



KINROSS WOLAROI  
— SCHOOL —

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# International Student Handbook

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CRICOS Provider Number: 00544A



## Contents

Introduction .....	4
Procedure for Enrolment .....	4
Fees .....	5
Policy on Entry Requirements.....	5
Co-curriculum.....	7
Uniform.....	8
Booklists .....	8
Private Health Cover .....	8
Campus Facilities and Map .....	8
Refund Policy .....	9
Complaints and Appeals Policy.....	12
Monitoring Progress and Attendance Policy .....	13
School Deferment, Suspension and Cancellation Policy .....	16
Transfer Request Policy .....	19
Student Accommodation Policy .....	21
Code of Conduct.....	21
Student Services .....	22
Privacy of Personal Information .....	22
Student Grievances .....	22
The ESOS Framework.....	22
Dispute Resolution Policy.....	23
Additional information on school organisation .....	23
Laws and Safety in Australia .....	24
Australian Culture – Social Customs .....	25
Public Holidays and Special Celebrations.....	26
Information for Students about living in Australia.....	27



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## Introduction

Located in the thriving regional centre of Orange, strengthening rural communities in the Central West of NSW has been as the heart of Kinross Wolaroi School (KWS) for over 130 years.

From its humble beginning in 1886 as Weymouth House School for boys which grew to become Wolaroi College; the introduction of a second school, Presbyterian Ladies College Orange, followed in 1928. The two schools were eventually amalgamated in 1975 to become Kinross Wolaroi School. The School has a rich boarding heritage and connection with generations of regional families seeking a co-educational and independent boarding and day school for their family from Pre-Prep to Year 12. Boarders reside on separate boarding sites for boys and girls from Year 7.

Kinross Wolaroi School opens up a world of opportunity for students in the Central West of NSW. A vibrant co-curricular program where students discover and develop their individual talents complements an unrivalled regional academic program. Our students thrive in an inspirational learning environment that blends modern facilities and heritage buildings with breathtaking grounds.

When students come to Kinross Wolaroi School, they join a family where an inclusive community and grounded culture create a sense of belonging. Respect for our Christian heritage and a spirit of service and social justice encourages Kinross Wolaroi students to become valuable contributors to their communities.

There are currently over 1000 students enrolled - 350 of the students enrolled board at the School.

As a school, we celebrate success, but we respect the value of resilience. For over a century, Kinross Wolaroi School has been motivating students to become men and women of integrity.

Kinross Wolaroi School is an approved school under the Accreditation of Non-State Schools Act, 2001 and the Education Services for Overseas Students Act, 2000. Kinross Wolaroi School is registered on the Commonwealth Register of Institutions and Courses for Overseas Student (CRICOS). The CRICOS Provider number is 00544A.

## Procedure for Enrolment

1. Complete the Application for Enrolment Form (one per student).
2. Return the completed Application for Enrolment Form together with certified copies of the following documentation to the Admissions Office ([admissions@kws.nsw.edu.au](mailto:admissions@kws.nsw.edu.au)):
  - a. Passport
  - b. Current Student Visa (if applicable)
  - c. Last two (2) years School Reports (translated into English if necessary)
  - d. Evidence of English language proficiency.
3. Upon approval, the School will issue a Letter of Offer advising the student what conditions they will need to meet before they are eligible to accept the offer. This will include an English assessment with our Head of Academic Services and an interview with the Principal.
4. If the student wishes to accept the offer, the School will then issue, an Acceptance of Enrolment/Written Agreement that will outline details of the course/s they are undertaking and the fees payable.
5. Once payment of the course fees has been received, an electronic Confirmation of Enrolment will be issued.

Please refer to the Department of Home Affairs website for detailed information regarding visas  
[www.immi.gov.au](http://www.immi.gov.au)



## Fees

The Fee Schedule issued in your enrolment prospectus pack specifies all current tuition and non-tuition fees.

## Policy on Entry Requirements

1. Kinross Wolaroi School will consider enrolment applications from students wishing to apply for a Student Visa, subject to compliance with minimum requirements and conditions set by the School, and with legislative requirements of the NSW Government and the Commonwealth of Australia. The consideration will take into account any requirements to undertake extra tuition to learn English to meet the English Language proficiency standard needed to enter mainstream classes.
2. Applications for enrolment must be made on the approved Application for Enrolment form. This must be correctly completed, and must be accompanied by the following documents to support the application:
  - Copies of Student Report Cards from the previous 2 years of study, including a copy of the latest Student Report;
  - A reference from the student's current or most recent School Principal is also required if student report cards do not record student behaviour or commitment to studies;
  - A completed Subject Selection form if appropriate;
  - Appropriate proof of identity and age;
  - Written evidence of proficiency in English as a Second Language;
  - Photocopy or scanned copy of passport page with name, photo identification, passport number and expiry date.
3. Where the above documents are not in English, certified translations in English are required. The costs of obtaining any required translations are to the responsibility of the applicant.
4. An application for enrolment can only be processed when all of the above are in the hands of the Business Manager.
5. Applications from overseas students are processed according to established policy and procedures, and on their merits.
6. Assessment procedures include an evaluation of reports from previous schools and of English language proficiency. In cases where report cards are not available or are inconclusive for any reason, the School may require relevant testing of the applicant to assess the application. Minimum academic and English language requirements are as follows:

### Academic Requirements

Students must provide evidence of satisfactory academic performance appropriate for entry to the year level requested on the Application for Enrolment form or offered as an alternative point of entry by the School in a Letter of Offer.

Students applying to enter Years 7, 8, 9 or 10 must:

1. Have a minimum of 6 months English language tuition from a recognised English language college, or come from a country where the School attended used English as the medium of instruction (e.g. Hong Kong,



Singapore, Indonesia), or be coming from another school in an English speaking country where they have been in attendance for at least one year.

