a student under 18 years of age.

3. POLICY STATEMENT

Accommodation and care options for overseas students under 18 years

Somerville House 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 Home Affairs. In this case:
 - i. The School does not provide a welfare letter (CAAW) via PRISMS. The student's family completes Form 157N and provides proof of relationship to the Department of Home Affairs at the time of visa application for approval of these arrangements. The Department of Home Affairs must also approve any further change of welfare arrangements.
 - ii. If the adult responsible for the welfare, accommodation and other support arrangements for a student under 18 years holds a [Student Guardian Visa \(subclass 590\)](#), all obligations and conditions of this visa must be met, including:
 - not leaving Australia without the nominating student unless there are compassionate and compelling circumstances and the School has first approved alternative welfare and accommodation arrangements for the

- student for the adult's period of absence, and
- advising the Department of Home Affairs of any change of address, passport or other changes of circumstances.

Somerville House requires holders of Student Guardian Visas to:

- maintain Overseas Visitor Health Cover for themselves and any dependent children living with them in Australia
- immediately advise the School of any change to address or contact details
- 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 to the student's guardian and for the Department of Home Affairs via PRISMS.

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.

2. The student will live in school approved accommodation and welfare arrangements, and Somerville House will generate the welfare letter (CAAW) via PRISMS to accompany the student's Confirmation of Enrolment (CoE).

Accommodation options that may be approved by Somerville House for full fee paying 500 (formerly 571) visa subclass students under 18 years of age include:

- School Boarding House
- Private accommodation and care arrangements requested by the parent but approved by the School which meet all requirements under relevant State and Commonwealth legislation.

Somerville House will maintain approval of accommodation and care arrangements until:

- The student completes the course and departs Australia
- The student turns 18 years old
- Any appeals process in relation to Somerville House's intentions to cancel the student's enrolment has been finalised (including suspensions, cancellations, course progress and attendance)
- The student has alternative welfare arrangements approved by another registered provider
- A parent or nominated relative approved by the Department of Home Affairs assumes care of the student
- Somerville House has notified the Department of Home Affairs that it is no longer able to approve the student's welfare arrangements and has taken the required action after not being able to contact the student.

Any accommodation, welfare and other support arrangements for the student must be approved by Somerville House, including arrangements provided by third parties.

The School will not approve overnight stays, with the exception of with approved family (blood relative).

Accommodation and care arrangements are checked prior to approval and at least every six months thereafter to ensure they are appropriate to the student's age and

Any person aged 18 years and above involved in or providing accommodation and welfare arrangements to the student must have a current Blue Card (<https://www.bluecard.qld.gov.au/>).

Any changes to approved arrangements must also be approved by the School.

If a student cannot be located and the School has concerns for her welfare, the School will contact the student's parents/legal guardian and notify the police and any other relevant authorities.

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 Home Affairs and advise the student to contact the Department of Home Affairs to ensure visa implications are understood <https://immi.homeaffairs.gov.au/help-support/contact-us>.

The nearest office is 299 Adelaide Street, Brisbane City Qld 4000. Pre-arranged appointments are required to attend this office. Appointments can be made by calling 13 18 81. Office hours are Monday to Friday 9.00am to 4.00pm.

In the event of a significant or critical welfare issue involving the student, and if determined necessary by the School, a parent/legal guardian or approved emergency contact agrees to travel to a designated location within three (3) days to assume care of the student until the situation has been resolved to the School's satisfaction.

If a parent/legal guardian wishes to assume welfare responsibility, the parent/legal guardian must notify the School as soon as practicable of their intentions and must provide the School with written evidence of a Guardian Visa grant.

3. For School vacation periods, students under 18 years of age for whom Somerville House has issued a CAAW will:
 - i. return home to parents, or
 - ii. apply for approval to spend the vacation with relatives, or
 - iii. apply to attend a supervised excursion, camp, etc., if all requirements are met in order to attain Somerville House approval, or
 - iv. seek approval for proposed alternative arrangements to stay at parent/legal guardian approved accommodation
4. Accommodation options for students 18 years and older include:
 - i. School Boarding House
 - ii. Private accommodation and care arrangements requested by the parent but approved by the School which meet all requirements under relevant State and Commonwealth legislation.
5. For school vacation periods, the following accommodation options are available to students 18 years or older:
 - i. Student returns home to parents
 - ii. Student may spend vacation with friend's family or relatives, provided details are given
 - iii. Student may attend a supervised excursion, camp, etc, provided details are given
 - iv. Student may travel unaccompanied during vacation periods, provided details are given.

4. REFERENCES

4.1 References to other Policy

- *Overseas Visa Students Policy*
- *Critical Incident Policy*

4.2 Legislative and other References

- *The National Code of Practice for Providers of Education and Training to Overseas Students 2018 (National Code 2018)*
- *Education Services for Overseas Students (ESOS) Act 2000*
- *Education Services for Overseas Students Regulations 2019*
- *Australian Government Department of Education ESOS legislative framework webpage:*
[Education Services for Overseas Students \(ESOS\) Framework - Department of Education, Australian Government](#)
- *Australian Government Department of Home Affairs (Immigration and Citizenship) Information for Education providers at:*
<https://immi.homeaffairs.gov.au/what-we-do/education-program/providers>
- *Education (Overseas Students) Act 2018 (Qld)*
- *Education (Overseas Students) Regulation 2018 (Qld)*
- *Working with Children (Risk Management and Screening) Act 2000 (Qld)*
- *Blue Card Services*
- *Child Protection Act 1999 (Qld)*
- *Education (Non-State Schools Accreditation) Regulation 2017 (Qld)*
- *Somerville House CRICOS Handbook*

5. RESPONSIBILITIES

Principal

- Ensure all legislative and regulatory requirements are met.

Deputy Principal

- Responding to an emergency when contacted by a student or service provider
- If unable to contact a student there are concerns for the student's welfare, make all reasonable efforts to locate the student, including notifying the police and any other relevant Commonwealth, state or territory agencies as soon as practicable.
- Overseeing Visa / Passport issues.

Head of Junior School

- Ensuring students under 18 years of age are given age and culturally appropriate information on who to contact in emergency situations, including contact numbers of a nominated staff member and/or service provider to the registered provider
- Ensuring students under 18 years of age are given age and culturally appropriate information on seeking assistance and reporting any incident or allegation involving actual or alleged sexual, physical or other abuse.
- Responding to an emergency when contacted by a student or service provider
- If unable to contact a student there are concerns for the student's welfare, make all reasonable efforts to locate the student, including notifying the police and any other relevant Commonwealth, state or territory agencies as soon as practicable
- Ensuring EALD support and other academic tutorial support is available.
- Overseeing Visa / Passport issues.

Dean of Students

- Ensuring the school is compliant in meeting the Commonwealth and State legislation or other regulatory requirements relating to child welfare and protection appropriate to the jurisdiction(s) in which it operates
- Ensuring students under 18 years of age are given age and culturally appropriate

information on who to contact in emergency situations, including contact numbers of a nominated staff member and/or service provider to the registered provider

- Ensuring students under 18 years of age are given age and culturally appropriate information on seeking assistance and reporting any incident or allegation involving actual or alleged sexual, physical or other abuse.
- Responding to an emergency when contacted by a student or service provider
- If unable to contact a student there are concerns for the student's welfare, make all reasonable efforts to locate the student, including notifying the police and any other relevant Commonwealth, state or territory agencies as soon as practicable.
- Taking all reasonable steps to provide a safe environment on campus and advise overseas students and staff on actions they can take to enhance their personal security and safety
- Providing information to overseas students about how to seek assistance for and report an incident that significantly impacts on their wellbeing, including critical incidents
- Providing overseas students with or refer them to (including electronically) general information on safety and awareness relevant to life in Australia
- Orientation on arrival:
 - School
 - Boarding
 - Community
- Monitoring homestay / accommodation / care arrangements
- Overseeing complaints and appeals

Dean of Academics

- Ensuring EALD support and other academic tutorial support is available

Head of Boarding

- Ensuring students under 18 years of age are given age and culturally appropriate information on who to contact in emergency situations, including contact numbers of a nominated staff member and/or service provider to the registered provider
- Ensuring students under 18 years of age are given age and culturally appropriate information on seeking assistance and reporting any incident or allegation involving actual or alleged sexual, physical or other abuse
- Responding to an emergency when contacted by a student or service provider
- Taking all reasonable steps to provide a safe environment on campus and advise overseas students and staff on actions they can take to enhance their personal security and safety
- Providing information to overseas students about how to seek assistance for and report an incident that significantly impacts on their wellbeing, including critical incidents
- Providing overseas students with or refer them to (including electronically) general information on safety and awareness relevant to life in Australia
- Orientation on arrival:
 - School
 - Boarding
 - Community
- Monitoring homestay / accommodation / care arrangements.

