



**St Saviour's College**  
TOOWOOMBA

# Overseas Student Handbook



## Welcome to St Saviour's College

Thank you for expressing interest in enrolling at St Saviour's College.

St Saviour's is a Catholic College with a Mercy heritage and ethos, providing a secondary education for girls from years 7 – 12.

We have had the privilege of enrolling students from overseas for a significant number of years, in both the day and boarding schools. We value the contribution of our overseas students in the life of our dynamic learning community.

If you have any questions concerning enrolment, please do not hesitate in contacting the college on +61 7 4637 1600 or at [WelcomeStSav@twb.catholic.edu.au](mailto:WelcomeStSav@twb.catholic.edu.au)



**St Saviour's College**  
TOOWOOMBA

*Page intentionally left blank*



# St Saviour's College

TOOWOOMBA

## Contents

Principal's Welcome Message .....	4
Important Information and Emergency Contact Details .....	5
General Information .....	6
The Residential College .....	7
College Prayer .....	8
ESOS Framework .....	8
Student Orientation .....	9
Orientation and School Tour: .....	10
Tuition and Associated Fees .....	11
Notice of Withdrawal of a Student .....	12
Accounts .....	12
Arranging a Student Visa .....	12
Visa Conditions .....	13
What do I need to know about Overseas Student Health Cover .....	13
College Curriculum Contacts .....	15
College Policy & Procedure Links: .....	16
Code of Conduct .....	16
Process for dealing with inappropriate student behaviour .....	17
Behaviour Management Pathway .....	17
The ESOS framework .....	18
Coronavirus (COVID-19) information for international students .....	19
Australian laws protect international students .....	19
Before you begin your studies .....	20
Choosing a course to study .....	20
Using an education agent .....	20
Written agreements or contracts between the student and institution .....	21
Your rights before you enrol .....	21



# St Saviour's College

TOOWOOMBA

Paying your tuition fees.....	21
What happens if you can't start the course because your visa is refused? .....	22
What happens if you decide you don't want to start or continue the course? .....	22
During your studies .....	22
Support services for you in Australia.....	22
Welfare for students under 18 years of age.....	23
Your responsibilities as an international student in Australia.....	24
Your student visa .....	24
Academic integrity and misconduct .....	24
Your consumer rights and protections .....	24
Protecting your tuition fees.....	24
Working in Australia .....	25
Changing education institutions or courses .....	26
Making complaints and getting help .....	27
Questions?.....	27
Find out more and connect on social media .....	27
Toowoomba—General Information .....	28



## St Saviour's College

TOOWOOMBA

### Principal's Welcome Message

Dear Parents/Carers and Daughters

Welcome to St Saviour's College and to McAuley House, our home-away-from-home Residential House.

McAuley House is an excellent facility located adjacent to the College and the Sisters of Mercy Convent. Our "Boarding School" has been purpose-built with young women in mind.

We are the only secondary Diocesan Boarding School in this Diocese and hence feel very privileged to be able to offer our facilities to young women who may otherwise have difficulty in accessing a high quality affordable Catholic secondary education. Our day girls come from Toowoomba and its near neighbours, while our boarders come from all over the globe — Hong Kong, Singapore, Japan, Papua New Guinea and the Northern Territory, New South Wales and Queensland. We are particularly well represented by girls from Outback Queensland, the region south of Toowoomba to the NSW border and by girls from Papua New Guinea. The diversity of backgrounds, experiences and cultures of our girls who make St Saviour's their home ensures that our community has an enviable richness and vitality that adds to the quality of the away from home experience.

St Saviour's College specialises in education for young women and we have developed a strong ethos about achieving enhanced learning outcomes through an understanding of well researched learning and teaching processes and ways of attending to the particular emotional, social, cultural needs of young women.

Our vision, which we strive to keep in focus in whatever we do is: *Integrity is our Strength*

McAuley House is staffed by a number of highly dedicated women who ensure that care, attention and educational support is second to none. Our staff comprise of our Head of Boarding, Senior and Junior Supervisors as well as a qualified team working in the kitchen and in the area of activities. In addition, our College Counsellor provides direct support to the Residential College.