2. Show basic language proficiency in the 4 main language skills of reading, writing, speaking and listening as tested by the School's ESL Teacher prior to entry (such a test is only necessary for students who have been learning English or living in an English-speaking environment for less than 4 years).
3. Have an appropriate age for the year level applied for, e.g.
  - a. Year 7 - no older than 13 by the end of that year
  - b. Year 8 - no older than 14 by the end of that year
  - c. Year 9 - no older than 15 by the end of that year
  - d. Year 10 - no older than 16 by the end of that year

The general belief is that students have the greatest chance for success if they experience as much of Years 7, 8, 9 and 10 studying in an English language medium as possible, before facing the academic demands of Years 11 and 12. Students in Year 11 and 12 should also consider taking ESL as a compulsory subject if they have been learning English or living in an English-speaking environment for less than 4 years. Students applying to enter Years 11 or 12 must:

1. Show basic language proficiency in the 4 main language skills of reading, writing, speaking and listening as tested by the School's ESL Teacher prior to entry (such a test is only necessary for students who have been learning English or living in an English-speaking environment for less than 4 years).
2. Have an appropriate age for the year level applied for but must not be more than 19 years old on completion of year 12, e.g.
  - a. Year 11 - no older than 18 by the end of that year
  - b. Year 12 - no older than 19 by the end of that year
3. Be aware that ESL assistance will be limited.
4. Appropriate completion of approved academic study as determined by the NSW Education Standards Authority (NESA) equivalency standards required for entry into Year 11 or 12.

### **English Language Proficiency Requirements**

Kinross Wolaroi School requires evidence of sufficient proficiency in English to meet the curriculum demands of the enrolled course. This is a requirement under the National Code of Practice

The School must obtain evidence that assessment has been carried out of an overseas student's proficiency in English (unless this is clearly not relevant). A suitably qualified person must do assessment. Evidence of assessment must meet the requirements of the migration regulations.

This evidence may be presented as evidence of previous study in English as the medium of instruction, or as results of an acceptable English language proficiency test. For acceptable tests and results, see below.

In the case of AL4 applicants of 16 years of age or older, must meet Migration Regulations. In other cases, Kinross Wolaroi School accepts results from the following:



**Kinross Wolaroi School recommendations:**

Council of Europe Language Levels/ALTE	ELICOS Levels		TESTS AND EXAMINATIONS							
			NLLIA	ISLPR	AEAS	IELTS	TOEIC	TOEFL	TOEFL IBT	Cambridge
C2 Mastery / Level 5	Level 7 (Proficient)		7	4+		7.5+	901+	607+	101+	CPE
C1 Effective operational Proficiency / Level 4	Level 6 (Advanced)		6	3+ -4	70+	6.5-7	751-900	567-603	86-100	CAE
B2 Vantage / Level 3	Level 5 (Upper-Intermediate)	<b>MINIMUM ENTRY LEVEL YEARS 10-12</b>	5	2+ -3	61-70	5-6	526-750	527-563	71-85	FCE
B1 Threshold / Level 2	Level 4 (Intermediate)	<b>MINIMUM ENTRY LEVEL YEARS 7-9</b>	4	1+ -2	53-60	4.5-5	401-525	473-523	52-70	PET

Students should note that if their language proficiency is below that outlined above, they may be required to undertake an intensive English language course before beginning mainstream studies.

Individual assessment of students wishing to enter the school below Year 10 level will be based on the contents of their report cards and personal references, and may be required to undertake a language proficiency test set by the School.

Enrolment at Kinross Wolaroi School is conditional upon the acceptance of, and adherence to, the Enrolment Contract.

## Co-curriculum

At Kinross Wolaroi School our co-curricular activities are a cornerstone of the School's philosophy. Our outstanding facilities and grounds provide a wonderful playground for the extensive array of co-curricular activities available to all students.

The School strives to educate all students academically, spiritually, physically, culturally, socially and personally. An important element is the provision of the widest possible range of activities outside the classroom.

The co-curricular program is a valuable addition to each student's all-round education. All students participate in sport, cadets or music. Students may choose to participate in other activities from the many programs operating within the School.

The extensive out-of-classroom curriculum complements the formal curriculum and provides additional opportunities for character development, decision making, problem solving and leadership. Your child will gain wider experiences, a more complete self-knowledge and a stronger relationship with individual members of the teaching staff and other adults through these activities.



The School's experience over many years has shown that an engaging co-curricular program complements the success of students in their academic pursuits. Moreover, it is increasingly providing greater access and opportunities for our students, as tertiary education providers and employers seek to recruit well-rounded students with abilities that extend beyond the classroom.

## Uniform

Members of the wider community judge the School by the general standard of each student's dress and appearance. Students are expected to understand, accept and appreciate the dress regulations of the School. The KWS Shop is open every Monday to Friday from 8.00am until 2.30pm during term time and during the Christmas school holidays by appointment.

The current Uniform Price List will be included in your enrolment pack.

## Booklists

Booklist requirements for each year level are included in your enrolment pack.

The KWS Shop is open every Monday to Friday from 8.00am until 2.30pm during term time and during the Christmas school holidays by appointment.

## Private Health Cover

It is compulsory for all international students to contribute to private health cover for the duration of their course up to and including 15 March after course completion. Health Cover must be paid in advance as per the Acceptance of Enrolment/Written Agreement.

## Campus Facilities and Map

With a history spanning over 130 years, Kinross Wolaroi School boasts a blend of breathtaking heritage listed buildings and modern facilities.

We are a well-equipped school providing well-resourced classrooms and studios. A wide range of infrastructure for the diverse academic and co-curricular programs offered supports these.

**Facilities and infrastructure supporting the academic program include:**

- A wireless campus.
- All classrooms equipped with interactive touch screen displays.
- Superbly resourced areas catering for practical activities including Visual Arts, Textiles, Food Technology and Hospitality kitchen, Industrial Technology workshops and computer laboratories.
- A Music Centre that includes a Performance Theatre, a dedicated Music Computer Laboratory and individual tutorial rooms.





- A School Library containing banks of computers for internet-based research, private study areas and an extensive range of books and other resources.
- 8 dedicated spaces for academic and wellbeing support. A student will remain in their Tutor House for Senior School. It is here that they have their locker.
- An area dedicated to supporting Year 7 as they transition into Senior School.
- New classrooms enabling the refurbishment of existing classrooms commencing in late 2018.
- Student support including three councillors and access to 24-hour medical support via the School's Health Centre.
- Purpose built Science and Mathematics facilities.

