Welcome from the Principal

Thank you for considering Kincoppal – Rose Bay for your child.

Each student who enters our School is greatly respected for who they are and their individual special gifts. I say to our students “you come as you are and you are treated with great love”. The inspiration and focus of the School is embodied in our School’s motto, Cor Unum, One Heart, One Mind.

KRB is a member of an international group of Sacred Heart schools conducted by the Society of the Sacred Heart, a Catholic teaching order, established by Saint Madeline Sophie Barat in France in 1800. The Convent of the Sacred Heart was founded in 1882. Kincoppal was established at Elizabeth Bay in 1909. In 1971 the two schools were amalgamated and, today, Kincoppal – Rose Bay (known as KRB) comprises a co-educational Junior School for day students, and a Senior School for girls, with both day and boarding students who come from rural NSW, Australia and countries around the world. The School is a member of the Association of Sacred Heart Schools in Australia and New Zealand and the international Sacred Heart network. As a KRB Student, there will be opportunities for you to spend time at other Sacred Heart schools around the world.

The goals of a Sacred Heart education are developing a personal and active faith in God, a deep respect for intellectual values, the building of community as a Christian value, a social awareness which impels to action and personal growth in an atmosphere of wise freedom – hopefully you will experience and grow during your time at KRB. These goals underpin our way of life at KRB.

We want our students to feel that Kincoppal-Rose Bay is your home and to experience how it feels to be part of our caring community. We want you to enjoy our special days – Sacred Heart Day, the Procession of the Lanterns, our liturgies and Celebration of Achievement. We want you to join committees, be mentors for others, pastoral mentors and to be involved in the life of the School.

The School encourages each student to be the best that she or he can be. We want you to take part in the many opportunities that we offer in order to develop your talents fully and find what you are passionate about. As students of the Sacred Heart we want you to make a difference to your world.

I look forward to the opportunity to welcome you to our School community in the future.

Yours sincerely,

Hilary Johnston-Croke
Principal
Kincoppal – Rose Bay School

Kincoppal – Rose Bay School of the Sacred Heart is a leading Catholic independent school located in the safe and convenient suburb of Rose Bay in Sydney’s eastern suburbs. The School caters for girls only in boarding and day for Years 7-12 and is co-educational from ELC (3 year olds) -Year 6. It is part of a global network of more than 200 Sacred Heart schools in 45 countries.

We welcome students from other countries who enrich our environment and form friendships for life. Their education in English equips them well for the future. Many of our international students go on to tertiary education in Australia or international institutions.

Our internationality is a key feature of KRB’s strategic goal – to ensure that all of our students have an understanding of the world outside their own as global citizens.


Location

We are located in Rose Bay overlooking Sydney Harbour, the Opera House, the Harbour Bridge and the City - approximately 20 minutes drive and 7 kms from the city.

The School is accessible by public transport, including a ferry service, with bus stops located outside the School gates. We have access to the Rose Bay shopping centre (about a 10 minute stroll down the hill) where you will find a medical centre, pharmacies, banks, supermarket, food shops, coffee/restaurants and a variety of specialty shops.
International Student Compliance

The Education Services for Overseas Students Act 2000 (ESOS Act) and related legislation is designed to protect the interests of students coming to Australia on student visas. The legislation aims to protect and enhance Australia’s reputation for quality education, to provide tuition protection and support the integrity of the student visa program.

Information for students

The Australian Government is committed to ensuring you have a great education experience in Australia. The ESOS Act and related laws protect international students through:

- The ESOS legislation and recent reforms
- The National Code
- The Overseas Students Ombudsman
- The Tuition Protection Service


Further information about Overseas Student Health Cover (OSHC) can be found in the Department of Immigration and Border Protection’s OSHC factsheet (pdf).


The School is committed to full compliance with the International Student Compliance legislation (ESOS). Our staff observe this commitment and support the School in complying fully in providing consistent advice and reporting to the School community in meeting our obligations.

