



ST. ANDREW'S GRAMMAR

International Students Information Booklet

**Information regarding Enrolment Procedures, Entry Requirements, Fees,
Orientation, Accommodation and Education at St. Andrew's Grammar**

ST. ANDREW'S GRAMMAR

Thank you for your enrolment inquiry. St. Andrew's Grammar represents an investment in your child's future.

St. Andrew's Grammar is a co-educational day school. The campus is located on 10.2 hectares of land bounded by Alexander Drive, Hellenic Drive and Reid Highway in the suburb of Dianella. The School is located 12 kilometres north of the Perth City Centre.

The School caters for students from Kindergarten to Year 12. The School operates as two sub-schools, Primary (Years K-6) and Secondary (Years 7-12). Each sub-school is overseen by a Head of School and is designed to respond best to the needs of its students. Curriculum continuity and educational management policy bind the sub-schools to create a single entity that is St. Andrew's Grammar.

The ever-increasing School facilities comprise modern, bright and well-equipped classrooms. In addition to areas set aside for specialist subjects, the School boasts an innovative and progressive Early Learning Centre. The spacious play areas are continually being upgraded and improved as the growth of the School demands.

St. Andrew's Grammar welcomes International students who wish to complete their education in a school with an incredibly multicultural and intercultural flavour. St. Andrew's Grammar is rich in culture and diversity. Today, we are proud to be able to say that we have enrolled over 40 nationalities amongst our student body.

We believe that the experience of sharing and developing life skills with students from across the globe assists our students in developing a more dynamic and valid world view, promotes qualities of tolerance and an understanding of the needs of others.

This is a very special school. Many of the students have been with us for many years and have forged close friendships. Others have joined us recently and been accepted immediately and without question. Each student is considered special. Small class sizes ensure that you are not simply a number but a very important member of our school family.

Pastoral care is paramount. There is a strong Behaviour Management Policy that focuses on positive behaviours but encourages students to be responsible members of the School community. There is a no tolerance policy towards bullying. We have a multi-cultural school that embraces the beliefs and cultures of others, while drawing on the richness of our Greek heritage.

A variety of Extra-Curricular activities, After School Sports and Specialist Programs are offered to the students.

The School is wholly owned by the Hellenic Community of Western Australia Incorporated (HCWA). It was formed as an inter-cultural school with the aim of providing affordable educational opportunities for families seeking a unique Orthodox Christian academic education within a safe and caring learning environment. The School Board forms the governing body of the School. It comprises of representatives from the HCWA, the Greek Orthodox Archdiocese, the Parents and Friends Association and the Greek Government through the Consul of Greece.

The Education Services for Overseas Students (ESOS) Act 2000

The Australian Government wants overseas students in Australia to have a safe, enjoyable and rewarding place to study. Australia's laws promote quality education and consumer protection for overseas students. It is very important that you check these guidelines if you require accurate information about study in Australia. The website is:

<https://docs.education.gov.au/node/39586>

All parents of prospective International students are advised to read this information first before proceeding with the enrolment of their child.

General Enrolment Information

All applications for enrolment must be made on the official Application for Admission Form only and a preliminary interview with the parents and student is required prior to enrolment. At the school's discretion, this interview can take place via a suitable technology platform such as Skype or Facetime.

The Application for Admission Form must be completed and signed by the Parents/Guardians. This form can be found on our website (www.sag.wa.edu.au) or alternatively it can be emailed / posted to you with our whole school prospectus.

Criteria for selection will include amongst other items, the time of the original application, previous school reports, English Language competence, siblings of current and past students and the willingness to embrace the School's faith, philosophy and objectives.

Parents wishing to change the date of entry of a student to the School must give notice to the Principal at least 10 weeks prior to the originally accepted date otherwise the Enrolment Fee will be forfeited. This change may only occur if a vacancy for the altered date exists.

The Board retains the right to refuse enrolment and its decision in this respect shall be final. It is the duty of the parents to advise the School of any change of particulars shown on the original Application for Enrolment Form.

Parents and Guardians of International students are advised of their obligation to notify the School of a change of address whilst their child is enrolled at the School. This notification must be in writing to the School Administration and must take place within seven (7) days of the change of address. Failure to advise the School may place the child's visa at risk.

