



# Overseas Student (CRICOS) Handbook

*Pymble Ladies' College*

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# Section 1

## Introduction

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# Principal's Message

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## WELCOME TO THE PYMBLE FAMILY

One of the first things I say to new families who choose *Pymble* is thank you for trusting us with your daughter.

Selecting the school that will guide her journey from a dependent child with her whole life in front of her to an independent young woman ready to embrace her future is such an important decision for you all. Rest assured, when your daughter commences at the College, she becomes a treasured member of our family, too.

As experienced educators, we know that every family member has their own personality, strengths, interests and dreams. Our aim is to know, guide and challenge your daughter throughout her school years with a personalised education that enables her to grow and develop into an independent, critical thinker who has the confidence to be herself and follow her passions to achieve her own greatness.

The College is alive with new opportunities, possibilities and experiences for her to try. Whatever her interests or level of ability, she will be encouraged and supported in her academic learning and co-curricular activities by our dedicated staff as well as her fellow students, who live according

to the *Pymble* values of Care, Courage, Integrity, Respect and Responsibility. These are the character traits of the *Pymble* family and ones that will define her throughout her life.

As with any family, we have an established set of expectations, policies and procedures to help keep each other happy and safe and to help our 'household' function efficiently and harmoniously. We encourage you to become familiar with this Handbook and to keep it somewhere accessible as your reference guide to a range of information that will come in handy throughout your time at *Pymble*.

Welcome again to the *Pymble* family. We look forward to many years of sharing happy memories and celebrating your daughter's milestones and achievements together.

A handwritten signature in dark ink, appearing to read 'Kate Hadwen'.

**Dr Kate Hadwen**

PRINCIPAL

PhD, MEd, Grad Cert Ed (School Leadership),  
BTeach

# Our Vision

## *Influential and compassionate women*



Our strategic direction focuses on four key pillars designed to build your academic, emotional, digital and social intelligence and nurture you to become influential and compassionate women.

Watch us Change the World!

*Knowledge for  
a better world*

*Empowered to  
be courageous*

*Technologies for  
an innovative  
future*

*Diversity as the  
path to unity*



Five core values affirm our commitment to the Christian heritage of Pymble Ladies' College and our identity as a school of the Uniting Church in Australia.



# About the College

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Pymble Ladies' College is a leading independent school of the Uniting Church in Australia, set on 20 hectares of beautiful park-like grounds on Sydney's Upper North Shore, for girls from Kindergarten to Year 12, with boarding available from Year 7. *Pymble* offers exceptional opportunities for girls and young women.

They enjoy extensive curricular and co-curricular educational programs, advanced learning technology, outstanding facilities and extensive choices in the performing/visual arts, sporting and cultural arenas.

A strong academic record and focus on each student as an individual creates a caring, safe, stimulating environment that inspires a balanced educational experience. The College is deeply committed to academic, sporting and cultural excellence, and we are equally committed to service, contribution and giving back to the community.

Our vision is to provide an education universally acknowledged for its outstanding quality and exceptional opportunities.

The College is divided into separate schools on the one campus, providing more leadership opportunities and more age-specific academic and personal care for each student. Each of the schools has its own distinct precinct. There is a Junior School (Kindergarten to Year 6), a Middle School (Years 7 and 8), an Upper School (Years 9 and 10) and a Senior School (Years 11 and 12). Each of the Schools has its own Head of School, Deputy Head of School and two Heads of Year.

The school year runs from the end of January through to the beginning of December. There are four terms, with breaks in April (three weeks), July (three weeks), September (two weeks) and December/January (seven weeks). Accommodation in the Boarding House closes during these holiday breaks.

Information and policies for students and parents is available on *MyPymble* which is the parent portal. Login details are shared prior to commencement of study at *Pymble*.

# Subjects

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The NSW Education Standards Authority (NESA) is responsible for developing Kindergarten to Year 12 syllabuses for NSW schools in accordance with the Education Act 1990 and the NSW Education Standards Authority Act 2013.

## **PRIMARY SCHOOL STUDIES (KINDERGARTEN TO YEAR 6) (077761M)**

The Primary School studies course is a seven-year course with each grade being one year's duration.

### **Curriculum Requirements**

In Kindergarten to Year 6, schools are required to have educational programs for the six Key Learning Areas of:

- English
- Mathematics
- Science and Technology
- Personal Development, Health and Physical Education
- Creative Arts
- Human Society and Its Environment (History and Geography)

### **Kindergarten to Year 6 includes four Stages of learning:**

- Early Stage 1 – Kindergarten
- Stage 1 – Years 1 and 2
- Stage 2 – Years 3 and 4
- Stage 3 – Years 5 and 6

## **JUNIOR SECONDARY SCHOOL STUDIES (YEARS 7 TO 10) (074454B)**

The Secondary School offers a broad curriculum which is organised into three stages:

- Stage 4 (Years 7 and 8),
- Stage 5 (Years 9 and 10) and
- Stage 6 (Years 11 and 12).

The Junior Secondary School studies course is a four-year course with Years 7 to 10 being one year's duration.

Mandatory subjects and elective subjects at *Pymble* are outlined in the Courses of Study Years 7 to 10 Booklet which is updated each year and shared with students prior to subject selection and is also available on *MyPymble*. For further information on subjects at *Pymble* contact the Enrolments Manager – 7-12 or visit the Learning section of the College website.

The School is registered and accredited to present students for the Record of School Achievement (RoSA).

# Subjects

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## SENIOR SECONDARY SCHOOL STUDIES (YEARS 11 AND 12) (074455A)

*Pymble* is accredited to present students for the Higher School Certificate (HSC). HSC subjects are generally completed over 2 years, Year 11 and Year 12 and are taught in accordance with the requirements of the NSW Education Standards Authority (NESA). The HSC is the NSW completion of high school qualification and can be used to gain an Australian Tertiary Admission Rank (ATAR) for admission into Australian Universities. Subjects available for selection are outlined in the Year 11/12 Subject Information Booklet which is updated annually, provided to students and stored on MyPymble. It is also available by contacting the Enrolments Manager 7-12.

### Assessment Policies

Assessment Policy booklets are listed on *MyPymble* and contain all the relevant information with regard to the formal assessment programs for Years 9 to 12. As well as some general information, they contain important rules and procedures for students, parents and carers and teachers. The formal assessment requirements for each subject offered are also included.

## External Providers

From time to time students elect to study courses that are not available at the College and as such are undertaken through an outside tutor and/or external provider. When this occurs, the Director of Studies will support Overseas Students to enrol in these subjects. The Director of Studies maintains a register of all students studying a subject with an External Provider or Outside Tutor.

The external provider provides the Director of Studies with written confirmation that the subject will be taught in accordance with the NESA syllabuses. For Record of School Achievement (RoSA) and Higher School Certificate (HSC) courses, the external provider provides a written statement that the assessment program for each subject it delivers will meet the requirements of the Assessment Certification Examination (ACE) *website*.