It is important that it is understood that the ESOS Act places responsibility on the School at all times for its own actions as well as the actions of third parties, including agents. The School selects and works closely with agents representing Kincoppal-Rose Bay. We provide updated information as required through visits and other means of contact.

To meet our obligations for international students our policies, listed below, are also available on the school website [http://www.krb.nsw.edu.au/1938/admissions/international-students/international-student-compliance](http://www.krb.nsw.edu.au/1938/admissions/international-students/international-student-compliance)

- School Refund Policy
- School Deferment, Suspension & Cancellation Policy
- Student Transfer Request Policy
- School Complaints & Appeals Policy
- School Welfare & Accommodation Policy
- School and Education Agents Policy
- School Critical Incident Policy
- School Course Progress & Attendance Policy
- School Privacy Policy
- School ESL Policy
In addition, Kincoppal-Rose Bay School applies the following policies to all students:

- School Excursion Policy
- Child Protection Policy
- Email Policy
- Homework Policy
- Information Collection Notice
- IT Usage Policy
- Health Care Centre Medication Policy
- Nut Aware Policy
- School Social Policy
- Traffic Guidelines
- Plagiarism Policy

See more information on Kincoppal-Rose Bay School’s policies at:

Age of Entry

International boys and girls may be accepted from three years of age into the Junior School. Day and boarder girls only may be accepted from Year 7. Short-term stay (minimum 1 Study Period of 1 Semester or two terms) may be considered. Entry into the School is usually from the start of the school year at the end of January. Applications for entry during the year will also be considered. Students from a non-English speaking background applying for the Junior Secondary Course (Years 7 to 10) and wanting to commence in Year 10 may do so but must commence Year 10 at the beginning of Year 10 to meet course requirements.

Accommodation

Parent/s

International boys and girls applying for the Junior School must live with a parent or parents in Sydney.

International day girls under the age 18 and applying for the Senior School can live with a parent or parents, approved relative or approved guardian. The Principal must approve a relative or guardian.

Boarding

Boarding is our preferred accommodation for international students living in Australia without parents or approved relatives.

International day girls under the age 18 and applying for the Senior School (Years 7 to 11) will live in the boarding school located in the Main School Building. Year 12 boarders live in separate accommodation in twin or single rooms in Sheldon House located on the school campus.

All boarders will usually live in shared rooms with between 2 & 3 other students. Some single accommodation is available at the discretion of the Director of Boarding.

The boarding houses offer safe and welcoming environments and modern facilities. Boarders enjoy facilities such as the Homework Centre (Senior Library), common rooms, on-campus sport facilities, including swimming pool, tennis courts and gymnasium.

Homestay

Homestay may be considered as an option and must be approved by the Principal. The School will assess and approve the Homestay and will continue to monitor and care for the student’s accommodation through its preferred Homestay provider, Meridian Homestay Services at
Students are not permitted to live independently or without adult supervision at any time while they are a student at the School. This includes any holiday period. Meridian Homestay Services can also provide approved Homestay during school holidays.

Students cannot change their guardian or Homestay arrangements without permission from the Principal. (see Welfare & Accommodation Policy at www.krb.nsw.edu.au under International.

Guardians

The School requires all international students enrolled at the School to have an approved guardian for the duration of their studies at Kincoppal–Rose Bay. The approved guardian will be invited to meet with the Head of Admissions at the time of the student’s formal interview at the School. Any changes to guardian arrangements must be approved by the Principal and the new approved guardian must meet with the Head of Admissions before the change is confirmed by the Principal.

International students living in Australia without the presence of a parent, parents or approved suitable relative must have an approved guardian while a student at the School. In the interests of the student it is important that approved guardians accept a parental role and maintain open communication at all times with the School to ensure that any situations can be identified early and problems dealt with and resolved in a timely manner. Communication with the School on the student’s behalf can be made through the Year Co-ordinator or International Student Co-ordinator initially. If the problem cannot be resolved at that level then the Year Co-ordinator or International Student Co-ordinator will follow the appropriate processes in place at the School.

