



KINCOPPAL – ROSE BAY
SCHOOL OF THE SACRED HEART

INTERNATIONAL STUDENTS HANDBOOK

Contents

Welcome from Principal	4
Living and Studying in Sydney Australia	5
Studying at Kincoppal-Rose Bay School	6
<i>Visas</i>	
<i>Education Agents</i>	
<i>English Language Proficiency</i>	
<i>Accommodation</i>	
<i>Age of Entry</i>	
About Kincoppal-Rose Bay School	8
<i>Goals of a Sacred Heart Education</i>	
<i>Student Numbers</i>	
<i>KRB Campuses</i>	
Study and Curriculum	10
<i>Learning at KRB</i>	
Junior School	
<i>Curriculum Stages</i>	
<i>Early Stage 1 – Kindergarten</i>	
<i>Stage 1 – Years 1 & 2</i>	
<i>Stage 2 – Years 3 & 4</i>	
<i>Stage 3 – Years 5 & 6</i>	
<i>Assessment Procedures</i>	
Senior School	
<i>Curriculum Stages</i>	
<i>Stage 4 – Years 7 & 8</i>	
<i>Stage 5 – Years 9 & 10</i>	
<i>Years 11 & 12 – Higher School Certificate (HSC)</i>	
<i>Courses</i>	
<i>Learning at KRB</i>	
Attendance and Assessments	12
<i>School Hours and Attendance</i>	
<i>Student Assessment and Reporting</i>	
Welfare and Accommodation	13
<i>Notification of Change of Accommodation Arrangements</i>	
<i>Monitoring, Assessing and Approving Accommodation and Welfare</i>	
<i>Problem-Solving</i>	
Fees and Charges	14
<i>Fee Payment Options</i>	
<i>Business Arrangements</i>	

Full Fee Paying Overseas Students General Information	16
<i>Insurance</i>	
<i>Uniforms & Stationery</i>	
<i>Prescription Drugs</i>	
<i>Alcohol & Smoking</i>	
<i>Water Usage</i>	
<i>Roads & Traffic</i>	
<i>Electricity</i>	
<i>Customs & Quarantine</i>	
<i>Food</i>	
<i>Medical Facilities</i>	
<i>Hospitals close to Kincoppal-Rose Bay School</i>	
Full Fee Paying Students Application Process	18
<i>Making an Application</i>	
<i>Accepting a Conditional Offer of Place</i>	
<i>English Ability & Testing Procedures</i>	
<i>Tours and Interviews</i>	
<i>Transition to KRB</i>	
<i>English as a Second Language Support</i>	
<i>School Calendar</i>	
<i>Conditions of Entry</i>	
Privacy and Sharing Information	21
Full Fee Paying Overseas Student Compliance Information Statement	22
<i>Information for Students</i>	
Full Fee Paying Overseas Student Accommodation and Welfare	23
<i>Accommodation Options</i>	
<i>Parent/s</i>	
<i>Boarding</i>	
<i>Homestay</i>	
Holidays	
Orientation	
Approved Nominated Guardians	
Overseas Student Health Cover (OSHC) (Medibank)	
Welfare, Support and Pastoral Care	
Change of Address and Contact Details	
Kincoppal-Rose Bay School Policies	
Key Personnel	
School Contacts when I Need Help	
Full Fee Paying Student Compliance & Appeals Policy	30
<i>Purpose</i>	
<i>Principles</i>	
<i>Procedures</i>	
Complaints against other Students	
Informal Complaints Resolution	
Formal Complaints Handling Procedure	
External Appeals Process	
Contact Details for the OSO (Ombudsman)	

Full Fee Paying Overseas Student Course Credit	33
Full Fee Paying Student Course Progress and Attendance Policy	33
<i>Purpose</i>	
<i>Confirmation of Enrolment Form and Course Duration (CoE)</i>	
<i>Course Progress</i>	
<i>Completion Within Expected Duration of Study (Course Progression)</i>	
<i>Course Attendance</i>	
Full Fee Paying Student Deferment, Suspension and Cancellation Policy	35
<i>Purpose</i>	
<i>Deferment of Commencement of Study Requested by Overseas Student</i>	
<i>Suspension of Study Requested by Student</i>	
<i>Assessing Requests for Deferment or Suspension of Studies</i>	
<i>Short Term Exclusion from Class (1-28 days)</i>	
<i>School Initiated Suspension of Studies (28+ days)</i>	
<i>Cancellation of Enrolment</i>	
Full Fee Paying Student Refund Policy	37
<i>Application Fee</i>	
<i>Acceptance Fee</i>	
<i>Visa Application Rejected</i>	
<i>Conditional Offer</i>	
<i>Cancellation of Enrolment by Parents prior to Commencement</i>	
<i>Cancellation of Enrolment by Parents subsequent to Commencement</i>	
<i>Cancellation of Enrolment for Specified Reasons</i>	
<i>Request for Refund</i>	
<i>Change of Visa Status</i>	
<i>Tuition Protection Service</i>	
<i>Consumer Protection</i>	
Full Fee Paying Student Transfer Request Policy	39
<i>When to Transfer</i>	
<i>Applying for a Letter of Release</i>	
<i>The Nearest Department of Immigration and Border Protection (DIBP) Office in Sydney</i>	
<i>Granting or Refusal of a Letter of Release</i>	
<i>Enrolment of a Student from Another Provider</i>	
<i>Procedure for Student Transfer Request</i>	
Your Checklist before Arriving at Kincoppal-Rose Bay School	42
Your Arrival in Australia	42

Welcome from the Principal



Thank you for considering Kincoppal – Rose Bay, School of the Sacred Heart for your child.

Our educational philosophy focusses on each individual. We celebrate each person's giftedness and help realise their potential. We are a caring, nurturing community.

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 Madeleine 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 ELC and 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. This network will also enable you to become a globally minded citizen.

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. These goals underpin our way of life at KRB and reflect the educational vision of our Founder and the Society.

We want our students to feel that Kincoppal-Rose Bay is your home away from home. 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.

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

Maureen Ryan
Principal

LIVING AND STUDYING IN SYDNEY 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.

Sydney is the capital of New South Wales. It is Australia's oldest and largest city with a population of around 4 million. Sydney is built around a huge harbour and hosts many tourist attractions as well as a number of beaches including the famous beaches of Bondi and Manly.

Sydney was first visited by the British in 1770 when Captain James Cook and Joseph Banks sailed the Endeavor into Botany Bay. The First Fleet arrived at Botany Bay in 1788 under the command of Governor Arthur Phillip. At this point European settlement began. Australia has one of the oldest indigenous communities in the world who have been here for many thousands of years.

The city is divided into North and South by the Sydney Harbour, with both the Sydney Harbour Bridge and the Tunnel connecting them. Most of the tourist attractions are in the Southern part of the city, with large business and residential areas in the North.

The central business district is home to modern skyscrapers, historical buildings, museums, art galleries, shopping centres, sporting facilities, restaurants and theatres.

More information about Sydney is available at [sydney.com](http://sydney.com.au) australia.gov.au

Sydneysiders enjoy a relaxed lifestyle and a pleasant climate most of the year (mainly below 30 degrees Celsius) and cool winters (mainly above 10 degrees Celsius).

Our pollution levels are much lower than many countries. We value our leisure time and enjoy our environment by participating in many outdoor activities.

Further information is available for you by the Australian Government through <http://www.studyinaustralia.gov.au/global/live-in-australia>.

STUDYING AT 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 44 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. In its long history KRB has always welcomed international students.

Internationality is a key feature of KRB's strategic vision – to ensure that all of our students have an understanding of the world outside their own as global citizens.

Kincoppal-Rose Bay School is registered on the Commonwealth Register of Courses and Institutions for Overseas Students (CRICOS) and complies with all legal requirements relating to overseas students, including the Education Services for Overseas Students Act 2000 (Cth) and the National Code of Practice for Providers of Education and Training to Overseas Students 2018 (Cth) (The National Code 2018). Kincoppal-Rose Bay School's CRICOS Provider Number is 02268M.

