

INTERNATIONAL STUDENT GUIDE



**METHODIST
LADIES'
COLLEGE**

WELCOME TO MLC

Methodist Ladies' College has a long history as an educational institution for students from many parts of the world.

Our high academic standards and reputation for the pastoral care of our students mean that girls choosing to study at MLC have the opportunity to achieve to the best of their ability in a safe, nurturing environment.

International students have the same rights and responsibilities as domestic students. International students are required by law to be fully informed and in agreement with a number of specific details that allow them to participate in the Australian educational system.

STUDYING AND LIVING IN PERTH

Perth is a multicultural city that welcomes people from all nationalities. Located on the Swan River, the City of Perth boasts a relaxed lifestyle with warm summers, mild winters and a wonderful outdoor lifestyle.

Summer extends from December to February and winter from June to August. Western Australia is in a similar time zone to Asian countries because Perth is one of the closest Australian cities to many Asian cities.

It is an ideal study destination and International students are close to home. Perth's lifestyle includes beaches, outdoor activities, movies, the arts, culture, and enjoying cuisine from around the world.

MLC is conveniently located in Claremont, just 8 kilometres from the Perth CBD and 5 kilometres from the port city of Fremantle. Public transport via bus and train is within easy walking distance of the College. Located on 10 hectares of land, the College Campus sits between the Swan River to the east and the Indian Ocean to the west.

As a Boarding student, costs of a student's daily living are met by the boarding fee. In addition, International students usually receive pocket money from their parents or have a bank account to cover incidental personal expenses. International students usually return home for the school holidays during the year, or alternatively may reside with their guardian for this period.

MLC CAMPUS FACILITIES

The beautiful Centenary Building which lies at the heart of the campus is home to the College Administration teams, our beautiful Chapel, the health centre and also houses our Boarders. The top two floors of the building are home to our Boarding students from around the state and across the world.

Our Middle Years' building, custom built for our Years 7, 8 and 9 students, sits to the east of the Centenary Building. This 5 storey building includes a 250 seat auditorium and a 100 seat outdoor theatre and entertainment area.

The well equipped campus includes the Walter Shepherd Resource Centre, our 750 seat Auditorium (Hadley Hall), Sumner and Connell Houses, our Cafe

and Uniform Shop. We also have a 25 metre swimming pool. See Map of the Campus overleaf.

The Meredith Taylor Health and Sports Centre provides the students, staff and the College community with a state-of-the-art sports centre. It comprises basketball, badminton and volleyball courts, a fully equipped gymnasium, teaching areas and a range of other recreational facilities.

The campus grounds are extensive and allow our Boarding students an opportunity for rest and relaxation after school hours and during the weekend. The College owns all the property down to the water line at the rear of the Centenary Building allowing students access to the river for both recreational and educational purposes.

Public transport is easily accessible from our campus, as we are located a short distance from bus and train services.

Further Information to assist in learning a little more about living in Perth.
studyperth.com.au

Methodist Ladies' College is registered with the Commonwealth Government CRICOS Listing and approved and registered under the State Government's ESPRA and the Commonwealth Government's ESOS Act (2000). The ESOS Education Services for Overseas (ESOS) Framework which includes the Act 2000 and the National Code 2007, is available for reference. This can be found at: www.mlc.wa.edu.au/find-your-place/international-students



BOARDING HOUSE LIFE

It is the policy of Methodist Ladies' College that International students must enrol as Boarding students and live in the Boarding House throughout the duration of their course. Families usually apply for places several years in advance, and Boarding vacancies are often limited.

The Boarding House is located at the top of the beautiful Centenary building, the heart of the campus. As your daughter begins her Boarding journey, she will have the opportunity to develop relationships and forge friendships that will last a lifetime.

In the Boarding House we work towards providing a positive environment where respect, responsibility, initiative, cooperation and endeavour are highly valued. The girls who get the most out of MLC are those who are actively involved in a wide variety of College and Boarding activities, and embrace all the opportunities available.