**Facilities supporting the diverse co-curricular program include:**

- A heated eight-lane, 25m indoor swimming pool.
- The Derek Pigot Auditorium which can cater for more than 1200 guests and is utilised for assemblies, music and drama performances, examinations, formal occasions, dinners and other functions.
- Eight playing fields for sporting activities including three rugby fields, two football fields, two hockey fields, a full athletic track, 10 turf cricket practice nets and three cricket wickets.
- Cattle yards on both the PLC and Wolaroi sites.
- Rowing shed and pontoon situated at Spring Creek Reservoir with a 5km rowing track.
- A fully equipped, 2700 square meter Recreation Centre including a purpose- built gymnastics area, two weights and fitness rooms, squash courts, three full sized indoor courts for tennis, netball, basketball and volleyball and five indoor cricket practice nets.
- Several working mixed farms - the closest being 7 minutes' drive from School.

**Facilities supporting Boarding:**

- Extensive boarding accommodation for 355 students across eight boarding houses, with separate sites for boys and girls from Year 7.
- A Recreation Centre for the girl boarders including cardio-studio and cross training gym together with a multi-functional space that has been designed to be flexible enough to accommodate activities from table tennis to drama performances.
- Boys boarding on the Wolaroi campus have access to the co-curricular facilities.
- Dining rooms on both campuses.
- Extensive highly maintained grounds.
- Access to 24-hour medical support.

Maps of our two School campus' can be found on our website: [www.kws.nsw.edu.au/about/school-facilities](http://www.kws.nsw.edu.au/about/school-facilities)

## Refund Policy

A copy of this policy is provided to the student (or parent(s)/legal guardian if the student is under 18) at a reasonable time prior to a written agreement being signed.

1. This policy outlines refunds applicable to course fees paid to the School.
2. Any service fees a student (or parent(s)/legal guardian if the student is under 18) pays directly to a third party are not within the scope of this Refund Policy.
3. The enrolment application fee is non-refundable.



4. Payment of course fees and refunds

- a. The school year is made up of two semesters and each semester consists of two terms.
- b. Accounts for the payment of Tuition and Boarding costs are sent on a term basis and are payable according to charges stated on the issued statement.
- c. Accounts for incidental charges are sent on a monthly basis.
- d. An itemised list of school fees is provided in the School's written agreement as per NC Standard 3.1.b.
- e. All fees must be paid in Australian dollars unless requested otherwise. Refunds will be reimbursed in the same currency as fees were received.
- f. Refunds will be paid to the person who enters into the written agreement unless the School receives written advice from the person who enters the written agreement to pay the refund to someone else.

5. All notifications of withdrawal from a course, or applications for refunds, must be made in writing and submitted to the Principal.

6. Student default because of visa refusal:

- a. If a student produces evidence of visa refusal (or provides permission for the school to verify visa refusal with the Department of Home Affairs) and fails to start a course on, or withdraws from the course on or before the agreed starting day, the school will refund within four weeks of receiving a written claim from the student the total amount of course fees received by the school before the student's default day, minus the lesser of:
  - 5% of the amount of course fees received, or
  - AUD \$500.
- b. If a student whose visa has been refused withdraws from the course after it has commenced, the school will retain the amount of tuition fees proportionate to the amount of the course the student has undertaken and will refund of any unused tuition fees\* received by the school with respect to the student within the period of four weeks after the day of student default.

\*Calculation of the refund due in this case is prescribed by a legislative instrument (s.10 of Education Services for Overseas Students (Calculation of Refund) Specification 2014).

7. Student default:

- a. Any amount owing under this section will be paid within 4 weeks of receiving a written claim from the student (or parent(s)/legal guardian if the student is under 18).
- b. Non-tuition fees will be refunded in Australian Dollars to the person/s responsible for the payment of the student's fees except where a non-refundable payment on behalf of the student has been made.
- c. If the student does not provide written notice of withdrawal and does not start the course on the agreed starting date, the Confirmation Fee of AUD\$400 and Enrolment Fee of AUD\$1,100 will not be refunded.
- d. If up to two semester's tuition fees have been prepaid, and the school receives written notification of withdrawal by the student (or parent(s)/legal guardian if the student is under 18), the school will refund the amount of prepaid fees less the Confirmation Fee of AUD\$400 and Enrolment Fee of AUD\$1,100.



- e. If tuition fees have been received for more than two study periods, refund provisions under (d) will apply for the first two study periods and any balance of unused tuition fees after this will be refunded.
- f. No refund of tuition fees will be made where a student's enrolment is cancelled for any of the following reasons as per the School Refund Policy:
  - Failure to maintain satisfactory course progress (visa condition 8202).
  - Failure to maintain satisfactory attendance (visa condition 8202).
  - Failure to maintain approved welfare and accommodation arrangements (visa condition 8532).
  - Failure to pay course fees.
  - Any behaviour identified as resulting in enrolment cancellation in Kinross Wolaroi School's Code of Conduct.

8. Provider Default:

Any default by the School must be compliant with the current provisions of the ESOS Act 2000 and the ESOS regulations 2001 (as amended).

- a. If for any reason the School is unable to offer a course on an agreed starting day for the course, and the student for some reason cannot be placed or refuses placement in an alternative course arranged by the school, a full refund of any unused tuition fees\* received by the school with respect to the student will be made within 14 days of the agreed course starting day.
- b. If for any reason the School is unable to continue offering a course after the student commences a course, and the student for some reason cannot be placed or refuses placement in an alternative course arranged by the school, a full refund of any unused tuition fees\* received by the school with respect to the student will be made within 14 days of the school's default day.
- c. In the event that the School is unable to fulfil its obligations of providing an agreeable alternative course for the student, or a refund, the student will receive assistance from the Australian Government's Tuition Protection Service. For information on the TPS, please see: <https://tps.gov.au/StaticContent/Get/StudentInformation>.

\*Calculation of the refund due in this case is prescribed by a legislative instrument (s.7 of Education Services for Overseas Students (Calculation of Refund) Specifications).

<http://www.comlaw.gov.au/Details/F2014L00907>

9. 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.

**Definitions:**

**Non-tuition fees** – fees not directly related to provision of the student's course, including acceptance fee, Boarding Fee, Overseas Health Cover, School Uniforms, Text Books and Year 12 expenses.