Admissions Manager

- Monitoring homestay / accommodation / care arrangements
- Monitoring complaints and appeals
- Overseeing Visa / Passport issues
- Ensuring Overseas Student Health Cover (OSHC) is current.

VERSION CONTROL TABLE			
VERSION CONTROL	DATE EFFECTIVE	APPROVED BY	AMENDMENT
1	March 2020	Principal	<ul style="list-style-type: none"> Policy in created in accordance with CRICOS update 18 October 2019.
2	May 2021	Principal	<ul style="list-style-type: none"> Policy updated in accordance with CRICOS update 15 October 2021
3	August 2022	Principal	<ul style="list-style-type: none"> Title updates throughout Policy updated in accordance with CRICOS update dated April 2023
4	March 2024	Principal	<ul style="list-style-type: none"> Policy reviewed in accordance with CRICOS records. No updates noted.
5	May 2025	Principal	<ul style="list-style-type: none"> Policy updated to new template Additional sections (4-8) added 'International Students now referred to as 'Overseas Students' in line with CRICOS terminology Grammatical changes Addition of statement regarding overnight stays
6	September 2025	Principal	<ul style="list-style-type: none"> Legal entity and CRICOS Code added Department of Home Affairs changed to Department of Immigration throughout Legislation updates Grammatical changes Section 5. Responsibilities updated Section 6.2 If a student is permitted to stay with someone other than an immediate family (blood) relative due to approved alternative arrangements, the School must conduct a home visit and document the visit at least every six (6) months as well as maintain copies of current Blue Cards for the host.



Review Date:	October 2025
Authorised by:	Principal
Contacts:	Director of Communication, Admissions and Engagement Dean of Students
Locations:	School Website Intranet – Staff & Parents

COMPLAINTS AND APPEALS POLICY – OVERSEAS STUDENTS ONLY

1. RATIONALE

The purpose of Somerville House's Complaints and Appeals Policy is to provide a student or parents/legal guardian with the opportunity to access procedures to facilitate the resolution of a dispute or complaint involving Somerville House, or an education agent or third party engaged by Somerville House to deliver a service on behalf of Somerville House.

The internal complaints and appeals processes are conciliatory and non-legal.

2. SCOPE

This policy applies to any overseas student who may wish to dispute a complaint or appeal involving Somerville House or a third party engaged by Somerville House.

3. POLICY STATEMENT

A copy of this policy will be provided to the student (or parents/legal guardian if the student is under 18) at a reasonable time prior to a Written Agreement being signed, and again during orientation or within 7 days of commencement of the enrolled course.

3.1 Complaints against other students

3.1.1 Grievances brought by a student against another student will be dealt with under the School's Student Behaviour Management Policy.

3.2 Informal Complaints Resolution

3.2.1 In the first instance, Somerville House requests there is an attempt to informally resolve the issue through mediation/informal resolution of the complaint.

3.2.2 Students should contact the following staff in the first instance to attempt mediation/informal resolution of the complaint:

- Dean of Students (Senior School students)
- Head of Junior School (Junior School students)

3.2.3 If the matter cannot be resolved through mediation, the matter will be referred to the Principal, and the School's internal formal complaints and appeals handling procedure will be followed.

3.3 Formal Internal Complaints Handling and Appeals Process

3.3.1 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.

- 3.3.2 The student must notify the School in writing of the nature and details of the complaint or appeal.
- 3.3.3 Written complaints or appeals are to be lodged with the Principal.
- 3.3.4 Where the internal complaints and appeals process is being accessed because the student has received notice from the School that the School 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.
- 3.3.5 Complaints and appeals processes are available to students at no cost.
- 3.3.6 Each complainant has the opportunity to present her case to the Principal or their delegate.
- 3.3.7 Students and/or the School may be accompanied and assisted by a support person at all relevant meetings.
- 3.3.8 The formal internal complaints and appeals process will commence within 10 working days of lodgement of the complaint or appeal with the Principal and will be finalised as soon as practicable.
- 3.3.9 For the duration of the internal complaints and appeals process, the student's enrolment will be maintained, as required *under The National Code of Practice for Providers of Education and Training to Overseas Students 2018 (National Code 2018)* and the student must continue to attend classes.

However, if the Principal deems that the student's health or wellbeing, or the wellbeing of others is at risk, she may decide to suspend or cancel the student's enrolment before the complaints and appeals process has been accessed or fully completed. In such cases, the student may still lodge a complaint or appeal, even if the student is offshore.

- 3.3.10 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.
- 3.3.11 If the complaints and appeals procedure finds in favour of the student, Somerville House will immediately implement the decision and any corrective and preventative action required and advise the student of the outcome and action taken.
- 3.3.12 Where the outcome of a complaint or appeal is not in the student's favour, the School will advise the student within 10 working days of concluding the internal review of the student's right to access the external appeals process. However, the School is only obliged to await the outcome of an external appeal if the matter relates to a breach of course progress or attendance requirements. For all other issues, the School may take action (including making changes to the student's enrolment status in PRISMS) in accordance with the outcome of the internal appeal.

3.4 External Appeals Processes

- 3.4.1 If the student is dissatisfied with the conduct or result of the internal complaints and appeals procedure, she may contact and/or seek redress through the Overseas Students Ombudsman at no cost. Please see:

<http://www.ombudsman.gov.au/How-we-can-help/overseas-students> or call 1300 362 072 for more information.

- 3.4.2 If the student wishes to appeal a decision made by Somerville House that relates to being reported for a breach of course progress or attendance requirement (under Standard 8), the student must lodge this appeal with the Overseas Student Ombudsman's office within 10 working days of being notified of the outcome of her internal appeal.
- 3.4.3 If the student wishes to appeal a decision made by Somerville House that relates to:
- i. refusal to approve a transfer application (under Standard 7), or
 - ii. suspension or cancellation of the student's enrolment (under Standard 9)

Any choice to lodge an external appeal with the Overseas Student Ombudsman is at the student's discretion. The School need not await the outcome of any external appeal lodged, before implementing the outcome of the internal appeal.

3.5 Other legal redress

- 3.5.1 Nothing in the School's Complaints and Appeals Policy negates the right of an overseas student to pursue other legal remedies.

4. REFERENCES

- 4.1 References to other Policy
- *Enrolment Policy*
 - *Overseas Visa Students Policy*
 - *Student Behaviour Management Policy*
 - *Student Transfer Request Policy – Overseas Students Only*
 - *Deferment, Suspension and Cancellation Policy – Overseas Students Only*
 - *Student Progress, Attendance and Course Duration Policy – Overseas Students Only*
- 4.2 Legislative and other References
- *The National Code of Practice for Providers of Education and Training to Overseas Students 2018 (National Code 2018)*
 - *Education Services for Overseas Students (ESOS) Act 2000*
 - *Education Services for Overseas Students Regulations 2019*
 - *Education Services for Overseas Students (Registration Charges) Act 1997 (the Charges Act)*
 - [Australian Government Department of Education, Skills and Employment \(DESE\) ESOS legislative framework webpage](#)
 - Australian Government Department of Home Affairs (Immigration and Citizenship) Information for Education providers at: <https://immi.homeaffairs.gov.au/what-we-do/education-program/providers>
 - *Education (Overseas Students) Act 2018 (Qld)*
 - *Education (Overseas Students) Regulation 2018 (Qld)*
 - *Working with Children (Risk Management and Screening) Act 2000 (Qld)*
 - *Blue Card Services*
 - *Child Protection Act 1999 (Qld)*
 - *Education (Non-State Schools Accreditation) Regulation 2017 (Qld)*
 - *Somerville House CRICOS Handbook*
 - *Business Regulations*

5. RESPONSIBILITIES

Principal

- Oversight of compliance matters.
- Ensure all members of the school community are aware of the policy and processes for lodging a complaint.
- Ensure staff receive training to deal with handling complaints positively and effectively.

Staff

- Handle complaints positively in accordance with the Complaints Resolution Procedure.
- Ensure no person is adversely treated for raising a complaint.