Prospective parents are encouraged to pay us a visit, to talk to our staff, to check out our facilities and to decide for themselves why so many other parents have chosen St Saviour's College as the best option for their daughter's secondary education.

Sincerely yours,

Mrs Jessica Wade  
Principal



[Return to Contents Page](#)



## St Saviour's College

TOOWOOMBA

### Important Information and Emergency Contact Details

College Administration Office: Phone: +617 4637 1600  
Email: [WelcomeStSav@twb.catholic.edu.au](mailto:WelcomeStSav@twb.catholic.edu.au)

*College Administration Office Hours: 8:00 am to 4:00 pm Monday to Friday*

Boarding Manager: Ms Diane May  
Phone: +617 4637 1699  
Email: [sscboarding@twb.catholic.edu.au](mailto:sscboarding@twb.catholic.edu.au)

Street Address: 141 Neil St  
Toowoomba QLD 4350  
Australia

Website: [www.ssctwb.catholic.edu.au](http://www.ssctwb.catholic.edu.au)

International Student Coordinator: Mrs Fiona Roberts  
Phone: +617 4637 1664  
Email: [fiona.roberts@twb.catholic.edu.au](mailto:fiona.roberts@twb.catholic.edu.au)

#### Department of Immigration and Citizenship (DIAC)

Brisbane Office (Street Address) Ground Floor  
299 Adelaide Street  
BRISBANE QLD 4000

Brisbane Office (Postal Address) GPO Box 9984  
BRISBANE QLD 4001

Website for Visa Enquiries <http://www.border.gov.au/about/contact>

[Return to Contents Page](#)



## St Saviour's College

TOOWOOMBA

### General Information

St Saviour's College is a Catholic day and boarding school for girls in Years 7 — 12 catering for 300 young women. P

We are well resourced with:

- 20 Classrooms
- 4 Science laboratories
- 4 Computer labs
- 1 Resource Centre
- 1 Multi-purpose Centre
- 1 Music room
- 1 Drama room
- 1 Art room
- 2 Counselling rooms
- 1 Oval
- 1 Shared oval with primary school
- 1 Boarding House (able to accommodate 80 students)
- 1 Uniform Shop

All our classrooms are furnished with facilities for 30 students or as appropriate for practical areas.

Our four (4) Multimedia Rooms are fitted with data projectors, screens, computers and sound equipment.

The Resource Centre has a wide range of audio-visual equipment available to staff and students and classroom use.

We manage a Textbook Hire facility as approved by the Parent Engagement Network (PEN) and this provides for students all texts and resources that are required in their enrolled courses.

### The Residential College

McAuley House was established by the Sisters of Mercy as a Boarding School for the young women of the Diocese of Toowoomba. As St Patrick's School, St Saviour's opened its doors to boarders in 1884. In 1977 the old convent was demolished, a new convent built and a separate Boarding School was established. In 1997 St Saviour's College assumed ownership and administration of the Boarding School. Sister Maura Keane was the last Sister of Mercy who directed McAuley House and she was followed in this role by Lay Administration. In 2000 —2001 major renovations were undertaken to modernise our boarding house. In 2015 an extra senior wing was built to allow for the commencement of Year 7 in High School. The start of this year saw the completion of the newly refurbished Ablution block in both the junior and senior areas.



As a Catholic Diocesan Boarding School, our priority is to ensure that young women in the Diocese of Toowoomba and beyond, can receive a quality educational experience when it may not be possible elsewhere because of location or circumstances.

[Return to Contents Page](#)



## St Saviour's College

TOOWOOMBA

McAuley House is a strong community of young women who are living away from home. It therefore is essential that it provides a caring environment where girls can thrive in spite of the absence from home. Our study facilities, routines and environment are designed to ensure that girls are given every opportunity to learn and achieve their very best. McAuley House is aligned with St Saviour's College and is conducted with the same ethos, understandings, boundaries and guidelines.