**Tuition fees** – fees directly related to the provision of the student's course, including technology levy, application fee and tuition fee.

**Course fees** – the sum of tuition fees and non-tuition fees received by the school in respect of the student in order for the student to undertake the course.



**Study period** – the period of time students are assessed in their chosen subjects.

NB. If the student changes visa status (e.g. becomes a temporary or permanent resident) they will continue to pay full overseas student's fees for the duration of that year.

## Complaints and Appeals Policy

A copy of this policy will be provided to the student (or parents/legal guardians) if the student is under 18) at a reasonable time prior to a written agreement being signed and again within 7 days of the commencement of student attendance of the enrolled course.

### 1. Purpose

- a. The purpose of Kinross Wolaroi School's Complaints and Appeals Policy is to provide a student or parents/legal guardians with the opportunity to access procedures to facilitate the resolution of a dispute or complaint.
- b. The internal complaints and appeals processes are conciliatory and non-legal.

### 2. Complaints against other students

Grievances brought by a student against another student will be dealt with under the school's Behaviour Policy/ Code of Conduct.

### 3. Informal Complaints Resolution

- a. In the first instance, Kinross Wolaroi School requests there is an attempt to informally resolve the issue through mediation/informal resolution of the complaint.
- b. Students should contact their Tutor, Head Tutor or Director of Boarding in the first instance to attempt mediation/informal resolution of the complaint.
- c. If the matter cannot be resolved through mediation, the matter will be referred to the Head of Senior School.

### 4. Formal Complaints Handling Procedure

- a. The process of this grievance procedure is confidential and any complaints or appeals are a matter between the parties concerned and those directly involved in the complaints handling process.
- b. The student must notify the school in writing of the nature and details of the complaint or appeal.
- c. Written complaints or appeals are to be lodged with the Principal.
- d. Where the internal complaints and appeals process is being accessed because the student has received notice by the School that the School intends to report him for unsatisfactory course attendance, unsatisfactory course progress or suspension or cancellation of enrolment, the student has 20 working days from the date of receipt of notification in which to lodge a written appeal.
- e. Complaints and appeals processes are available to students at no cost.
- f. Each complainant has the opportunity to present their case to the Principal.



- g. Students and/or the School may be accompanied and assisted by support person at all relevant meetings.
- h. The formal grievance process will commence within 10 working days of the lodgement of the complaint or appeal with the Principal.
- i. Once the Principal has come to a decision regarding the complaint or appeal, the student will be informed in writing of the outcome and the reasons for the outcome, and a copy will be retained on the student's file.
- j. If the grievance procedure finds in favour of the student, Kinross Wolaroi School will immediately implement the decision and any corrective and preventative action required, and advise the student of the outcome.
- k. Kinross Wolaroi School undertakes to finalise all grievance procedures within 7 working days.
- l. For the duration of the appeals process, the student's enrolment and attendance must be maintained.

#### 5. External Appeals Process

- a. If the student is dissatisfied with the conduct or result of the complaints procedure, they may seek redress through an external body at minimal or no cost within 2 weeks.
- b. If the student wishes to complain or to lodge an external appeal about a decision made or action taken of Kinross Wolaroi School, they may contact the Overseas Students Ombudsman at no cost. The Overseas Students Ombudsman offers a free and independent service for overseas students. See [www.oso.gov.au](http://www.oso.gov.au) or phone 1300 362 072 for more information.
- c. If a student is concerned about the actions of the School they may approach the Chief Executive of the Department of Education, Training and Employment, who, under part 2, division 2 of the Education (Overseas Students) Act 1996, may suspend or cancel the registration of a provider or a course if a breach of the requirements of registration provision is proved.

Concerns or complaints about the conduct of a registered provider should be address in writing via the online complaint mechanism that can be accessed at:

<https://forms.business.gov.au/smartforms/servlet/SmartForm.html?formCode=oco-complaint-form>:

#### 6. Other Legal Redress

Nothing in the School's Complaints and Appeals Policy negates the right of an overseas student to pursue other legal remedies.

## Monitoring Progress and Attendance Policy

This policy is available to staff and to students.

### 1. Course Progress

- a. The school will monitor record and assess the course progress of each student for the course in which the student is currently enrolled.
- b. The course progress of all students will be assessed at the end of each study period of enrolment.



- c. Students who have begun part way through a study period will be assessed after one full study period.
- d. To demonstrate satisfactory course progress, students will need to achieve competency in at least 50% of units in any study period.
- e. If a student does not achieve competency in at least 50% of units studied in a study period the Head of Academic Services will formally contact the parent(s) to advise there will be a meeting with the student to develop an intervention strategy for academic improvement. This may include:
  - After hours' tutorial support
  - Subject tutorial support in class time
  - Mentoring
  - Additional ESL support
  - Change of subject selection, or reducing course load (without affecting course duration)
  - Counselling – time management
  - Counselling – academic skills
  - Counselling – personal
  - 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 study period by the Head of Senior School and records of student response to the strategy will be kept.
- h. If the student does not improve sufficiently academically and achieve satisfactory course progress by the end of the next study period, Kinross Wolaroi School will advise the student in writing of its intention to report the student for breach of visa condition 8202, and that they have 20 working days in which to access the School's internal complaints and appeals process. Following the outcome of the internal process, if the student wishes to complain or lodge an external appeal about a decision made or action taken by Kinross Wolaroi School, they may contact the Overseas Student Ombudsman at no cost. This must be done within 20 days. Please see Kinross Wolaroi School's Complaints and Appeals Policy for further details.
- i. The school will notify the National ESOS Authority via PRISMS of the student not achieving satisfactory course progress as soon as practicable where:
  - the student does not access the complaints and appeals process within 20 days, or
  - withdraws from the complaints and appeals process, or
  - the complaints and appeals process results in favour of the school.

## 2. Completion within expected duration of study

- 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.
- b. Part of the assessment of course progress at the end of each study period will include an 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 it is clear the student will not be able to complete their course by the expected date because of:
  - compassionate or compelling circumstances;
  - student participation in an intervention strategy as outlined in e) above; or
  - an approved deferment or suspension of study has been granted in accordance with Kinross Wolaroi School's Deferment, Suspension and Cancellation Policy.
- d. Where the school decides to extend the duration of the student's study, the School will report this change via PRISMS within 14 days and/or issue a new COE if required.