Agents

St. Andrew's Grammar may liaise with agents for overseas students at the School's discretion. However, overseas student enrolment at St. Andrew's Grammar is entirely at the discretion of the School.

Entry Requirements

International students must meet the School's academic and English requirements before enrolling.

As per the School Enrolment Form, students from English speaking countries are required to submit two recent school reports.

Students from non-English speaking countries should submit a copy of a current AEAS (Australian Education Assessment Services) assessment so that the School is able to determine the student's English language ability and the appropriate academic entry point. To find out further details about AEAS testing, visit the website at <http://aeas.com.au/home/welcome/>. Alternatively, St. Andrew's Grammar will liaise with Phoenix Academy in Perth in cases where students have completed an intensive English language course at Phoenix Academy.

The Principal will also assess the student during an enrolment interview once the student arrives in Australia.

English Level Required

Students who already learn in an English language medium may not be required to submit additional proof of English levels.

Students commencing in Years 10 to 12 should have already reached an Upper Intermediate ESL level. Students commencing in Years 7-9 should have reached a high Intermediate level prior to commencing at St. Andrew's Grammar.

Students who have not reached the minimum English level will be required to take additional ELICOS training in a High School Preparation Programme in their home country or undertake an intensive English Course at a centre such as Phoenix Academy located at 223 Vincent Street West Perth until their English levels have improved sufficiently prior to commencing their course of study at St. Andrew's Grammar.

St. Andrew's Grammar does not offer English as a Second Language (ESL) classes and all prospective International students are expected to have acquired an English level appropriate to learning in an English language medium.

Course Details

Students enrolled at St. Andrew's Grammar follow the K – 12 Curriculum Framework authorised by the Western Australian Government. All courses are fully accredited by the School Curriculum and Standards Authority (SCSA) of WA and, upon satisfactory completion of Years 11 and 12, a Western Australian Certificate of Education (WACE) will be awarded. Senior Years at St. Andrew's Grammar School are Years 10 to 12.

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

<http://www.scsa.wa.edu.au>

Enrolling as an International Student

To initiate an enrolment, please complete the Application for Admission form and return to the School Office in person, by post or by email.

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

- copies (translated into English) of the applicant's two most recent school reports,
- a testimonial from the Principal of the applicant's current school,
- a copy of a current AEAS (Australian Education Assessment Services)
- a copy of the applicant's Birth Certificate,
- a copy of the applicant's passport, and
- evidence of permanent residency status or special visa provision (where applicable)
- immunisation records
- the \$50.00 Admission Fee

Once your Application for Admission is received by the school, you will receive a letter of acknowledgement. The next step is an enrolment interview, (this may be carried out via an online medium such as Skype if the student is not in Australia). This will need to take place before the student begins school. After the interview, if a formal offer of a place is made, parents will be asked to confirm their acceptance by completing the Written Agreement/Acceptance of Enrolment form and making payment of the acceptance fee (\$500). Once the completed forms are returned and the acceptance fee is paid, the place is confirmed as reserved for that student and you will receive this in writing as a letter from the school.

Overseas Health Cover

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

Confirmation of Enrolment (CoE)

Following confirmation of your placement and receipt of Student Health Cover, the school will produce a Confirmation of Enrolment and a Student Welfare Letter in order for a student visa to be issued by the Australian Embassy or High Commission. More information can be found on <http://www.border.gov.au/Trav/Visa/Onl> on applying for a student visa.

Complying with Visa Conditions

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

- maintaining satisfactory attendance;
- achieving satisfactory academic results;
- notifying the School of any change of your address; and
- maintaining medical cover.

Student visa holders must comply with a number of visa conditions, including Condition 8202 – Meeting Course Requirements. If you have not achieved satisfactory academic course progress or have poor attendance, the School must notify the Department of Education, Employment and Workplace Relations (DEEWR) and Department of Immigration (DIAC) that you have breached this visa condition. This may have serious implications for your student visa and future study options in Australia.

Education providers are required to report students failing to comply with the attendance or course progress requirements of their visa to the department through the Provider Registration and International Student Management System (PRISMS) system.