### College Prayer

God of Mercy  
You help us to seek excellence through doing the ordinary in extraordinary ways  
May the spirit of Catherine inspire us  
To be woman of  
Justice  
Compassion and  
Hospitality  
Helping us to become empowered women in a changing world.  
We make our prayer through Jesus Christ  
Amen





## St Saviour's College

TOOWOOMBA

### ESOS Framework

Australia's laws promote quality education and consumer protection for overseas students. These laws are known as the ESOS Framework and they include the Education Services for Overseas (ESOS) Act 2000 and the National Code 2018.

Information about the ESOS framework is available at:

<https://www.education.gov.au/esos-framework>

It is also a requirement under the ESOS Act 2000 and the National Code 2018 that the College must notify all students enrolled at the College of any intention to relocate premises at least 20 working days before the relocation. Should these circumstances ever arise, the Principal or the International Student Coordinator will make these notifications in writing to all enrolled students within the required timeframe.

### Student Orientation

It is a requirement of the ESOS Act that the Australian education providers arrange orientation for international students before they commence classes.

Orientation gives you the chance to meet the Principal and Boarding Staff. This is also a time for you to ask any questions you may have.

### During Orientation

#### What to do first

Report to the College Administration Office where staff will be on hand to greet you. If you arrive after the Administration Office has closed please report to the Residential Office. You will be provided with an Orientation on the first day you attend school.

International students will be given a copy of the International Student Handbook. All students will be provided with a Student Planner which provides information about the following policies and procedures:

- [College Vision and Mission Statement](#)
- [College Uniform Policy](#)
- College Expectations
- Weekly College Routine
- Our Vision for Learning and Teaching
- Homework Policy
- Assessment Policy
- Examination Procedures
- Plagiarism Policy
- College Map

[Return to Contents Page](#)



## St Saviour's College

TOOWOOMBA

### Orientation and School Tour:

#### Overseas Student Orientation Program

##### Students will be introduced to the:

- College Principal
- Head of Boarding
- Deputy Principal
- Assistant Principal – Mission & Identity
- Assistant Principal – Wellbeing & Engagement
- College Counsellor
- Learning Support Teacher
- Middle Leader – Student Wellbeing
- Homeclass Teacher
- Office Administrator
- Student Services
- Finance Department
- Student Buddy

##### Students receive information about:

- College Expectations – Rules and Code of Behaviour
- College Uniform Requirements
- How to seek assistance on and off campus
- How to set up an Australia Bank Account
- OSHC – Medibank Private
- Complaints and Appeals Processes
- Available student support services
- Student visa conditions relating to course progress and attendance
- Grounds for suspension or cancellation of enrolment
- School calendar
- Subject selections
- Assessment policies and requirements
- Extra-curricular activities
- Student Protection



[Return to Contents Page](#)



## St Saviour's College

TOOWOOMBA

### Tuition and Associated Fees

#### Enrolment Fees:

A one-off payment of the \$AUD190 Enrolment Application Fee is applicable to all international day and residential students, and is payable on submission of an application for enrolment at the College.

Upon acceptance of Enrolment, an Enrolment Acceptance Fee of \$AUD535 is payable. This fee is non-refundable except in the event of a student's visa application being declined by the Department of Immigration and Citizenship (DIAC).

#### Tuition and Residential Fees:

All tuition and residential fees are to be paid by semester in advance. There are two study periods (semesters) per year, each approximately 24 weeks (including school holidays).

Full Fee-Paying Overseas Student (FFPOS) fees are billed upfront at the start of each year and fee payers are requested to make payment, so accounts remain paid up to one Semester in advance. Current Full Fees International Student and Residential Fees Schedules are available on the College website: [www.ssctwb.catholic.edu.au](http://www.ssctwb.catholic.edu.au)

#### Fees are set annually and are due:

1 <sup>st</sup> Semester: All New Students	Prior to enrolment process being finalised
Continuing students	28 February
2 <sup>nd</sup> Semester: All students	31 July

*Please note: fees are reviewed annually and subject to change during the course of a student's enrolment.*

Tuition fees are directly related to the provision of a course:

- Tuition fees = tuition, levies for compulsory and elective subjects, textbook hire levy. This is the amount which will appear on the student's Confirmation of Enrolment letter.
- Non-tuition fees – Overseas Health Cover (OSHC) with Medibank Private, Residential fees, and all other fees and charges.