Matters relating to international students residing in the School’s boarding houses must be referred to the Director of Boarding.

The School expects the approved guardian to be responsible for:

- Attending parent/teacher scheduled interviews and other interviews where requested by the School
- Monitoring welfare, discipline, academic progress and accommodation
- Maintaining regular contact with the School through the Year Co-ordinator or International Student Co-ordinator regarding the student’s welfare and progress
- Being the point of contact at all times for the School
- Remaining in Sydney at all times during the student’s enrollment at the School unless by prior notification to the Principal within 10 days of any proposed departure from Sydney
- Arranging the student’s approved accommodation, activities and travel during school holidays
- Ensuring the student receives proper medical attention if needed in consultation with parents and the School where appropriate
- Maintaining regular contact with the parents regarding the student’s welfare and progress
- Ensuring the student’s whereabouts are known at all times
- Ensuring that the student holds a current passport and visa and arranging extension or renewal if required.

Suspension or Cancellation

If a student’s enrolment is suspended or cancelled by Kincoppal-Rose Bay School, the student’s approved guardian will be required to take responsibility for the student’s welfare until such time as any appeal is determined or alternative arrangements can be made for the student’s ongoing education. The student has 20 working days in which to access the School’s internal complaints and appeals processes. The School will monitor arrangements until the student either leaves Australia or is accepted by another registered provider and that registered provider accepts responsibility for the student’s welfare.

Pastoral Care

Students in the Junior School are primarily cared for by their homeroom teacher who should be the first point of contact for any questions about welfare issues. In the Senior School students are allocated to
homerooms with a Pastoral Mentor who is responsible for their day to day welfare. Each year group has a Year Co-ordinator and the welfare of all students is overseen by our Director of Students. In addition, the school has appointed an International Student Co-ordinator whose role is to be a link between families, students and the school.

Students may also seek assistance through the School Counsellor who is here to help you settle into your new school environment or the Head of Student Learning Services who supports ESL students and students with learning difficulties. These additional support services are available to you at no extra cost.
Welfare Related Support Services

Kincoppal – Rose Bay School provides the opportunity for students to access welfare-related services to assist with issues that may arise during the student’s study, including course progress and attendance requirements and accommodation issues. These services are provided at no additional cost to the student.

Key Personnel

- Principal is the Chief Executive Officer of Kincoppal-Rose Bay School and is responsible to the School Board for the quality of education service provided to all students.
- Deputy Principal is responsible for members of staff who provide support to students. This includes oversight of international students and CRICOS.
- Head of Junior School is responsible for the welfare of all students from ELC (3 and 4 year olds) to Year 6.
- Business Manager is the Chief Financial officer of Kincoppal-Rose Bay School and is responsible for all financial matters relating to a student’s enrolment at the School.
- Head of Admissions is responsible for student recruitment and assessing applications. Conducts interviews with student, family and where relevant approved guardians.
- Registrar is responsible for enrolment documentation and procedures as they relate to international students.
- Director of Students is responsible for attendance and welfare of students.
- Director of Teaching & Learning is responsible for course progress.
- Director of Boarding is responsible for student welfare and attendance.
- International Student Co-ordinator is responsible for communication between parents, student, approved guardians and the School’s key personnel.
- Year Co-ordinators are responsible for the academic welfare of students in each year group.
- Pastoral Mentors are responsible for pastoral care to small pastoral groups of students in each year group.
- Heads of Departments are responsible for issues associated with student progress in each group.
- Class teachers are responsible for the welfare and progress of students in a particular class from Kindergarten to Year 6.
- School Nurse is responsible for the health care of all students. The School Nurse will attend the student and make the necessary arrangements should further medical attention be required and inform the parents and/or approved guardian of the situation.
- School Counsellors provide a confidential service that supports and promotes the growth and well-being of all students.
# School Contacts when I Need Help

So that we can help you and make your time at Kincoppal-Rose Bay a pleasant and safe experience you may contact one of the persons below to assist and direct you.