GUARDIANS

In the absence of parents in the Perth area, Boarders need to nominate Guardians. Guardians perform a vital role in that they act for you *in loco parentis* when your daughter is not under the direct control of the College. The selection of a guardian is a parental responsibility and is a condition of your daughter's enrolment at the College. A Guardian Form can be found at: www.mlc.wa.edu.au/find-your-place/international-students

It is a condition of continued enrolment that parents must provide the College with the name, address and Federal Police Clearance and a Working With Children Check (WWC) of a Guardian over 21 years of age and resident in Perth who is willing to act as a guardian at all times. The guardian must be a Permanent Resident of Australia and

accept full responsibility for the student in his/her care in the absence of the student's parents. A temporary Guardian must also be appointed and will be required to take over the responsibilities of the first guardian in the event of the guardian being absent from Perth. The Guardian must be conversant in English.

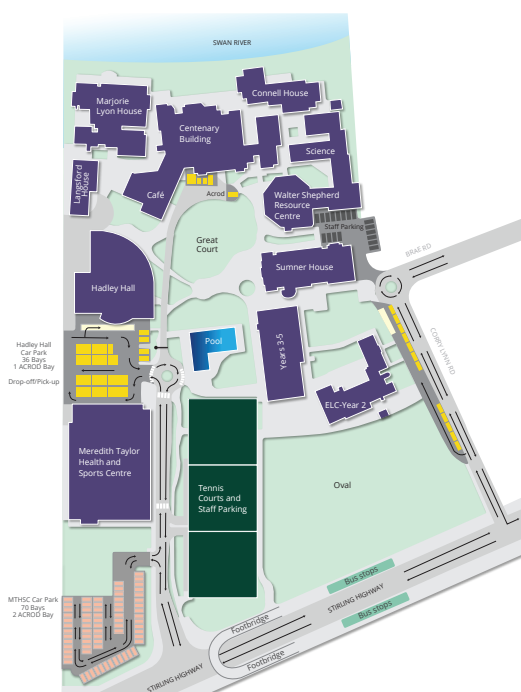
The Guardian must make arrangements for transport, including to and from the airport, accommodation for long weekend leave and holidays if the student does not return to her parents. The Guardian is responsible for the care of the student if she is required to leave the Boarding House because of personal crisis, contagious illness.

If the Guardian, for any reason, is to be away for any period of time, the Director of Boarding **must** be advised of a local contact for this time. The role of a Guardian is an extremely important one and is highly valued by the College.

International students, while staying in the Boarding House, are the primary responsibility of the College. In addition, International students on student visas must also comply with the Australian Government Department of Immigration and Border Protection. Methodist Ladies' College must also comply with the regulations, and is responsible for the students that stay in the Boarding House.

LEVEL OF CARE

Health, Wellbeing and Positive Psychology is the responsibility of class teachers, Mentors, Heads of Year and other senior staff (Deans of Education, School Nurses, School Counsellors, Chaplain, Director of Boarding, Deputy Principal and the Principal). Regular meetings of these members of the Health, Wellbeing and Positive Psychology Team facilitate development of shared understandings about individual students' special needs and/or of personal challenges girls may be facing from time to time. This enables Health,



Wellbeing and Positive Psychology staff to provide the best support for all girls.

The College is proud of its genuinely caring environment in which a proactive approach is taken to ensure the welfare of every student. In all years, there is an age and stage appropriate Health, Wellbeing and Positive Psychology curriculum which focuses on building self-esteem and developing skills to help students negotiate life's challenges, at school and for the future.

The College has six Houses which provide vertically grouped communities of students who come together for arts, sports and service activities. In Years 7-12, there are between 6 and 12 Mentor Groups that meet regularly with their Mentor to engage with the pastoral care curriculum. The Mentor also provides support and encouragement for the personal and social development of each member of his/her Group.

INTERNATIONAL STUDENTS' COORDINATOR

An International Students' Coordinator will meet and liaise with all International students to identify their needs and to ensure that the transition into the College is as smooth as possible for all.

Through the provision of an age and culturally appropriate orientation programme, the International student will be provided with information about student support services, legal services, emergency and health services, the complaints and appeals processes, facilities and resources, and student conditions relating to course progress and attendance.