In order to comply with Section 27 (1) of the Education Services for Overseas Students Act, St Saviour's College is not permitted to collect more than 50% of a student's total tuition fee for her whole course of study before the student has commenced study at the College.

The College may not request payment of any remaining tuition fees earlier than 2 weeks before the second study period.

[Return to Contents Page](#)



## St Saviour's College

TOOWOOMBA

The courses offered at St Saviour's College for Overseas Students are below:

CRICOS Course Code	Course Name
084746G	Secondary Junior Yrs 7-10 Girls Only
004943J	Secondary Senior Yrs 11-12 Girls Only

### Notice of Withdrawal of a Student

St Saviour's College require one Term's notice in writing if a student's parent(s)/legal guardian(s) wish to withdraw her enrolment.

If we do not receive the one term's notice you will be required to pay the full terms fees. For students who will not be continuing the following year, notice in writing is required by 31 October.

There will be no deductions/rebates of fees for delays in returning to school after vacations or the absence of a student during the term.

### Accounts

Enquiries regarding accounts can be made to the Business Manager, Mr Chris Blomquist, via phone +61 (07) 4637 1600 or email [Accounts@twb.catholic.edu.au](mailto:Accounts@twb.catholic.edu.au)

### Arranging a Student Visa

The Australian Government's Department of Immigration and Citizenship (DIAC) provides comprehensive information about student visa requirements and what you require to obtain your visa. Visit <https://www.homeaffairs.gov.au/#> for further information.

In order to apply for a student visa, you require a current valid passport, an electronic Confirmation of Enrolment (eCOE) and any other documentation required.

One of the entry requirements is successful completion of an [English Language Proficiency Test](#). The CoE will not be issued if you do not meet the requirements outlined. Further details are outlined in the [Written Entry Requirements for Overseas Students](#) guidelines.

The CoE will not be issued until the College has received full payment of one Semester's Tuition and Associated Fees, first semester's Residential Fees (if you are a boarder) and your Overseas Student Health Cover premium (OSHC).

[Return to Contents Page](#)



## St Saviour's College

TOOWOOMBA

### Visa Conditions

If you are granted a visa, you must abide by its conditions. Failure to comply with these conditions could result in the cancellation of your visa.

These conditions include but are not limited to:

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

For a full list of mandatory and discretionary student visa conditions, please [check visa details and conditions \(homeaffairs.gov.au\)](http://homeaffairs.gov.au)

### What do I need to know about Overseas Student Health Cover

#### What is Overseas Student Health Cover?

Overseas Student Health Cover (OSHC) provides medical insurance to cover most basic medical requirements. However, you may need to pay extra for some services, depending on what they are.

For further information about what your insurance will cover visit the Medibank Private website: [www.medibank.com.au](http://www.medibank.com.au)



*Do I have to have OSHC?*

YES. Immigration law obliges holders of a 'student visa' to have medical insurance known as 'Overseas Student Health Cover'. The only exceptions are Swedish and Norwegian students whose governments have a special agreement with the Australian Government.

*I am already covered by my own or my parents' medical insurance so do I have to have OSHC?*

YES. All holders of a 'student visa' must have OSHC with an insurer approved by the Australian Government, such as Medibank Private. If your current insurance is comprehensive it may provide cover for 'gaps' in the OSHC, such as dentistry and travel to and from Australia. Check with your insurance company for full details.



## St Saviour's College

TOOWOOMBA

OSHC provides a safety net for medical expenses for international students and can include access to some private hospitals and day surgeries, ambulance cover and benefits for prescription medications.

Please note that most services require payment at the time of consultation with refunds made upon application. Medication prescribed by your doctor in Australia is not free. You must pay the pharmacy which will dispense your prescription.