Note: The Principal is delegated the responsibility and authority to determine whether a complaint is frivolous or vexatious.

6. REPORTING REQUIREMENTS – Guidelines for Staff

Covered as part of the procedure outlined in the policy

7. DEFINITIONS

Complaint/grievance - a concern or expression of dissatisfaction about any act, behaviour, omission, situation or decision, which someone thinks is unfair or unjustified. A complaint may be brought against the School as a whole, a specific department or about an individual member of staff.

Complainant - any person who has a concern or grievance.

Respondent - any person against whom a complaint or grievance is brought.

Procedural fairness - the rules or principles which should be applied in the handling of a complaint, to ensure that decision making is fair and reasonable. It involves the decision maker:

- i. Informing the people of the case against them
- ii. Giving them the right to be heard
- iii. Not having a personal interest in the outcome; and
- iv. Basing the decision on the evidence before him/her.

Without prejudice - a phrase used to evoke a legal privilege attached to written or verbal communication made by a party to a dispute in a genuine attempt to settle that dispute.

PRISMS - Provider Registration and International Student Management System

Overseas Student - an overseas student enrolled at Somerville House or the parents/legal guardian of a student where that student is under 18 years of age

Support person - friend/teacher/relative not involved in the grievance

8. ATTACHMENTS

Nil.

Legal Entity: The Presbyterian and Methodist Schools Association T/A Somerville House
CRICOS Provider Code: 00522G
Email: enrolments@somerville.qld.edu.au
Phone: Phone: +61 7 3248 9202

VERSION CONTROL TABLE			
VERSION CONTROL	DATE EFFECTIVE	APPROVED BY	AMENDMENT
1	March 2020	Principal	Policy in created in accordance with CRICOS update 18 October 2019.
2	September 2020	Principal	Policy updated in accordance with CRICOS renewal assessment notice.
3	October 2021	Principal	<ul style="list-style-type: none"> • Page 1 - Text box updated • Review dates updated • Policy reviewed and no new updates recorded from CRICOS
4	November 2022	Principal	Policy reviewed in accordance with CRICOS records. No updates noted.
5	March 2024	Principal	<ul style="list-style-type: none"> • Title updates throughout • Policy reviewed in accordance with CRICOS records
6	March 2025	Principal	<ul style="list-style-type: none"> • Formatted to new template. • References and Responsibilities sections added.
7	October 2025	Principal	<ul style="list-style-type: none"> • Policy renamed from 'International Students Only' to 'Overseas Students Only'. • Legal entity and CRICOS Code added • Legislation updates Amendments to: <ul style="list-style-type: none"> • 3.1 Complaints against other students • 3.2 Informal Complains Resolution



Review Date:	October 2025
Authorised by:	Principal
Contacts:	Director of Communication, Admissions and Engagement Dean of Students Dean of Academics
Locations:	School Website Intranet – Staff & Parents

STUDENT PROGRESS, ATTENDANCE AND COURSE DURATION POLICY – OVERSEAS STUDENTS ONLY

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 of enrolment, according to Somerville House's course assessment requirements.
- (c) Students who have begun part way through a study period/semester will be assessed according to Somerville House's course assessment requirements after completing one full semester.
- (d) Students will need to demonstrate satisfactory course progress in any study period/semester.
 - i. Students in Years 1-2 must demonstrate academic outcomes each semester that allow them to remain on track for progression to the next year level
 - ii. Students in Years 3-5 must attain minimum overall satisfactory achievement, established by a majority of achievement levels at 'C' in English (Literacy) and Mathematics (Numeracy), as well as academic outcomes each semester that allow them to remain on track for progression to the next year level
 - iii. Students in Year 6 must attain minimum overall satisfactory achievement, demonstrated by a majority of achievement levels at 'C' or higher in English (Literacy) and Mathematics (Numeracy), with no more than three other subjects studied below this base-level satisfactory grade
 - iv. Students in Years 7-9 must attain minimum overall satisfactory achievement, demonstrated by an Overall Achievement Grade of 'C' or higher, in all 'core subjects', with no more than three other subjects studied below this satisfactory Overall Year Result
 - v. Students in Year 10 must attain minimum overall satisfactory achievement, demonstrated by an Overall Achievement Grade of 'C' or higher, in all 'core subjects', with no more than two other subjects studied below this satisfactory Overall Year Result
 - vi. To demonstrate satisfactory course progress, students in Years 11-12 must remain eligible to be awarded a Queensland Certificate of Education (QCE) at the conclusion of Year 12. Eligibility for a QCE is contingent upon the student achieving the set amount of learning, to the set standard, in the set pattern, while meeting literacy and numeracy requirements. Students enrolled for all four Units of a Senior Secondary Course will be identified and notified as being 'at risk' of not achieving satisfactory course progress anytime the student does not demonstrate a C / or 'satisfactory' grade for a subject they rely on to meet either their literacy or numeracy requirements or are counting on to meet the required credit points to be awarded a QCE.

Additional indicators for consideration may include but not be limited to:

- i. Demonstrated improvement in the use of the English Language
- (e) If at the end of a study period a student does not achieve satisfactory course progress as described above, the Principal will formally contact the parents to advise that the student is at risk of breaching the course progress requirement and that there will be a meeting with the Dean of Academics and 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 EALD (English as a Second Language or Dialect) 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 for academic improvement and any relevant progress reports will be forwarded to parents.
- (g) The student's individual strategy for academic improvement will be monitored over the following study period by the Dean of Academics and the relevant academic and pastoral staff and records of student response to the strategy will be kept. Parents will be kept informed of the student's academic progress while the student is receiving formal intervention.
- (h) If the student does not achieve satisfactory course progress by the end of the next term, Somerville House 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. The notification of intention to report will be issued to the student prior to the commencement of the next semester. 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 Somerville House, she may contact the Overseas Student Ombudsman at no cost. Please see Somerville House's Complaints and Appeals Policy for further details.
- (i) The School will notify the ESOS agency via PRISMS of the student not achieving satisfactory course progress as soon as practicable where:
- i. the student does not access the complaints and appeals process within 20 days, or the student withdraws from the complaints and appeals process by notifying the Principal of Somerville House in writing, or
 - ii. the complaints and appeals process results in a decision in favour of the School.

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 studies 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:

- i. the student can provide evidence of compassionate or compelling circumstances (see Definitions below)
 - ii. the student has, or is, participating in an intervention strategy as outlined in 1.e)
 - iii. an approved deferment or suspension of study has been granted in accordance with Somerville House's 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. In this case, the student will need to contact the Department of Home Affairs to seek advice on any potential impacts on their visa, including the need to obtain a new visa.

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.
- (d) The School's monitoring process includes a review of the reasons for student absences, with a determination of whether compassionate and compelling circumstances may apply and what support the School could offer e.g., an approval for a deferment of study or a temporary suspension of enrolment.
- (e) Any absences longer than 3 consecutive days without approval will be investigated.
- (f) Student attendance will be monitored every 2 weeks over a study period to assess student attendance using the following method:
 - i. Calculating attendance using a formula based on the number of days absent. For example, a 20-week study period with 5 days a week would equal 100 school days. 20% of this is 20 school days.
 - ii. Attendance for any period of exclusion from class will be assessed under Somerville House's Deferment, Suspension and Cancellation Policy.
- (g) Parents of students at risk of breaching Somerville House's attendance requirements will be contacted by the Head of Year and students will be counselled and offered any necessary support when they have absences totalling 10% in any study period.
- (h) If the calculation at 3(f) indicates that the student has failed to meet the 80% attendance threshold for the study period, Somerville House will assess the student against the provisions of Item 3(j) (below). Where the student has failed to meet the minimum attendance requirement, and Item 3(j) does not apply, the School will promptly 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.
- (i) The School will notify the ESOS agency 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. the student withdraws from the complaints and appeals process by notifying the Principal of Somerville House in writing,

- iii. the complaints and appeals process results in a decision in favour of the School, including any external appeal made by the student.
- (j) Students will not be reported for failing to meet the 80% attendance threshold for a study period where:
 - i. the student produces documentary evidence clearly demonstrating compassionate or compelling circumstances, e.g. medical illness supported by a medical certificate
 - ii. the student's attendance has not fallen below 70% for the study period.
- (k) The method for calculating 70% attendance is the same as that outlined in 3(f) with the number of study days x number of days per week x 30%.
- (l) If a student is assessed as having nearly reached the threshold of 70% attendance for a study period, the Deputy Principal will assess whether a suspension of studies is in the interests of the student as per Somerville House's Deferment, Suspension and Cancellation Policy.
- (m) If the student does not obtain a suspension of studies under the Somerville House's Deferment, Suspension and Cancellation Policy, and falls below the 70% threshold for attendance for the study period, the process for reporting the student for unsatisfactory attendance (breach of visa condition 8202) will occur as outlined in 3(h) – 3(i).