ACADEMIC HELP CENTRE PROGRAMME

MLC offers a before and after school Academic Help Centre programme that provides free tuition to small groups of students. This programme is subject to staff availability. Boarding International students can also access further tutoring through the Boarding House staff.

COUNSELLING SERVICES

All students at MLC have access to qualified and confidential counselling services. Students can access welfare-related support services to assist with issues that may arise during their study, including course progress, attendance requirements and accommodation issues. These services are provided at no additional cost to the student.

If MLC Counsellors refer the student to external support services, MLC will not charge for the referral.

STAFF AND STUDENT SERVICES DEPARTMENT

MLC has an efficient Staff and Student Services area to assist students with their day to day issues. This office is staffed from 8am daily and is located in the Centenary Building.

STAFF DEVELOPMENT

MLC provides staff Professional Learning and Development (PLD) for staff to ensure that those who interact directly with International students are aware of MLC's obligations under the ESOS framework and the potential implications for students arising from the exercise of these obligations. This may involve the whole staff as an MLC delivered PLD session or selected staff representatives as required.

The focus of the professional learning provided to MLC staff is to communicate to the staff the College's contractual obligations to International students, the obligations under the ESOS and ESPRA frameworks and to address issues relating to accommodating International students in the MLC Community.

MLC CRISIS MANAGEMENT

In the event of a crisis in the College community, such as a tragic incident or serious accident to a student, Methodist Ladies' College has procedures to:

Ensure a supportive, caring response that considers the well being of all members of the community – students, staff and parents;

Minimise the adverse effects of such an event on the College community and assist in the facilitation of the debriefing and follow up processes;

Assist the College community to come to an understanding of the crisis incident and the associated issues; and

Return College operations to normality as soon as possible.

In accordance with the requirements of the Educational Services for Overseas Students Act 2000 (ESOS Act), the Deputy Principal will notify the:

Australian Government Department of Education and Training.

Australian Government Department of Immigration and Border Protection.

In the case of a tragic incident or serious accident affecting the student's attendance, the incident will also be reported by the Deputy Principal via the Provider Registration and International Student Management System (PRISMS). In such circumstances, the College will also endeavour to assist the student's family as required and the International Student Coordinator/Director of Boarding will be the liaison with the families.

COURSE DETAILS

Students enrolled at Methodist Ladies' College follow a course of study determined by their age, interest and academic ability. Full details of each course are available from the Admissions Office, and booklists are available at the end of each year.

All courses are fully accredited by the School Curriculum and Standards Authority (SCSA) of WA and, upon satisfactory completion of Years 11 and 12, a Western Australian Certificate of Education (WACE) will be awarded. The duration of Senior Years at Methodist Ladies' College is Years 10 to 12.

Assessment methods include internal examinations, assignments and tests at all levels. External WACE examinations are held in November. The WACE course examinations are compulsory for all students taking an accredited course so course completion is achieved. The results are also used by students who intend to apply for direct entry into Australian universities.

ENROLLING AT METHODIST LADIES' COLLEGE

In order to enrol at Methodist Ladies' College as an International student, please complete an [Application to Enrol](#) form and return it to the MLC Admissions Office along with your registration fee of \$150.

The following information should be forwarded to the College with your completed form:

- copies (translated into English) of at least two of the applicants most recent school reports;
- a completed English Experience Audit Form - [download here](#);
- a copy of the applicant's Birth Certificate;
- a copy of the applicant's passport; and
- evidence of permanent residency status or special visa provision (where applicable).

ENTRY REQUIREMENTS

International students must meet MLC's academic requirements and possess an adequate command of English so that they can manage the work in mainstream classes.

Achievement outside of Western Australia: Students who have completed full or part-time nationally recognised study for Years 11 and 12 may be given equivalence by the School Curriculum and Standards Authority. All reports with results must be provided to the College and validated by the Dean of Senior Years' Education or the Assistant Principal,

Academic Strategy. The equivalence statement may be used by the School Curriculum and Standards Authority in the awarding of a Western Australian Certificate of Education (WACE).

Information on the required level of English can be downloaded here: [ESL Levels](#).