The Director of Studies is responsible for maintaining documentation to demonstrate that each student's overall pattern of study meets the RoSA and HSC requirements. The relevant subjects are entered in each student's Confirmation of Entry in Schools Online, together with the name of the external provider. The Confirmation of Entry records whether the pattern of study entered for each student meets the requirements for the award of the Higher School Certificate and ATAR. The Confirmation of Entry also demonstrates that the subject studied externally comprises a minority of each student's overall pattern of study.



# Subjects

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## NSW School of Languages

Each year, a small number of students study a language through the NSW School of Languages. In Years 9 and 10, the study of the language replaces one of the student's elective subjects and the student is allocated five periods per cycle on their timetable.

In Years 11 and 12, the language studied externally contributes to the total number of units each student is studying, up to a maximum of 13 units (in line with NSW School of Languages guidelines). Each student is allocated seven periods per cycle on their timetable. All students have access to the Internet for the online sessions.

## Saturday School of Community Languages

A number of students also study a language through the Saturday School of Community Languages. In Years 9 and 10, the study of this language is in addition to the subjects the student is studying at *Pymble*. In Years 11 and 12, the language studied externally contributes to the total number of units each student is studying, up to a maximum of 14 units. Each student is allocated seven periods per cycle on their timetable.

Further information about subject selection, patterns of study, assessment and External Providers is available by request to the Enrolments Manager – 7-12 via email [enrol@pymblelc.nsw.edu.au](mailto:enrol@pymblelc.nsw.edu.au)

# The Education Services for Overseas Students Act (ESOS) Framework

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## IMPORTANT INFORMATION FOR YOU AS A STUDENT

You must refer to the below website and read the information relating to the ESOS Framework to ensure you understand the information relating to your future enrolment at the College.

<https://www.education.gov.au/international-education>

## THE ESOS FRAMEWORK – PROVIDING QUALITY EDUCATION AND PROTECTING YOUR RIGHTS

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 include the Education Services for Overseas (ESOS) Act 2000 and the National Code.

## PROTECTION FOR OVERSEAS STUDENTS

As an Overseas Student on a student visa, you must study with an education provider and in a course that can be found on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) at <https://cricos.education.gov.au>. CRICOS registration guarantees that the course and the education provider at which you study meet the high standards necessary for Overseas Students. You can find Pymble Ladies' College on the CRICOS register at <http://cricos.education.gov.au> and you will find that the details contained in this booklet and on our marketing material match the information available online.

# The ESOS Framework

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## YOUR RIGHTS

The ESOS framework protects your rights, as follows.

- Your right to receive, before enrolling, current and accurate information about the courses, fees, modes of study and other information from your provider. If you are under 18, to ensure your safety, you will be granted a visa only if there are arrangements in place for your accommodation, support and welfare.
- Your right to sign a written agreement with your provider before or as you pay fees, setting out the services to be provided, fees payable and information about refunds of course money. **You should keep a copy of your written agreement.**
- Your right to get the education you paid for. The ESOS framework includes consumer protection that will allow you to receive a refund or to be placed in another course if your provider is unable to teach your course.
- Your right to know:
  - how to use your provider's student support services
  - who the contact officer or officers are for Overseas Students
  - if you can apply for course credit; when your enrolment can be deferred, suspended or cancelled
  - what your provider's requirements are for satisfactory progress in the courses
  - if attendance will be monitored for those courses
  - what will happen if you want to change providers
  - how to use your provider's complaints and appeals process.

## YOUR RESPONSIBILITIES

As an Overseas Student on a student visa, you have responsibilities to:

- satisfy your student visa conditions
- maintain your Overseas Student Health Cover (OSHC) for the period of your stay
- meet the terms of the written agreement with your provider
- inform your provider if you change your address
- maintain satisfactory course progress
- follow your provider's attendance policy, if attendance is recorded for your course
- maintain your approved accommodation, support and general welfare arrangements.

# Government requirements

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Students must comply with the requirements of the Department of Home Affairs (DHA) regarding regulations governing Overseas Student entry to Australia.

Overseas Students at *Pymble* are required to live with a parent when enrolled in the Junior School (Kindergarten to Year 6).

In the Secondary School (Years 7 to 12) Overseas Students can enrol as day or boarding students.

*Pymble* does not engage third party Homestay providers, but may, at the discretion of the Principal, issue a Confirmation of Accommodation and Welfare (CAAW) in certain circumstances on application. If the Principal decides to issue a CAAW, the student must enrol as a boarder, and must have a local carer approved by the College.

Section 2 of this Handbook outlines the College requirements regarding

accommodation and welfare arrangements.

## **MONITORING OF STUDENTS KINDERGARTEN TO YEAR 12 ACCOMMODATION ARRANGEMENTS**

Parents of students in Kindergarten to Year 12 should note that the College will implement procedures to monitor the living arrangements of all Overseas Students living with a parent or DHA approved relative as required by Australian laws. Monitoring includes pastoral care discussions with students about their accommodation, meeting with *Pymble* staff and parents and approved relatives. If the College will issue a CAAW letter, verification of living arrangements will be conducted prior to offering a confirmed place. The College will also monitor accommodation according to Boarding policies and procedures as well as the *Pymble* wellbeing processes.

# Educational standards and outcomes

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Pymble Ladies' College is committed to providing and maintaining the highest professional standards in its delivery of its education programs. This includes safeguarding the welfare and interests of all students, providing adequate facilities and resources, and using appropriate and effective methods of teaching and learning.

All subjects and courses offered to

Overseas Students have stated educational outcomes as specified in the syllabus documents. Curriculum notes are available to Overseas Students to assist them in making suitable selections prior to them taking up the place. The Careers and Tertiary Advisor is also available to discuss subject choices with Overseas Students before a course of study is chosen.

# Privacy of personal information

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Pymble Ladies' College adheres to the requirements of the Privacy Act 2001 in relation to the way it handles personal and sensitive information about students. Parents and students must be aware that the information provided by the student to the College may be made available to Commonwealth and State Agencies pursuant to obligations under the ESOS Act 2000 and the National Code 2018.

The College is required, under S19 of the ESOS Act 2000, to inform the Department of Home Affairs (DHA) about:

- certain changes to the student's enrolment
- any breach by the student of a student visa condition relating to attendance or satisfactory academic performance.

## Course-related Fees and Refund Policy

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Information on College fees for Overseas Students including payment plans, payments in advance and terms and conditions can be found on the College Fees webpage.