### *What medical services are NOT covered by your OSHC?*

Some of the services not covered may include:

- Dentistry
- Ophthalmology
- Physiotherapy
- Medical treatment required while travelling to and from Australia
- Medical evacuation

### *What happens if I have a medical condition which existed before I arrived in Australia?*

You will have to meet all expenses associated with the pre-existing condition.

### *When does the OSHC insurance commence?*

When the student enters Australia on a student visa, the date stamped in their passport will be the commencement date. If you arrive in Australia on a date other than your expected date Medibank Private can change their records to reflect the appropriate commencement date. TO make this change you will need to visit a Medibank store and take your passport with you.

Further Information about OSHC is available on the Medibank website: [www.medibank.com.au](http://www.medibank.com.au)



## St Saviour's College

TOOWOOMBA

### College Curriculum Contacts

College Principal	Mrs Jessica wade
Deputy Principal	Ms Eleighta Hannam
Assistant Principal Missions & Identity	Ms Leah Dempster
Assistant Principal Wellbeing & Engagement	Mrs Megan Schulze
Enrolment Administrator	Mrs Fiona Roberts
Boarding Manager	Ms Diane May
Student Counsellor	Ms Renee Hunter
Curriculum Leader Science & Technology	Ms Tammy Banks
Curriculum Leader Humanities & Religion	Mr Chris Grierson
Curriculum Leader Sport & Activities/HPE	Mr Greg Leathart
Curriculum Leader Mathematics	Mrs Narinder Loi
Curriculum Leader Arts, Culture & Performance	Mrs Jennifer Potter
Curriculum Leader English & Languages	Mrs Adele Sretenovic
Careers Development Practitioner	Mrs Louise Delahunty
Middle Leader – Student Wellbeing	Mrs Michelle Reid (Yr 7-8) Mrs Kim Benvenuti (Yr 9-10) Mrs Megan Schulze (Yr 11-12)

#### Overseas Student Ombudsman

<https://www.ombudsman.gov.au/complaints/international-student-complaints>

[Return to Contents Page](#)



## St Saviour's College

TOOWOOMBA

### College Policy & Procedure Links:

- [2024 Fee Schedule – Overseas Student](#)
- [Behaviour Management Policy](#)
- [Complaints and Appeals Policy](#)
- [Critical Incident Policy](#)
- [Deferment, Suspension and Cancellation Policy](#)
- [Expectations for Leave Policy](#)
- [Refund Policy](#)
- [Student Progress, Attendance and Course Policy](#)
- [Student Transfer Request Policy](#)
- [Welfare and Accommodation Policy](#)
- [Written Entry Requirements for Registered Courses Policy](#)

### Code of Conduct

All of our St Saviour's College practices are in accordance with the [Diocese of Toowoomba CEO Code of Conduct](#).

As members of the St Saviour's College, we endeavour to build a positive faith and learning community through our:

- Respect for our faith and learning values
- Respect for ourselves and others
- Responsibility for our relationships and learning
- Responsibility for caring for our College environment