Staff Development

St. Andrew's Grammar provides information to ensure that those who interact directly with International students are aware of St. Andrew's obligations under the ESOS framework and the potential implications for students arising from the exercise of these obligations. This may involve the whole staff of St. Andrew's Grammar School being delivered a Professional Learning session or selected staff representatives as required. The focus of the professional learning provided to St. Andrew's Grammar staff is to communicate to the staff the school's contractual obligations to International students, the obligations under the ESOS and ESPRA frameworks and to address issues relating to accommodating International students in the St. Andrew's Grammar Community.

Monitoring Course Progress Policy

St. Andrew's Grammar uses a variety of means to determine whether a student has made satisfactory progress. Pastoral Care meetings occur on a regular basis throughout the year to assess students at risk. Where a student is identified as 'at risk' by the relevant staff, the student and their parents / guardians will be contacted. The National Code requires that the School implements and records the intervention strategy implemented to remedy the situation. This confidential information will be kept in the Academic Director's records and on the student's file.

The School provides formal reports at the end of each semester. The School has an online platform accessible to parents of students in the Secondary School called SEQTA. Parents and Homestay can access this platform directly, showing all students assessments and test results. It also provides the opportunity to liaise directly with the teacher via SEQTA email. A student's satisfactory academic progress will be determined at the completion of each semester, when they will have completed the assessment program for each course in accordance with requirements under the School Curriculum and Standards Authority guidelines.

For all WACE courses, students will receive a copy of the syllabus and the assessment structure that will detail the requirements of the course for the year. It is the student's responsibility to be aware of the course requirements if taking these courses. St. Andrew's Grammar will implement the intervention strategy for any student who is at risk of not meeting satisfactory course progress requirements. At a minimum, the intervention strategy will be activated where the student's progress is unsatisfactory and is deemed not yet competent in 50 per cent or more of the units attempted in any given semester or year, or is deemed not to be reaching the minimum standards for WACE Graduation. A student likely to achieve a 'D' grade in more than half of the studied units would be identified.

An International student identified as being 'at risk' may in the first instance have contact from the relevant staff member (Head of Secondary, Head of Primary or Academic Director) then the parent/guardian will also be contacted. An intervention strategy must specify what additional support will be provided to students at risk of not meeting satisfactory course progress requirements. Strategies for assisting students at risk could include, but are not limited to, the student:

- attending the after school study centre;
- receiving individual case management;
- receiving additional tuition;
- attending Counselling;
- receiving assistance with personal issues which are influencing progress;
- receiving mentoring;
- being placed in a suitable alternative subject within a course or a suitable alternative course; or
- a combination of the above and a reduction in course load (Modified Learning Plan).

Deferment, suspension or cancellation of a student's enrolment

Deferment can occur due to either compassionate or compelling circumstances such as where a medical certificate states that the student is unable to attend classes. This must be requested by the student's parent/guardian and the school will then assess the request and make a decision.

Suspension or cancellation of a student's enrolment can be initiated by the school in circumstances such as misbehaviour by a student. The school will inform the student of its intention to suspend or cancel the student's enrolment and notify the student that he or she has 20 working days to access the school's internal complaints process.

If the student accesses the school's internal complaints process, the suspension or cancellation of the student's enrolment can not take effect until the internal process is completed, unless extenuating circumstances relating to the welfare of the student apply.

The student will be advised that deferring, suspending or cancelling his/her enrolment **may affect his/her student visa** and that the secretary of the COMMONWEALTH DEPARTMENT OF EDUCATION via PRISMS, as required under Section 9 of the ESOS Act, will be notified of the deferment, suspension or cancellation.

Extension of CoEs

Under Standard 9 of the National Code, International students are required to complete their course within the expected duration. The School is not permitted to issue a CoE to enable the student to extend their visa unless in the case of one of the below exceptions.

The School may extend the duration of a student's study period if the extension is as a result of:

- Compassionate or compelling circumstances (serious illness, bereavement etc.)
- The implementation of the provider's intervention strategy for students at risk of not making satisfactory course progress; or
- Deferment or suspension of study granted under Standard 13

All students on a student visa are required to have a valid CoE at all times. It is your responsibility to ensure that your CoE is up to date and current. It is also your responsibility to ensure that you apply for a new CoE early if you need to extend your visa. You should apply for a CoE at least 10 working days before you need to lodge your visa application.