## Important contact details

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Pymble Ladies' College  
Avon Road, Pymble NSW 2073

**Phone:** +61 2 9855 7799

[www.pymblelc.nsw.edu.au](http://www.pymblelc.nsw.edu.au)

### **DEPUTY PRINCIPAL - STUDENTS (K-12)**

Mr Justin Raymond

### **DIRECTOR OF BOARDING**

Mrs Carolyn Burgess

### **ENROLMENTS**

Mrs Kylie Campbell - 7-12

Mrs Melinda Clements - K-6

# Section 2

## Enrolment Process

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- 2 Entry criteria
- 3 Academic evidence and documentation Kindergarten to Year 12
- 4 Requirements for acceptance into the course Kindergarten to Year 12
- 5 Living arrangements, support and general welfare for students in Years 7 to 12
- 6 Changing provider approved care arrangements after arrival in Australia
- 7 Monitoring academic progress, College life and attendance
- 8 Changes to Enrolment status
  - Application for Deferment and/or Suspension of Commencement of Study
  - Application for Student Transfer from the College
  - Termination and/or Suspension of Enrolment by the College
  - Complaints and Appeals
- 9 Provider and Government contact details

# Enrolment steps

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Pymble Ladies' College is one of Australia's leading schools for girls and young women. We recognise and celebrate the cultural diversity that is uniquely *Pymble* and understand the importance of engaging with all our community. To be considered for enrolment at Pymble Ladies' College, Overseas Students are required to:

## APPLICATION

1. Submit a completed Application for Enrolment form signed by parent(s)
2. Pay the non-refundable Application Fee of \$440
3. Provide a certified copy of the student's birth certificate, translated into English if necessary and certified
4. Provide a copy of the information page from the student's passport
5. Provide a copy of the student's latest school reports (full year), translated into English, if necessary, and certified
6. Provide a certificate of English fluency from the Australian Education Assessment Services (AEAS) [refer to the *English Requirements at Pymble* document located on the Overseas Students page of the College website]. Please note that AEAS test results are valid for 12 months.
7. Be prepared to take out Overseas Student Health Cover prior to a Student Visa being granted. (See additional costs outlined on the College Fees webpage)
8. Supply details of the DHA approved parent/relative to act as accompanying Guardian whether

the student will live with the Parent/Guardian or in the Boarding House.

9. Supply details of the local carer if the College will be providing a CAAW.

## INTERVIEW

In the year prior to entry an interview with the Head of School and Director of Boarding (if necessary) will be arranged. Interviews are generally conducted at the College but online interviews can be arranged if necessary. All students must be interviewed before a confirmed place at the College is offered.

## CONFIRMED PLACE

Following a successful interview, a confirmed place is offered. Your acceptance of this offer is finalised by the payment of the Acceptance and Entry Fees. You are also required to sign and return the Written Agreement and Conditions of Entry and Continuing Enrolment (Enrolment Contract).

Upon receipt of these fees and documentation, an electronic Confirmation of Enrolment (eCoE) and if relevant a Certificate of Accommodation and Welfare (CAAW) will be issued to enable you to apply for your daughter's student visa to enter Australia. The eCoE and CAAW will be sent electronically to the parents and agent's (if applicable) supplied email address.

College fees and other charges are subject to change and may vary from year to year. Tuition and Boarding fees are set annually by the College Council. Any increase in fees during the period of study will apply to both new and continuing students.

# Entry criteria

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## **PYMBLE LADIES' COLLEGE, AS A REGISTERED CRICOS PROVIDER, IS COMMITTED TO RECRUITING STUDENTS IN AN ETHICAL AND RESPONSIBLE MANNER.**

The College has an obligation to ensure that your student qualifications, experience and English Language proficiency are appropriate for the course in which you seek enrolment. The following information will help you as a prospective student to prepare for your enrolment process.

Overseas Students applying to the College must undertake studies on a

full-time basis, be academically qualified for the proposed course, be proficient in English and have the financial capacity to cover all expenses including return airfares and living costs, and the student must be in good health.

Students who wish to be enrolled in Kindergarten to Year 12 programs **MUST** have parents or a legal guardian **apply and accept responsibility for compliance** with all Australian Government Regulations and all Pymble Ladies' College **Conditions of Entry and Continuing Enrolment.**

# Academic evidence and documentation Kindergarten to Year 12

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Overseas Students applying for enrolment at Pymble Ladies' College are required to provide the following records to demonstrate satisfactory levels of academic achievement and English Language skills appropriate to the registered courses being offered.

- A copy of the student's school reports for the previous two full academic years – certified copies translated into English.
- Copies of any certificates of public examinations (where applicable)
- A photocopy of the student's passport
- AEAS test results, for entry to Years 5 to 11, if studying in a school where English is not the primary language or if the College makes the request.



# Requirements for acceptance into the course Kindergarten to Year 12

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## ENGLISH LANGUAGE PROFICIENCY

The English language proficiency required for entry is dependent on the age of the student and level of entry, if studying in a school where English is not the primary language or if the College makes the request. Students applying for entry to Years 5 to 11 are required to provide a certificate of English fluency from AEAS. Refer to the English Proficiency Guidelines at *Pymble* document located on the International Students page of the College website.

## ACADEMIC REQUIREMENTS

Students will be considered for the year level appropriate to her previous learning experience and age.

Students applying must meet the English language criteria as listed in the English Proficiency Guidelines. School reports and additional documentation are also reviewed. All students are interviewed by the respective Head of School and Learning Support staff as deemed necessary prior to a confirmed place being offered. The Head of School will discuss the past performance of the student and determine the appropriate Year level placement.

Students must be 'meeting expectations' or have a 'C' grade or better for English and Mathematics.

## COURSE CREDIT

This aspect of enrolment is most significant for students in Years 7 to 12 though there may be occasions when younger students Kindergarten to Year 6 may be considered for acceleration or repeating a certain year level based on age and capability.

Credit for courses previously studied will be considered through a process involving key staff listed below. In the context of Secondary School, course credit will be related to the year level placement of a student and/or to exemption from a subject(s) where evidence is provided to prove competency in the subject.

- Heads of School
- Deputy Principal - Academics
- Educational Psychologist (if appropriate)
- Student Support Services Staff Member

# Living arrangements, support and general welfare for students in Kindergarten to Year 12

## STUDENTS IN KINDERGARTEN TO YEAR 6

Students enrolling in courses Kindergarten to Year 6 **MUST** live with their parent/s for the duration of the course.

## STUDENTS IN YEARS 7 TO 12

Pymble Ladies' College **ONLY** approves the following accommodation options for Overseas Students in Years 7 to 12 regardless of whether she is under or over the age of 18. *Pymble* does not accept Home Stay arrangements.

- Live with her parent or approved relative as defined by the DHA
- Live as a Boarder at the College with an approved relative as defined by the DHA to act as Guardian.
- At the discretion of the Principal, live as a Boarder at the College with an approved College local carer.

Living and welfare arrangements must be approved by the College. The College reserves the right to monitor the home arrangements where the College has provided a Confirmation of Accommodation and Welfare (CAAW). A member of staff will visit a student's home prior to providing a CAAW and will monitor their accommodation through the College Student Health and Wellbeing Policy.

