

DE INTERNATIONAL

INFORMATION FOR PARENTS OF INTERNATIONAL STUDENTS IN PRIMARY SCHOOLS

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 Students (ESOS) Act 2000 and the National Code.

For a summary of the ESOS framework, go to:
<https://internationaleducation.gov.au/Regulatory-Information/Pages/Regulatoryinformation.aspx>

For information about student visa requirements refer to the Department of Home Affairs website:
<http://www.homeaffairs.gov.au>

Contact the International Student Coordinator at your child's school if you have any concerns or questions about the school, personal issues or other problems. The Coordinator will assist you or refer you to the appropriate staff member.

The following regulations apply to your child's studies at a NSW government school:

Attendance and course requirements

- Your child must attend a minimum of 80% of all scheduled classes. If your child does not meet attendance requirements he/she may be reported to Department of Home Affairs, unless there are compassionate or compelling circumstances (guidelines are provided below).
- You must provide a doctor's certificate for any of your child's absences of three days or more. The doctor must be a registered medical practitioner. If your child is absent for one or two days, a letter of explanation must be provided.

Welfare Requirements

- You must notify your child's school of your residential address within seven days of arriving in Australia and notify any changes of address and contact details within seven days.

Conditions of enrolment

- Your child must commence school enrolment on the date stated on the Confirmation of Enrolment and if this is not possible notify DE International in writing within 24 hours of the start date on the Confirmation of Enrolment.
- If you are the approved carer, you are required to remain with your child while he/she is enrolled in primary school. If you need to return to your home country, your child must accompany you.
- Your child must adhere to school rules and the terms and conditions of enrolment as stated on the international student application form. Your child will receive information about school rules and expected behaviour at orientation.
- Your child's school may suspend or cancel your child's enrolment on grounds of misbehaviour. For further information about student behaviour and suspension and expulsion of students, refer to the International Student Coordinator at your child's school.
- If you want to transfer your child to another government school you must provide a written request to your child's school.

- If you want to change provider you must provide a written request to your child's school. For further information concerning visa regulations about change of provider refer to the Department of Home Affairs website and the coordinator at your child's school.

Taking leave

- If your child is going to be absent for a week or more during school term, you must request approval from the principal and DE International. You must not defer your child's start date or allow your child to take extended leave without permission from the Principal and DE International. Approval is only granted on compelling or compassionate grounds (guidelines below).

Complaints and Appeals

- NSW Department of Education has a complaints and appeals process. If you wish to make a complaint or appeal a decision made concerning your child's enrolment, course progress or other decision, you should contact the International Student Coordinator at your school.
- If you are not satisfied with the outcome of internal complaint and appeal process, you will be advised of how to access to the external appeals process through the NSW Ombudsman.
- Your child must remain enrolled at their school throughout any appeal process until the process has been completed.

Guidelines for compassionate or compelling circumstances

Leave approved on grounds of compelling or compassionate circumstances is not counted in attendance records. Compassionate or compelling circumstances are generally those beyond your control and which have an impact upon your child's course progress or wellbeing. These could include, but not limited to:

- illness, where a medical certificate states that you are unable to attend classes or
- bereavement of close family members such as parents or grandparents (where possible a death certificate or other evidence should be provided either prior to departure or on return) or
- major political upheaval or natural disaster in the home country requiring their emergency travel and this has impacted on your studies or
- a traumatic experience which could include, but is not limited to:
 - involvement in, or witnessing of an accident
 - witnessing or being the victim of crime
- and this has impacted on your child (these cases should be supported by police or psychologists' reports or written advice from a suitable medical professional)
- inability to begin studying on the course commencement date due