The College does not offer Intensive English. If an International student entering Middle or Senior Years is not proficient in English Language skills, she will be required to attend an Intensive English course before being considered for a place at MLC.

In Junior Years, a student may be enrolled with limited English provided parents are aware that there will be little individual assistance and that English language learning will occur by immersion methods only.

In Years 11 and 12, students with limited background in English may study English as an Additional Language Dialect (EALD) instead of English or English Literature, if they meet the criteria set by the School Curriculum and Standards Authority.

ENGLISH PROFICIENCY

All International Students entering Senior Years must sit the ACER General Ability Test (AGAT), which tests English, Maths and Non-Verbal reasoning, either at MLC or supervised online tests in their home schools. The College will then determine the applicant's abilities, taking into account the student's date of birth and the results from the testing to determine what year group the student should be enrolled into.

Testing is followed by individual interviews with Deans of Education, School Counsellors, the Admissions Office and Director of Boarding, where applicable, which helps confirm proficiency with oral English. The combined information from the interview, reports and testing will determine if a place is offered to a student.

OFFER

If a student has not demonstrated the required level of English competency, a conditional offer will be made pending satisfactory completion of an intensive English course. Methodist Ladies' College does not offer intensive English.

The College's preferred private English language school is [Phoenix English Language Academy](#)

When a formal offer of a place is made, parents will be asked to confirm their acceptance of the offer by signing the Enrolment Confirmation and payment of a confirming fee. Some offers will be specific in terms of the courses offered and the stages the student may enrol in. This is based on the combined knowledge of language and academic skills demonstrated at the time of enrolment. These conditions will be reviewed annually.

Unless there are exceptional circumstances, International students under the age of 18 years who are not being cared for by a parent or suitable relative, must live in the MLC Boarding House. At the Principal's discretion, an International student may stay with a parent or a suitable nominated relative as listed in the National Code Part D, Standard 5. For further information about International students living outside the MLC Boarding House please e-mail the Admissions Office admissions@mlc.wa.edu.au

Further information on

[Boarder's Guardian Form](#)



OVERSEAS HEALTH COVER

All International students studying on student visas must have Overseas Health Cover (OSHC). OSHC is an insurance that provides cover on the costs for medical and hospital care which International students may need while in Australia. OSHC will also pay for most prescription drugs and emergency ambulance transport. OSHC provides a safety net for International students, similar to that provided to Australians through Medicare and includes access to some private hospitals, day surgeries, ambulance cover and benefits for pharmaceuticals.

The College can organise cover for students through [Australian Health Management \(AHM\)](#). If a student wishes Methodist Ladies' College to apply for this health cover on her behalf, she must pay the health cover premium direct to the College. The College will issue a receipt once it receives this payment from the student, and the student will need to present this receipt to the Department of Immigration as part of her student visa application.

If the student does not obtain a student visa and health cover has not yet been applied for by Methodist Ladies' College on behalf of the student by means of payment to the health cover provider, then the full amount of the health cover premium will be returned to the student.

If the student does not obtain a student visa but health cover has been applied for by Methodist Ladies' College on behalf of the student by means of payment to the health cover provider, then the College will not return the health cover premium to the student, but would encourage the student to apply directly to the health cover

provider for return of the amount paid. It is not mandatory for students to have the College organise their health cover and students may choose to organise their own health care.

CONFIRMATION OF ENROLMENT FORM (C OF E)

Upon receipt the of signed Enrolment Confirmation and payment of the Confirming Fee and Student Health Cover, the school will produce a Confirmation of Enrolment and a Student Welfare Letter in order for a student visa to be issued by the Australian Embassy or High Commission. More information can be found on <http://www.border.gov.au/Trav/Visa-1/500-> on applying for a student visa.

COMPLYING WITH VISA CONDITIONS

Full fee overseas students are required to have a current student visa which requires students to comply with a number of visa conditions including:

- 80% attendance requirement;
- achieving satisfactory academic results;
- notifying the College of any change of your address; and maintaining medical cover.
- The College will send parents Student Information Updates every 6 months.