In relation to the provision of the Confirmation of Appropriate Accommodation and Welfare (CAAW) certificate, there are three options for Secondary School students as follows:

1. Student resides with parent – *Pymble* does not issue a CAAW. DHA is the authorised authority to vet and grant an accompanying guardian visa.
2. Student resides with a directRelative or Boards at the College – *Pymble* does not issue a CAAW. DHA is the authorised authority to vet and grant the guardian approval of the CAAW.
3. At the discretion of the Principal, live as a Boarder at the College and does not have a DHA approved relative to act as a guardian. *Pymble* will issue the CAAW and as part of your visa application you will need to comply with the following school policy:

The student will reside in *Pymble's* Boarding House and have an approved *Pymble* Local Carer whilst enrolled at *Pymble*, regardless of age.

The student's approved *Pymble* Local Carer must not change without the College's approval.

The Local Carer will only be approved if the Principal is satisfied that

# Living arrangements, support and general welfare for students in Kindergarten to Year 12

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evidence of good character and Child Safety awareness has been provided.

*Pymble* will only release the eCoE and CAAW when confirmation has been received that approved welfare/guardian services have been confirmed.

## **Boarding students please note:**

Pymble Ladies' College Boarding houses are closed to students during school holidays and public holiday long weekends during term time. Please refer to the Boarding Handbook for leave arrangements.

Students are required to return home during school holidays and on NSW Public Holiday long weekends or have holiday arrangements made by the parent and approved by the College. Students are required to have all short-term and long-term leave accommodation and welfare arrangements approved by the College. It is imperative that all arrangements are approved by the College prior to students or parents booking any flights or travel arrangements.

## **STUDENT DHA APPROVED GUARDIANS AND LOCAL CARER REQUIREMENTS**

DHA Approved Guardians or College approved Local carers act on behalf of parents for their children while they are away from home. Students must

have a Guardian or Local carer who can be contacted by the College to give written, or in an emergency, telephone, permission for leave, outings or medical assistance. This adult must be appointed in writing by the parents and must submit the signed Overseas Student Guardian Form accepting responsibility for the student. A student DHA approved Guardian or College approved Local Carer must:

- be over 21 years of age
- be eligible to remain in Australia until the student visa expires or the student turns 18 (whichever happens first)
- show that they are of good character, by providing a Working with Children Check or police clearance from the countries in which they have lived for more than 12 months in the past ten years after the age of 16
- be approved by the College.
- live close to the College or if a Boarder within the 1-2 hours travel time

Student Guardians must meet the basic criteria of health, character, health insurance, debts to the Commonwealth of Australia, custody arrangements, and accommodation and general welfare.

Please refer to the *Overseas Student Guardian* form located on the International Students page of the College website.

# Changing provider approved care arrangements after arrival in Australia

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The only option available to Overseas Students Years 7 to 12 at Pymble Ladies' College is to request a change from one of the two options listed above.

If a student subsequently seeks or is required to change the care arrangements made at the time of visa grant, they must obtain permission from Pymble Ladies' College. Please contact the Enrolments Department on **+61 2 9855 7613 or [enrol@pymblelc.nsw.edu.au](mailto:enrol@pymblelc.nsw.edu.au)**

Please note that any request to change approved care arrangements may affect the student visa already granted.

## CHANGING OF ACCOMMODATION

Applications for a student approved care arrangement change from a CAAW to a DHA approved direct relative or from a DHA approved direct relative to a CAAW should be submitted in writing to the Principal. If the student has commenced at the College, one full term's notice is required. (Refer to Conditions of Entry and Continuing Enrolment).

The College will not approve any other accommodation arrangements for Overseas Students.

All applications for change of approved care arrangements will be considered by the Principal within ten working days of receipt of the written request being received. The Principal has the responsibility for reviewing and approving/refusing Overseas Student change of approved care and this decision is final.

If the change of accommodation arrangements has been granted, the College will update PRISMS. Parents are required to inform/apply for the change with DHA using the online form <https://immi.homeaffairs.gov.au/change-in-situation/study-situation>

Students whose request for a change of accommodation which has been refused may appeal the decision in writing to the Principal.

# Monitoring academic progress, College life and attendance

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Progress in the academic and co-curricular aspects of the school program plus your general wellbeing will be monitored by your Deputy Head of School, who will meet with you from time to time to discuss your progress.

## Changes to Enrolment status

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Changes to the status of a student's enrolment can be as follows:

- Deferment of commencement of study, requested by the student
- Suspension of study, requested by the student
- Transfer of enrolment, requested by the student
- Termination and/or suspension of enrolment, initiated by the College.

# Application for Deferment of Commencement or Suspension of Studies

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Once the student has commenced the course, the College 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 (a death certificate may need to be provided)
- major political upheaval or a natural disaster in the home country requiring emergency travel that has impacted on studies
- a traumatic experience that has impacted on the student's ability

to begin study on the course commencement date due to delay in receiving a student visa.

Applications for deferment/suspension of enrolment should be submitted by completion and submission of the Application for Deferment of Commencement or Suspension of Studies form available from the Enrolments Manager 7-12 and will be assessed on merit by the Principal. Deferment and/or suspension will be recorded on the Provider Registration and International Student Management System (PRISMS) depending on the student's CoE status.

# Application for Student Transfer from the College

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Students can apply to transfer to another education provider. If the requested transfer is prior to completing six calendar months at their first school course, students must obtain a release from the College.

To apply for a release students must provide the following:

- Completed Application for student transfer/letter of release form (available on *MyPymble*)
- Written confirmation that a valid offer of enrolment has been made by another provider and where the College has issued a CAAW, that the new provider will accept responsibility for approving the student's accommodation, support and general welfare arrangements.
- Written evidence if the student is under 18 years of age, that the student's parent(s)/legal guardian supports the transfer.

If a release is granted, the College will

record this in the Provider Registration International Student Management System (PRISMS). The student is advised to contact Department of Home Affairs to seek advice on whether a new student visa is required. The Letter of Release will only be given on the last day of school that the student will be attending. If the College does not grant a Letter of Release, the student will be provided with written reasons for refusing this request and will be informed of her right to appeal the College decision in accordance with the Complaints Policy and Procedure.

The College will record all transfer request outcomes in PRISMS and maintain written records on the student file of all requests for a release and the assessment of and decision regarding the request.

# Termination and/or Suspension of Enrolment by the College

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Fair, appropriate, and objective measures are employed for the correction and/or discipline of students, including detention, suspension of, and/or termination of enrolment, after each individual case has been carefully considered. The Student Code of Behaviour is located in the student diary which is issued to all current and newly enrolled students on a yearly basis. The Enrolment Policy for the College is listed on the website.