See more at: <http://www.krb.nsw.edu.au/1822/our-school/our-history#sthash.hTcVKlck.dpuf>

Visas

A full fee paying overseas student requires a student visa to attend school in Australia. Information about student visas can be found at www.border.gov.au.

Overseas students on visas other than student visas may also apply to Kincoppal-Rose Bay School.

Australian or New Zealand citizens, those holding permanent or temporary resident visas, or refugees, do not require a student visa to attend the school.

Education Agents

Kincoppal-Rose Bay School engages selected educational agents to recruit suitable prospective students on behalf of the School. The agent agreements are non-exclusive.

If at any point during the term of an agreement, Kincoppal-Rose Bay School believes or reasonably suspects that an agent is negligent, careless or incompetent or is engaged in false misleading or unethical advertising or recruitment practices, the agreement may be terminated under the terms set out in the agreement.

English Language Proficiency

Students must have an appropriate level of English language proficiency. Applicants from a non English speaking background are required to sit for Australian Education Assessment Services (AEAS) testing which can be done either in Australia or in the student's home country.

Accommodation

Full fee paying students entering the Junior School (ELC to Year 6) must live with parents in Sydney.

Full fee paying students entering the Senior School (Years 7 to 12) must live in the boarding school if they are not living with a parent or parents in Sydney. (Refer to page 21).

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 Semester (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.

All international students must attend school for the full academic term commencing the first day of the term and concluding the last day of the term. Failure to attend the full term may contravene student visa requirements and compromise the student's place at Kincoppal-Rose Bay School

<http://www.krb.nsw.edu.au/2010/news-and-events/term-dates>.

ABOUT KINCOPPAL-ROSE BAY SCHOOL

Kincoppal-Rose Bay School is a member of an international network of schools conducted by the Society of the Sacred Heart, established by Saint Madeleine Sophie Barat in Paris, France in 1800. Kincoppal-Rose Bay is a member of ANZNET which is an association of four schools; Baradene College in Auckland New Zealand, Sacre Coeur in Melbourne and Stuartholme in Brisbane. The Convent of the Sacred Heart was founded at Rose Bay in 1882 and Kincoppal was established at Elizabeth Bay in 1909. In 1971 the two schools were amalgamated and today, Kincoppal-Rose Bay School (known as KRB) comprises a co-educational Junior School catering for age 3 to 12 year old day students, and a Senior School for girls, with both day and boarding students. KRB offers a Catholic education in the Sacred Heart tradition and is underpinned by the five Sacred Heart goals.

In 1882 the Society of the Sacred Heart purchased the original main building called Claremont. Since then considerable expansion has taken place which would make the original five pioneering nuns who arrived in 1882 very proud of their extraordinary endeavor. In 1888 the five-level central façade was built. The Chapel, a masterpiece of architect John Horbury Hunt, was commenced in 1897 and completed in 1900. Buildings were gradually added to meet the needs of the School community and novitiate. The Senior School was a full boarding school until the 1960s, when day students were then introduced.

The Junior School was located in the main school building until 1951 when an adjoining property, an Italian villa, was purchased. The building was set up as a primary school and named Barat-Burn and was demolished and replaced with the present Junior School in 1966.

Sophie's Cottage, housing our youngest learners at ages 3 and 4, was open in 2015.

In 2018, building plans are well underway to add a Year 12 Learning Hub to our iconic site.

We aim to develop the confidence, resilience, persistence and compassion of our students so they in turn will be able to transform the communities they will live in. We do this by providing an all-round education with a wide curriculum and many co-curricular opportunities. In keeping with our motto '*Cor Unum*', One Heart and One Mind, the School encourages the pursuit of excellence among its students.

See more at <http://www.krb.nsw.edu.au/1501/our-school>.

Goals of a Sacred Heart Education

At KRB, a positive education is about meeting every student's academic, emotional, social and spiritual needs. Positive Education is a concept that underpins the educational experience of all students at KRB.

- Personal and Active Faith in God

We endeavor to provide an environment in which student's faith is nurtured in trust and freedom. Students are encouraged to reflect on their life experiences in the light of the scriptures so as to deepen the spiritual meaning of their lives.

- A Deep Respect for Intellectual Values

We encourage our students to enjoy learning, find it a meaningful experience, and understand that learning includes many experiences beyond the classroom. We hope they will leave us possessing a life-long love of learning. The organization of our teaching/learning program is designed to encourage each student to learn and achieve to the best of her/his ability.

- The Building of Community as a Christian Value

Parents, Staff and students strive to provide a real experience of community. The Christian values underlying that community are made explicit and students are encouraged to develop the skills required for living as just and responsible citizens in a challenging world.

- A Social Awareness Which Impels to Action

The School values programs which involve students and the wider community. This provides an opportunity for students to understand and appreciate differences in race, religion and culture, and encourages them to act against oppression and injustice.

- Personal Growth in an Atmosphere of Wise Freedom

The School encourages each individual to be aware of his or her gifts and limitations and to recognize that everyone can make a unique contribution to his/her peers, society.

See more at <http://www.krb.nsw.edu.au/2029/our-school/our-values>

Student Numbers

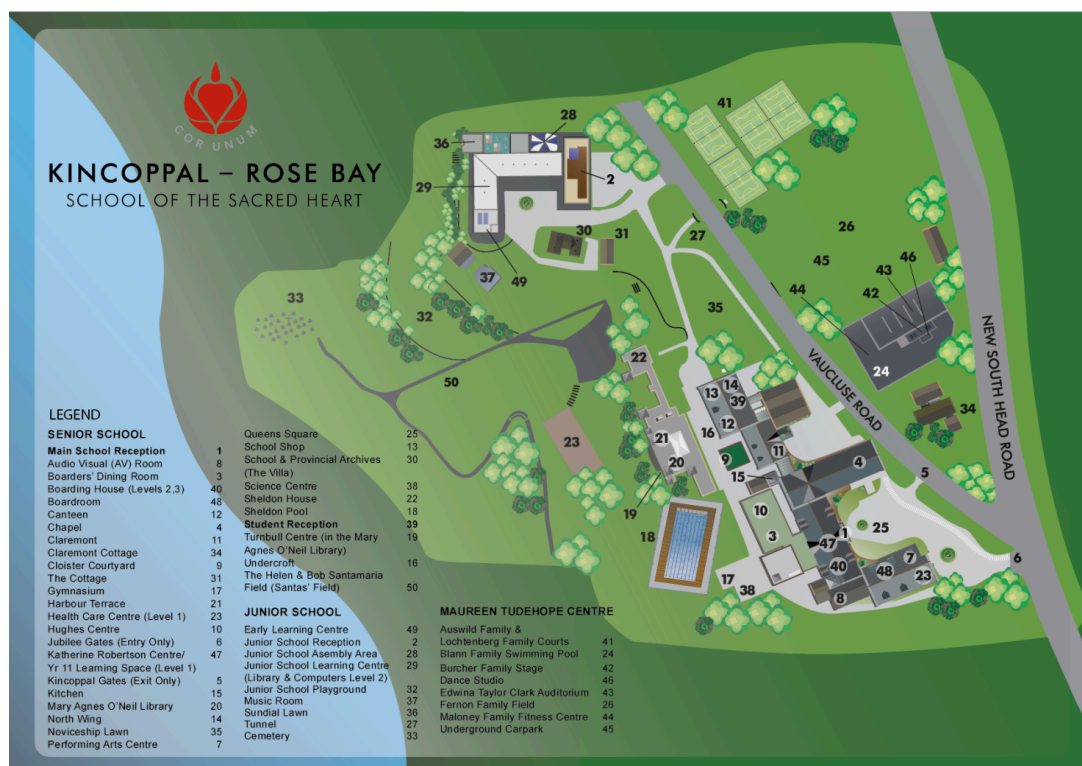
Kincoppal-Rose Bay School caters for approximately 1,000 students across our Junior and Senior Campuses. Our boarding school houses 150 students in the two boarding facilities, with Sheldon House being home to Year 12 boarders only.

KRB Campuses

Kincoppal-Rose Bay's Learning Spaces have been designed to integrate technology; engaging students in ways not previously possible; creating new learning and teaching possibilities; enhancing achievement and extending interactions with local and global communities.