Student visa holders must comply with a number of visa conditions, including Condition 8202 – Meeting Course Requirements. If you have not achieved satisfactory academic course progress or have poor attendance, the College must notify the Department of

Education and Training and Department of Immigration and Border Protection that you have breached this visa condition. This may have serious implications for your student visa and future study options in Australia.

STUDENT'S ACADEMIC PROGRESS

Methodist Ladies' College uses a variety of means to determine whether a student has made satisfactory progress.

Health, Wellbeing and Positive Psychology meetings occur on a regular basis throughout the year to assess students at risk. After each semester report has been published the meeting agenda will include International Student Progress as an item. Where appropriate the Assistant Principal Academic Strategy and the International Students' Coordinator will attend meetings. Where a student is identified as 'at risk' by the Health, Wellbeing and Positive Psychology group, the Director of Boarding, the student, parents / guardians will be contacted. The National Code requires that the College implements and records the intervention strategy implemented to remedy the situation. This confidential information will be kept in the Counsellors' records and on the student's file.

For all WACE courses, students will receive a copy of the syllabus and the assessment structure that will detail the requirements of the course for the year. It is the student's responsibility to be aware of the course requirements if taking these courses.

MLC will implement the intervention strategy for any student who is at risk of not meeting satisfactory course

progress requirements. At a course progress minimum, the intervention strategy will be activated where the student has failed or is deemed not yet competent in 50 per cent or more of the units attempted in any given semester or year or is deemed not to be reaching the minimum standards for WACE Graduation. A student likely to achieve a 'D' grade in more than half of the studied units would be identified.

An international student identified as being 'at risk' may in the first instance have contact from the relevant staff member (Director of Boarding, relevant Head of Year, Dean of Education, Assistant Principal, the International Students' Coordinator or Counsellor) then the Director of Boarding/parent/guardian will also be contacted.

An intervention strategy must specify what additional support will be provided to students at risk of not meeting satisfactory course progress requirements. Strategies for assisting students at risk could include, but are not limited to, the student:

- attending academic skills programs;
- attending tutorial or study groups;
- receiving individual case management;
- attending Academic Coaching or additional tuition organised by the Director of Boarding;
- attending Counselling;
- receiving assistance with personal issues which are influencing progress;
- receiving mentoring;
- being placed in a suitable alternative subject within a course or a suitable alternative course; or
- a combination of the above and a reduction in course load (Modified Learning Plan).

OLNA

OLNA stands for Online Literacy and Numeracy Assessment of which there are three components; reading writing and numeracy.

All West Australian students are required to sit the OLNA in Semester one of Year 10 unless a satisfactory score was achieved in NAPLAN in Year 9 (Band 8 or higher).

Students who do not receive the minimum score in each component students will be provided additional opportunities to resit the OLNA

throughout Year 10, 11 and 12. Students will have up to six opportunities in March and September of each year to achieve the minimum standard of literacy and numeracy.

STUDENT ATTENDANCE

Any absenteeism will be documented as per the College's Attendance Policy. The College must also be notified of any change of address or living circumstances of the student, family and/or guardian. Failure to do so may affect the viability of the student's on-going visa.

MLC systematically monitors students' compliance with student visa conditions relating to attendance. MLC is proactive in notifying and counselling students who are at risk of failing to meet requirements for achieving satisfactory attendance which, at a minimum, requires overseas students to attend at least 80 per cent of the scheduled course contact days per semester. As required by legislation, MLC defines a study period for an International student as one semester for the purposes of monitoring and measuring attendance. Typically this would be 80 days attendance per 100 day semester (20 – 21 weeks in Semester 1 and 17-18 weeks in Semester 2).

Absentees are recorded at the start of each day and during each lesson throughout the day. Students who fail to attend at any stage during the day are listed as Unexplained Absence on the College database.

A list of unexplained absentees is published to teaching staff each morning. An administration officer attempts to contact via the telephone, the Director of Boarding/Guardian/parents to ascertain the whereabouts of the absent student.

The Director of Boarding would initiate specific Boarding House policies in the situation where a boarding student was absent over an extended period of time; for example, more than 2 consecutive days.

Mentors and Heads of Year receive an absentee report each cycle and are required to follow this up with the students who were still recorded as unexplained after the administration phone call.