Definitions

- (a) Absence – school days missed due to:
 - i. Truancy
 - ii. Sickness (explained or unexplained)
 - iii. Personal leave (explained or unexplained) e.g., family matters, extended holidays, personal sporting/cultural events
- (b) *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 (with evidence of death a certificate if possible)
 - 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 psychologist 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* –
 - for the purpose of monitoring attendance, a study period is a semester

- for the purpose of monitoring course progress in a Primary School or Junior Secondary School course, a study period is a semester
- for the purpose of monitoring course progress in a Senior Secondary School course, a study period is a Unit of a subject or course of study (i.e., Unit 1 or Unit 2 in Year 11 or Units 3 and 4 in Year 12).

(f) Learning Options – the range of subjects and programs as outlined in [Learning Options 1.2.2](#) of the *Queensland Curriculum and Assessment Authority (QCAA) QCE and QCIA Handbook*.

Legal Entity: The Presbyterian and Methodist Schools Association T/A Somerville House
 CRICOS Provider Code: 00522G
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VERSION CONTROL TABLE			
VERSION CONTROL	DATE EFFECTIVE	APPROVED BY	AMENDMENT
1	March 2020	Principal	• Policy in created in accordance with CRICOS update 18 October 2019.
2	September 2020	Principal	• Policy updated in accordance with CRICOS renewal assessment notice.
3	May 2021	Principal	• Policy updated in accordance with CRICOS update 20 October 2020
4	August 2022	Principal	• No updates in accordance with most recent CRICOS update
5	March 2024	Principal	• Updates in accordance with most recent CRICOS update
6	June 2024	Principal	• Updates to clauses 3(g)-(h)
7	October 2025	Principal	<ul style="list-style-type: none"> • Policy renamed from 'International Students Only' to 'Overseas Students Only' • Legal entity and CRICOS Code added • Position titles updated Amendments to: <ul style="list-style-type: none"> • 1. Course Progress • 3. Monitoring Course Attendance • 4. Definitions



Review Date:	October 2025
Authorised by:	Principal
Contacts:	Director of Communication, Admissions and Engagement Dean of Students
Locations:	School Website Intranet – Staff & Parents

DEFERMENT, SUSPENSION AND CANCELLATION POLICY – OVERSEAS STUDENTS ONLY

1. Communicating with families about changes in enrolment status
 - (a) All communications regarding changes to enrolment status will be made directly with students and parents/legal guardian, in accordance with the latest contact details provided to the school.
 - (b) Parents/legal guardian must, therefore, keep Somerville House informed of their current contact details, as per the conditions of the student visa.
 - (c) Where relevant and where approved by the parents/legal guardian, the School may also share copies of correspondence with the child's education agent to help facilitate communication about any changes in enrolment status. However, the parents/legal guardian with whom the School has a formal Written Agreement are the primary contact for the School in such matters. The School will not act on any decision affecting the student's enrolment that is not made by the parents/legal guardian.

2. Deferment of commencement of study requested by the student
 - (a) Somerville House will only grant a deferment of commencement of studies for compassionate and compelling circumstances. These include but are not limited to:
 - i. illness, where a medical certificate states that the student will be 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 that has impacted on expected commencement of studies
 - iv. a traumatic experience which has impacted on the student (where possible, these cases should be supported by police or psychologist reports).
 - v. after undertaking ELICOS studies, the student has not/will not meet the required IELTS English language proficiency level required for entry into the desired course, and the School is willing to defer the student's commencement in the course until a later date when the required benchmark is achieved.
 - (b) All applications for deferment will be considered within 10 working days.
 - (c) The final decision for assessing and granting a deferment of commencement of studies lies with the Principal. Where a student's request to defer her commencement of studies is refused, the student has a right of appeal (see the School's Complaints and Appeals Policy).
 - (d) Deferment will be recorded on PRISMS within 14 days of being granted.

3. Suspension of study requested by the student

- (a) Once the student has commenced the course, Somerville House 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/will impact on studies; and
 - iv. a traumatic experience which has impacted on the student (where possible, these cases should be supported by police or psychologist reports); and
 - v. Student returns to their home country to sit a university exam (or similar assessment) which impacts upon their education.
- (b) Where there is a significant issue impacting a student's attendance or course progress, it is essential that the student or parents/legal guardian contact the School as soon as possible to discuss the concern so that appropriate support can be put in place. Where deemed necessary, this may involve temporarily suspending the student's enrolment so that matters can be resolved without having a negative impact on the student's ability to satisfy their visa conditions.
- (c) Temporary suspensions of study cannot exceed 6 months duration.
- (d) Suspensions will be recorded on PRISMS within 14 days of being granted if the student is under 18 years of age, and within 31 days if the student is over 18 years of age.
- (e) The period of suspension will not be included in attendance calculations.
- (f) Applications will be assessed on merit by the Deputy Principal.
- (g) Some examples of circumstances that are not considered compassionate and compelling at Somerville House include:
 - i. Requests for early departure or late return from vacation, including the inability to secure cheap flights
 - ii. Leaving early or returning late from holidays in order to attend festivals in the student's home country
 - iii. Returning home to attend family gatherings that occur during term time.
- (h) As part of any assessment of a request to defer or temporarily suspend studies, the impact of the request on the student's ability to complete their intended course of study in accordance with their CoE/s and student visa will be considered. Any implications will be communicated to students.
- (i) All applications for suspension will be considered within 10 working days.
- (j) The final decision for assessing and granting a suspension of studies lies with the Principal. Where a student's request to suspend studies is refused, the student has a right of appeal (see the School's Complaints and Appeals Policy).

4. Student-initiated cancellation of enrolment

- (a) All notification of withdrawal from a course, or applications for refunds, must be made in writing and submitted to the Principal. Please see the School's Refund Policy for information regarding refunds.
- (b) A student will be deemed to have inactively notified Somerville House of cancellation of enrolment where:

- i. the student has not yet finished her course/s of study with the School, and
 - ii. does not resume studies at the School within 14 days after a holiday break, and
 - iii. the student has not previously provided the School with written notification of withdrawal.
- (c) Student-initiated cancellation of enrolment, including 'inactive' cancellation of enrolment in 4(b), above, is not subject to Somerville House's Complaints and Appeals Policy.

5. School-initiated exclusion from class

- (a) Somerville House may exclude a student from class on the grounds of misbehaviour by the student. Exclusion will occur as the result of any behaviour which is not in line with the School's Student Behaviour Management Policy. This may include temporary suspension from attending school.
- (b) Students may also be excluded from class for failure to pay fees required to undertake or continue the course, as stated in the Written Agreement.
- (c) Where Somerville House intends to exclude a student from class, and the action will not be recorded in PRISMS, the School will manage the student's conduct in accordance with the Student Behaviour Management Policy. If the suspension is to be recorded in PRISMS, the School must issue a formal Standard 9 notice (with appeal rights).
- (d) Excluded students must abide by the conditions of their exclusion from studies and must adhere to any welfare and accommodation arrangements in place, as determined by the Principal.
- (e) 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.
- (f) Exclusions from class will not be included in attendance calculations for the study period and will not be recorded on PRISMS.

6. School-initiated suspension of enrolment

- (a) Somerville House may initiate a suspension of enrolment 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 as outlined in the School's Student Behaviour Management Policy.
- (b) Students may also be suspended for failure to pay fees that were required in order to undertake or continue the course, as stated in the student's Written Agreement.
- (c) Where Somerville House intends to suspend the enrolment of a student, it will first issue a letter that notifies the student and parents/legal guardian of this intention. The letter will provide details of the reason/s for the intended suspension, as well as information about how to access Somerville House's internal appeals process. Further information about the appeals process in the event of a school-initiated suspension is outlined below.
- (d) Suspended students must abide by the conditions of their suspension from enrolment and must adhere to any welfare and accommodation arrangements in place, as determined by the Principal.
- (e) Students who have been suspended for more than 28 days may need to contact the Department of Home Affairs. Please see contact details at <https://immi.homeaffairs.gov.au/help-support/contact-us>.