The College may suspend or terminate an enrolment at its discretion for failure to comply with the conditions of entry outlined in the Written Agreement, signed during the enrolment process, or other serious breaches of the College's rules and regulations. Should the College have grounds to terminate or suspend a student's enrolment, a process of consultation will be entered into between the Principal or other authorised staff member and the parents or legal guardians.

All conversations and outcomes will be documented and placed on the student's file. Deferring, suspending or cancelling a student's enrolment may affect the student's visa entitlements. In the event of termination that is initiated by the College, the student will have 20 working days to access the Complaints Policy and Procedure. During this time, the student's enrolment will NOT be affected. Should a dispute be lodged, once it is resolved, DHA will be notified immediately via PRISMS, of the outcome should the termination continue. Arrangements will be made for the return of the student to parental/custodial care as soon as possible, with expenses to be met by the person with whom the College has a signed agreement. At all times, documentary evidence will be held on the student's file, to support any changes to enrolment status. Please refer to the **School Diary** and **Conditions of Entry and Continued Enrolment** for further details about the College rules and regulations

## Complaints and Appeals

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The College has a Complaints Policy. Students are encouraged to work with the College to resolve issues and to obtain the support they require in dealing with matters as they arise. If the matter is not resolved through the Complaints Process, the student will be advised about external persons/agencies to review the complaint at minimal or no extra cost to the student.



# Complaints and Appeals

If the student chooses to access an external complaints process, her enrolment is maintained while the Complaints process is ongoing. If the external appeals process results in a decision that supports the student, the College will immediately implement any decision and/or corrective and preventative action required and advise the student of the outcome.

## Provider and Government contact details

Who?	Why?	How?
<p>YOUR PROVIDER</p> <p>Pymble Ladies' College Avon Road, Pymble NSW 2073 PO Box 136 North Ryde BC NSW 1670</p> <p><b>Phone:</b> +61 2 9855 7799 <b>Email:</b> enrol@pymblelc.nsw.edu.au</p> <p><b>CRICOS:</b> 03288K</p>	<p>For policies that affect you</p>	<p>Speak with your provider. Go to your provider's website.</p> <p><b><a href="https://www.pymblelc.nsw.edu.au/enrolments/international-students/">https://www.pymblelc.nsw.edu.au/enrolments/international-students/</a></b></p>
<p>Department of Education, Skills and Employment</p>	<p>For your ESOS rights and responsibilities</p>	<p><b>ESOS Helpline:</b> <b><a href="http://www.education.gov.au">www.education.gov.au</a></b> 1300 615262</p> <p><b>Email:</b> esosmailbox@dest.gov.au</p>
<p>Department of Home Affairs (DHA)</p>	<p>For visa matters, <b><a href="http://www.immi.gov.au">www.immi.gov.au</a></b></p>	<p><b>Phone:</b> 131 881 in Australia.</p> <p>Contact the DHA office in your country.</p>
<p>Ombudsman</p>		<p><b><a href="https://www.ombudsman.gov.au/complaints/australian-government-agency-complaints">https://www.ombudsman.gov.au/complaints/australian-government-agency-complaints</a></b></p>

# Section 3

## Pre-arrival

- 1 Things to do before leaving home
- 2 Introduction to Australia
- 3 Introduction to Sydney
- 4 Cost of living in Sydney
- 5 Living in Australia
- 6 Religion in Australia
- 7 Australian National Anthem
- 8 Preparing your Visa
- 9 Travel arrangements
- 10 Documents
- 11 What to bring
- 12 Seasonal considerations
- 13 Clothing
- 14 Bringing your computer
- 15 Mobile phones and laptops
- 16 On your flight
- 17 Entry into Australia
- 18 Accessing money

# Things to do before leaving home

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- Apply for Passport
- Arrange Student Visa including obtaining Overseas Student Health Cover (OHSC)
- Arrange for immunisations and medications from doctor
- Apply for a credit card and/or arrange sufficient funds
- Confirm international access to funds with your bank
- Make travel arrangements
- Arrange travel insurance
- Advise Pymble Ladies' College of travel details
- Pack bags, make sure name and contact details of Pymble Ladies' College are with your travel documents
- Organise a photocopy of front page of your passport, travel insurance policy document and leave in safe place in your bag AND leave additional copies of these documents at home
- Organise sufficient currency for taxis, phone calls etc. in event of emergency on arrival. Important documents – this Handbook, Passport, Travel Insurance Policy, ID cards.

## Introduction to Australia

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**A wide, brown land** – Australia is the sixth-largest country in the world. It's about the same size as the 48 mainland states of the USA and 50 per cent larger than Europe, but has a very low population density – only one person per three square kilometres. However, about 90 per cent of Australians live in cities.

**Beach paradise** – Australia's coastline stretches almost 50,000 kilometres and is linked by over 10,000 beaches, more than any other country in the world. More than 85 per cent of Australians live within 50 kilometres of the coast, making it an integral part of our laid-back lifestyle.

**Our island home** – Australia is the only nation to govern an entire continent and its outlying islands. The mainland is the largest island and the world's smallest, flattest continent.

**First Nations Peoples** – Believed to be the world's oldest civilisation, First Nations peoples have lived and thrived on this continent for more than 50,000 years. Aboriginal and Torres Strait Islanders made many unique advances long before the Europeans arrived. They invented the aerodynamic boomerang and a type of spear-thrower called the woomera. They were also the first society to grind edges on stone cutting tools and the first to use stone tools to grind seeds, everyday tools developed only much later by other societies.

# Introduction to Australia

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**A Multicultural Society** – According to the 2021 census, more than 30 per cent of Australians are born overseas and more than 34 per cent are of mixed cultural origin.

In our homes we speak around 300 languages – after English (72.7 per cent), the most popular languages are Mandarin, Arabic and Cantonese.

**Sydney** is the largest city in Australia and the state capital of New South Wales. Sydney has a urban centre population of approximately 5 million. Its inhabitants are called Sydneysiders, and Sydney is often called “the Harbour City”. It is one of the most multicultural cities in the world, reflected in its role as a major

destination for immigrants to Australia.

The city is built on low hills surrounding Sydney Harbour – an inlet of the Tasman Sea on Australia’s south-east coast. It is home to the iconic Sydney Opera House, Harbour Bridge and many beaches. The metropolitan area is surrounded by national parks, and contains many bays, rivers and inlets. Sydney has hosted major international sporting events, including the 2000 Summer Olympics.

## Cost of living in Sydney

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The cost of living in Sydney may seem expensive compared to cities in other countries. Food and clothing could be on average 30 per cent more expensive than the price you purchase these items, or similar, in your country.

Public transport is very accessible and the cost to travel by either bus or train is reasonable and far less expensive than to travel anywhere by taxi. It is advisable that you allow AUD\$15 per week for public transport when this is necessary.