As part of its learning innovation strategy, Kincoppal-Rose Bay has been working to develop Community Learning Spaces within the school. Our Community Learning Spaces were created with greater interaction in mind – they work for individual, group and whole class learning activities. These spaces support our technology-rich learning environment and have significantly enhanced our students' engagement with learning and school life generally.

See more at <http://www.krb.nsw.edu.au/2035/our-school/our-facilities>



STUDY AND CURRICULUM

Kincoppal-Rose Bay School offers the NSW Education Standards (NESA) courses in Primary Education, Junior Secondary Education and Senior Secondary Education (Higher School Certificate (HSC)). These courses are provided in accordance with NESA requirements.

<https://educationstandards.nsw.edu.au/wps/portal/nesa/home>.

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.

The School's teaching and learning approach aims to:

- Build life-long independent learning skills to support individual development
- Develop cutting edge technological skills for 21st century learning and innovation
- Provide opportunities for creativity, learning and exploration beyond the classroom
- Create effective communication between teachers, pastoral teachers, students and parents through the ELC-12 Student Tracking Program.

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.

See more at <http://www.krb.nsw.edu.au/1535/learning>

Junior School

In the Junior School we offer a coeducational environment covering the NSW Education Standards (NESA) courses <https://educationstandards.nsw.edu.au/wps/portal/nesa/home>. We believe it is vital to nurture inquiry in the key disciplines of science, technology, engineering and mathematics from a very early age:

Curriculum Stages - Junior School

Early Stage 1 – Kindergarten

Stage 1 – Years 1 & 2

Stage 2 – Years 3 & 4

Stage 3 – Years 5 & 6

Assessment Procedures

All students K-6 undergo a series of tests to determine the student's level in English, i.e. Reading Age, Vocabulary Level and Spelling Age. In Mathematics the student's numeracy skills are determined.

At the end of each Semester parents receive a comprehensive report on their child's progress in accordance with NESA requirements. This also includes an effort rating of 1-5 in each of the Key Learning Areas for Years 1-6 of English, Mathematics, Science and Technology and HSIE.

Senior School

The KRB Senior School will provide your daughter with a structured educational community covering the NSW Education Standards Authority (NESA) <https://educationstandards.nsw.edu.au/wps/portal/nesa/home> supported by a strong and vibrant co-curricular program.

Curriculum Stages – Senior School

Years 7 - 12

Stage 4 – Years 7 & 8

Stage 5 – Years 9 & 10

Years 11 & 12 – Higher School Certificate (HSC)

Stage 4 – Years 7 & 8

Students study English, Geography, History, Languages, Mathematics, Music, Personal Development Health and Physical Education (PDHPE), Religious Education, Science, Technology and Visual Arts. Further details can be found in the Senior School Curriculum Handbook on the website at <http://www.krb.nsw.edu.au/1879/international>

Stage 5 – Years 9 & 10

Students study the compulsory subjects of Religious Education, English, Mathematics, Science, PDHPE and Australian History, Geography, Civics and Citizenship. Students can choose from Commerce, Design & Technology, Drama, French, Chinese (Mandarin), Music, Photographic and Design Media, Visual Arts, Elective History (Year 10), ESL and Information and Software Technology. Further details can be found in the Senior School Curriculum Handbook on the website at <http://www.krb.nsw.edu.au/1879/international>

Stage 6 - Years 11 and 12

During the Preliminary Course (Year 11) students must study a minimum of 12 units and during the HSC course (Year 12) students must study a minimum of 10 units in order to be awarded the HSC. All students must study at least 2 Units of English. At Kincoppal-Rose Bay School all students are also required to study at least 1 Unit of Studies of Religion. Further details can be found in the Senior School Curriculum Handbook on the website at <http://www.krb.nsw.edu.au/1879/international>

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

The Student Opportunity and Career Education Advisor and teachers assist students in appropriate course and subject selection.

ATTENDANCE AND ASSESSMENTS

School Hours and Attendance

School hours are between the hours of 8.30am to 3.10pm in the Senior School and between 8.25am and 3.00pm in the Junior School Monday to Friday. Strict and prompt attendance is required, including for sport training and fixtures and various other compulsory events that may occur before or after normal school hours or on weekends.

All Students 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.

Student Assessment and Reporting

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

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 9 are required to complete NAPLAN (National Assessment Program Literacy and Numeracy) and achieve a Band 8 or above score in Numeracy, Reading and Writing. Students who do not achieve this benchmark will be required to resit the NAPLAN examination in subsequent years.

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 NESA developed courses, which could include VET courses or Life Skills courses. They complete the mandatory hours of a NESA 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 NESA requirements for satisfactory completion of a course.

WELFARE AND ACCOMMODATION

Full fee paying students cannot change their accommodation arrangements without written approval from the Principal. (see Welfare & Accommodation Policy at www.krb.nsw.edu.au under International).

International students under the age 18 and applying for the Senior School (Years 7 to 11) are required to live in the boarding school located in the Main School Building.

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.

Year 12 boarders live in separate accommodation in twin or single rooms in Sheldon House located on the school campus.

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.

Notification of Change of Accommodation Arrangements

The Admissions Office will notify the Department of Immigration and Border Protection using the proforma letters available in PRISMS in the event that a full fee paying student under 18 changes approved living arrangements or if Kincoppal-Rose Bay School no longer approves the arrangements.

Monitoring, Assessing and Approving Accommodation and Welfare

Students in the Junior School are primarily cared for by their class 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.

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).

FEES AND CHARGES

These are outlined in the Schedule of Fees International available on the school website at <http://www.krb.nsw.edu.au/1879/international>. It is important to note that fees are subject to annual review and updated accordingly. It is recommended that you read the Schedule of Fees International and familiarise yourself with such policies regarding, e.g. withdrawal etc. Other costs relating to your enrolment include:

Overseas Student Health Cover (OSHC). We use Medibank as our provider for OSHC and provide the link to their website for your information https://www.medibank.com.au/overseas-health-insurance/oshc/	\$636.00 12 months
Higher School Certificate (HSC) The NSW Education Standards Authority (NESA) charges international students an administration and marking fee to cover the costs of the Higher School Certificate. This is a one-off payment when the student is in Year 12.	\$1,032 for students in 2017 (increases annually)
Building Fund This is a voluntary contribution with each fee statement to support ongoing improvements and expansion of our existing buildings and new developments	\$200 per statement
Information Technology Levy (IT Levy) All students, except students enrolled in Sophie's Cottage, are charged a levy on the first instalment notice. This levy covers new and contemporary technology services for 21 st century learning	\$200 first instalment notice
Learning Advantage Program All students enrolled in Years 5 – 12 are required to use the School's Learning Advantage Program notebook available to the student for the entire year.	\$250 and \$350 per quarter
School Uniform School uniform is compulsory. Full school uniform (including hat and blazer) must be worn to all formal events as well as to and from school. Appropriate and correct sports uniform must be worn when participating in school sport. Prices available from School Shop http://www.krb.nsw.edu.au/1847/beyond-class/uniform-shop	Full School Uniform approximately \$1,800 initial cost
Textbooks Students are required to bring all relevant textbooks to class, including Notebook. Textbooks can be purchased online from T's textbooks and depending on subject choices the price will vary in senior school	\$900 approximately
Sports Sport is compulsory at Kincoppal-Rose Bay School across various disciplines	\$500 - \$1,200 approximately
Camps, Retreats, Excursions and Incursions These include a range of activities all students are required to attend and the cost is not included in tuition fees. Refer to Schedule of Fees International for estimate only http://www.krb.nsw.edu.au/1879/international	\$50 - \$700 annually
NSW School of Languages and VET Courses Senior students who elect to undertake Language subjects through the NSW School of Languages or Vocational Education subjects will be responsible for some additional costs http://www.nswschoollang.schools.nsw.edu.au/	Varied
Before and After School Care For students from ELC (4 Year Olds) to Year 6 Before Care 7.00am – 8.00am After Care 3.30pm – 6.00pm	\$19.21 full fee (plus out of pockets) \$31.79 full fee (plus out of pockets)

Fee Payment Options

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.

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.