The semester report will detail the number of days that a student has been away from the College. This will include explained and unexplained absences

that do not relate specifically to the College curriculum.

Persistent absenteeism is followed up at Head of Year/Deans of Education meetings throughout the term. Counselling services and/or the Assistant Principal are asked to intervene where the absencing behaviour is not modified by the student. This may then lead to a possible cancellation of the student's visa.

CANCELLING OF A VISA

Cancellation of your daughter's visa can have serious implications. If she discontinues her course after you have received the written notice from the College, the College will cancel your daughter's Confirmation of Enrolment (COE) and inform Department of Education and Training and PRISMS that you have ceased your studies. If you want to extend your daughter's stay in Australia for further study you will need to apply for a new student visa.

If you have chosen to access the College's appeals processes, [Resolving Grievances: For Students and Parents](#) and you withdraw from the process or the process is completed in support of the College, the College must notify Department of Education and Training and PRISMS that your daughter has not achieved satisfactory academic progress. Your daughter will be sent a non-compliance notification with instructions to report to a Department of Immigration and Border Protection office and information about the consequences of failing to report to a Department of Immigration and Border Protection office.

Department of Immigration and Border Protection will cancel your daughter's student visa if she has breached visa condition 8202 relating to academic progress and the breach of the condition is not due to exceptional circumstances. In addition, your daughter may not be granted another temporary visa for a period of three years.

FFPOS FEES SCHEDULE

Methodist Ladies' College aims to keep fees as low as possible whilst maintaining the highest quality educational experience for all students.

Our fees cover costs that are an integral part of the curriculum, giving every girl access to excellent learning resources and facilities. All students are also offered a comprehensive Health, Wellbeing and Positive Psychology Program, learning support and extension as needed, counselling and course/careers advice. Additional English tutoring organised external to the College is met at the parents' own expense.

Refer to the FFPOS Fees Schedule on the College website

www.mlc.wa.edu.au

REFUND POLICY

Methodist Ladies' College is committed to international engagement in education and training. Education can transform individuals, widen their intellectual horizons, open them to new ideas and experiences and extend their friendships. Overseas students also contribute intellectually to Australian education and society and provide diverse social and cultural perspectives that enrich the educational experience for many Australian students.

The aim of this policy is to ensure that parents are aware of fees and charges payable in the event their child is unable to commence at the College, or withdraws from the College and to provide information to parents that enables them to make informed decisions about their daughter's education.

Unless notice of withdrawal is provided in writing to the Principal no later than Week 1 of the preceding term, withdrawal charges may apply in accordance with MLC's Refund Policy – International students.

1.1 This agreement, and the availability of complaints and appeals processes, does not remove the right of the student to take action under Australia's consumer protection laws.

1.2 All refunds will be made within two weeks of confirmation of the reason for withdrawal.

1.3 The MLC Withdrawal from Enrolment form must be completed and sent to the Principal.

2. Exceptions to the above refund procedure may be made when the reason for withdrawal of a student is of a compassionate nature such as:

2.1 Death or serious illness of a family member;

2.2 Serious illness or disability of the student;

2.3 Political or civil event that prevents continuation of studies; or

2.4 Natural disaster in home country preventing continuation of studies.

3. A partial refund may be considered in these exceptional circumstances on a case-by-case basis. Supporting documentary evidence must be provided for a refund to be considered by the Director of Corporate Services and the Principal. Refunds under this clause are at the sole discretion of the Principal.

4. If the College withdraws a student from their course because the student has seriously breached International Student Visa conditions or the College's rules or fails to pay amounts liable to the College, there will be an impact on the validity of the student visa. This is outlined in the International Students Guide.

5. Should a FFPOS and/or their parents have a complaint or grievance, they are required to follow Methodist Ladies' College's Resolving Grievances: Respect for Self, Others and the Environment (Policy and Procedures) within 10 working days of the occurrence of a matter giving rise to a complaint or grievance.

5.1 The independent International Student Conciliator located at the Department of Education Services is available to assist the parties to resolve the dispute themselves through mediation and conciliation, complementary to the College's internal complaints and appeals process outlined in the Resolving Grievances: For Students and Parents policy.