As a student who will be living in the Boarding Houses, all your costs for food and accommodation and any utility costs (such as electricity, water and gas) are covered in your Boarding fee.

# Living in Australia

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Although large, Australia has the smallest population (27,614,411 as at June 2025) compared with the other top five largest nations – Russia, Canada, China, the United States of America and Brazil. Australia as a nation governs an entire continent. The mainland is the largest island and the smallest continent on Earth. It lies between ten degrees and 39 degrees latitude South. The highest point on the mainland, Mount Kosciuszko, is only 2228 metres. Apart from Antarctica, Australia is the driest continent. Its interior has one of the lowest rainfalls in the world and about three quarters of the land is arid or semi-arid.

The Australian federation consists of six States and two Territories – New South Wales, Victoria, Queensland, Western Australia, South Australia, Tasmania, Northern Territory and Australian Capital Territory. Most inland borders follow lines of longitude and latitude. The largest state, Western Australia, is about the same size as Western Europe.

The currency in Australia is the Australian dollar, which is comprised of 100 cents. Coins come in denominations of \$1 and \$2 (these coins are gold in colour) and 50, 20, ten and five cents (silver in colour). The notes come in denominations of \$5, \$10, \$20, \$50 and \$100.

Australia has unique life forms not seen elsewhere the world. Australian plants and animals evolved in isolation from other parts of the world. Over

the past 45 million years, Australia has moved away from Antarctica towards the equator and become warmer and more arid. About 35 million years ago, eucalypts began to displace the dense forests of the cool, damp Tertiary Period. The marsupials native to Australia have a different chromosome structure than mammals in other parts of the world. Typically, they suckle their young in a pouch. As the world climate warmed and glaciers melted, oceans gradually rose to their current level and the land bridges to New Guinea and Tasmania were cut. Corals colonised a flooded coastal plain, forming Queensland's Great Barrier Reef.

## LIVING IN SYDNEY

The gateway to Australia, Sydney is renowned as a dynamic and cosmopolitan city, combining excellent business and education facilities with great leisure opportunities.

Australia's oldest and largest city is set on one of the world's most stunning harbours, fringed by easy-to-reach, sandy beaches. Sydney Harbour separates the city into north and south, with harbourside villages, beachside suburbs and inner city areas full of life and their own distinctive character.

# Living in Australia

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## SYDNEY

The city has a sunny, moderate climate which contributes to Sydneysiders' relaxed lifestyle and love of the great outdoors. There are five major national parks around Sydney with 8000 square kilometres of open space.

This multicultural city's restaurant and cafe scene is enhanced by outstanding local fresh produce. Sydney has a dynamic arts and cultural scene. It is

home to some of Australia's leading arts organisations such as Opera Australia, Sydney Symphony Orchestra, Sydney Dance Company and Sydney Theatre Company and has produced many talented writers, film directors and performers.

Employment prospects are plentiful, education is world-class and health care readily available. Sydney offers a secure environment for families, with excellent facilities, transport and telecommunications.

# Religion in Australia

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Christianity is the most popular religion embraced by approximately 44 per cent of Australians, predominantly Catholic and Anglican. However, as a multicultural country, most faiths are represented. Australia is a very friendly society and

does not tolerate discrimination against race, gender, sexual orientation, social status, politics or religion. Australians strive for equality. The College is a school of the Uniting Church in Australia.

# Australian National Anthem

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## ADVANCE AUSTRALIA FAIR

*Australians all let us rejoice,  
For we are young and free;  
With golden soil and wealth for toil;  
Our homes are girt by sea;  
Our land abounds in nature's gift  
Of beauty rich and rare;  
In history's page, let every stage  
Advance Australia Fair.  
In joyful strains then let us sing,  
Advance Australia Fair.*

# Preparing your Visa

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Most Overseas Students wanting to study in Australia require a student visa.

Some other visa holders are also eligible to study as Overseas Students in Australia. Many students apply for a visa themselves online or via the Australian Diplomatic Mission in their country. The visa application process can be complicated and for students from some countries it may be better to submit an application with the assistance of an accredited agent due to their familiarity and experience in the field. Before a Student Visa can be granted to a student under 18 years of age, the Australian Government must be satisfied that there is appropriate accommodation, support and general welfare arrangements in place for the period that the student will be under 18 in Australia.

In order to apply for a student visa, you will need a valid passport, an electronic Confirmation of Enrolment (eCoE) issued by the College upon confirmation of enrolment and any other documentation required by the Australian diplomatic post with which you lodge your application. You must ensure to allow enough time for processing between lodging your application and the start of your academic program, as it can be a lengthy process depending on your country of origin.

## DEPARTMENT OF HOME AFFAIRS

The Australian Government provides comprehensive information about student visa requirements and the application process, as well as application document checklists to assist you with your application. Visit the Department of Home Affairs at <https://immi.homeaffairs.gov.au/visas/getting-a-visa/visa-finder/study> for the latest information.

## DEPARTMENT OF FOREIGN AFFAIRS AND TRADE (DFAT)

As well as links from the Department of Home Affairs website the Department of Foreign Affairs and Trade website <https://dfat.gov.au> has a comprehensive list of Australian embassies, high commissions, consulates and representative offices around the world.

## MIGRATION AGENTS

A migration agent can assist you in submitting your visa application and communicate with Department of Home Affairs on your behalf, but please note that you do not need to use a migration agent to lodge any kind of visa application.

## EDUCATION AGENTS

*Pymble* has appointed a few official Education Agents that are listed on the *International Students* page of the College website.

# Preparing your Visa

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## VISA CONDITIONS

If you are granted a visa, you must abide by its conditions. Failure to comply with these conditions could result in the cancellation of your visa. These conditions include (but are not limited to) the following:

- Complete the course within the duration specified in the eCoE
- Maintain satisfactory academic progress and attendance rates
- Maintain approved Overseas Student Health Cover (OSHC) while in Australia
- Notify your training provider of your Australian address and any subsequent changes of address within seven (7) days.

For a full list of mandatory and discretionary student visa conditions, please visit <https://immi.homeaffairs.gov.au/visas/getting-a-visa/visa-finder/study> at the Australian Government Department of Home Affairs.

## Travel arrangements

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You will need to make your own travel arrangements to Australia. Please try to arrive at least one week before the start of Overseas Student Orientation to allow enough time for settling in, adjusting to the climate and overcoming jet lag. If arriving early, students must stay in accommodation accompanied by parents. You should fly into Sydney International Airport which is the closest international airport to the College. The College is about 30 kilometres from Sydney International Airport. For more information about Sydney Airport, visit [sydneyairport.com.au](http://sydneyairport.com.au)



# Documents

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You should prepare a folder of official documents to bring with you to Australia, including the following.