Although a CoE is always needed to renew your student visa, it is also a very important document even after you have been granted your visa. Your CoE is the document that tells the Department of Immigration and Border Protection (DIBP) of your current enrolment status. If your CoE has finished or is cancelled, it notifies DIBP that you are no longer studying and prompts them to cancel your student visa.

School Fees

A list of school fees will be provided to you with our prospectus and is also available on our website.

The Fees include most excursions and School activities (excluding swimming lessons, specialist excursions, School camps and tours). Additional fees will apply for the School Diary \$25.00 and the School Year Book \$50.00. These fees will be invoiced with the February school fee account and will be due and payable in that period.

The payment requirements of International school fees are as follows.

1. 50% of the school fees to be paid prior to commencement of the school year. In the instance where a student enrolls at St. Andrew's Grammar midway through the school year then this payment is to be made prior to the first day of school.
2. Balance of payment to be made by 31 July, or if the students commences during the course of the school term then a specified date will be provided.

Payments will be accepted by:

Cash

Cheque

Credit Card

Direct Debit

Via the internet – School bank details available up on request

Credit Card payments will be accepted from Bankcard, MasterCard and Visa only. Please note that a transaction fee of 1.5% will be charged for all credit card payments. Payments by American Express will also incur a 1.5% credit card fee.

Late payment of school fees will incur a penalty of 15% per annum on the outstanding amount on a daily basis.

Fees may increase each year.

Camp & Excursion Fees

Camp and excursion fees will be fixed each year according to costs associated with this activity. Parents will be invoiced in the relevant term's fees. Please note that these fees will be due and payable promptly.

Capital Levy

This levy operates to help fund the building program of the School and funds are used for Capital purposes only. The Capital Levy will be \$250.00 per child or \$500.00 for two or more children in the same family. This levy is not tax deductible.

Parents and Friends Levy

The levy operates to help the fund raising efforts of the Parents and Friends Association and is subject to change from time to time. Currently the Parents and Friends Levy is at \$125.00 per family per year.

INTERNATIONAL STUDENT ABSENCE

If an international student's attendance drops markedly over a short term or is absent without an adequate reason or if the student is assessed as not achieving satisfactory attendance (a minimum of 80% attendance or 110 hours of course participation for each subject) through the School's Absentee procedures, the School will notify the parents/guardians of its intention to report the student through PRISMS.

The written notice from the Head of School will inform the parents/guardians that they are able to access our Complaints Policy and that they have 20 working days in which to do so.

If following the Grievance Resolution process, the decision that supports the School, the School will report through PRISMS that the student is not achieving satisfactory attendance as soon as practicable.

The School may decide not to report a student for breaching 80% attendance if:

- There is documentary evidence from the parent/guardians demonstrating that compassionate or compelling circumstances apply. Compassionate or compelling circumstances are generally those beyond the control of the student and which have an impact upon the student's course progress or wellbeing. These could include, but are not limited to:
 1. serious illness or injury, where a medical certificate states that the student was unable to attend classes;
 2. bereavement of close family members such as parent/guardians or grandparent/guardians;
 3. major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the student's studies;
 4. a traumatic experience which could include involvement in, or witnessing of a serious accident; and witnessing or being the victim of a serious crime and this has impacted on the student (these cases should be supported by police or psychologists' reports)
- The student is attending at least 70% of the course contact hours for which he or she is enrolled; and
- This is consistent with the School's Student Attendance Policy

Note that the School will only use PRISMS to report a student who breaches the Student Attendance Policy. PRISMS then generates a Section 20 breach notice which is sent to the family of the student. A copy will be kept on the student's file.

DIAC may cancel a student's visa based on the School's dissatisfaction with a student's attendance. DIAC does not need to assess whether a breach has occurred. However, DIAC will retain the ability to consider exceptional circumstances as to why the visa should not be cancelled and refer the matter back to the School if the School has not given the student access to an appropriate appeals process and/or considered compelling and compassionate circumstances, where relevant. However, these circumstances will be limited.