5.2 If the student chooses not to initiate this process or withdraws from the process, or the process is completed and results in a decision supporting the College, the Admissions Office must notify the Secretary of the Department of Education and Training (DET) through PRISMS (Provider Registration and International Student Management System) of details pertaining to the matter that gave rise to the complaint, including steps taken to resolve or attempt to resolve it.

APPENDIX 1 – DEFINITIONS

Full Fee Paying Overseas Student or International Student – a student who holds a student visa in force under the Migration Act 1958 of the Commonwealth and in relation to whom a full fee is paid for an education service.

Starting Day – Commencement date as per the FFPOS Letter of Offer.

Acceptance of Offer – Enrolment Confirmation signed by parents and payment of Confirmation Fee.

PROCEDURE FOR REFUNDS

REASON FOR REFUND	NOTIFICATION PERIOD	REFUND
Student's application for a visa unsuccessful	Prior to agreed starting day	Full refund of unspent pre-paid fees minus the lesser of the following amounts. a. 5 per cent of the amount of course fees received by the College in respect of the student before the default day; or b. A \$500 for administration fee.
Student issued with a visa, then withdraws.	Cancellation 8 weeks or more prior to agreed start date of most current Letter of Offer.	100 per cent of unspent pre-paid fees less \$300 administration costs.
	Cancellation 4-8 weeks before agreed start date of most current Letter of Offer.	50 per cent of unspent pre-paid fees less \$300 administration costs.
	Cancellation under 4 weeks before agreed start date of most current Letter of Offer.	No refund
	After agreed starting day or course abandoned without written term's notice following commencement.	No refund. Additionally, one term's tuition fees in lieu of the College receiving in writing, one term's notice of withdrawal from the course (following commencement) will be charged. Full annual boarding fee payable.
Withdrawal of offer by the College because the student has seriously breached international student visa conditions or the College's rule or fails to pay amounts liable to the College.	After course commences.	No refund of the current semester's tuition fees and annual boarding fees. Full refund of subsequent semester tuition fees.
Provider Default	1. If for any reason the College is unable to offer a course on an agreed starting day for the course and the student for some reason cannot be placed or refuses placement in an alternative course arrange by the College. 2. If for any reason the College 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 arrange by the College.	A full refund of any unspent pre-paid tuition and boarding fees* paid to the College
	In the event that the College is unable to fulfil its obligations of providing an agreeable alternative course for the student, or a refund.	Student will receive assistance from the Australian Government's Tuition Protection Service. For information on the TPS, please see https://tps.comlaw.gov.au/Details/F2012L01351

*Unspent pre-paid fees – in the case of the College not being able to provide the course in which the student is enrolled, unspent pre-paid tuition fees will be calculated according to a Legislative Instrument: [www.comlaw.gov.au/Details/F2012L01351](https://tps.comlaw.gov.au/Details/F2012L01351)
If the student changes visa status (eg becomes a temporary or permanent resident) she will continue to pay full overseas student fees for the duration of that study period.

RESOLVING COMPLAINTS AND GRIEVANCES FOR FULL FEE PAYING OVERSEAS STUDENTS

Full Fee Paying Overseas Students (FFPOS) and their parents are required to access this Methodist Ladies' College [Resolving Grievances: For Students and Parents](#) (Policy and Procedures) within 10 working days of the occurrence of a matter giving rise to a complaint or grievance.

The independent International Student Conciliator located at the Department of Education Services is available to assist the parties to resolve the dispute themselves through mediation and conciliation, complementary to the College's internal complaints and appeals process, Resolving Grievances: For Students and Parents.

The International Conciliator can be contacted by telephone on 08 9441 1900, facsimile 08 9441 1901 or email conciliation@des.wa.gov.au. If the student chooses not to initiate this process or withdraws from the process, or the process is completed and results in a decision supporting the College, the Admissions Office must notify the Secretary of the Department of Immigration and Border Protection through PRISMS, of details pertaining to the matter that gave rise to the complaint, including steps taken to resolve or attempt to resolve it.