### 3. Monitoring Course Attendance

- a. Satisfactory course attendance is attendance of 80% of scheduled course contact hours.
- b. Student attendance is:
  - checked and recorded daily
  - assessed regularly
  - recorded and calculated over each semester.
- c. All absences from School will be included in absentee calculations and should be accompanied by a medical certificate, an explanatory communication from the student's carer or evidence that leave has been approved by the Principal.
- d. Any absences longer than 5 consecutive days without approval will be investigated.
- e. Student attendance will be monitored by the Head of Senior School every study period to assess student attendance using the following method:
  - Calculating the number of hours the student would have to be absent to fall below the attendance threshold for a study period. [For example, a 20-week study period with 5 contact hours a day would equal 500 contact hours. 20% of this is 100 hours].
  - Any period of exclusion from class will not be included in student attendance calculations.
- f. The School will contact parents of students at risk of breaching Kinross Wolaroi School's attendance requirements and students will be counselled and offered any necessary support when they have absences totalling 10% of any study period (semester). Absences are monitored weekly.
- g. If the calculation indicates that the student has passed the attendance threshold for the study period, Kinross Wolaroi School will advise the student of its intention to report the student for breach of visa condition 8202, and that they have 20 working days in which to access the School's internal complaints and appeals process.
- h. The school will notify the National ESOS Authority via PRISMS of the student not achieving satisfactory course attendance as soon as practicable where:
  - the student does not access the complaints and appeals process within 20 days;
  - withdraws from the complaints and appeals process;
  - the complaints and appeals process results in a decision for the school.
- i. Students will not be reported for failing to meet the 80% attendance threshold for a study period where:



- the student produces documentary evidence clearly demonstrating compassionate or compelling circumstances e.g., medical illness supported by a medical certificate or as per definition, below, and
  - the student's attendance has not fallen below 70% attendance.
- j. If a student is assessed as having nearly reached the threshold for 70% attendance for a study period, the Head of Senior School will assess whether a suspension of studies is in the interests of the student as per Kinross Wolaroi School's Deferment, Suspension and Cancellation Policy.
- k. If the student does not obtain a suspension of studies under the Kinross Wolaroi School's Deferment, Suspension and Cancellation Policy, and falls below the 70% threshold for attendance for the study period, the process for reporting the student for unsatisfactory attendance (breach of visa condition 8202) will occur.

#### Definitions

1. Compassionate or compelling circumstances - circumstances beyond the control of the student that are having an impact on the student's progress through a course. These could include:
  - serious illness, where a medical certificate states that the student was unable to attend classes
  - bereavement of close family members such as parents or grandparents (with evidence of death a certificate if possible);
  - major political upheaval or natural disaster in the home country requiring their emergency travel that has impacted on their studies;
  - a traumatic experience which has impacted on the student (these cases should be where possible supported by police or psychologists' reports);
  - where the school was unable to offer a pre-requisite unit;
  - inability to begin studying on the course commencement date due to delay in receiving a student visa.

For other circumstances to be considered as compassionate or compelling, evidence would need to be provided to show that these were having an impact on the student's progress through a course.

2. Expected duration - the length of time it takes to complete the course studying full-time. This is the same as the registered course duration on CRICOS.
3. School day - any day for which the school has scheduled course contact hours.
4. Study period - a discrete period of study within a course which cannot exceed 24 weeks. Kinross Wolaroi School defines a "study period" for the purposes of monitoring course attendance and progress as a semester.

## School Deferment, Suspension and Cancellation Policy

The policy below for deferring, suspending or cancelling a student's enrolments is based on the ISCA 2007 National Code Transition handbook at [www.isca.edu.au](http://www.isca.edu.au).

### 1. Deferment of commencement of study requested by student





- a. Kinross Wolaroi 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 medical certificate states that the student was unable to attend classes;
  - bereavement of close family members such as parents or grandparents (where possible a 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. The final decision for assessing and granting a deferment of commencement of studies lies with the Principal.
- c. Deferment will be recorded on PRISMS within 14 days of being granted.

## **2. Suspension of study requested by student**

- a. Once the student has commenced the course, Kinross Wolaroi School will only grant a suspension of study for compassionate and compelling circumstances. These include but are not limited to:
  - illness, where a medical certificate states that the student was unable to attend classes;
  - bereavement of close family members such as parents or grandparents (where possible a 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 within 14 days of being granted.
- 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.

## **3. Student initiated cancellation of enrolment**

All notifications of withdrawal from a course, or applications for refunds, must be made in writing and submitted to the Principal. Please see Kinross Wolaroi School's Refund Policy for information regarding refunds.

## **4. 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 five working days.

## **5. School initiated exclusion from class (1 – 28 days)**

- a. Kinross Wolaroi 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 in Kinross Wolaroi School's Code of Conduct.



- b. Excluded students must abide by the conditions of their 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. Where the student is provided with homework or other studies for the period of the exclusion, the student must continue to meet the academic requirements of the course.
- d. Exclusions from class will not be recorded on PRISMS.
- e. Periods of 'exclusion from class' will not be included in attendance calculations as per Kinross Wolaroi School's Course Progress and Attendance.

#### **6. School initiated suspension of studies (28 days +)**

- a. Kinross Wolaroi 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 suspension in Kinross Wolaroi School's Code of Conduct.
- b. Suspended students must abide by the conditions of their suspension 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. Students who have been suspended for more than 28 days may need to contact Department of Immigration. (Please see contact details at: <http://www.immi.gov.au/contacts/australia/index.htm>).
- d. If special circumstances exist, the student must abide by the conditions of his or her suspension which will depend on the welfare and accommodation arrangements in place for each student and which will be determined by the Principal.
- e. Suspensions will be recorded on PRISMS.
- f. The period of suspension will not be included in attendance calculations.

#### **7. School initiated cancellation of enrolment**

- a. Kinross Wolaroi 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 cancellation in Kinross Wolaroi School's Code of Conduct.
- b. Kinross Wolaroi School is required to report failure to maintain satisfactory course progress and failure to maintain satisfactory attendance to Department of Home Affairs, which may impact on a student's visa.