MONITORING ATTENDANCE PROCEDURES

Classroom Teachers K-12
Check the Roll
Form and Classroom Teachers are required to enter absent students into the SEQTA system by 9.45am (For Secondary this includes Periods 1-2).
If the teacher is unable to access SEQTA in their classrooms they must send an email listing the absent students or physically bring an absentee list to Reception before 9.40am).

Late Students
Students who arrive late to school must sign the Late Register at reception. The diary will need to be presented to either their form or classroom teacher. This information will be entered into the SEQTA system as Late and the time they arrived at school. For any student who signs in after 9am, their parents/guardians will receive an SMS message direct to their mobile phones - numbers listed in SEQTA. If a parent has signed the student in late or contacted the school to advise the student will be late it will be recorded in the SEQTA system and no SMS will be sent.

Telephone/Email Messages
The receptionist is to check the email messages and the recorded telephone messages from the absentee line and enter the information provided by the parents/guardians into the SEQTA system if the student is going to be Late, Sick or any other reason for the absence.

Absentee History
Once the absent students have been entered into the SEQTA system and the late students have been recorded by the receptionist an email will be sent to the relevant teachers to check and advise reception of any discrepancies before the SMS messages are sent to the student's parents/caregivers.

SMS Notification to the parent/caregiver
SMS notification will be sent via the SEQTA system to the parents/guardians mobile numbers provided to advise them that their child was not at school for unexplained reasons or where late to school lists the time they arrived. The SMS message will ask them to contact the school to explain the absence or the reason for being late to school. This should be done by 10am.

Parent/Guardian's Response
Parent/Guardians will respond to the SMS's and the information they provide to SAG will be entered onto the SEQTA system. In the instance where the child should be at school a red email will be sent to 'All School Staff' asking them if they have seen the student. If the teachers do not respond an administration staff member will check the student's timetable, physically go to the student's class and check with the teacher if the student is at school. The Administration staff member will then call the parent/guardian concerned and advise them of the outcome.

Roll Checks throughout the day
Secondary Classroom Teachers are required to check the roll during each period. Primary Classroom Teachers are required to check the roll at 9am and 1pm. Any changes will be updated on the SEQTA System and the Head of Secondary/Primary will be notified and the parents will be contacted if there is any reason for concern. The Receptionist will email through an updated list of student absentees by 1.30pm each day for the teachers to check and teachers must advise reception of any discrepancies. If a student has not attended a class the Head of Secondary or Head of Primary will be notified also. The Receptionist will update the SEQTA system when there is a change in a student's attendance i.e. appointment or health centre.

International Students Refund Policy

Notice of Intention to Withdraw

A full term's (10 weeks) notice in writing to the Principal is required of the intention to withdraw a student from the School. Failure to do so will necessitate the charge of one quarter of the annual tuition fee.

Non-Attendance

The Enrolment and Acceptance Fees are non-refundable and will not be refunded regardless of the reason for non attendance. The Enrolment fee is \$50.00(AUD) and the Acceptance fee is \$500.00(AUD).

School fees paid at interview are non-refundable (in lieu of one term's notice) if the student does not attend after interview.

Withdrawal of Student

Should a student be withdrawn prior to the conclusion of the course no penalty fee will be charged providing the requirement of a term's notice has been met.

Should this notice not be provided a charge of one term's fees, being one quarter of the annual tuition fee will be imposed.

Any payment over and above this amount, having been received, will be refunded.

Visa Refusal

If a student's visa application is refused by the Department of Immigration and Citizenship and the student cannot undertake the course, the school will refund within four weeks any unspent pre-paid fees where the student produces evidence that the application made by a student for a student visa has been refused by the Australian immigration authorities, minus the lesser of 5% of the amount of pre-paid fees received or \$500, as prescribed by the relative Legislative Instrument.

Enforced Departure

Should a student be required to withdraw from the School due to a breach of International student visa conditions, a full term's fees, being one quarter of the annual tuition fee will be imposed and must be paid within six (6) weeks of withdrawal.

Should a student be required to withdraw from the School due to a breach of the institution's rules a full term's fees being one quarter of the annual tuition fee will be imposed and must be paid within six (6) weeks of withdrawal.

Refunds by the School

The School will refund to the student's family within two weeks, any pre-paid course money that is above and beyond the equivalent of one quarter of the annual tuition fee in the event of a withdrawal without notice.