FULL FEE PAYING OVERSEAS STUDENTS GENERAL INFORMATION

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

Kincoppal-Rose Bay School has a uniform policy and requires all students to wear the full school uniform as part of the policy and code of conduct.

A list of uniform items, including updated price list, is provided prior to commencement. Further information about the School Shop can be found at <http://www.krb.nsw.edu.au/1847/beyond-class/uniform-shop>.

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 Usage

The 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.

Australia is a much drier country than some and many areas experience drought on a regular basis. Water must be managed carefully at all times.

Roads and Traffic

In Australia we drive on the left hand side of the road. If you come from a country where this is different you must be very careful when crossing the road during your stay in Australia.

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.

Food

Australians enjoy a diverse range of foods from many different cultures. However, our 'Australian' food is based on our British heritage and food is normally served on individual plates. The traditional evening meal may consist of one meat dish accompanied by at least three serves of vegetables.

Meals for the boarding community are catered for by a professional catering service and operates 7 days a week. Food is served on a self-select basis from either a hot or cold selection from well-balanced menu, including a nutritional selection of salads, pastas and fruit.

Medical Facilities

Rose Bay Family Medical Centre

23 Dover Rd

ROSE BAY NSW 2029

Telephone: 02 9371 6751

Rose Bay Medical Clinic

Shop 2, 733 New South Head Road,

Rose Bay, 2029

Telephone: (02) 9371 1100

info@rosebaymedicalclinic.com.au

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)

FULL FEE PAYING STUDENTS APPLICATION PROCESS

Information about the application process is available on the website at <http://www.krb.nsw.edu.au/1879/international>.

The Admissions Office at Kincoppal-Rose Bay School manages the application process and can be contacted at admissions@krb.nsw.edu.au, or telephone 02 9388 6014.

Families wishing to apply for a place at Kincoppal-Rose Bay School are required to attend a KRB Experience. Details are available on the website at <http://www.krb.nsw.edu.au/1879/international>. Personal tours of the School can also be arranged for overseas families and are done on request.

Making an Application

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 Application for Admission form. A non-refundable application fee of \$300.00 is also required to proceed with the application. You should also provide a copy of your current passport showing personal details.

Full fee paying overseas 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 for the Junior Secondary Course (Years 7 to 10) in Year 10 must begin the course at the beginning of Year 10 to meet course requirements. Similarly students applying to commence the Senior Secondary Course (Years 11 and 12) must begin the Preliminary HSC Course at the beginning of Year 11.

Accepting a Conditional Offer of Place

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 acceptance fees, including OSHC. On receipt of these the School will issue the CoFE and CAAW documents the student will need to apply for a student visa (500). The OSHC Medibank Policy Certificate will also be issued to the student.

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 and interviews at the School.

International students applying Years K - 5 will be informally assessed at interview by 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.

All International students 7-12 will complete an English skills test in reading writing, listening and speaking just prior to commencement. This ensures that the student is placed at the correct year level and will cope with the language demands of the curriculum.

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 we will not be able to continue with the application

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.

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.

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.

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.

School Calendar

There are four terms each year and the details of the current academic school year are available on the website at <http://www.krb.nsw.edu.au/2010/news-and-events/term-dates>.

Conditions of Entry

Current Conditions of Entry are issued with your conditional offer. Kincoppal-Rose Bay may alter these terms and conditions by giving at least one full school term's notice in writing, where such notice, to be effective, must be given on or before the last school day of the immediately preceding school term (e.g. if the change is to be effective from the commencement of term 4, notice would need to be provided on or before the last day of term 2). Changes will apply to all current and future students and their parents and guardians from the date specified in the notice.

PRIVACY AND SHARING INFORMATION

Information is collected on the Application for Admission document and during a student's enrolment at Kincoppal-Rose Bay School in order to meet the School's obligations under the Education Services for Overseas Students Act 2000 (Cth) and the National Code of Practice for Providers of Education and Training to Overseas Students 2017 (Cth) as well as ensuring student compliance with the conditions of their student visa (500) and obligations under Australian immigration laws. The authority to collect this information is found in the Education Services for Overseas Students Act 2000 (Cth), the Education Services for Overseas Student Regulations 2001(Cth) and the National Code of Practice for Providers of Education and Training to Overseas Students 2017 (Cth).

Kincoppal-Rose Bay from time to time discloses personal and sensitive information to third parties for administrative and educational purposes. This includes to other schools, government departments, government agencies and statutory boards (including the Catholic Education Commission, the NSW Board of Studies, the Australian Curriculum, Assessment and Reporting Authority (ACARA), medical practitioners, and people providing services to Kincoppal-Rose Bay, including specialist visiting teachers, (sports) coaches, counsellors and volunteers.

Kincoppal-Rose Bay School's Privacy Policy available on the school website, <http://www.krb.nsw.edu.au/1952/our-school/our-policies>, provides additional information on how the School handles personal information.

FULL FEE PAYING OVERSEAS STUDENT COMPLIANCE INFORMATION STATEMENT

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 2018
- 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 (pdf, docx). <https://internationaleducation.gov.au/Regulatory-Information/Documents/esosstudentfactsheetv3.pdf>

The reference in the ESOS Regulations to Overseas Students Health Cover (OSHC) information has been removed as this is a requirement under the Migration Regulations. More information on changes to the way OSHC is verified by the Department of Immigration and Border Protection is available from their website: <https://www.border.gov.au/Trav/Stud/More/Health-Insurance-for-Students>

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.

FULL FEE PAYING OVERSEAS STUDENTS ACCOMMODATION AND WELFARE

Kincoppal-Rose Bay School is committed to the care and wellbeing of all students. As a condition of the Student Visa 500 (condition 8532) full fee paying students under 18 years of age must maintain adequate welfare and accommodation arrangements at all times while a student studying in Australia. It is also a condition of enrolment at Kincoppal-Rose Bay School that full fee paying students over 18 years of age also maintain accommodation arrangements approved by the School.

Accommodation Options

Parent/s

Full fee paying boys and girls applying for the Junior School (ELC to Year 6) must live with at least one parent in Sydney.

Full fee paying day girls under the age 18 and applying for the Senior School can live with at least one parent, legal custodian or eligible relative. Where a full fee paying student is living in Sydney with at least one parent, legal custodian or eligible relative that person takes responsibility for the accommodation and welfare arrangements of the student. . In this instance Kincoppal-Rose Bay School does not provide a Confirmation of Appropriate Accommodation/Welfare Arrangements (CAAW) letter for the student.

The School monitors the living arrangements of its full fee paying students who live in Sydney with at least one parent, legal custodian or eligible relative as follows:

- Details must be given to and approved by the Principal at least 14 days prior to the parent/s, legal custodian or eligible relative being absent from Sydney while the student is studying at the School. Information to include how the student is being cared for during this absence
- Details must be provided prior to each holiday period, as to where and with whom the student will be spending that holiday. This is done online by fully completing and returning the Formstack Submission for Holiday/Term Break Information International Students provided to the students prior to the term break. A copy of the student's travel itinerary must be attached if the student is leaving the country.
- Any concerns regarding accommodation or welfare of the student through day-to-day monitoring of the student or through other credible means, will be investigated by the Director of Students to ensure that the arrangements in place are suitable as previously approved. This may involve interviewing the student and/or contacting the parent's, legal custodian or eligible relative as well as a home visit. Should there be a need for intervention this will be implemented with the approved of the Principal.

Boarding

Full fee paying students enrolled on a Student Visa (500) in Years 7 to 12 and not living with at least one parent, legal custodian or eligible relative must live in the boarding school. Students enrolled as boarders are expected to remain as boarders. Allocation of boarding places depends on this long term commitment. A change in status from day student to boarding student or boarding student to day student must be made in writing to the Principal (Schedule of Fees International) <http://www.krb.nsw.edu.au/1879/international>.

In the case of a full fee paying student residing in the boarding school the School is responsible for the provide the student with the Confirmation of Appropriate Accommodation/Welfare Arrangements (CAAW) letter need to apply for a Student Visa (500).

Homestay

Homestay may be considered as an option **(in exceptional circumstances only)** 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 <https://www.meridianhomestay.com.au/>. 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.