# St Saviour's College

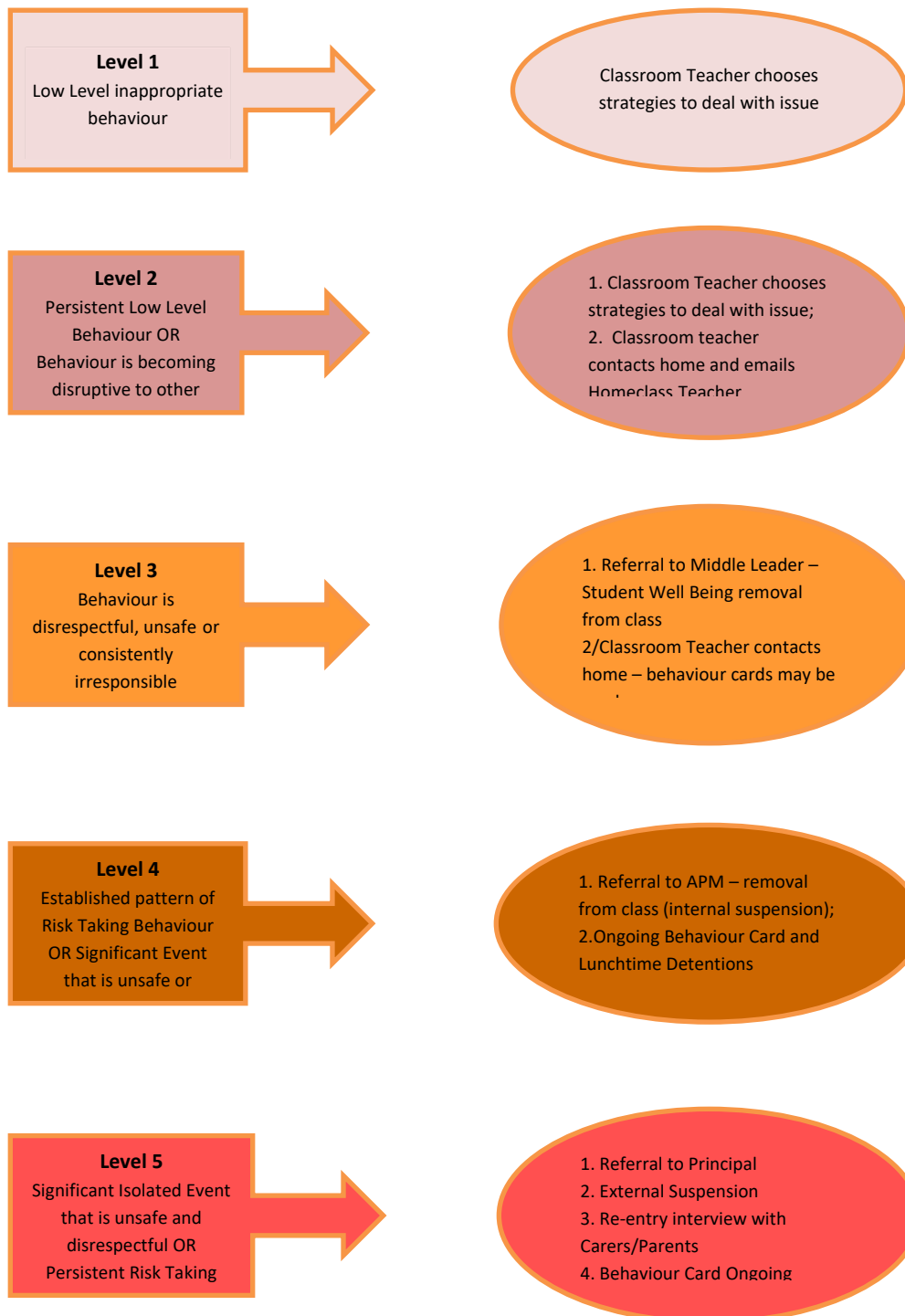
TOOWOOMBA

## Process for dealing with inappropriate student behaviour

FAILING TO RESPECT AND/OR BE RESPONSIBLE	ACTION INITIATED BY:
<ul style="list-style-type: none"> <li>Talking off-task</li> <li>Calling out</li> <li>Moving around room</li> <li>No equipment</li> <li>Not completing class/homework</li> <li>Tapping</li> <li>Minor misuse of equipment</li> <li>Head on desk/legs on chairs</li> </ul>	<p><i>Homeclass Teachers/Classroom Teacher/ Yard Duty teachers, Support Staff supporting teacher-nominated strategies</i></p> <p>No documentation required Note in teacher planner advisable</p> <p>e.g. verbal reminder/warning in an appropriate manner; specific direction e.g. log off computer</p>
<p><b>At Level Two there is always parental/carer contact and teacher diary documentation.</b></p>	
<ul style="list-style-type: none"> <li>Repeated <b>low grade</b> (see Level 1) inappropriate behaviour</li> <li>Poor language</li> <li>Uniform infringement</li> <li>Mobile phone and I-pod infringement</li> </ul>	<p><i>Homeclass teacher, classroom teacher, or yard duty teacher</i></p> <ul style="list-style-type: none"> <li>Where possible, correct behaviour appropriately</li> <li>Parental contact via diary, note, phone or personal contact</li> <li>Informal time penalty or lunch-time detention</li> <li>policy follow-through (e.g. parents collect phone)</li> <li>Documentation (e.g. teacher diary, e-mail Homeclass teacher)</li> </ul>
<p><b>At Level Three there is always parental/carer contact, ML SW contact and SAS documentation. There are three main possible courses of action: removal to buddy class/other appropriate venue, behaviour management monitoring sheets and/or detentions, either lunchtime or after school.</b></p>	
<ul style="list-style-type: none"> <li>Bad language directed at others</li> <li>Continued uniform infringements</li> <li>Poor classroom behaviour</li> <li>e.g. non-observance of policies for computer use, assessment, punctuality/class truancy</li> </ul>	<p><i>Homeclass Teachers/ Classroom Teachers</i></p> <ul style="list-style-type: none"> <li>Remove from class to Buddy classroom (see departmental behaviour management plans) if required, phone buddy teacher to advise them student is coming</li> <li>Later, complete a BR</li> <li>Parent/Boarding Contact</li> <li>Student meeting the ML SW</li> <li>Determine if a behaviour management/adjustment sheet if required for monitoring behaviour or if a detention is more appropriate.</li> <li>Detention - After School</li> <li>Withdrawal of privileges as appropriate</li> <li>Where a student is placed on detention for ongoing low level poor behaviour previous responses to this behaviour must be documented through documents e.g. BR, e-mails, diary notes.</li> </ul>