- (f) Where applied, a suspension of enrolment will impact the student's CoE and will be recorded on PRISMS. The suspension will therefore be visible to the Department of Home Affairs.
- (g) The period of suspension will not be included in attendance calculations.

7. School-initiated cancellation of enrolment

- (a) Somerville House will cancel the enrolment of a student under the following conditions:
 - i. Any breach of an agreed condition of enrolment as outlined in the student's Written Agreement, including failure to disclose a pre-existing condition requiring a high degree of specialised support or care
 - ii. Failure to pay course fees
 - iii. Failure to maintain approved welfare and accommodation arrangements (visa condition 8532)
 - iv. Any behaviour identified as resulting in cancellation in the School's Student Behaviour Management Policy.
- (b) Where Somerville House intends to cancel the enrolment of a student, it will first issue a letter which notifies the student and parents/legal guardian of this intention. The letter will also provide details of the reason/s for the intended cancellation, as well as information about how to access Somerville House's internal appeals process. Further information about the appeals process in the event of a school-initiated cancellation is outlined below.
- (c) Somerville House is required to report any confirmed breach of course progress and attendance requirements to the Department of Home Affairs. Where a student is reported for breach of visa condition, her enrolment at Somerville House will be cancelled, and this may impact the student's visa. Further information can be found in Somerville House's Student Progress, Attendance and Course Duration Policy.
- (d) For the duration of the internal appeals process, Somerville House will maintain the student's enrolment, and the student will attend classes as normal. The Principal will determine if participation in studies will be in class or under a supervised arrangement outside of classes.
- (e) If a student decides to access the Somerville House complaints and appeals process because they have been notified of a school-initiated suspension or cancellation of enrolment under Standard 9, the change in enrolment status will not be reported in PRISMS until the internal complaints and appeals process is finalised unless extenuating circumstances relating to the welfare of the student apply (see Definitions below).
- (f) Where extenuating circumstances are deemed to exist, a student may still access the complaints and appeals process, but Somerville House need not await the outcome of this process before changing the student's enrolment status in PRISMS. If the School has issued a CAAW for such a student, welfare provisions under Standard 5.6 are applicable.
- (g) The use of extenuating circumstances by Somerville House to suspend or cancel a student's enrolment prior to the completion of any complaints and appeals process will be supported by appropriate evidence.
- (h) The final decision for evaluating extenuating circumstances lies with the Principal.

8. Student to seek information from the Department of Home Affairs

- (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 Home Affairs website <https://immi.homeaffairs.gov.au/visas/getting-a-visa/visa-listing/student-500> for further information about their visa conditions and obligations.

9. Definitions

- (a) Deferment of Enrolment – the temporary postponement of a student's studies, initiated solely by the student and only before the commencement of their course. Deferment may be requested on the grounds of compassionate or compelling circumstances and must be reported by the provider to the Australian Department of Education through the Provider Registration and International Student Management System (PRISMS).
- (b) Exclusion from Class – this refers to a situation handled in-house at the school, where a student is temporarily prohibited from attending classes 'in person'. However, they are still permitted to access learning outside the classroom, to ensure continuity of their education during the exclusion period.
- (c) Suspension from School – a temporary removal of a student from the school that does not affect their attendance calculations for the study period nor their Confirmation of Enrolment (CoE). Additionally, such suspensions are not recorded on PRISMS. When deciding on a suspension, consideration must be given to the student's social, emotional and educational needs.
- (d) Suspension from Enrolment – a temporary pause in a student's studies, which is reported to the Department of Education through PRISMS. This may be initiated by the student due to compassionate or compelling circumstances or by the school, in response to the student not meeting their obligations, as outlined in the Written Agreement. A school-initiated suspension of enrolment typically relates to misbehaviour or a failure to pay fees.
- (e) Cancellation of Enrolment – the permanent termination of a student's enrolment by the provider, which is reported to the Department of Education through PRISMS. Once finalised, the student's Confirmation of Enrolment (CoE) status will be updated to 'cancelled'.
- (f) Day – any day including weekends and public holidays in or out of term time.
- (g) Extenuating circumstances – if the student's health or wellbeing, or the wellbeing of others, is likely to be at risk. Examples include:
- the student refuses to maintain approved welfare and accommodation arrangements (for students under 18 years of age)
 - the student is missing
 - the student has medical concerns or severe depression or psychological issues which lead the School to fear for the student's wellbeing
 - the student has engaged or threatened to engage in behaviour that is reasonably believed to endanger the student or others
 - is at risk of committing a criminal offence, or
 - the student is the subject of investigation relating to criminal matters.

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1	March 2020	Principal	<ul style="list-style-type: none"> • Policy in created in accordance with CRICOS update 18 October 2019.
2	May 2021	Principal	<ul style="list-style-type: none"> • Policy updated in accordance with CRICOS update 15 October 2021.
3	August 2022	Principal	<ul style="list-style-type: none"> • Policy updated in accordance with CRICOS update 20 October 2020
4	March 2024	Principal	<ul style="list-style-type: none"> • No updates in accordance with most recent CRICOS update
5	October 2025	Principal	<ul style="list-style-type: none"> • Policy renamed from 'International Students Only' to 'Overseas Students Only'. <p>Amendments to:</p> <ul style="list-style-type: none"> • 5. School-initiated exclusion from class • 6. School-initiated suspension of enrolment • 9. Definitions expanded • Parent/legal guardian added throughout • Department of Immigration changed to Department of Home Affairs • Legal entity and CRICOS Code added



Review Date:	October 2025
Authorised by:	Principal
Contacts:	Director of Communication, Admissions and Engagement Business Manager
Locations:	School Website Intranet – Staff & Parents

SCHOOL REFUND POLICY – OVERSEAS STUDENTS ONLY

1. This policy outlines refunds applicable to course fees paid to Somerville House including any course fees paid to any Vocational Education & Training (VET) providers.
2. Somerville House does not accept monies from education agents.
3. Refunds for payments made to a third-party homestay provider engaged by the School, will be processed in accordance with the School's Complaints and Appeals Policy – Overseas Students Only and any relevant legislation.
4. Any service fees a student (or parent/legal guardian if the student is under 18) pays directly to an education agent or third party is not within the scope of this refund policy.
5. The Application for Registration fee is non-refundable.
6. The Enrolment fee is non-refundable, except where a student's visa application is unsuccessful.
7. Payment of Course Fees and Refunds
 - (a) Fees are payable according to the School's Business Regulations and as set out on the School's Schedule of Fees when forwarded.
 - (b) An itemised list of school fees is provided in the School's Overseas Visa Students Written Agreement
 - (c) All fees must be paid in Australian dollars unless requested otherwise. Refunds will be reimbursed in the same currency as fees were received.
 - (d) 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.
8. All notification of withdrawal from a course, or applications for refunds, must be made in writing and submitted to the Principal.
9. Student default because of visa refusal
 - (a) If a student produces evidence of visa refusal (or provides permission for the School to verify visa refusal with the Department of Home Affairs 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.
 - (b) 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 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 2024).*

10. Student default

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

(a) Non-tuition fees:

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.

(b) Non-commencement with no notification of withdrawal:

If the student does not provide written notice of withdrawal and does not start the course on the agreed starting date, the registration and enrolment fees and one term's tuition and boarding fees will be retained from fees received by the School and the remainder will be refunded.

(c) Non-commencement with notification of withdrawal:

If the School receives written notification of withdrawal by the student (or parents/legal guardian if the student is under 18) 4 or more weeks prior to commencement, the School will refund the amount of tuition fees received less the registration and enrolment fees.

If the School receives written notification of withdrawal by the student (or parents/legal guardian if the student is under 18) less than 4 weeks prior to commencement of the course, the School will refund 50% of the tuition fee.

(d) Refunds after commencement of a course:

If tuition fees for up to 1 study period have been received in advance: Where the student (or parent(s)/legal guardian if the student is under 18) notifies the School in writing of withdrawal before completing the semester, no tuition fees will be refunded.

If tuition fees for more than 1 study period have been received in advance: If fees for more than one semester have been received in advance, 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 refund the amount of unused tuition fees less any non-refundable payment on behalf of the student that has been made, provided that at least 10 weeks written notice of withdrawal has been received.

NB: Where less than 10 weeks' notice of withdrawal is received, the School will refund the amount of unused tuition fees less one study period's fees.