Holidays

- Kincoppal-Rose Bay School does not offer boarding accommodation for international students during long weekend breaks, mid-term holiday breaks or the longer December/January holiday period. Students are expected to return to the care of their parents during mid-term holidays. In the case of long weekends international students can live with a parent/s, legal custodian or eligible relative. If students do not have this option they must apply to our preferred Homestay provider, Meridian Homestay Services who will arrange suitable, approved accommodation in Sydney and a valid Working with Children Check clearance <https://www.meridianhomestay.com.au/>.
- Parents of International students are required to provide notification prior to each holiday period, as to where and with whom the student will be spending that holiday. This is done online by fully completing and returning the Formstack Submission for Holiday/Term Break Information International Students provided to the students prior to the term break. You must also attach your travel itinerary if relevant.
- Students are not permitted to live independently or without adult supervision at any time while they are a student at the School.

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.

Individual orientation programs are conducted for full fee paying students commencing other than at the beginning of the year.

Information provided during various orientation activities includes:

- Welcome from the Principal
- Additional tour of School
- Age appropriate activities
- Art experience
- Making friends
- Understanding a Sacred Heart School
- Student Life at KRB
- Outdoor Education Program Information Session
- Introduction to sport at KRB – student portal explanation – expectations

Approved Nominated Guardians

The Principal must be notified in writing as soon as there is a change in the nominated approved guardian's contact details and must approve in writing any change of guardian.

The School requires all full fee paying students enrolled at the School and living in Australia without the presence of parent/s, legal custodian or eligible to have an approved nominated guardian for the duration of their studies at Kincoppal – Rose Bay. An approved guardian is also required if the student lives in Sydney with parents and neither parent is proficient in English. A suitable relative or family friend is able to be the student's nominated guardian.

The nominated guardian must meet with the Head of Admissions at the time of the student's formal interview at the School. The School must approve the nominated guardian. Parents and nominated guardians must complete the Welfare and Accommodation document.

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 nominated guardian to:

- Live in Sydney, be at least 25 years of age, have proficiency in spoken and written English
- Attend parent/teacher scheduled interviews and other interviews where requested by the School
- Monitor welfare, discipline, academic progress and accommodation
- Maintain regular contact with the School through the Year Co-ordinator or International Student Co-ordinator regarding the student's welfare and progress
- Be the point of contact at all times for the School
- Remain in Sydney at all times during the student's enrolment at the School unless by prior notification to the Principal within 10 days of any proposed departure from Sydney
- Arrange the student's approved accommodation, activities and travel during school holidays
- Ensure the student receives proper medical attention if needed in consultation with parents and the School where appropriate
- Maintain regular contact with the parents regarding the student's welfare and progress
- Ensure the student's whereabouts are known at all times
- Ensure that the student holds a current passport and visa and arranging extension or renewal if required.

Parents and approved nominated guardians must complete the Welfare and Accommodation document and the guardians must provide a current Working with Children Check. Further information on Working with Children Check and how to apply can be found at <http://www.kidsguardian.nsw.gov.au/child-safe-organisations/working-with-children-check/apply>

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 (500) 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 <https://www.medibank.com.au/overseas-health-insurance/oshc/essentials-oshc/>

Welfare, Support and Pastoral Care

The personal safety and wellbeing of students at Kincoppal-Rose Bay School is taken very seriously. The School will contact parents in a timely manner if the welfare of a student is of concern or will contact the approved guardian if the parents cannot be reached or do not speak /understand English. Parents are also welcome to contact the School at any time if they are concerned about their daughter's welfare or any other matters.

New full fee paying students meet with the Principal soon after commencing at the School. Regular individual or group meetings to assess and monitor a student in the early part of commencement are also conducted by the Deputy Principal. These outcomes are retained in the student's file.

All students participate in the Pastoral Care programme at Kincoppal-Rose Bay School where welfare is monitored.

The boarding school maintains regular email contact with parents and guardians of full fee paying students.

Where there may be concerns about the welfare of a full fee paying student the Director of Boarding and/or Director of Students will contact the student's parents or in the absence of parents the nominated guardian will be contacted. A meeting may be schedule with the student and parents or nominated guardian if required.

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. Students have access to Learning Support staff, Health Care Centre, School Counsellors and the Student Opportunity and Career Education Advisor.

Change of Address and 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.

Kincoppal-Rose Bay School requires current contact and address details for international students. Parents must provide this information to the School every six months. This is done online by fully completing the International Student Contact Information formstack provided to the student at the beginning of Semesters 1 and 2.

Kincoppal-Rose Bay School Policies

As a condition of enrolment, students must abide by all School policies and codes of behaviour for the duration of their enrolment. These include policies in relation to discipline, attendance, homework, bullying etc.

To meet our obligations for international students our policies, listed below, are also available on the school website <http://www.krb.nsw.edu.au/1879/international>.

- 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 who must abide by all School policies and codes of behaviour for the duration of their studies at the School:

- [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:
<http://www.krb.nsw.edu.au/1952/our-school/our-policies>

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.

School Person	Location	How they can assist
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 Alleged/actual incidents of abuse
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 Alleged/actual incidents of abuse
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 Alleged/actual incidents of abuse
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 Alleged/actual incidents of abuse
Admissions	Main School Building, near Main School Reception	Enrolments Visa/Passport Homestay/guardian matters

FULL FEE PAYING STUDENTS COMPLAINTS AND APPEALS POLICY

Purpose

The purpose of Kincoppal-Rose Bay School's Complaints and Appeals Policy is to provide the opportunity to access procedures to facilitate the resolution of a dispute or complaint and to outline the principles applied to the handling and resolving of all disputes and complaints made to the School involving staff, students and parents. The Internal Complaints and Appeals processes are conciliatory and non-legal.

Employees of Kincoppal-Rose Bay School are responsible for managing the resolution of enquiries, concerns, complaints and disputes lodged by students, parents and members of the community. Staff will make every effort to resolve all enquiries, concerns, complaints and disputes promptly and in accordance with procedural fairness/natural justice principles.

The Principal is responsible for establishing and maintaining processes for the management and review of enquiries, concerns, complaints and disputes.

The School's mechanisms for the resolution of complaints Include:

- Procedures outlined in this policy
- The KRB Positive Peer Relations Policy
- The KRB Behaviour Management Policy
- Complaints may also be lodged outside the School at the Australian Human Rights Commission

Principles

The following principles apply:

- Student well-being is the first priority
- The process is accessible to all parties and there is a commitment to cooperation by School Staff
- Procedural fairness is offered to all parties
- The subject of the complaint is informed of its substance
- Confidentiality is always maintained as appropriate
- Complaints are monitored and their management evaluated to pre-empt systemic /recurring issues
- All persons in the school community are entitled to respect and courtesy
- Complainants are entitled to be dealt with fairly and promptly
- Procedures for lodging a complaint are communicated to the school community
- The Principal will appoint an independent investigator as required when dealing with a complaint

Procedures

Students, parents, members of the community and Staff employed by the School may lodge a complaint with the Principal. This may be about the provision of education /conduct of a school employee.

Complaints will be handled promptly, confidentially and according to procedural fairness. Appropriate confidentiality will be maintained between parties involved and support persons (unions or professional associations).

Teachers must:

- Maintain confidentiality
- Resolve complaints where possible
- Communicate outcomes of all complaints to the Principal
- Refer complaints to the Principal where appropriate

The Principal must:

- Maintain confidentiality and impartiality
- Ensure complaints are resolved
- Ensure that procedures for resolving complaints are communicated to Staff and parents

- Ensure complainants and respondents are aware that they can have a support person present during discussion
- An Investigator will be appointed by the Principal, follow direction from the Principal and according to the principles of procedural fairness. The Investigator will inform the Principal of the findings of the investigation. The Principal will inform the claimant and the respondent of the findings. In the case of International students / parents a suitable interpreter will be provided for the duration of the procedures.

Complaints against other Students

Grievances brought by a student against another student will be dealt with under the School's Behaviour Management Policy (Senior) / (Junior).