<p><b>At Level Four there is always parental/carer contact, APM contact supported by Principal and ICN/SAS documentation. There is always withdrawal from normal classroom routine.</b></p>	
<ul style="list-style-type: none"> <li>Continued poor behaviour Harassment or bullying</li> <li>Other serious issues</li> </ul>	<p><i>APM supported by Principal</i> <b>IF THE BEHAVIOUR IS ENDANGERING, SEEK ASSISTANCE FROM THE NEAREST ADULT IN THE FIRST INSTANCE. RING FOR ADDITIONAL ASSISTANCE FROM APM OR LEADERSHIP TEAM.</b></p> <ul style="list-style-type: none"> <li>Complete a BR of the incident</li> <li>Formal Documentation from the APM</li> <li>Parental contact made via the phone</li> <li>Student withdrawn from all classroom activities for a stated period (usually one day).</li> <li>Recess and Lunch breaks at alternative times to other students.</li> </ul>
<p><b>At Level Five, there is always parent/carer contact, Principal contact supported by either APM/ or Principal and formal documentation from the Principal. Additionally, there is a re-entry interview and, where appropriate, an enrolment review.</b></p>	
<ul style="list-style-type: none"> <li>substance abuse</li> <li>violence</li> <li>serious harassment</li> </ul>	<p><i>Principal in communication with APM</i> Formal Documentation from the Principal</p> <ul style="list-style-type: none"> <li>Student accompanied by a parent, re-entry interview with the Principal. A college counsellor may be involved in this interview.</li> <li>Enrolment Review if deemed appropriate by the Principal.</li> </ul>



## Behaviour Management Pathway





**St Saviour's College**  
TOOWOOMBA

The ESOS framework



**Australian Government**  
**Department of Education**

# 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

[Return to Contents Page](#)



## St Saviour's College

TOOWOOMBA

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.



## St Saviour's College

TOOWOOMBA

### 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.

[Return to Contents Page](#)



## St Saviour's College

TOOWOOMBA

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

[Return to Contents Page](#)



## St Saviour's College

TOOWOOMBA

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.



## St Saviour's College

TOOWOOMBA

### ***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.

[Return to Contents Page](#)





## St Saviour's College

TOOWOOMBA

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](#).