<table>
<thead>
<tr>
<th>School Person</th>
<th>Location</th>
<th>How they can assist</th>
</tr>
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</table>
| Pastoral Mentor            | Year Group Pastoral Meeting Room                                         | Any queries/concerns  
Will help or direct you as appropriate                                         |
| Year Co-ordinator          | Year Group Co-ordinator’s office near year group learning spaces        | Academic and pastoral matters.  
Will help or direct you as appropriate                                           |
| Deputy Principal           | Main School Building, ground floor                                       | CRICOS requirements  
Student appeals                                                                  |
| Director of Students       | Main School Building, ground floor - Reception will direct you           | Will only be involved in serious matters after consultation with Year Co-Ordinator or Pastoral Mentor |
| Director of Teaching & Learning | Main School Building, ground floor - opposite the Chapel                  | Matters relating to your course and/or subject selection                              |
| Director of Boarding       | Boarding School, 2nd floor, Main School Building                          | Boarding-related matters                                                            |
| International Student Co-ordinator | Main School Building, Languages Department, near Principal’s office, ground floor | All matters and will direct you to the appropriate person who deals with your particular issue/query |
| Admissions                 | Main School Building, near Main School Reception                          | Enrolments  
Visa/Passport  
Homestay/guardian matters  |
Application Process

All students must complete the Application for Admission form and send it to the Admissions Office with all of the application support documents listed on the first page of the form. A non-refundable application fee of $300.00 is also required to proceed with the application. Once the above has been received a conditional offer and written agreement documents will be sent. If the student accepts the conditional offer this requires the parent/s or guardian to sign and return to the Admissions Office all the documents supplied and pay the necessary deposits. On receipt of these the School will issue the CofE and CAAW documents the student will need to apply for a student visa (571).

International Students must provide AEAS results with their application. Based on the number of weeks needed, the School recommends that all international students attend a High School Preparation course before commencing at the School.

Students applying to commence the Junior Secondary Course (Years 7 to 10) in Year 10 must begin the course at the beginning of Year 10 in order to meet course requirements.

Students applying to commence the Senior Secondary Course (Years 11 & 12) must begin the Preliminary HSC Course at the start of Year 11.

Tours and Interviews

International students must attend an interview at the School with parent/s and/or approved guardian prior to the place being confirmed. The student and her family are advised about course and subject choices at interview as well as given a full tour of the school’s facilities.

A formal interview and basic English skills testing will be arranged by the School and the student and family will be informed of the date and times through their Education Agent if relevant. If the interviews
and testing meet the School’s requirements the School will send the family a letter confirming the place in the conditional offer. This letter will be sent to the agent (where applicable).

Short term stay students enrolling at the School will do a telephone interview at the time of application to the School. All other procedures for international students will apply.

**English Ability & Testing Procedures**

Our overseas students are valued members of our community and are encouraged to participate in all academic and non-academic opportunities available to them. A satisfactory standard of English and a good academic record of achievement are indicators of likely success.

It is a condition of enrolment that students applying for Years 6-12 complete an assessment through Australian Education Assessment Services (AEAS) which interviews the student and tests the student’s English language proficiency, general ability and mathematical reasoning. The assessments provide information about the number of weeks of intensive language program preparation that may be needed prior to students starting at Kincoppal-Rose Bay. The School prefers students who have a recommendation from AEAS to undertake up to 16 weeks intensive English at an approved intensive English College. Most international students applying to Kincoppal-Rose Bay School attend Sydney College of English programs prior to entering the School.

Towards the end of the intensive English course a student’s readiness to fully participate in classes at Kincoppal-Rose Bay School will be determined following testing in reading, writing, listening and speaking and interviews at the School. If the basic skills test shows that the levels of English proficiency are below those required then the school may:

- Ask for an extension of the external English language preparation course
- Recommend the appointment of a private ESL tutor
- Advise that Kincoppal-Rose Bay School will not continue with the application

**English Language Proficiency**

Kincoppal-Rose Bay School’s preferred test instrument is Australian Education Assessment Services (AEAS).