Informal Complaints Resolution

- First, Kincoppal-Rose Bay School requires that there is an attempt to informally resolve the issue through mediation or informal resolution of the complaint.
- The student should contact the Year Co-ordinator in the first instance to attempt mediation/informal resolution of the complaint.
- If the matter cannot be resolved through mediation/informal resolution, it will then be referred to the Principal/Director of Boarding and Kincoppal-Rose Bay School's internal formal complaints and appeals handling procedure will be followed, i.e.:
 - Boarding - Director of Boarding
 - Academic - Director of Curriculum
 - All other matters - Deputy Principal

Formal Complaints Handling Procedure

The process of this grievance procedure is confidential and any complaints or appeals are a matter between the parties concerned and those persons directly involved in the complaints handling process.

- The student must notify the School in writing of the nature and details of the complaint or appeal. Written complaints or appeals are lodged with the Principal.
- Where the Internal Complaints and Appeals process is being accessed because the student has received notice from the School that the School intends to report the student for unsatisfactory course attendance, unsatisfactory course progress or suspension or cancellation of enrolment, the student has 20 days from the date of notification in which to lodge a written appeal.
- Internal Complaints and Appeals processes are usually available to students at no cost. Should a cost be incurred then the student will be advised of the minimal amount involved.
- Each complainant has the opportunity to present her case to the Principal.
- Students may be accompanied and assisted by a support person at all relevant meetings.
- The formal grievance process will commence within ten (10) working days of the lodgement of the complaint or appeal to the Principal.
- Once the Principal has made a decision regarding the complaint or appeal, the student will be informed in writing of the outcome and the reason(s) for the outcome.
- If the grievance procedure finds in favour of the student, Kincoppal-Rose Bay School will immediately implement the decision and any corrective and preventative action required.
- Kincoppal-Rose Bay School undertakes to finalise all grievance procedures within ten (10) working days.

The student is required to maintain normal enrolment and attendance at all classes during the appeals process unless the School determines otherwise.

External Appeals Process

- If the complaints procedure does not find in favour of the student, or the student is dissatisfied with the result of the complaints procedure, the student will be informed of the External Complaints and Appeals process available at minimal or no cost.
- The external body used for Kincoppal-Rose Bay School's External Complaints and Appeals processes is the Association of Independent Schools (AIS).
- The student may lodge an external appeal through the Overseas Students Ombudsman (OSO) who will investigate complaints about problems overseas students or potential overseas students may be experiencing with private education and training in Australia. The services of the OSO are free.
- The OSO will determine whether the School followed its policies and procedures correctly and treated the full fee paying student fairly. The OSO cannot make decisions about academic merit nor will it investigate a complaint that has not been first raised with the School.
- The OSO may request the School to make an apology, change or review its decision, change its policies and procedures, issue a refund or take other action. Kincoppal-Rose Bay School agrees to be bound by the OSO's recommendations and will ensure that any recommendations are fully implemented.

Contact Details for the OSO:

Email ombudsman@ombudsman.gov.au

Telephone 1300 362 072 within Australia, or +61 2 6276 0111 outside Australia

Facsimile 02 6276 0123 within Australia, or +61 2 6276 0123 outside Australia

PO Box GPO Box 442 Canberra ACT 2601

Website www.oso.gov.au

<http://www.krb.nsw.edu.au/userfiles/kincoppal/documents/Policies/2015/Complaints%20and%20Appeals%20Policy.pdf>

FULL FEE PAYING OVERSEAS STUDENTS COURSE CREDIT

Kincoppal-Rose Bay School does not offer course credit and entry into any course is subject to the assessment of the School.

FULL FEE PAYING STUDENTS COURSE PROGRESS AND ATTENDANCE POLICY

Purpose

The purpose of this policy is to outline the School's policy and procedures in regards to course progress and attendance for overseas students.

Confirmation of Enrolment Form and Course Duration

The Confirmation of Enrolment Form (CoE) indicates the start and end date of the student's course duration.

A course is considered to be:

Primary (Kindergarten to Year 6)

CRICOS Course Code 041274A

Junior Secondary (Years 7 to 10)

CRICOS Course Code 041275M

Senior Secondary (Years 11 & 12)

CRICOS Course Code 041276K

Course Progress

- (a) Kincoppal-Rose Bay School will monitor, record and assess the course progress of each student for the course in which the student is currently enrolled as stated in the CoE.
- (b) The course progress of all students will be assessed at the end of each semester of enrolment.
- (c) Students who commence their studies at Kincoppal-Rose Bay School during a semester will be assessed after one full period of attendance.
- (d) To demonstrate satisfactory course progress, students will need to achieve competency in 50% or more of units in any semester of enrolment. This could be indicated by a grade A-C in 50% or more of their units reported in the Semester 1 or 2 reporting cycle.
- (e) If a student does not achieve competency in 50% or more of units in any semester of enrolment, the Pastoral Mentor, Year Coordinator and International Students Coordinator (as required) will meet with the student to develop an intervention strategy for academic improvement. This may include:
 - (i) Additional help from the classroom teacher outside of class time (e.g. lunch) and/or the provision of further resources (e.g. websites, texts) that the student could consult to support their learning
 - (ii) Learning support assistance through the after school Homework Centre in the school library
 - (iii) Learning support assistance through the Library tutoring service
 - (iv) Assistance with time management, planning, organization and/or study skills
 - (v) Voluntary sessions with the School Counsellor
 - (vi) Learning support sought through the Student Learning Services Team
 - (vii) Other intervention strategies as deemed necessary
- (f) A copy of the student's individual strategy and progress reports in achieving improvement will be forwarded to parents.
- (g) The student's individual strategy for academic improvement will be monitored over the following semester by the Pastoral Mentor and Year Coordinator and a record of the student's response to the strategy will be maintained.

- (h) If the student does not improve sufficiently academically and achieve satisfactory course progress by the end of the next assessment period, Kincoppal-Rose Bay School will advise the student in writing of its intention to report the student for breach of visa condition 8202, and that the student has 20 working days in which to access the School's Internal Complaints and Appeals process.
- (i) Kincoppal-Rose Bay School will notify DIBP via PRISMS of the student not achieving satisfactory course progress as soon as practicable where
 - (i) the student does not access the complaints and appeals process within 20 days, or
 - (ii) withdraws from the complaints and appeals, or
 - (iii) the complaints and appeals process results in favour of the School.

Completion Within Expected Duration Of Study (Course Progression)

- (a) As noted in 1(a), the School will monitor, record and assess the course progress of each student for the course in which the student is currently enrolled as stated in the CoE.
- (b) Part of the assessment of course progress at the end of each semester will include assessment of whether the student's progress is such that they are expected to complete their course within the expected duration of the course.
- (c) The School will only extend the duration of the student's study where the student will not complete their course within the expected duration due to:
 - (i) compassionate or compelling circumstances
 - (ii) student participation in an intervention strategy as outlined in 1(e)
 - (iii) an approved deferment or suspension of study has been granted in accordance with Kincoppal-Rose Bay School's Deferment, Suspension and Cancellation Policy.

Where the School decides to extend the duration of the student's study, the School will report via PRISMS and/or issue a new CoE if required.

Course Attendance

- (a) Satisfactory course attendance is attendance of 80% of scheduled course contact hours.
- (b) Student attendance is:
 - (i) checked and recorded daily
 - (ii) assessed regularly
 - (iii) recorded and calculated over each semester.
- (c) Late arrival at school will be recorded and will be included in attendance calculations.
- (d) All absences from school are to be accompanied by a certified medical certificate, an explanatory communication from the student's approved guardian, or evidence that leave has been approved by the Principal.
- (e) Any absences longer than five (5) consecutive days without approval will be investigated.

<http://www.krb.nsw.edu.au/userfiles/kincoppal/documents/Policies/2015/Course%20Progress%20and%20Attendance%20Policy%20-%20Overseas%20Students.pdf>

FULL FEE PAYING STUDENTS DEFERMENT, SUSPENSION AND CANCELLATION POLICY

Purpose

The intent of this policy is to communicate principle and procedures relating to the deferment, suspension and cancellation of courses for overseas students.

Deferment of Commencement of Study Requested by Overseas Student

A deferment occurs when an enrolment is postponed to a future date.