(e) Refunds in the event of a provider-initiated cancellation of enrolment:

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

- i. Failure to maintain satisfactory course progress (visa condition 8202). Please see Student Progress, Attendance and Course Duration Policy
- ii. Failure to maintain satisfactory attendance (visa condition 8202). Please see Student Progress, Attendance and Course Duration Policy
- iii. Failure to maintain approved welfare and accommodation arrangements (visa condition 8532). Please see Accommodation and Welfare Policy
- iv. Failure to pay course fees
- v. Any behaviour identified as resulting in enrolment cancellation in Somerville House's Student Behaviour Management Policy. Please see *Overseas Visa Students and their Parents Information Booklet*.

Any refund in the case of cancellation of a student's enrolment for failure to maintain Somerville House's agreed conditions of enrolment as outlined in the student's Written Agreement, including failure to disclose a pre-existing condition requiring a high degree of specialised support or care, will be at the discretion of the School.

11. Provider default

[Any default by the School must be compliant with the current provisions of the ESOS Act 2000 and the ESOS Regulations 2019.]

- i. If for any reason the School is unable to offer a course on an agreed start date, 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 unused tuition fees* received by the School with respect to the student will be made within 14 days of the agreed course start date.
- ii. 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 unused tuition fees* received by the School with respect to the student will be made within 14 days of the School's default day.
- iii. 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>.

**Calculation of the refund due in this case is prescribed by a legislative instrument (s.8 of Education Services for Overseas Students (Calculation of Refund) Specification 2024).*

<https://www.legislation.gov.au/F2024L01231/latest/text>

- iv. *In the event that the third-party VET provider goes into default:*
 - a) *From a financial perspective, because the VET component falls under the School's CRICOS registration, the student's tuition fees for the course (including the VET components) are protected by virtue of the School's CRICOS registration.*
 - b) *From a Registered Training Organisation (RTO) perspective, if the RTO the School has partnered with closes or is unable to deliver the VET component, the School must ensure that the student is still able to complete the secondary school course for which their visa has been issued. This could mean engaging an alternative VET provider to deliver the VET components or if this is not possible, offering alternative secondary school subjects which meet the requirements for completing the school qualification.*

12. Change of Status

Notice of a change of status of a boarding student to day student must be requested in writing to the Principal, 1 term in advance of the change date. In default of these requirements, a full term's boarding fees will be charged in lieu of notice.

If the student changes visa status (e.g. becomes a temporary or permanent resident) the fees will continue to be paid as overseas student rates for the duration of the year.

13. How to claim a refund

The student or parent/legal guardian must submit a request in writing to the Principal for the refund of fees. This request can be emailed to principal@somerville.qld.edu.au

This Written Agreement, and the right to make complaints and seek appeals of decisions and action under various processes, does not affect the rights of the student to take action under the Australian Consumer Law if the Australian Consumer Law applies.

14. Definitions

- a) *Non-tuition fees* – fees not directly related to provision of the student's course, including boarding fees, camps, textbooks, uniforms etc.
- b) *Tuition fees* – fees directly related to the provision of the student's course.

- 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) *Term* – A school year consists of four terms of 8 to 10 weeks per term, with a holiday break at the end of each term.
- e) *Semester* – A semester (study period) is two terms.

Legal Entity: The Presbyterian and Methodist Schools Association T/A Somerville House
 CRICOS Provider Code: 00522G
 Email: enrolments@somerville.qld.edu.au
 Phone: +61 7 3248 9202

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5	September 2025	Principal	<ul style="list-style-type: none"> • Position titles updated • Legal entity and CRICOS Code added to footer • Minor grammatical and formatting changes • Policy renamed from 'International Students Only' to 'Overseas Students Only' • Point 1 amended to include VET providers • Point 3, 4, and 11iv added



Review Date:	October 2025
Authorised by:	Principal
Contacts:	Director of Communication, Admissions and Engagement Dean of Students Dean of Academics
Locations:	School Website Intranet – Staff & Parents

STUDENT TRANSFER REQUEST POLICY – OVERSEAS STUDENTS ONLY

Somerville House's Overseas Student Transfer Policy and processes apply to:

- Overseas students requesting to transfer prior to completing the first six months of their first registered school sector course or
- Where the student has completed the first six months of their enrolment in their first registered school sector course and wishes to transfer but the provider holds welfare responsibility via a CAAW (Confirmation of Appropriate Accommodation and Welfare).

Overseas students requesting to transfer prior to completing the first six months of their first registered school sector course

1. Overseas students are restricted from transferring from their first registered school sector course of study for a period of six months. This restriction also applies to any course(s) packaged with their first registered school sector 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 release in PRISMS.
2. Students can apply to be released by submitting a Student Transfer Request Application 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 first registered school sector course of study or is under 18 years of age, conditions apply.
3. Somerville House will only release a student before completing the first six months of their first registered school sector course in the following circumstances:
 - (a) The student has changed welfare and accommodation arrangements and is no longer within a reasonable travelling time of the School.
 - (b) The student will be reported because they are unable to achieve satisfactory course progress at the level they are studying, even after engaging with Somerville House's intervention strategy to assist them in accordance with Standard 8 (Overseas student visa requirements).
 - (c) The student provides evidence of compassionate or compelling circumstances.
 - (d) Somerville House fails to deliver the course as outlined in the Written Agreement.
 - (e) The student provides evidence that their reasonable expectations about their current course are not being met.

- (f) The student provides evidence that she was misled by Somerville House or an education or migration agent regarding Somerville House or its course and the course is therefore unsuitable to her needs and/or study objectives.
 - (g) An appeal (internal or external) on another matter results in a decision or recommendation to release the student.
 - (h) Any other reason stated in the policies of Somerville House.
4. Students under 18 years of age MUST also have:
- (a) Written evidence that the student's parent/legal guardian supports the transfer application
 - (b) Written confirmation that the receiving provider will accept responsibility for and communicate with the student about approving the student's accommodation, support, and general welfare arrangements from the proposed date of release where the student is not living with a parent/legal guardian or a suitable nominated relative.
5. Somerville House will NOT agree to the transfer before the student completes the first six months of their first registered school sector course in the following circumstances:
- (a) The student's progress is likely to be academically disadvantaged
 - (b) Somerville House is concerned that the student's application to transfer is a consequence of the adverse influence of another party
 - (c) The student has not had sufficient time to settle into a new environment in order to make an informed decision about transfer
 - (d) The student has not accessed school support services which may assist with making adjustments to a new environment, including academic and personal counselling services
 - (e) School fees have not been paid for the current term/semester.
6. To apply for transfer to another provider, students need to:
- (a) Complete an Application for Student Transfer Form available from the Student Wellbeing Centre.
 - (b) Give this completed application form and a valid offer of enrolment from another provider to the Principal for assessment.
 - (c) If under 18 years of age, attach written confirmation of the parent/s or legal guardian/s support for the transfer to the nominated provider. In this case, the valid offer of enrolment must also confirm the new provider's acceptance of responsibility for approving the student's accommodation, support and general welfare arrangements from the proposed date of the student's release from Somerville House, in accordance with Standard 5 (Younger overseas students) of the 2018 National Code of Practice for Providers of Education and Training for Overseas Students.
7. Somerville House will assess the student's transfer request application and notify the student of a decision within 10 working days.
8. If Somerville House grants the student's transfer request, the student will be notified, and the decision will be reported to the Department of Home Affairs via PRISMS.

9. If Somerville House intends to refuse the student's transfer application request, Somerville House will provide the student with reasons for refusal in writing and include a copy of Somerville House's Complaints and Appeals Policy (available via <https://www.somerville.qld.edu.au/our-school/policies>). The student has the right to access Somerville House's complaints and appeals process and has 20 working days to do this. The student's transfer request application will only be finalised in PRISMS after one of the following occurs:
- (a) the student confirms in writing they choose not to access Somerville House's complaints and appeals process, or
 - (b) the student confirms in writing they withdraw from any appeals process they have commenced, or
 - (c) the appeals process is completed, and a decision has been made in favour of the student or Somerville House.
10. Applications to transfer to another registered provider may have visa implications. The student is advised to contact the Department of Home Affairs as soon as possible to discuss any implications. The nearest office is 299 Adelaide Street, Brisbane City Qld 4000. Office hours are Monday to Friday 9.00am to 4.00pm. Phone 13 18 81. Alternatively, students can contact the Department of Home Affairs via <https://immi.homeaffairs.gov.au/help-support/contact-us>.