Students entering Kindergarten to Year 6 are very much based on individual interviews with the Head of Junior School and an ESL teacher to determine the level of English language support needed within the classroom and any additional external support we might feel is necessary.
Students entering Years 7 to 11 will usually need a minimum of Stanine 7 non-verbal reasoning, a face-to-face interview report indicating positive engagement. At times we do make exception if the student displays unique personality or individual talents that are congruent with a successful outcome at KRB.

International students applying for Years 11 & 12 (Senior Secondary Course) must begin the course at the start of Year 11.

Year placement is at the Principal’s discretion based upon a student having a satisfactory level of English proficiency to meet the demands of the curriculum.

**Transition to KRB**

At KRB we understand that the move from a home country to Australia and learning in English are big steps. KRB provides a transition program to familiarise overseas students with the school and school routines and expectations. Students are introduced to key support staff and assigned to a peer mentor. Additionally, new overseas students take part in an introduction to the religious beliefs of the school and an explanation of the celebration of Mass which is compulsory for all boarders.

**Learning at KRB**

Kincoppal-Rose Bay seeks to provide students ELC-12 with challenging and intellectually rigorous learning opportunities, in an environment where each can develop academically, physically, emotionally, socially and spiritually.

Our personalised learning philosophy is evidenced by our commitment to achieving the highest academic goals for every student as we encourage our students to take responsibility for their own learning. Kincoppal-Rose Bay does not grant Course Credit.

Studies of Religion is a compulsory subject for all students at the School.

**Junior School**

In the Junior School we offer a coeducational environment covering the Board of Studies Key Learning Areas. We believe it is vital to nurture inquiry in the key disciplines of science, technology, engineering and mathematics from a very early age.

**Senior School**

The KRB Senior School will provide your daughter with a structured educational community supported by a strong and vibrant co-curricular program.

At KRB, your child has access to many stimulating experiences and activities including:

- Leadership opportunities
- Involvement in social justice initiatives
- Sport
- Drama
- Debating
- Music
- Dance

**English as a Second Language Support**

ESL support is available to all senior overseas students. This is provided in the form of in-class support in years 7-10, an ESL elective course in years 9-10, HSC ESL English and small group tutorials in Years 11-12. This support is available at no extra cost to the student.
Additionally, ESL students can receive support from teachers in the Homework Centre. Again, this is available at no extra cost to the student.

If an ESL student is advised as a condition of enrolment, or decides that she wishes to access ESL private tutoring this will incur an extra cost to the student.

**Attendance**

You are required to attend a minimum of 80% of all scheduled classes. Failure to meet this requirement can be reported to the Department of Immigration & Border Protection (DIBP) under student visa regulations. A medical certificate is required after two or more days absence.

In addition, the School can assist in finding ESL private tutoring and may make this a condition of study for some students.

**Assessment**

All students are expected to attend all classes and complete and submit all homework tasks on time and as required. Assessment will include classroom tests, assignments and formal exams are conducted on a continual basis throughout the academic year.

**Academic Performance**

As a student at the School you are required to work at an acceptable level and achieve to your ability. As an international student, if your performance falls below the required level even though all steps have been put in place to assist you, including advising your parent/s, the School has the right to inform the Department of Immigration & Border Protection.

Students in Year 10 who demonstrate satisfactory completion of a course receive the Record of School Achievement (RoSa) Award. The RoSa is a cumulative credential showing Year 10 grades as well as any grades for Year 11 (Preliminary) courses completed.

Students in Years 11 and 12 study a program of BOSTES developed courses, which could include VET courses or Life Skills courses. They complete the mandatory hours of a BOSTES pattern of study for the Higher School Certificate credential.

In Years 10 and 11, students must commence at the start of the new school year in order to be able to meet BOSTES requirements for satisfactory completion of a course.