- Valid Passport with Student Visa
- Offer of a place/admission letter from the College
- Confirmation of Enrolment (CoE) issued by the College
- Receipt of payments (e.g. Tuition fees, OSHC, bank statements etc.)
- Insurance policies
- Original or certified copies of your academic transcripts from your school
- Medical records and/or prescriptions
- CAAW document if you are under 18 years of age.

Keep all documents in your carry-on luggage. In case you lose the originals, make copies that can be left behind with your family AND additional copies in your luggage.

## What to bring

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Students are often surprised by how strict Australian Customs Services and Quarantine can be. In the case that you have any doubt whether your goods are prohibited or not, you must then declare them Incoming Passenger Card. You will be supplied with this card during your flight into Australia. For more information visit the Department of Agriculture:

**[www.agriculture.gov.au/travelling](http://www.agriculture.gov.au/travelling)**

Baggage allowances flying into Australia will vary according to your carrier, flight class and country of origin. Please check with your carrier prior to departure. This may significantly limit the amount of things you can bring, especially if you will fly within Australia to reach 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 but the price may be higher than in your own country.

# Seasonal considerations

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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. In June and July, the coldest months of the year, you may need additional winter clothing and blankets.

## Clothing

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At the College, Junior and Secondary school students will be required to wear a school uniform to classes and other school activities. When not at school, you are able to wear appropriate clothes for the Australian lifestyle.

Here are some **other items** you might need to include (most can also be purchased in Australia):

- Alarm clock
- Dictionary (bilingual)
- Toiletries
- Umbrella
- Spare spectacles or contact lenses
- Your optical prescription
- Photos of friends and family
- Swimming costume
- Small gifts from home

The standard voltage for electrical items in Australia is 240V. Electric plugs have three flat pins, one of which is an earth pin. You may need to buy an adaptor or have the plugs changed when you arrive.



*Note: In the picture, the red dot on the switch indicates that the switch is ON and power is flowing through that socket.*

# Bringing your laptop

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Some students are provided a device from the College and some are required to provide their own device, depending on what year they are commencing at the College. For further information about what option is available to your daughter, please refer to the Technology Program on the *MyPymble* parent portal. Wifi internet is provided free within the College grounds including the Boarding Houses for Boarders.

## Mobile phones and laptops

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If you are considering bringing a mobile phone, laptop, or any communication devices we suggest that you visit the Australian Communications and Media Authority [www.acma.gov.au](http://www.acma.gov.au) before making any purchases. Some students have brought in their own laptops with internal modems only to discover that they were unable to use their modem in Australia. Any external or built-in modems must be Austel Approved in order to function in Australia. Please be aware of the social media law for students under the age of 16 in Australia. [Your Guide to the Social Media Law for under 16s](#).

## On your flight

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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. We recommend you 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.

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. Do not be afraid to ask airline staff if you have any questions. If you are carrying more than AUD\$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 of funds into your Australian bank account once it has been opened.

# Entry into Australia

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## KEEPING IN CONTACT

It is important that before you leave home you provide your family, friends and education provider with details of your flights to Australia. It is also important that you tell them 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, email or post.

## AUSTRALIAN IMMIGRATION

All travellers other than Australian and New Zealand citizens need to present the following documents to officers in immigration clearance.

- A valid passport or other acceptable travel document
- A valid visa or authority to enter Australia (including electronic visas)
- A completed and signed Incoming Passenger Card, including health and character declaration. See 'Passenger cards'.

When you first arrive in Australia you will be required to make your way through Australian Immigration (follow the signs for Arriving Passengers as you leave the plane). An Immigration Officer will ask to see your completed Incoming Passenger Card (given to you on the plane) along

with your passport and student visa evidence. The Immigration Officer will check your documents and may ask you a few questions about your plans for your stay in Australia. Anyone who arrives without a valid travel document, visa or authority to enter Australia, may be refused entry to Australia or delayed until their identity and claims to enter Australia have been confirmed. After clearance, you will move to baggage claim (follow the signs) and collect your luggage. Check that nothing is missing or damaged. If something is missing or damaged go to the Baggage Counter and advise them of your problem. Staff at the Baggage Counter will help you to find your belongings or lodge a claim for damage.

## DETECTOR DOGS

You may see a quarantine detector dog at the baggage carousel or while waiting in line to pass through immigration, screening luggage for food, plant material or animal products. If you see a detector dog working close to you, please place your bags on the floor for inspection. These dogs are not dangerous to humans and are trained to detect odours. Sometimes a dog will sit next to your bag if it sniffs a target odour. Sometimes dogs will detect odours left from food you have had in the bag previously. A Quarantine Officer may ask about the contents of your bag and check you are not carrying items that present a quarantine risk to Australia.

# Entry into Australia

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## AUSTRALIAN CUSTOMS AND QUARANTINE

Once you have your luggage you will go through Customs. Be careful about what you bring into Australia. Some items you might bring from overseas can carry pests and diseases that Australia doesn't have. You must declare ALL food, meat, fruit, plants, seeds, wooden souvenirs, animal or plant materials or their derivatives. Australia has strict quarantine laws and tough on-the-spot fines. Every piece of luggage is now screened or X-rayed by quarantine officers, detector dog teams and X-ray machines. If you fail to declare or dispose of any quarantine items, or make a false declaration, you will get caught. In addition to on-the-spot fines, you could be prosecuted and fined more than AUD\$60,000 and risk ten years in prison. All international mail is also screened. Some products may require treatment to make them safe. Items that are restricted because of the risk of pests and disease will be seized and destroyed by the Australian Quarantine and Inspection Service (AQIS). For more detailed information about bringing in food, animals, plants, animal or plant materials or their derivatives visit <http://www.agriculture.gov.au/travelling/bringing-mailing-goods>.

## ARRIVALS HALL

You will be able to leave the restricted area and enter the Arrivals Hall once you have cleared Customs. Here you will find a number of retail and food outlets along with public telephones, an information booth and money exchange facilities. If you arrive on a weekend, you may like to exchange money here as most banks are not open on Saturdays and Sundays.

# Accessing money

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You should read this section carefully and discuss the issues raised in this section with the bank or financial institution in your home country before you leave. All banks operate differently and you should be aware of all fees, charges, ease of access to your funds and safety of the way in which you will access those funds.

## HOW MUCH TO BRING

You will need to make sure you have enough funds to support you when you first arrive – say AUD\$500 cash and/or an international credit card to cover any emergency costs on arrival. Once you arrive you will be able to set up an Australian bank account. Please note that it is not safe to bring large sums of money with you! Do not ask someone you have just met to handle your cash for you or to take your cash to make payments for you.

## CURRENCY EXCHANGE

Only Australian currency can be used in Australia. If you have not brought some with you, you will need to exchange your local currency to Australian currency as soon as possible after arrival. You can do this at the airport. Once you have arrived in Sydney, you can also change money at any bank or currency exchange.