Students who are no longer subject to the transfer restriction but where the School holds welfare responsibility via a CAAW.

11. Students under 18 years of age MUST have:
- (a) Written evidence that the student's parents/legal guardian supports the transfer application
 - (b) Written confirmation that the receiving provider will accept responsibility for and communicate with the student about approving the student's accommodation, support, and general welfare arrangements from the proposed date of release where the student is not living with a parent/legal guardian or a suitable nominated relative.
12. To apply for transfer to another provider, students need to:
- (a) Complete an Application for Student Transfer Form available from the Student Wellbeing Centre.
 - (b) Give this completed application form and a valid offer of enrolment from another provider to the Principal for assessment and response within 10 working days.
 - (c) If under 18 years of age, attach written confirmation of support for the transfer to the nominated provider by a parent/s or legal guardian/s.
- In this case, the valid offer of enrolment must confirm acceptance of responsibility for approving the student's accommodation, support and general welfare arrangements from the proposed date of the student's release from Somerville House in accordance with Standard 5 (Younger overseas students) of the 2018 National Code of Practice for Providers of Education and Training for Overseas Students.
13. Somerville House will negotiate the welfare transfer date with the receiving provider and will advise the student of the welfare transfer date within 10 working days.

14. Transfers to another registered provider may have visa implications. The student is advised to contact the Department of Home Affairs office as soon as possible to discuss any implications. The nearest office is 299 Adelaide Street, Brisbane City Qld 4000. Office hours are Monday to Friday 9.00am to 4.00pm. Phone 13 18 81. Alternatively, students can contact the Department of Home Affairs via <https://immi.homeaffairs.gov.au/help-support/contact-us>.

Legal Entity: The Presbyterian and Methodist Schools Association T/A Somerville House
 CRICOS Provider Code: 00522G
 Email: enrolments@somerville.qld.edu.au
 Phone: 07 3248 9202

VERSION CONTROL TABLE			
VERSION CONTROL	DATE EFFECTIVE	APPROVED BY	AMENDMENT
1	March 2020	Principal	• Policy created in accordance with CRICOS update 18 October 2019.
2	May 2021	Principal	• Policy updated in accordance with CRICOS update 20 October 2020.
3	August 2022	Principal	• No updates in accordance with most recent CRICOS update
4	March 2024	Principal	• Updates made in accordance with most recent CRICOS update
5	September 2025	Principal	• Legal entity and CRICOS Code added • Policy renamed from 'International Students Only' to 'Overseas Students Only' • Position titles updated



Review Date:	October 2025
Authorised by:	Principal
Contacts:	Dean of Students
Locations:	Intranet – Parents & Staff School Website

STUDENT BEHAVIOUR MANAGEMENT POLICY

1. RATIONALE

Somerville House (the School) is committed to providing a safe and supportive learning environment. The School fosters a safe, respectful, and supportive environment grounded in Christian values, where students are encouraged to develop integrity, responsibility, and care for others.

The School believes that while students may make mistakes, it also recognises that students can change their behaviour. Part of the School's restorative process is that students be able to apologise and forgive one another.

Students who have made a mistake should be able to move on from the behavioural incident and have a new start.

It seeks to assist students to:

- develop and sustain positive relationships and social skills
- develop and apply self-regulation and resilience
- accept responsibility for their own actions and opinions; and
- reach their potential.

The purpose of this policy is to outline:

- the School's approach to behaviour management
- the shared rights and responsibilities within the School Community
- key principles and guidelines for staff to use in:
 - assisting students to develop positive, pro-social behaviours; and
 - dealing effectively with inappropriate and/or unacceptable behaviours; and to ensure
- compliance with legislative requirements relating to the accreditation of the School.

This policy is complementary to and should be used with the *Student Code of Behaviour* found in the Family Handbook.

2. SCOPE

This policy applies to all student behaviour:

- within classes, at school and at school associated activities, including excursions, camps, tours etc.
- when wearing the School uniform, at all times, including on and off campus e.g. when travelling to and from the School
- when representing the School
- when attending social functions as a student from Somerville House (e.g. dances at other schools).

It applies to all students.

3. POLICY STATEMENT

- 3.1 The School expects all students, staff and parents to be familiar with this *Student Behaviour Management Policy*.
- 3.2 The School requires all students to behave in accordance with the *Student Code of Behaviour* and obey all school expectations. This includes the *Codes of Behaviour* pertaining to the Sports and other Associations to which the School belongs.
- 3.3 All members of the School Community have the right to feel safe, be respected, and have their person, property, and privacy protected
- 3.4 The School will take a positive, pro-active whole-school approach to managing student behaviour based on the development of student understanding of:
 - rights and responsibilities
 - appropriate and inappropriate behaviours; and
 - consequences for inappropriate behaviour
- 3.5 When responding to incidents of inappropriate/unacceptable behaviour the School will invoke consequences which are guided by the core concepts of fairness and restorative justice.
- 3.6 The School recognises that effective behaviour management does not require absolute uniformity and reserves the right to determine consequences for breaches of the *Student Code of Behaviour* or School Expectations on a case-by-case basis.
- 3.7 Any investigation into incidents of serious inappropriate or unacceptable behaviour, which might result in suspension or expulsion, will follow the principles of procedural fairness.
- 3.8 In serious cases, the Principal or nominee, is responsible for determining whether a student's enrolment at the School will be terminated and this may be for a single incident or a series of incidents over time.
- 3.9 The School expects parents to support the School's Christian values, ethos and the School's expectations and Student Code of Behaviour as outlined in the written *Agreement with the School* which they sign at enrolment.
 - 3.9.1 The School encourages families to work in partnership through reinforcing these values and behavioural expectations at home.
 - 3.9.2 The School Community will be informed of the School's requirements for student behaviour at enrolment, Parent Information Sessions, through Pastoral Care programs, SomerLink and through *Family* and *Student Handbooks*, the School website, newsletter articles and other publications.

4. REFERENCES

- 4.1 References to other Policy
 - *Acceptable Use of ICTs Policy*
 - *Anti-Bullying Policy*
 - *Boarding House Policy*
 - *Codes of Sporting Behaviour*
 - *Complaints Resolution Policy (Students and Parents)*
 - *Family, Staff and Student Handbooks*
 - *Mobile and Personal Electronic Devices Policy*
 - *PMSA Child Protection Policy*
 - *Student Behaviour Management Procedures for Staff*
 - *Student Code of Behaviour (available in the Family Handbook)*

4.2 Legislative and other References

- *Anti-Discrimination Act 1991 (Qld)*
- *Criminal Code Act 1899 (Qld)*
- *Disability Discrimination Act 1992 (Commonwealth)*
- *Disability Standards for Education 2005 (Commonwealth)*
- *Education (Accreditation of Non-State Schools) Act 2017*
- *Education (General Provisions) Act 2006*
- *Education (Non-State Schools Accreditation) Regulation 2017*
- *Human Rights Act 2019 (Qld)*
- *Information Privacy Act 2009 (Qld)*
- *Judicial Review Act 1991 (Qld)*
- *Police Powers and Responsibilities Act 2000 (Qld)*
- *Work Health and Safety Act 2011 (Qld)*
- *Work Health and Safety Regulation 2011 (Qld)*

5. RESPONSIBILITIES AND DELEGATIONS

Principal

- Providing a safe and supportive environment for all.
- Articulating the values and expectations of the School with regard to behaviour within the School Community.
- Provision of resources and professional development opportunities for staff in behaviour management.

Deputy Principal

- Ensuring a positive learning and teaching environment in, and the overall discipline of, the Senior School.
- Investigating and determining appropriate consequences for more serious breaches of conduct.
- Communicating with parents re serious behaviour issues.
- Fostering pro-active strategies for behaviour management with staff.

Dean of Students

- Pastoral care and behaviour management of the Senior School.
- Oversight, development and implementation of all policies and programs related to pastoral care and behaviour management.
- Collaborating and liaising with Deputy Principal, Associate Dean of Students, Heads of Year and other relevant staff, external agencies and parents.
- Investigating and determining appropriate consequences for breaches of conduct
- Fostering pro-active strategies for behaviour management with staff.
- Communicating with parents re behaviour issues.