**Transferring between Institutions**

Kincoppal-Rose Bay will not knowingly enrol a student wishing to transfer from another provider prior to the student fulfilling the six-month requirement of her principle course of study. A student wishing to transfer to another provider must inform the International Student Coordinator as soon as possible. Overseas students are restricted from transferring from the principle course of study for a period of six months. This restriction also applies to any course(s) packaged with the principle course of study.

Students must apply for a letter of release to enable a transfer to another education provider.

Kincoppal-Rose Bay will issue a letter of release to students of the School, upon written request to the Principal at no cost to the student, to any student who started but did not complete a course at the School and who wishes to transfer to another provider provided that the:

- Student has completed six months of the course at the School
- Student has provided a letter from another provider confirming that a valid enrolment offer has been made
- Student has provided written confirmation from parents that the parents support the transfer
- Student has completed the School’s Student Transfer Application form
• New provider will accept responsibility for approving the student’s accommodation, support and general welfare

The letter of release will include:

• The student’s commitment to studies
• The student’s attendance record
• A statement advising that all course costs have been paid
• A statement informing the student of the need to contact DIBP (Department of Immigration and Border Protection) seeking advice whether a new student visa will be required.

You should refer to the School’s Student Transfer Policy available on the website www.krb.nsw.edu.au under International.
Procedure for Student Transfer Request

Student informs International Student Co-ordinator as soon as possible of decision to transfer. Student fills in transfer request (Student Transfer Application form) within 6 months of study at principal course.

If the student is under 18 they must also provide permission from their parents/legal guardian and, if applicable, a valid enrolment offer from the receiving provider stating that they will accept responsibility for the student’s accommodation and welfare arrangements.

The request to transfer is assessed by the Principal in accordance with the School’s Transfer Request Policy (website under International)

Transfer request is granted

Transfer request is denied

The Principal documents the decision, provides a letter informing the student of decision to deny request and advise the student of her right to appeal in accordance with the School’s Complaints & Appeals Policy (website under International)

Student appeals

Appeal successful

Student is granted a letter of release and advised to contact DIBP. All documentation kept on student’s hard file and electronic file.

Appeal unsuccessful

Student does not appeal

No change to enrolment. All documentation kept on student’s hard file and electronic file.
**Overseas Student Health Cover (OSHC)**

Students applying to study in Australia must meet the health requirements outlined in the Migration Regulations. Family members included in the visa application must also meet the health requirements.

As a condition of the student visa (571) to study in Australia, international students are required to take out medical and hospital insurance through Overseas Student Health Cover (OSHC) operated by OSHC World Care.

The School will arrange OSHC through Medibank and a printed acknowledgement of the cover will be sent to you. For future information on additional health insurance please refer to the link [http://www.medibank.com.au/oshc/essentials-cover/](http://www.medibank.com.au/oshc/essentials-cover/)

**Medical Facilities**

*Rose Bay Family Medical Centre*

23 Dover Rd
ROSE BAY NSW 2029
Telephone: 02 9371 6751

**Hospitals close to Kincoppal-Rose Bay School**

*St Vincent’s Hospital Sydney*

390 Victoria St
DARLINGHURST NSW 2010
Telephone: 02 8382 1111

*Prince of Wales Private Hospital*

Barker Street
Randwick NSW 2031
Telephone: 02 9650 4000

*Sydney Dental Hospital*

2 Chalmers St
SURRY HILLS NSW 2010
Telephone: 02 8283 3333 (Dental Access Centre)
Problem-solving

The School does not tolerate bullying and other unsociable behaviour. Formal policies are in place to develop positive relationships between all members of the School community. If you have a problem at the School you may approach your classroom teacher or Year Co-ordinator. If your problem cannot be resolved at that level then the International Student Co-ordinator, Director of Students or Director of Boarding may be approached. In some instances it may be necessary to involve the Principal or Deputy Principal to assist in helping sort the problem.

The School Counsellor is also available to assist. If your problem cannot be resolved within the School then there are external sources you may contact. Every effort is made to problem-solve within the School. You may ask a friend to come with you when you are speaking to a staff member.