School initiated cancellation of enrolment is subject to Kinross Wolaroi's School's Complaints and Appeals Policy. Please see below.

#### **8. Complaints and Appeals**

- a. Student requests for deferment, suspension and cancellation of enrolment are not subject to Kinross Wolaroi School's Complaints and Appeals Policy.



- b. Exclusion from class is subject to Kinross Wolaroi School's Complaints and Appeals Policy.
  - c. School initiated suspension, where the suspension is to be recorded in PRISMS, and cancellation are subject to Kinross Wolaroi School's Complaints and Appeals Policy.
  - d. For the duration of the appeals process, the student will remain enrolled and must attend school to maintain enrolment and attendance at all classes as normal. The Principal will determine if participation in studies will be in class or under a supervised arrangement outside of classes.
  - e. If students access Kinross Wolaroi School's complaints and appeals process regarding a school initiated suspension, where the suspension is recorded in PRISMS, or cancellation, the suspension or cancellation will not be reported in PRISMS until the complaints and appeals process is finalised, unless extenuating circumstances relating to the welfare of the student apply.
  - f. Extenuating circumstances include:
    - the student refuses to maintain approved welfare and accommodation arrangements (for students under 18 years of age);
    - the student is missing;
    - the student has medical concerns or severe depression or psychological issues which lead the school to fear for the student's wellbeing;
    - the student has engaged or threatened to engage in behaviour that is reasonably believed to endanger the student or others;
    - is at risk of committing a criminal offence; or
    - the student is the subject of investigation relating to criminal matters.
  - g. The use of extenuating circumstances by Kinross Wolaroi School to suspend or cancel a student's enrolment prior to the completion of any complaints and appeals process will be supported by appropriate evidence.
  - h. The final decision for evaluating extenuating circumstances lies with the Principal.
9. **Student to seek information from Department of Home Affairs**  
Deferment, suspension and cancellation of enrolment can have an effect on a student's visa because of changes to enrolment status. Students can visit the Department of Home Affairs Website [www.immi.gov.au/students/](http://www.immi.gov.au/students/) for further information about their visa conditions and obligations.

## Transfer Request Policy

1. Overseas students are restricted from transferring from their principal course of study for a period of six months. This restriction also applies to any course(s) packaged with their principal course of study.

Exceptions to this restriction are:

- a. If the student's course or school becomes unregistered
- b. The school has a government sanction imposed on its registration
- c. A government sponsor (if applicable) considers a transfer to be in the student's best interests
- d. If the student is granted a Letter of Release.



2. Students can apply to the Admissions Officer for a Letter of Release at no charge to enable them to transfer to another education provider. However, if a student has not completed the first six months of the principal course of study or is under 18 years of age, conditions apply.
3. Kinross Wolaroi School will only provide a Letter of Release to students before completing the first six months of their principal course in the following circumstances:
  - a. The student has changed welfare and accommodation arrangements and is no longer within a reasonable travelling time of the school
  - b. It has been agreed by the School the student would be better placed in a course that is not available at Kinross Wolaroi School.
  - c. Any other reason stated in the policies of Kinross Wolaroi School.
4. Students under 18 years of age MUST also have:
  - a. Written evidence that the student's parent(s)/legal guardian supports the transfer
  - b. Written confirmation that the new provider will accept responsibility for approving the student's accommodation, support, and general welfare arrangements where the student is not living with a parent / legal guardian or a suitable nominated relative
  - c. Evidence that the student is always in Department of Immigration approved welfare and accommodation arrangements.
5. Kinross Wolaroi School will NOT provide a Letter of Release to students before completing the first six months of their principal course in the following circumstances:
  - a. The student's progress is likely to be academically disadvantaged
  - b. Kinross Wolaroi School is concerned that the student's application to transfer is a consequence of the adverse influence of another party
  - c. The student has not had sufficient time to settle into a new environment in order to make an informed decision about transfer
  - d. The student has not accessed school support services which may assist with making adjustments to a new environment, including academic and personal counselling services
  - e. School fees have not been paid for the current study period.
6. In order to apply for a Letter of Release, all students must first have a Letter of Offer from the receiving provider.
7. Applications to transfer to another registered provider may have visa implications. The student is advised to contact the Department of Home Affairs office as soon as possible to discuss any implications. The address of the nearest Office is: 26 Lee Street, Sydney. Other contact details for Department of Home Affairs are: Phone: 131 881 and Email: [student.centre@immi.gov.au](mailto:student.centre@immi.gov.au)
8. It is a requirement under NSW legislation that letters of release, whether provided by this School or by another registered provider, give information about whether the student has demonstrated a commitment to studies during the course, had a good attendance record for the course, and paid all fees for the course.



9. All applications for transfer will be considered within 5 working days and the applicant notified of the decision.
10. Students whose request for transfer has been refused will be notified in writing of the reasons for refusal and may appeal the decision in accordance with Kinross Wolaroi School's Complaints and Appeals Policy. The Complaints and Appeals Policy is available in the International Students' Handbook and on the School's website.

## Student Accommodation Policy

All International Students are required to reside in the School's boarding houses.

## Code of Conduct

It is one of the aims of this School to continue the training in decency and good manners received by students at home from their parents and to further their training so that the student's character is readily recognisable as that of a lady or gentleman.

Accordingly, rules and regulations are defined to ensure that:

1. a student's conduct, through self-control and moderation reflects credit on the student, themselves, their parents and on the School.
2. the comfort, rights and safety of all School members are protected.

Boarders are subject to School discipline at all times other than when they are under the direct control of their parents or guardians. The Code of Conduct exists for both Students and Staff. The following list is a sample of some of these regulations.

1. Students will at all times respect and follow instructions given by all staff and senior leaders.
2. A student's personal appearance will be beyond reproach at all times. Students will conform to the standard of dress prescribed.
3. No student is permitted to smoke or drink alcoholic liquor on School premises, when wearing School uniform or when attending a function as a member of the School. Boarders are not to have in their possession any tablets, medicine or drugs of any description. Any prescription drugs, vitamins or herbal medicines are to be handed to the Health Centre for care and distribution.
4. The theft of, or the wilful damage or destruction of, any item of private, public or School property will not be tolerated and serious consequences will ensue.
5. Matches, cigarette lighters, knives, firearms, fireworks, aerosol cans and pornographic material as well as the instructions for or materials for the preparation, or the actual preparation of explosives are strictly forbidden. Any form of substance abuse will be treated as an extremely serious offence.
6. Any form of bullying will not be tolerated.
7. Cheating is regarded as a very serious offence and will be dealt with accordingly.