Head of Junior School

- Pastoral care and behaviour management of the Junior School.
- Oversight, development and implementation of all policies and programs related to pastoral care and behaviour management.
- Collaborating and liaising with Deputy Principal and other relevant staff, external agencies and parents.
- Investigating and determining appropriate consequences for breaches of conduct
- Fostering pro-active strategies for behaviour management with staff.
- Communicating with parents re behaviour issues.

Heads of Year and Assistant Head of Junior School, Wellbeing and Inclusion

- Development and implementation of programs designed to develop positive social and emotional skills and relationship, self-regulation and resilience building strategies for students.
- Implementation of this and other self-regulation related policies.

- Investigating and determining appropriate consequences for breaches of conduct.
- Communicating with parents re behaviour issues.
- Fostering pro-active strategies for behaviour management with staff.
- Liaising with Dean / Associate Dean of Students, Heads of School, Heads of Department, teachers, parents and students regarding behaviour related issues.

Staff

- Modelling the values of the School.
- Establishing and communicating clear expectations for student learning and behaviour.
- Creating respectful, positive and safe teaching and learning environments.
- Ensuring all students' right to security, learning, personal growth and positive self-esteem is affirmed and valued.
- Providing programs and opportunities for students to develop:
 - positive relationships with staff and other students
 - confidence, resilience and self-regulation
 - effective social skills
 - an understanding of what are appropriate and inappropriate behaviours; and
 - an acceptance of responsibility for their own actions.
- Providing explicit feedback for students re appropriate behaviours and communicating what the consequences will be for inappropriate behaviour.
- Being fair, sensitive and consistent when dealing with behaviour management issues.
- Providing support for all students and fostering positive attitudes to learning and life.
- Liaising with Heads of Year, Heads of Department regarding strategies for behavioural management issues.
- Respecting the neurodiversity within the school population and the need for differentiation of behavioural expectations to meet learning needs.

Parents

- Supporting the School's values through personal conduct and role modelling of positive behaviours which are respectful of the rights and needs of school staff, other parents and students and all those within the school community.
- Respecting the neurodiversity within the school population and the need for differentiation of behavioural expectations to meet learning needs.
- Respecting the school, student and staff privacy regarding student behaviours in your communications both online and in person.
- Supporting the School's values and expectations of student behaviour at home.
- Supporting the School's behaviour management strategies in meeting School expectations.
- Taking a positive, solution-focussed approach to resolving complaints regarding student management
- Working closely with staff to support students in meeting these expectations.

Students

- Acting in accordance with the School's values, the Student Code of Behaviour and complying with these and related policies.
- Respecting the rights of and caring for the wellbeing of others, acting with integrity, taking pride in the School.
- Respecting the neurodiversity within the School student body and the requirement for differentiation of behavioural expectations to meet learning needs.
- Reporting any inappropriate conduct or action immediately, to a staff member
- Discussing any matters or concerns respectfully with staff.
- Seeking assistance from Tutor Teachers, subject teachers, Heads of Year, Dean/Associate Dean of Students or Counselling staff if having difficulties.

6. PROCEDURES

6.1 Key Principles for positive behaviour management

- All students and staff have the right to teach and learn free from disruption, abuse, or fear.
- Differentiation is essential to meet diverse learning needs.
- Positive teacher-student relationships, built on trust and respect, support effective teaching in an orderly environment.
- Wellbeing and learning improve through appropriate behaviour, early intervention, and prevention.
- Clear behaviour expectations and consequences must be understood by the entire school community.
- Staff should apply standards and consequences firmly, fairly, sensitively, and consistently, considering individual circumstances.
- Consequences must be proportionate, relevant, and address any harm caused.
- Individuals are responsible for their behaviour and for making amends when necessary.

6.2 Guidelines for Teachers

Staff are responsible for managing behaviour within their own classes and activities, in line with the responsibilities outlined in Section 5. This includes:

- **Fostering Positive Behaviour by:**
 - Delivering engaging, differentiated programs that meet diverse student needs.
 - Recognising effort, improvement, achievement, and positive behaviour.
 - Encouraging self-regulation and personal responsibility.
 - Reinforcing school values and expectations through formal and informal opportunities.
 - Using preventative and early intervention strategies.
 - Modelling respectful and value-driven behaviour.
- **Applying** Consequences appropriately and consistently when standards are not met.
- **Application of Consequences**
 - Consequences for inappropriate behaviour should be:
 - Clearly communicated, consistently applied, and considerate of individual circumstances.
 - Reasonable, proportionate, and aimed at restoring relationships and addressing harm.
 - Scaled to the seriousness of the behaviour and negotiable where appropriate.
- **Key Guidelines:**
 - Ensure follow-through and involve senior staff when necessary.
 - Identify and communicate “non-negotiable” behaviours (e.g. rudeness, defiance, bullying, misuse of devices, drug possession).
 - Use a range of consequences suited to the severity of the breach, consulting Heads of Year or Coordinators when unsure.
 - Serious incidents are managed by senior staff (Heads of Year, Dean/Associate Dean of Students, Deputy Principal), considering:
 - Student age and maturity
 - Incident context and seriousness
 - Behaviour history and attitude
 - Any special considerations
- **Possible Consequences Include:**
 - Warnings and reflective discussions
 - Time out or seating adjustments

- Restorative reflection or mediation
- Confiscation of items
- Parent involvement and interviews
- Behaviour monitoring and feedback
- Suspension or expulsion

Note: Restorative Reflections are generally held on Wednesday afternoons and take precedence over any other private or school commitment.

6.3 School Investigations into Behavioural Incidents

6.3.1 Investigations into incidents of serious inappropriate or unacceptable behaviours which could result in suspension or expulsion will be conducted following the guidelines relating to procedural fairness. These include:

- informing the student of the substance of any allegations made against them and providing them with an opportunity to respond
- making reasonable inquiries or investigations before making a decision
- ensuring there are no reprisals against the student/staff member who reported the situation or any witnesses who have provided information
- acting fairly and without bias
- conducting the investigation without undue delay; and
- emphasising the need for confidentiality on the part of all involved throughout the process.
- Informing the parent of the substance of any allegations made against the student.

6.3.2 Students or parents who have concerns about the investigation process or the manner in which this policy has been implemented should contact the Dean of Students or the Deputy Principal. They should refer to the *School Complaints Resolution Policy (Students and Parents)* for details.

7. DEFINITIONS

Procedural fairness: the rules or principles which should be applied in the handling of an investigation to ensure that decision making is fair and reasonable. It involves the decision maker:

- informing the people of the case against them
- giving them the right to be heard
- not having a personal interest in the outcome; and
- basing the decision on the evidence before them

Restorative justice: holds the person causing harm accountable for their behaviour and focusses on having that person recognise and accept responsibility for:

- the harm which has been caused to the person
- the harm which has been caused to others
- the harm which has been caused to the School; and
- the need to take action to repair the harm caused.

8. ATTACHMENTS

Nil

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VERSION CONTROL TABLE

VERSION CONTROL	DATE EFFECTIVE	APPROVED BY	AMENDMENT
1	October 2018	Principal	
2	March 2020	Principal	
3	November 2020	Principal	<ul style="list-style-type: none"> • Version Control Table added • Made available to parents • Updated staff position terminology • Changed “school rules” to “school expectations” • Changed “School Code of Behaviour” to “Student Code of Behaviour” • Updated clause 4.1 • Added Head of Junior School to clause 5. • Removed clause 6.2.5 • Removed reference to Attachment 2 at the end of clause 6.3 • Edited the “Note” at the end of clause 6.3 • Removed attachments
4	April 2021	Principal	<ul style="list-style-type: none"> • Deleted “Homeroom Teachers, Tutors and” and replaced with “Tutor Teachers” • Formatting and grammatical updates
5	August 2022	Principal	<ul style="list-style-type: none"> • Updates to all clauses
6	April 2023	Principal	<ul style="list-style-type: none"> • Version Table – Version 5 Date Effective corrected to August 2022 • Grammatical updates • Updates to clauses 2, 3.9.2, 4.2, 5, 6.1, 6.2.3, 6.3.5
7	September 2025	Principal	<ul style="list-style-type: none"> • Re-wording of Rationale and Policy Statement • 4.2 Legislation updated • Changes to clauses 6: <ul style="list-style-type: none"> o Key principles for positive behaviour management o Guidelines for teachers o School investigations into behavioural incidents
8	October 2025	Principal	<ul style="list-style-type: none"> • Locations: updated to include the School Website.



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The PMSA is a mission of the Presbyterian and Uniting Churches.
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