Kincoppal-Rose Bay has an internal and external complaints handling process (see Complaints & Appeals Policy on website under International). The external body used for the School’s external complaints and appeals process is the Association of Independent Schools (AIS).

Payment of School Fees

Your parents/guardians are jointly and individually responsible for the payment of fees. You may pay your fees by advance payment for year of entry, advance payment beyond the year of entry, or nine monthly automatic instalment payment plan.

Payment of fees may be made by cash, cheque, B-Pay or credit cards which will attract a merchant fee surcharge - MasterCard, Visa and American Express. For your convenience you can now pay school fees via www.krb.nsw.edu.au.

The School provides a Schedule of Fees International for your information. Please take the time to read the Schedule www.krb.nsw.edu.au.

Orientation

Kincoppal-Rose Bay School has a dedicated Orientation program in place each November for all new students commencing at the school the following year. This program is run by the Director of Students, assisted by various teaching staff and pastoral tutors. It includes appropriate year group activities, morning tea, lunch, an introduction to the sport program and a pastoral group photograph. New boarders experience a ‘sleep over’ in the boarding school and a chance to enjoy the boarding facilities.

Business Arrangements

Once you are a student at the School all financial arrangements are handled by the Business Office. This includes the payment of fees and other charges.

The School provides a Schedule of Fees International for your information. Please take the time to read the Schedule www.krb.nsw.edu.au. The Schedule also details information regarding withdrawal and or change of status.
Refund Policy

Should the School withdraw the course before your agreed start date a full refund will be made to you within 14 days of the agreed start date.

If the School is unable to continue offering the agreed course a full refund of any unspent prepaid tuition fees will be made to you within 14 days of the School defaulting.

If you cancel your agreed course more than 28 days prior to commencement a refund of all prepaid tuition and non-tuition fees less an administration cost will be made to you.

If you cancel your agreed course less than 28 days prior to commencement no refund will be made to you.

If you do not take up the agreed course after the start date, or you abandon the agreed course without proper written notice, or you breach your visa conditions or your visa is cancelled or expelled no refund will be made to you.

The School’s Refund Policy and the availability of complaints and appeals processes do not remove a student’s right to take action under Australia’s consumer protection laws.

Your Rights

The ESOS standards cover a range of information you have a right to know about and the services that must be offered to you by Australian education providers. These include:

- orientation to help you understand the course and more about the place you are studying, as well as access to support services that can help you study and adjust to life in Australia
- the education provider’s contact officer or officers for overseas students
- what your provider’s requirements are for satisfactory attendance
- what your provider’s requirements are for satisfactory progress in the courses you study and what support is available if you are not progressing well
- if you can apply for course credit and the circumstances in which your enrolment can be deferred, suspended or cancelled
- a complaints and appeals process.

The Australian Government is committed to ensuring you have a great education experience in Australia. The ESOS Act and related laws protect international students through:

- The ESOS legislation and recent reforms
- The National Code
- The Overseas Students Ombudsman
- The Tuition Protection Service

Further information about students’ rights and obligations under the ESOS Framework can be found in ESOS Framework Student Fact Sheet.
Visa Requirements

To satisfy visa requirements you must maintain your enrolment. This includes, but is not limited to:

- The timely payment of all fees and other charges.
  
  School fees are charged in nine (9) monthly instalments. Various payment options are available (please refer to the website - Schedule of Fees International)

- A minimum attendance record of 80% in all classes, in each school term or semester.
  
  Your attendance is monitored each term. Any initial cause for concern will be brought to your attention and steps will be taken to improve your record. Once your attendance falls below 85% a warning letter will be issued to you and your parents/guardian. You will be counselled and given the opportunity to improve. Should a poor attendance and performance persist you will be issued with a further letter from the Director of Teaching & Learning. Should you continue to fail to meet the School’s attendance and performance requirements then the School will issue a letter of its intention to report your non-compliance of Condition 8202 to the Department of Immigration within 20 working days.