8. Our main aim in the discipline is to ensure students exhibit behaviours that identify them as young people of good character and that no student interferes with the right of another to learn. To achieve this, a wide variety of deterrents exist. These include: lunchtime detentions, loss of privileges, letters of apology, behaviour contracts, work cards, suspension and exclusion.

## Student Services

Kinross Wolaroi School will ensure that students have access to:

- Orientation on arrival;
- Accommodation services;
- Assistance and information about their academic progress;
- Information regarding entry to further study;
- Ongoing counselling as required in relation to health and family matters;
- A designated Tutor and Head Tutor who will assist the student to adjust to life and study at an Australian Institution and to help resolve problems;
- A copy of the School Dispute Resolution Policy.

## Privacy of Personal Information

Kinross Wolaroi School will meet all requirements of the Privacy Act 2001 in relation to the way it handles personal and sensitive information about students.

## Student Grievances

Kinross Wolaroi School will have a fair and transparent process for dealing with student grievances. In the event that such grievances cannot be resolved internally, Kinross Wolaroi School will advise students of the appropriate bodies from which they can seek further assistance.

## The ESOS Framework

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. These laws are known as the ESOS Framework and they include the Education Services for Overseas (ESOS) Act 2000 and the National Code 2007.

Please see [https://internationaleducation.gov.au/Regulatory-Information/Documents/ESOSFrameworkfactsheetfinaldraft9May2014\(2\).pdf](https://internationaleducation.gov.au/Regulatory-Information/Documents/ESOSFrameworkfactsheetfinaldraft9May2014(2).pdf)



## Dispute Resolution Policy

In the event of a dispute or grievance, students should first try to solve problems through the School's internal dispute resolution processes. Students should follow this process:

1. The student should contact the appropriate staff member for an appointment to discuss the issue:
  - a. Academic/Curricular concerns – Tutor or Head Tutor
  - b. Personal issues – Tutor or Head Tutor
  - c. Boarding Issues – Head of House or Director of Boarding.
2. If there is no resolution, the student should make an appointment to discuss the issue with the Head of Senior School. The student should take a written statement outlining any issues or concerns to this meeting. The Head of Senior School will refer to previous notes from the student's record
3. If there is still no resolution, the student should make an appointment to discuss the issue with the Principal.
4. The student should discuss the problem with the Principal. If there is a resolution, details will be noted on the student's record. If there is no resolution, the student will be made aware of other steps available to him and their rights under legislation in the State of NSW and the Commonwealth of Australia.
5. The student may nominate a support person to accompany him at any stage of the dispute resolution process.

## Additional information on school organisation

### Accidents and Illness

To report ill, a student must first see their Head of House to be referred to the Health Centre. The Health Centre will determine if the student can be treated and sent back to class or if they should stay in the Health Centre. In the case of an accident, the student will be sent directly to the Health Centre.

### Haircuts

The guidelines about hair are non-negotiable and the School reserves the right to remove educational services to any student who is unwilling to meet the required standard. The Director of Boarding (or an appointed representative) will organise a hair stylist to rectify non-conforming haircuts. Please contact your student's Head Tutor before proceeding with a change of hairstyle if you are unsure of the requirements.

### Jewellery

Apart from watches, no jewellery, e.g. rings, earrings, bracelets, necklaces, etc., is to be worn unless for religious purposes. A note must be provided for consideration.

### Library Resource Centre

Each student, whilst a student of Kinross Wolaroi School, can borrow books throughout the year including holidays, except when they have an overdue book.

### Lockers

Each student is issued with a locker for their school supplies.



### **Lost Property**

Students who lose property during the school day are to check with Reception. If there is significant reason to believe another student may have appropriated the property, the Head of Senior School should be informed.

### **Health Centre**

The Health Centre is staffed by qualified nurses and is open Monday - Friday 7.30am to 5.30pm and Saturday 8am to 5pm. A registered nurse is on call after hours.

### **Valuables**

In general, no valuables should be brought to school. No student should carry a large sum of money. If there is a reason to deviate from this rule, the valuables or money should be taken to the Accounts Office for safekeeping while the student is at school.

## **Laws and Safety in Australia**

### **What to Bring**

Students are often surprised by how strict Australian Customs Services and Quarantine can be. If you are in doubt about whether material you are carrying is prohibited or not, declare it anyway on the Incoming Passenger Card which you will receive on the plane. Students have received on-the-spot fines for not declaring items. Visit the Australian Quarantine and Inspection Service (AQIS) homepage [www.aqis.gov.au](http://www.aqis.gov.au), read "What can I take into Australia?" Also let your family and friends know "What can be mailed to Australia" as outlined on the site.

Baggage allowances for flying into Australia will vary according to your carrier, flight class and country of origin. Please check with your carrier prior to departure. Economy passengers are generally permitted 1 x checked luggage (20kg) and 1 carry-on (7kg) for international flights, and 20kg of checked luggage on domestic flights within Australia. This will significantly limit the number of items you can bring, especially if you fly within Australia to get to your final destination.

Therefore, it is essential to think the packing process through very carefully. You will be able to purchase most things upon arrival in Australia.

### **Obeying the Law**

One of the reasons we have such a wonderful lifestyle in Australia is due to our representative democracy, the separation of powers, and our respect for the rule of law. We have a lot of laws in Australia and as a result, society runs smoothly.

Having been granted a visa to study in Australia, you signed a document (Australian Values Statement Temporary) agreeing to respect Australian values and obey the laws of Australia for the duration of your stay. Failure to comply with the laws of this land (including State and Territory laws) could result in a fine or the cancellation of your visa and possible deportation back home. If you are convicted of a serious crime, it could result in imprisonment.