The School will refund to the student's family within two weeks all pre-paid course money that was required to be paid less the amount to be withdrawn under the Regulations, as a minimum refund if:

- the course offered by the School does not start on the agreed starting date; or
- the School ceases to provide the course during its term; and
- the student has not withdrawn before the default date.

To claim a refund, please contact the school by phone or email.

Change of visa status

If the student changes visa status (e.g. becomes a temporary or permanent resident) he/she will be charged the relevant pro-rata school fees for the remainder of that calendar year.

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

Exceptions

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

- Death or serious illness of a family member;
- Serious illness or disability of the student;
- Political or civil event that prevents continuation of studies; or
- Natural disaster in home country preventing continuation of studies.

A partial refund may be considered in these circumstances on a case –by-case basis.

Supporting documentary evidence must be provided for a refund to be considered by the Principal.

Accommodation

Students under the age of 18 are required to maintain adequate welfare and accommodation requirements as a condition of their student visa. Where a student under the age of 18 and is not in the care of a parent or suitable relative, as defined by the Department of Immigration and Citizenship, their accommodation must be approved by the school.

Key requirements include:

- The Department of Immigration and Citizenship (DIAC) must be satisfied that appropriate welfare arrangements are in place for students under the age of 18 before a visa is granted.
- Homestay accommodation approved by St. Andrew's Grammar.
- A parent or a nominated suitable relative responsible for the welfare of student while studying at St. Andrew's Grammar.
- If the student is not residing with a parent or legal custodian the student can reside with a relative who is:
 - a grandparent, brother, sister, aunt, uncle, niece or nephew, or a step-grandparent, step-brother, step-sister, step-aunt, step-uncle, step-niece or step-nephew;
 - nominated by a parent of the applicant or a person who has custody of the applicant;
 - aged at least 21; and
 - of good character.

- The Principal must meet the legal custodian at the enrolment interview and proof of legal custodianship or proof of approval from parent of nominated guardianship must be provided.
- Should the accommodation arrangements be deemed not suitable for the welfare of a student, then the School will be unable to accept the student. The School will be able to indicate non-approval of a student's arrangements for accommodation, support and welfare by using a pro-forma on the Provider Registration and International Student Management System (PRISMS): 'Non-Approval of Accommodation/Welfare Arrangements'.
- Note that it is a requirement under National Standard Code 3 that families must notify the School immediately if there is a change in their child's residential address or living circumstances. Failure to advise the School of such changes within 20 days of the change taking place will result in the School contacting PRISMS and DEEWR and the child's visa may be placed at risk.

Living in Perth

The Local Environment

St. Andrew's Grammar is situated at 4 Hellenic Drive Dianella, Western Australia.

Dianella

Dianella is a suburb of Perth, Western Australia and was named after the botanical title of a small blue lily, *Dianella revoluta*, which is a narrow-leafed plant which was plentiful in the area prior to residential development.

There are a number of small parks in Dianella and a large regional open space. Centro Galleria is the major shopping centre in the suburb, with several smaller local stores.

Dianella Regional Open Space is at the junction of Alexander Drive and Morley Drive and provides a landscape feature for the suburb as well as sporting facilities. The area is home to a number of sporting codes, including lacrosse, football, little athletics, soccer and cricket as well as many more indoor sports.

Perth City

Perth is the capital city of Western Australia and is the fourth largest city in Australia, with a population of approximately 2.67 million at the end of 2016. It is a coastal city, located beside the Indian Ocean, and situated on the Swan River in the lower south-western portion of the Australian continent.



Traditionally, Perth and Perth's Swan River have usually been viewed and photographed from Kings Park, situated on a hill to the south-west of the city or from the South Perth foreshore. The historical record of the view shows clear river banks close to the city and a low skyline through to the 1960s. Since then, the filling in of the northern side of Perth Water and crowding of the skyline have continued unabated.

The Central Business District of Perth bustles with activity during the week and offers a range of choices for shopping, theatre productions and of course enjoying water activities on the Swan River such as jet skiing, surf-cats and river cruises. Despite Perth's CBD being quite small, Perth has many large suburbs, including Dianella, which have shopping centres, supermarkets, cinemas, takeaways and many other amenities.