- Attaining satisfactory academic results as set out in Kincoppal-Rose Bay School’s School Course Progress and Attendance Policy (see website www.krb.nsw.edu.au)
  
  The monitoring of your academic progress is according to the School’s policy on assessments which is available on the School’s website www.krb.nsw.edu.au.

Contact Details

If you, your parents or approved guardian change home address, mailing address, telephone or email contact at any time you must inform the School as soon as possible and no later than 14 days after the change of contact details.

Privacy

Information provided by you to the School may be made available to Commonwealth and State agencies in accordance with obligations under the ESOS Act 2000 and the National Code 2007.

Insurance

It is your responsibility to take out private insurance against accidental loss or damage to your personal items, such as mobile phones, cameras, ipads etc. Notebooks (laptops) are covered by the School as part of the rental program for this equipment.

Uniforms and Stationery

The School Shop located in the school grounds sells all items of school uniform except black lace up school shoes available from the major department stores. Limited items of good quality second-hand school uniforms may be available. Stationery items are purchased externally in the case of Senior School students.
Prescription Drugs

If you have been prescribed any prescription drugs you must provide a letter from your doctor with details of your medical condition and the drugs and dosage you will be taking. This information must be given to the School Nurse in the Health Centre as soon as possible and no later than 7 days within being diagnosed and prescribed the necessary treatment. Prescription drugs are available at the local chemist shops and are only available when you present a prescription from your doctor. Please refer to The Health Care Centre and School Nurse for further information.

Alcohol and Smoking

It is illegal in Australia for persons under 18 years of age to be sold alcohol, cigarettes or other tobacco products. Smoking is prohibited in Australian airports, on buses, trains, ferries and in most public places, including Bondi Beach. Kincoppal-Rose Bay School is a non-smoking campus.

Water

Our quality of water in Sydney and Australia generally is greater than the standards for safe drinking water set by the World Health Organisation. You can drink the water straight from the tap in Sydney.

Electricity

The electrical current in Australia is 220-240 volts, AC 50 Hz. The Australian three-point pin power outlet is different from many other countries. You may need an adapter which you can purchase from electrical shops and at airports. You may also need a voltage converter for 110 volt appliances.

Customs and Quarantine

Australia has strict customs and quarantine rules. Strict rules prohibiting or restricting the entry of drugs, weapons, firearms, protected wildlife and associated products apply. Please refer to the Australian Customs Service website for further information www.australia.gov.au.

Australia prides itself in being free from many pests and diseases found in other parts of the world. Your hand and other luggage may be inspected when you arrive in Australia. It is important that you declare items of quarantine concern to avoid being fined or prosecuted for bringing forbidden items into the country. Please refer to the Australian Quarantine website for further information www.agis.gov.au.

Living in Australia

Living in Australia will be a new experience. There are support services at Kincoppal-Rose Bay as well as from other organisations to help make adjusting to life in Australia easier.

Your checklist before arriving at Kincoppal-Rose Bay School

- Apply for passport
- Arrange student visa
- Send copy of my student visa to the School
- Make contact with the School
- Arrange for immunisations and medications from my doctor
- Apply for a credit card and/or arrange sufficient funds
- Confirm overseas access to your funds with your bank
- Make travel arrangements
- Arrange travel insurance
- Arrange transport from airport to accommodation

Include the following in your luggage:

- Name and contact details of Kincoppal-Rose Bay School
- Enough Australian money for taxis, buses, phone calls etc on arrival
- KRB International Student Information Handbook
- Passport / Visa
- Letter of offer
- Name and contact details of your approved guardian and/or homestay host
- Details of your ELICOS course before starting at Kincoppal-Rose Bay School
- eCoE
- Overseas Student Health Cover (Medibank) receipt
- Travel insurance policy
- ID cards, driver’s license, birth certificate (or copy)

NOTE: It is a good idea to leave originals or copies of the above documents with a member of your family in your home country for safekeeping.

Your arrival in Australia

- Contact your parents/agent/approved guardian
- Settle into accommodation
- Sit basic English skills test and interviews at Kincoppal-Rose Bay School (if you have not already done so)