- (a) Kincoppal-Rose Bay School will only grant a deferment of commencement of studies for compassionate and compelling circumstances. These include but are not limited to:
 - illness, where a certified medical certificate states that the student was unable to attend classes
 - bereavement of close family members such as parents, siblings or grandparents (where possible a certified death certificate should be provided)
 - major political upheaval or natural disaster in the home country requiring emergency travel that has impacted on studies
 - a traumatic experience which has impacted on the student (these cases should be where possible supported by police or psychologists' reports)
 - failure of the student to meet English testing standards to ensure success at school
- (b) The final decision for assessing and granting a deferment of commencement of studies lies with the Principal.
- (c) Deferment will be recorded on PRISMS depending on the student's CoE status.

Suspension of study requested by student

A suspension occurs when an enrolment is suspended for a period of time as determined by the Principal.

- (a) Once the student has commenced the course, Kincoppal-Rose Bay School will only grant a suspension of study for compassionate and compelling circumstances. These include but are not limited to:
 - illness, where a certified medical certificate states that the student was unable to attend classes
 - bereavement of close family members such as parents, siblings or grandparents (where possible a certified death certificate should be provided)
 - major political upheaval or natural disaster in the home country requiring emergency travel that has impacted on studies
 - a traumatic experience which has impacted on the student (these cases should be where possible supported by police or psychologists' reports)
- (b) Suspensions will be recorded on PRISMS.
- (c) The period of suspension will not be included in attendance calculations.
- (d) The final decision for assessing and granting a suspension of studies lies with the Principal.

Assessing requests for deferment or suspension of studies

- (a) Applications will be assessed on merit by the Principal.
- (b) All applications for deferment or suspension will be considered within 10 working days.

Short Term Exclusion from class (1 - 28 days)

- (a) Kincoppal-Rose Bay School may exclude a student from class studies on the grounds of misbehaviour by the student. Exclusion will occur as the result of any behaviour identified as resulting in exclusion of Kincoppal-Rose Bay School Senior School Behaviour Management Policy or Boarding House Behaviour Management Policy.
- (b) An excluded student must abide by the conditions of her exclusion from studies which will depend on the welfare and accommodation arrangements in place for each student and which will be determined by the Principal/Director of Boarding.
- (c) Where the student is provided with homework or other studies for the period of exclusion, the student must continue to meet the academic requirements of the course.
- (d) Exclusions from class will not be recorded on PRISMS. New South Head Road Rose Bay NSW 2029 Australia Tel +61-2-9388 6000 Fax +61-2-9388 6001 www.krb.nsw.edu.au ABN 47 003 942 603 CRICOS Provider Code 02268M
- (e) Periods of 'exclusion from class' will not be included in attendance calculations as per Kincoppal Rose Bay School's Course Progress and Attendance Policy.

School initiated suspension of studies (28+ days)

- (a) Kincoppal-Rose Bay School may initiate a suspension of studies for a student on the grounds of misbehaviour by the student. Suspension will occur as the result of any behaviour identified as resulting in exclusion of Kincoppal-Rose Bay School Senior School Behaviour Management Policy or Boarding House Behaviour Management Policy.
- (b) A suspended student must abide by the conditions of her exclusion from studies which will depend on the welfare and accommodation arrangements in place for each student and which will be determined by the Principal.
- (c) A student who has been suspended for more than 28 days will be required to return to her home country by DIBP unless special circumstances exist (e.g. the student is medically unfit to travel).
- (d) If special circumstances exist, the student must abide by the conditions of her suspension which will depend on the welfare and accommodation arrangements in place for the student and which will be determined by the Principal/Director of Boarding.
- (e) A suspension will be recorded on PRISMS.
- (f) The period of suspension will not be included in attendance calculations as per Kincoppal-Rose Bay School's Course Progress and Attendance Policy.

Cancellation of enrolment

A cancellation occurs when a family decides to withdraw from enrolment procedures, or the School determines that the enrolment is no longer viable.

The student and parents will be notified in writing of the School's intention to cancel the student's enrolment. Where the enrolment of a student has been cancelled, the student has 28 days to enrol in an alternative course or return home. All relevant document is maintained on the student's file.

- (a) Kincoppal-Rose Bay School will cancel the enrolment of a student under the following conditions:
 - failure to pay course fees
 - failure to maintain approved welfare and accommodation arrangements (visa condition 8532).
 - any behaviour identified as resulting in exclusion of Kincoppal-Rose Bay School Senior School Behaviour Management Policy or Boarding House Behaviour Management Policy.
- (b) Kincoppal-Rose Bay School is required to report failure to maintain satisfactory course progress and failure to maintain satisfactory attendance to the Department of Immigration and Border Protection DIBP which will result in automatic cancellation.
<http://www.krb.nsw.edu.au/userfiles/kincoppal/Deferment%20Suspension%20and%20Cancellation%20Policy%20-%20Overseas%20Students.pdf>

FULL FEE PAYING STUDENTS REFUND POLICY

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.

Application Fee

The Application fee is non-refundable.

Acceptance Fee

The Acceptance Fee is non-refundable whether the student commences at the School.

The Acceptance Fee is not credited towards tuition or boarding fees.

Visa Application Rejected

The School will refund within 28 all pre-paid tuition and non-tuition fees, including OSHC (Medibank), less \$300 administration costs, where the student produces Department of Immigration & Border Protection evidence of refusal.

Conditional Offer

The School will refund within 28 days any amounts paid to the School specified in the conditional offer where the student has not satisfied the conditions of the conditional offer of enrolment and the student is not enrolled in the School.

Cancellation of Enrolment by Parents Prior to Commencement

Where a student's enrolment is cancelled by the parents more than 28 days before the start of the agreed course, and the parents have provided written notice to the Principal, the School will refund all pre-paid tuition and non-tuition fees, including OSHC, less \$300 administration costs.

Where a student's enrolment is cancelled by the parents less than 28 days before the start of the agreed course, and the parents have provided written notice to the Principal, the School will not refund any prepaid tuition fees, non-tuition fees, including OSHC.

Cancellation of Enrolment by Parents Subsequent to Commencement

Where a student's enrolment is cancelled by the parents after the student has commenced the course, one full term's notice in writing to the Principal must be provided (refer to Schedule of Fees International). If such notice is not provided a late withdrawal fee equal to one full term's tuition fees (and boarding fees where applicable) excluding sibling discount will be applied.

A student attending the School on advance payment of fees is withdrawn without a full term's notice, the School will refund any amount equivalent to the remaining year's tuition fees, less one full term's fees and the 3.75% advance fee rebate.

<http://www.krb.nsw.edu.au/userfiles/kincoppal/2017%20%20International%20Schedule%20of%20Fees%20FINAL%20170117.pdf>

Cancellation of Enrolment for Specified Reasons

Where a student's enrolment is cancelled for any of the following reasons a withdrawal fee is payable equal to one full term's tuition fees (and boarding fees if relevant) for the current term:

- failure to maintain satisfactory course progress for each study period (visa condition 8202)
- failure to maintain satisfactory attendance for each study period (visa condition 8202)
- failure to maintain approved welfare and accommodation arrangements (8532)
- failure to pay course fees
- any inappropriate behavior identified in The Kincoppal – Rose Bay School ELC – 12 Behaviour Management Policy is located at <http://www.krb.nsw.edu.au> and also in the student School Diary.

Request for Refunds

A request for a refund must be made in writing by the parents and addressed to The Principal. Refunds will be reimbursed in Australian dollars and payment made direct to your current bank account as provided to the School in your request for a refund or unless otherwise specified in writing.

Change in Visa Status

If a student becomes an Australian resident during the course of studies or otherwise has a change of visa status such that they no longer require a Student Visa, there will be no adjustment to the fees paid for the remainder of the calendar year.

Tuition Protection Service

If for any reason the School is unable to offer a course before commencement, a full refund of the enrolment fee, and any pre-paid tuition fees (and boarding fees if applicable) will be made within 14 days of notification of course cancellation.

If for any reason the School is unable to continue to offer a course after commencement, a full refund of any pre-paid tuition fees (and boarding fees) if applicable, for the proportion of the course not delivered, will be made within 14 days of notification of course cancellation. In these cases the student will receive advice to seek assistance from the Australian Government's Tuition Protection Service (TPS).