[Return to Contents Page](#)



## St Saviour's College

TOOWOOMBA

### ***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](#).

[Return to Contents Page](#)



## St Saviour's College

TOOWOOMBA

### ***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](#).



[Return to Contents Page](#)



## St Saviour's College TOOWOOMBA

### Toowoomba—General Information

As Queensland's largest inland city, Toowoomba offers all the benefits of urban living without any of the big-city worries. Being the hub of the fertile Darling Downs region has resulted in a city with extensive manufacturing, education, health, retail and professional services.

Toowoomba offers the best of both worlds, a relaxed lifestyle and easy access to Brisbane and the Gold and Sunshine Coasts. Toowoomba is renowned for world class gardens, attractive parks and tree-lined streets. Positioned on the Great Dividing Range at an altitude of more than 700 metres means that Toowoomba experiences a mild and pleasant climate for most of the year.

Toowoomba's climate is characterised by a dry winter and wet summer with four distinct seasons. Much less humidity is experienced in Toowoomba when compared with its coastal neighbours. Summer days average from 16.6 to 27.6 (degrees Celsius), and a winter day averages from 5.3 to 16.3 (degrees Celsius). Toowoomba's monthly average weather:

	J	F	M	A	M	J	J	A	S	O	N	D
Temp Max (C)	27.6	26.6	25.5	22.9	19.6	16.9	16.3	17.9	20.9	23.7	26.0	27.5
Temp Min (C)	16.6	16.6	15.4	12.3	9.1	6.3	5.3	6.0	8.5	11.5	13.8	15.7

(Source: Commonwealth Bureau of Meteorology).

Toowoomba offers quality affordable housing, extensive educational options, a superior health support network and recreational facilities that can't be matched by metropolitan areas. It has a rich heritage and culture, which is supported by a diverse mix of dining and shopping facilities with the added attractions of local wineries and antique outlets. A trip across Toowoomba could be expected to take about 15 minutes, and if you decide to reside in an outlying rural area, 25 minutes commuting time would be average.

Education in Toowoomba is second to none, with Toowoomba having one of the highest ratios of education services per head of population in Australia. The city's educational establishments currently serve 26,000 students.

Serviced by many government and non-government schools, a TAFE and the University of Southern Queensland, education is an important industry and subsequently an important economic driver for the city.

Extensive health facilities include three hospitals (two of them private), a stand-alone surgical centre and an inpatient mental health facility. These hospitals provide the community with

[Return to Contents Page](#)



## St Saviour's College

TOOWOOMBA

approximately 500 beds, 10 operating theatres and four day surgeries. In addition to this, Toowoomba is home to around 60 specialists with others visiting from Brisbane.

Retail and wholesale businesses are the largest employers in the city, followed by health, community services, manufacturing and education. As a result, Toowoomba is a major service centre with a relatively large population of both professionals and semi professionals. Both manufacturing and service industries in Toowoomba employ a greater number of people when compared with the Queensland average.



Toowoomba is serviced by a local branch of the Sunbus group, one of Queensland's largest urban bus operators. A comprehensive timetable covers the city with 6 convenient routes. With more than 240 public parks and gardens, and more than 6,300 hectares of open space, Toowoomba really is Queensland's Garden City. Be amazed as Mother Nature showcases an unrivalled display of dazzling beauty. In spring the gardens are an extravaganza of colour as the City celebrates the Carnival of Flowers.

January's long warm days bring out the summer blooms and the city is once again a sea of vibrant colour. Autumn is marked by there and gold foliage displays of the many deciduous trees, and winter allows the crisp clean air to invigorate and refresh the spirit.

For more information about Toowoomba and our beautiful parks visit the Toowoomba City Council's website : [www.toowoomba.qld.gov.au](http://www.toowoomba.qld.gov.au).

*The information above was sourced from the Toowoomba City Council's website:*  
[www.toowoomba.qld.gov.au](http://www.toowoomba.qld.gov.au).



[Return to Contents Page](#)





# St Saviour's College

TOOWOOMBA



[Return to Contents Page](#)