Climate

Perth summers are hot and dry. Summer lasts from late December to late February, with February generally being the hottest month of the year. Winters are cool and moist, though winter rainfall has been declining in recent years. Even in mid-winter, maximum daytime temperatures only occasionally fall below 16 °C (60 °F). On most summer afternoons a sea breeze, which locals refer to as "The Fremantle Doctor", blows from the south-west cooling the city.

Transport

Perth is served by Perth Airport in the city's east for domestic and International flights and Jandakot Airport in the city's southern suburbs for light aviation.

Perth has a road network with three freeways, nine metropolitan highways and no toll roads.

Perth metropolitan public transport, including trains, buses and ferries, are provided by Transperth, with links to rural areas provided by Transwa. There are 70 railway stations and 38 bus stations in the metropolitan area.



The Government of Western Australia has significantly increased metropolitan public transport funding in recent years. Initiatives include progressive replacement of the bus fleet and the SmartRider contactless smartcard ticketing system. Additionally, the rail network has been expanded in the northern and southern suburbs as part of the New MetroRail project.

Education

Education in Western Australia consists of one year of non-compulsory Kindergarten at age 4 and one compulsory year of Pre-primary at age 5 followed by six years of primary school education from Years 1 through 6. Students move into Year 7 at approximately age 12 and have six years of secondary education. All students are required to complete 13 years of study before leaving school. Students will have the option to study at a TAFE college in their eleventh year or continue through high school with a vocational course or a specific University entrance course.

The major universities in Western Australia are the University of Western Australia, Edith Cowan University, Curtin University, Murdoch University and the University of Notre Dame.

(Information sourced from www.wikipedia.com)

Complaints Resolution Policy

Introduction

The School Education Act 1999 (174 1(d)) requires a school system such as St. Andrew's Grammar to have a means by which disputes and complaints about the provision of education are resolved.

We seek to provide a unique Orthodox Christian academic education within a safe and caring learning environment. Therefore, this policy is designed to assist staff, parents, students and others in our school to resolve conflict in an appropriate and satisfactory way.

This policy is written with the understanding and experience that, in most cases, matters are best resolved at the local school level.

Principles

This policy is based on a number of fundamental principles. St. Andrew's Grammar is an Orthodox Christian School where conflict between any members of the School community will be resolved in an expedient, appropriate and satisfactory way at all times.

1. Procedural fairness must be exercised in resolving any dispute or complaint. This requires that both parties receive a fair hearing and that the final decision is made without bias.
2. The resolution to a dispute or complaint must exhaust all reasonable attempts at conciliation prior to an imposed arbitrated decision.
3. Individual cases must be examined on their own merits.
4. Resolutions must appropriately balance the principles of justice and compassion.
5. All parties must respect appropriate confidentiality.
6. The Principal of the School has the responsibility to attempt to resolve a dispute or complaint with the parties directly involved at the local level in an expedient manner.
7. Parties may appeal to the Chair of the School Board the decision made by the Principal.
8. Parties may appeal to the Chair of St. Andrew's Grammar Inc the decision made by the Chair of the School Board.
9. Parties have the right to appeal to AISWA to request an independent arbitrator if required.
10. International Students have other avenues for appeal as listed further in this document.

Procedures

The following procedures will apply in relation to this policy:

1. The Principal shall advise parents, staff and students of this dispute and complaint resolution process.
2. Policies and procedures of St. Andrew's Grammar that address specific matters (eg Child Protection, Student Enrolment etc) shall be followed.
3. If the dispute involves an employment issue, the prescribed process in the St. Andrews Grammar Enterprise Bargaining Agreement and/or relevant Award shall be followed.
4. Each complaint resolution procedure followed by the School shall ensure that all relevant parties:
 - are informed of the dispute or complaint
 - have the opportunity to place their version on record in writing if they so wish
 - have the opportunity to be represented if they so wish.
5. The resolution of a complaint, in the first instance, should be undertaken between the immediate parties involved.
6. Should the immediate parties involved fail to reach a resolution, then the Principal is responsible for undertaking a procedure to resolve any dispute or complaint within the School. This procedure will only be initiated following a written complaint addressed to the Principal. This written complaint must be received within 20 days of the reported event.
7. Where a dispute or complaint involves the Principal the matter shall be referred in writing directly to the Chair of the School Board.
8. Any procedures initiated by the Principal will begin within 10 working days of the School receiving the formal written lodgement of the complaint or appeal.
9. Anonymous and/or unsubstantiated complaints shall not be investigated.
10. The Principal shall maintain written records of the procedure and resolution to any formal dispute or complaint. These will include any statements made by the parties involved. These documents and any other records of the dispute or complaint will be copied, filed and maintained in accordance with the School's Privacy Policy.
11. Any party involved in a Complaint Resolution meeting with an arbitrator, is eligible to be represented, assisted or accompanied by a support person.
12. It is the responsibility of the Principal to attempt to reach a resolution between the parties where possible.
13. Failing to reach a resolution by agreement, the Principal shall make a decision. When this occurs, the Principal shall inform each party of the decision in writing with a statement of the outcomes and all details and reasons for the decision within ten (10) working days of the meeting.

14. Any party may appeal the Principal's decision, in writing, to the Chair of the School Board.
15. Any party may appeal the School Board's decision, in writing, to the Chair of SAG Inc.
16. If point '14' occurs, St. Andrew's Grammar Inc shall appoint an impartial Investigating Officer at no cost to the family of the student. The parties to the dispute or complaint shall be notified in writing of the findings of the appeal within ten (10) working days of the meeting.

The Principal or parents of International students may also call on outside mediation:

Ms Thalia O'Sullivan Phone: 9441 1985

International Student Conciliator
Department of Education Services
22 Hasler Road
OSBORNE PARK WA 6017

Fax: 9441 1950
Email: conciliation@des.wa.gov.au

Families and students are directed to the following URL if they require further information regarding their rights and responsibilities in the event of a grievance issue being raised.

<http://www.des.wa.gov.au/InternationalEducation/ieconciliation/Pages/For-students.aspx>

If the family remains dissatisfied with the outcome, they may seek independent external mediation, through other external organisations such as:

- The Human Rights and Equal Opportunity Commission (Victoria) Phone: 1300 656 419 (local call)
Email: complaintsinfo@humanrights.gov.au TTY 1800 620 241 (toll free)
- The Commonwealth Overseas Students Ombudsman's Office **Email:** ombudsman@ombudsman.gov.au
Call: 1300 362 072* within Australia. Outside Australia call +61 2 6276 0111.
Enquiries: 9:00am to 5:00pm Monday to Friday, Australian Eastern Standard Time (Australian Eastern Daylight Time when daylight savings is in effect)
Fax: 02 6276 0123 within Australia. Outside Australia +61 2 6276 0123.
Postal: GPO Box 442 Canberra ACT 2601.

Note- International students who may be involved in a Grievance Procedure against them will remain enrolled at the School until a decision has been reached. They may however, be placed on suspension from classes if required during this time.

Please feel free to ask for a copy of our **Complaints and Disputes Policy** brochure.

Rules & Regulations

You will receive a copy of our rules and regulations prior to enrolment, this must be signed by the parent/guardian of the child before entry to the school.

For further information about St. Andrew's Grammar please contact the Registrar by phone on +618 9376 5850 or by email at enrolments@sag.wa.edu.au

Useful Websites:

Australian Education Assessment Services (AEAS)

http://www.aeas.com.au/?page_id=4111

Department of Education, Employment & Workplace Relations

<http://deewr.gov.au/>

ESOS Framework

<https://Internationaleducation.gov.au/Regulatory-Information/Pages/Regulatoryinformation.aspx>

Study in Western Australia

<http://studywest.des.wa.gov.au/>

Council for International Students of Western Australia

<http://www.ciswa.com/>

Cost of living in Perth

<https://www.expatistan.com/cost-of-living/perth-australia>

Emergency Services

Call 000

The Triple Zero (000) service is the quickest way to get the right emergency service to help you. It should be used to contact Police, Fire or Ambulance **in life threatening or emergency situations.**

Police

Call 131 444

Remember, if it is an emergency dial 000.

Overseas Student Co-ordinator

Nicki Cahill 93765850