Students will be notified within three working days and the appropriate notifications made in PRISMS. The TPS ensures that full fee paying overseas students are able to either complete their studies in another course or with another education provider, or receive a refund of their unspent tuition fees. Students will either be placed in an alternate course within 14 days or unspent fees will be refunded if an alternative course cannot be found.

The outcome of this process will be reported via PRISMS within seven working days. TPS is designed to maintain the integrity and international reputation of the industry and registered providers. As a registered provider, Kincoppal-Rose Bay School pays an annual Tuition Protection Service Levy for each calendar year. See www.tps.gov.au for more information.

Consumer Protection

This policy and the availability of complaints and appeals processes does not remove the right to take further action under Australia's consumer protection laws.

FULL FEE INTERNATIONAL STUDENTS TRANSFER REQUEST POLICY

When to Transfer

Full fee paying international students are restricted from transferring until they have completed the first six months of the first school course unless the transfer reason is an exception.

- if the student's course or school is no longer registered
- a Government sponsor (if applicable) considers a transfer to be in the best interests of the student
- if the student is granted a letter of release

Applying for a Letter of Release

Full fee paying international students/parents can apply to Kincoppal-Rose Bay School for a letter of release enabling the student to transfer to another education provider prior to completing the first six months of the first school course.

Kincoppal-Rose Bay will issue a letter of release 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 first school 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 and provides evidence

An application to transfer to another registered provider may have visa implications and the student/parents will be advised to contact the Department of Immigration and Border Protection (DIBP) as soon as possible to discuss possible implications.

The nearest DIBP office in Sydney is

Upper Ground Entrance

26 Lee Street

Sydney NSW 2000

Postal address

GPO Box 9984

Sydney NSW 2001

Counter hours

9 am to 4 pm Monday to Friday

Telephone

+61 131 881

Email

Student.centre@immi.gov.au

An application for a letter of release will be considered based on reasons provided by student/parents for release and a decision, based on the School receiving all required documentation, will be made and student/parents notified within 14 days.

Granting or Refusal of a Letter of Release

Kincoppal-Rose Bay School will provide a letter of release where the transfer is determined not to be to the detriment of the student.

The following examples for granting a letter of release include:

- The student has changed welfare and accommodation arrangements and no longer lives within reasonable travelling distance of Kincoppal-Rose Bay School
- Kincoppal-Rose Bay School has agreed that the student would be better placed in a course not provided at the School
- The new education provider is better suited to meet the student's academic capabilities or long term goals
- The course selected by the student does not meet the student's expectations
- The student will have access to better support, such as cultural support, closer to family and friends by changing education provider.

The following examples for refusing a letter of release include:

- The student's progress is likely to be academically disadvantaged or detrimental to the student's progress
- The student has only just commenced at Kincoppal-Rose Bay School and has not given support services a reasonable time to be fully implemented
- The student is trying to avoid being reported to the Department of Immigration and Border Protection for failure to meet student visa conditions
- Kincoppal-Rose Bay School believes that the student is otherwise influenced by friends to transfer to another education provider

The decision to grant or refuse a letter of release is made by the Principal. Should the request be refused the student/parents will be informed in writing by the Principal including the reason/s for refusal. The student/parents may appeal the decision to refuse a letter of release, or appeal if Kincoppal-Rose Bay School has not responded within the timeframe.

<http://www.krb.nsw.edu.au/userfiles/kincoppal/documents/Policies/2015/Student%20Transfer%20Request%20Policy%20-%20Overseas%20Students.pdf>

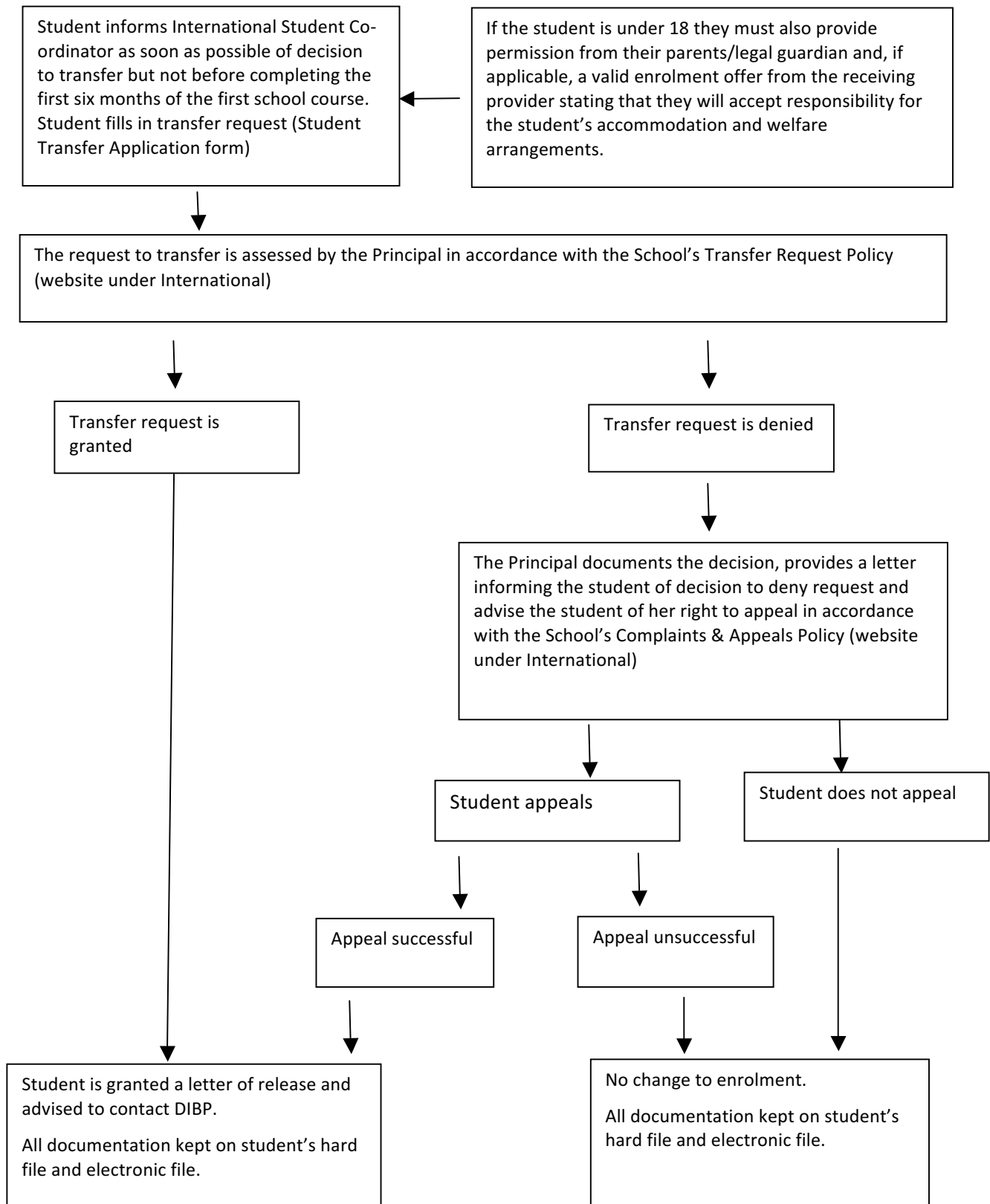
Enrolment of a Student from Another Provider

Kincoppal-Rose Bay School does not actively recruit students from other education providers.

Kincoppal-Rose Bay School will not knowingly enrol a student from another education provider before the student has completed six months of their principal course except where:

- The original education provider has ceased to be registered or the course the student was enrolled in has been deregistered
- The original registered provider is provided a letter of release
- The student is prevented from continuing the principal course due to sanctions imposed on the original registered provider
- A government sponsor of the student considers the change to be in the student's best interests and provides evidence to support the change

All relevant documentation relating to the transfer of a student under six months of completing the principal course is retained in the student's file

Procedure for Student Transfer Request

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) ☐



KINCOPPAL – ROSE BAY
SCHOOL OF THE SACRED HEART

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Rose Bay NSW 2029

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www.krb.nsw.edu.au

CRICOS Provider Code 02268M