## Australian Culture – Social Customs

### Greeting People

When meeting people for the first time, it is usual to shake the person's right hand with your right hand. People who do not know each other generally do not kiss or hug when meeting. When you first meet someone, it is polite not to talk about personal matters. Many Australians look at the eyes of the people that they are talking with. They consider this a sign of respect and an indication that they are listening but do not stare at the person for a long time.

### Polite Behaviour

"Please" and "Thank you" are words that are very helpful when dealing with other people and buying goods or services. When asked if you would like something, like a cup of tea, it is polite to say, 'Yes please' or just 'please' if you would like it, or "No thank you" if you do not. Australians tend to think that people who do not say 'please' and 'thank you' are being rude.

### Australian Slang

Much common word usage or 'slang' may seem strange to people new to Australia. Slang words start from many different sources. Some words are shortened versions of longer words. Many were expressions already used by migrants who came from the north of England. If you are unsure what an expression means, it is alright to ask the person who said it to explain.

Some common expressions are:

- **Bring a Plate:** When you are invited to a party and asked to 'bring a plate' this means to bring a dish of food to share with your host and other guests. Take the food to the party in any type of dish, not just a plate, and it is usually ready to serve. This is common for communal gatherings such as for school, work or a club. If you are unsure what to bring, you can ask the host.
- **BYO:** When an invitation to a party says BYO, this means 'bring your own' drink.
- **Arvo:** This is short for afternoon. 'Drop by this arvo', means please come and visit this afternoon.
- **Barbecue, BBQ, Barbie:** Outdoor cooking, usually meat or seafood over a grill or hotplate using gas or coals. The host serves the meat with salads and bread rolls. It is common for a guest, when invited to a BBQ to ask if they should bring anything.
- **Snag:** The sausages usually cooked at a barbecue. They can be made of pork, beef or chicken.
- **Chook:** The term chook means a chicken, usually a hen.
- **Cuppa:** A cup of tea or coffee. 'Drop by this arvo for a cuppa' means please come and visit this afternoon for a cup of tea or coffee.
- **Loo or Dunny:** These are slang terms for a toilet. If you are a guest in someone's house for the first time, it is usually polite to ask permission to use the toilet.
- **Fair Dinkum:** Honest, the truth. 'Fair Dinkum?' When used as a question means, 'Is it really true?'
- **To be Crook:** To be sick or ill.
- **Flat Out:** Busy.



- Bloke: A man. Sometimes if you ask for help, you may get an answer 'See that bloke over there'.
- How ya goin? 'How are you going?' This means "How are you?", or "How do you do?" It does not mean "What form of transport you are taking?". Sometimes it can sound like 'ow-ya-going-mate?'

## Public Holidays and Special Celebrations

Australians hold certain days each year as special days of national meaning. We may recognise the day with a holiday for everyone or we can celebrate the special day as a nation with unique events. Most States and Territories observe some of the public holidays on the same date. They have others on different dates or have some days that only their State or Territory celebrates. In larger cities, most shops, restaurants and public transport continue to operate on public holidays. In smaller towns, most shops and restaurants close.

### New Year

Australians love to celebrate New Year. There are festivals, celebrations and parties all over the country to welcome in the New Year. New Year in Australia is often celebrated with a fireworks display. January 1 is a public holiday.

### Australia Day

Australia Day, January 26, is the day we as a people and place celebrate our nationhood. The day is a public holiday which marks the founding of the first settlement in our nation by European people.

### ANZAC Day

ANZAC Day is on April 25, the day the Australian and New Zealand Army Corps (ANZAC) landed at Gallipoli in Turkey in 1915 during World War 1.

This day is set apart to hold dear the memory of those who fought for our nation and those who lost their lives to war. The day is a public holiday. We remember the fallen with ceremonies, wreath laying and military parades. You will find many towns have an ANZAC Day parade and ceremony culminating in the laying of memorial wreaths at a monument or war memorial. These services can be very moving and a wonderful way of experiencing some Australian National pride, as the courage of our fallen soldiers is commemorated. Many Australians attend the National War Memorial in Canberra, or a War Memorial in one of the Capital Cities around Australia for either the traditional 'Dawn Service', which commemorates the landing of the ANZACS at Gallipoli in the dark and dawning of that day, or another service usually commencing around mid-morning with a parade of returned armed forces representing all Australians who have fought in war. As Australia is such a multicultural country, these days it is common to see many other countries also represented in these parades.



## Information for Students about living in Australia

### Setting up a Bank Account

You can choose to open a bank account in any bank, credit union or building society in Australia. Kinross Wolaroi School banks with Westpac Banking Corporation.

To open a bank account, you will need the following:

- Passport (with arrival date stamped by Australian Home Affairs);
- Student ID Card;
- Money to deposit into the account (this can be as little as \$10).

### On your Flight

Wear comfortable, layered clothing so that you are able to make adjustments according to the local weather. Remember if you are flying from a Northern Hemisphere winter into the Australian summer it will be very hot so wear lightweight clothing underneath and have a pair of sandals or lighter shoes in your hand luggage if you need cooler footwear. Alternatively, extra clothing may be required if flying into the Australian winter season.

### Seasonal Considerations

Summer in Australia is from December to February, Autumn from March to May, Winter from June to August, and Spring from September to November. For most of the country the hottest months are January and February. Winter in Orange is very cold, with temperatures often falling below zero overnight. It is not unusual for it to snow in Orange.

Before landing in Australia, passengers are given an Incoming Passenger Card to fill in. This is a legal document. You must tick YES if you are carrying any food, plant material including wooden souvenirs, or animal products. This includes fruit given to you during your flight. If you have items you do not wish to declare, you can dispose of them in quarantine bins in the airport terminal. Don't be afraid to ask airline staff if you have any questions.

If you are carrying more than AU\$10,000 in cash, you must also declare this on your Incoming Passenger Card. It is strongly recommended, however, that you do not carry large sums of cash but arrange for an electronic transfer into your Australian bank account.

### Keeping in Contact

Before you leave home, you should provide your family and friends and your education provider in Australia with details of your flights to Australia and where you will be staying when you arrive. Do not change these details without informing them. Once you have arrived in Australia, you should then let your family and friends know that you have arrived safely. It is important to always let someone know where you are and how to contact you by phone or by post.