FFPOS EXTERNAL APPEALS SERVICE

The independent International Student Conciliator cannot be nominated as the external body or person available for assistance where an International student and/or her parents disagree with the outcome of the College's Resolving Grievances: Respect for Self, Others and the Environment process (as referred to in Standard 8 of the National Code).

If Full Fee Paying Overseas Students (FFPOS) or their parents wish to lodge an external appeal or complain about the College's decision following completion of the process set out in Resolving Grievances: Respect for Self, Others and the Environment, they can do so by contacting the Overseas Students' Ombudsman.

The Overseas Students' Ombudsman offers a free and independent service for overseas students who have a complaint or want to lodge an external appeal about a decision made by their private education or training provider. See the Overseas Students Ombudsman website www.oso.gov.au or phone 1300 362 072 for more information.

During the internal grievance process Resolving Grievances: Respect for Self, Others and the Environment (Policy and Procedures) and during external appeals processes involving unsatisfactory course progress or unsatisfactory attendance, the student's enrolment will be maintained until the process is completed. If the external appeals process is related to the College's decision to defer or suspend a student's enrolment due to misbehaviour, the student's enrolment can be suspended from the time of completion of the internal grievance process.

TRANSFER POLICY

The College will not knowingly enrol a transferring student before the student has completed six months of her principal course unless the exceptions in National Code Standard 7.1 apply:

- the original registered provider has ceased to be registered or the course in which the student is enrolled has ceased to be registered;
- the original registered provider has provided a written letter of release;
- the original registered provider has had a sanction imposed on its registration by the Australian Government or state or territory government that prevents the student from continuing his or her principal course; or
- any government sponsor of the student considers the change to be in the student's best interest and has provided written support for that change.

Students can apply to transfer before they have completed six months of their principal course. If a student's request for release is refused, the student must be informed in writing of the reasons for the refusal and his or her right to appeal the decision.



STUDENT TRANSFERS

The transfer of a student from MLC will be granted where:

- The transfer is not to the detriment of the student;
- The course fees have been paid;
- A written request has been received from the student's parents/guardians;
- A letter is received from another registered provider confirming that a valid enrolment offer has been made and;
- The student's welfare is maintained throughout this process.
- A letter of release will be provided at no cost to the alternative registered provider if the above criteria are met.
- If the request for a letter of release is denied, the reasons will be documented in writing, the College will give due consideration to the student's individual circumstances and the student will be informed of her right to appeal the College's decision in accordance with the *Resolving Grievances: For Students and Parents*.

The transfer of a student to MLC will be granted where:

- A place is available, in an appropriate course
- The transfer is in the best interests of the student.

IMPORTANT INFORMATION

In order to make your daughter's transition to Methodist Ladies' College as smooth as possible it is important that we receive as much information as possible. Please advise us if your daughter has any special needs, including dietary requirements. Our catering staff will do their best to ensure that such needs are met.

You will need to finalise your daughter's travel arrangements. If she returns to her home country each holiday, you will need to make bookings well in advance. Please be mindful when making bookings that teachers' programmes continue through to the last day of each term.

To meet your daughter's student visa requirements it is important that she does not leave school before the end of term or return after the new term has begun.

Overseas students may not drive or have access to any form of motor transport whilst a student at Methodist Ladies' College.

The possession, distribution or use of any form of illegal substance under Australian law or any type of offensive weapon or behaviour illegal under Australian law will lead to the immediate dismissal of the student from the College.

Overseas students are expected to participate fully in the academic, sporting and social life of the College. They are expected to speak English wherever possible and to observe Australian customs of social courtesy and behaviour. In return, Australian students are expected to respect the different cultural backgrounds and experiences of their overseas peers.

An unwillingness to be an active and committed member of the Methodist Ladies' College community will lead to the enrolment of a student being reviewed by the Principal.

Further information on enrolling at Methodist Ladies' College can be made by contacting:

ADMISSIONS OFFICE

Methodist Ladies' College

356 Stirling Highway Claremont WA 6010

Telephone +61 8 9383 0217 | Facsimile +61 8 9385 1509

Email: admissions@mlc.wa.edu.au Web: www.mlc.wa.edu.au

CRICOS Registration Number: 00441G