## ELECTRONIC TRANSFER

You can transfer money into Australia by electronic telegraph or telegraphic transfer at any time. This is a fast option

and will take approximately 48 hours, but the bank will charge a fee on every transaction.

## DEBIT CARD, GOOGLE PAY AND APPLE PAY

All shops and services accept electronic payment via Google Pay or Apple Pay or Debit Card. Some have a limit of \$10 and some charge a small service fee.

## ATMS

Automatic Teller Machines (ATMs) are located everywhere (including at the airport) and you can immediately withdraw cash from your international bank account at ATMs displaying the Cirrus logo (if your ATM card has international access). Check this with your financial institution before leaving home.

## CREDIT CARDS

All major international credit cards are accepted in Australia but you must remember that repayments to many of these cards can only be made in the country where they were issued. Do not rely on being able to get a credit card once you arrive in Australia because this is very difficult due to credit rating and identification law.

# Section 4

## Transition to Australia

- 1 Arriving in Australia
- 2 School life in Australia
- 3 Kindergarten to Year 6 Orientation
- 4 Years 7 to 12 Orientation
- 5 Subject selection
- 6 School structure
- 7 Studying
- 8 School assignments
- 9 Behaviour
- 10 Friendships
- 11 Family visits
- 12 Health cover
- 13 Law and safety in Australia
- 14 Internet

# Arriving in Australia



Students enrolled in Kindergarten to Year 6 will be in the care of her parents or DHA approved direct relative.

- Open Australian bank account and advise your family of these details
- Keep passport and travel documents in safe place
- Purchase personal items, Australian SIM card for mobile phone, advise family of this number
- Arrange appointment to visit Pymble Ladies' College
- Organise school uniforms
- Purchase text books and stationery
- Attend Student Orientation
- Advise health insurance company of address and obtain Health Care card
- Purchase personal items
- Get involved in College life, join student organisations, sporting teams, music classes and other activities



# School life in Australia

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*Pymble* will probably be very different from your school in your home country. Australian schools consist of many buildings, not just one building. Some schools are located near the inner-city with facilities based around large auditoriums and building "blocks". Other city schools are located in the suburbs where natural bushland is a focus consisting of lesser grandiose buildings, using the larger acreage sites for widespread single-storey buildings.

Australian teachers use a range of strategies including group work, individual activities, lectures, quizzes, private research etc. Students learn to set personal goals and are encouraged to seek help from their teachers when required.

As an Overseas Student, you will be introduced and welcomed to the school. This will help students and staff to recognise you, know your name and greet you.

The Overseas Student is allocated a 'buddy' (friend) to make introductions and help you to become familiar with the school surrounds and rules. It is important to ask questions during this time. Australian students are then aware that you are on your own and include you in their friendships.

Remember that Australians generally love to have fun and will want to find out all about you. If you do have other Overseas Students as friends, be aware that Overseas Students are in Australia for different study programs and depart Australia at different times. It is important to make Australian friends to ensure ongoing friendships.

Most importantly, you are in Australia to improve your English as a second language, so it is not helpful to be talking to another student in your first language.

## Kindergarten to Year 6 Orientation

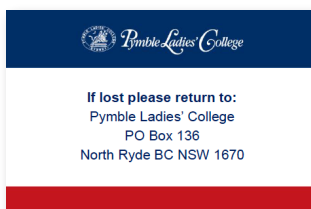
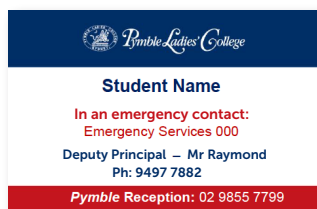
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Students entering Kindergarten and Junior School will be supported by the classroom teacher, specialist teachers and the Head of School as they transition into the classroom and school. The Orientation program will introduce students to the daily routine and to school and classroom expectations. The Orientation Program includes a unique component designed specifically to facilitate the needs of Overseas Students and is coordinated by the specialist staff who understand and work closely with

these students. This team of specialists includes the EAL/D (English as an Additional Language or Dialect) teachers. As these children have multi-faceted transitional needs in that they may often be commencing their first year of school at an English-speaking school and are also from overseas, the activities are designed to create a sense for each child that she is special, is warmly welcomed and will be safe and well cared for at the College. During Orientation all students will be issued with an Emergency Card.

# Kindergarten to Year 6 Orientation

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## Years 7 to 12 Orientation

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Students in Years 7 to 12 will attend, along with other new students, one of the Secondary Year Level Orientation Programs conducted prior to the commencement of the school year. In addition, Overseas Students will have a separate orientation program. Overseas Students who enrol mid-year or during a term will participate in an orientation program organised by the relevant Deputy Head of School. This will include introductions from specialist staff, including the Compass Teacher, Careers and Tertiary Advisor and Student Counsellors along with EAL/D teachers and Learning Support Teachers. Your daughter will also be allocated a peer buddy.

## Subject selection

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There is a wide range of subjects from which to choose and almost any combination of subject selection is available to enable learning towards a chosen career path. You will choose your subjects and be given your class timetable and book list.

## School structure

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Students attend classes from approximately 8.10am until 3.20pm, Monday to Friday. A timetable will be issued upon commencement. Sport is often played on a Saturday morning. Light snacks are eaten at morning tea; lunch is usually a little more substantial. While in Australia your social life will be based around your school community. Students may be involved in sporting activities and this is a great way to meet new people and make friends. Music, Debating and Drama are just a few of the co-curricular activities aside from Sport in which you can participate.

# Studying

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You may find studying in Australia differs greatly from your school in your home country. All schools offer help with studying, which assists you to find the best way to study successfully. A good study planner will help you organise your time. Ask your teachers if you need help in setting up a personal study plan. A well-organised study plan will assist you to complete assignments on time. Report cards in Australia show your achievement results in each subject and information about your effort, behaviour and attendance. Reports are usually issued twice a year in June and November.

## School assignments

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These are a regular activity at school in Australia. They are like “mini projects” that require research and writing about your findings in almost any topic the teacher or College selects in the various subjects. Thinking and analytical skills are key components of student learning. Some assignments can be completed as group activities (in a team), but usually on an individual basis.

Read very carefully and follow very closely ALL instructions for ALL assignments. Remember that in most subjects a portion of your overall result will depend on how successfully you complete your assignments. Read and make sure you understand the instruction sheets that you will be given for each assignment. Sometimes you may be expected to hand in several assignments in one week. For this reason it is necessary to plan your time well. You will need to work on each assignment in advance, possibly four to five weeks before it is due, so that you are not pressured with too much work on the night before an assignment is due.

Ask your teacher for feedback on your written drafts as you work through the assignment, so that they can assist or direct you, if required. Do not waste valuable time and energy doing something that the teachers do not want. Let your teachers see your effort. You will be rewarded for it.

It is also important for you to understand that assignments **MUST** be handed in on, or before, but never after, the date due. Your work will usually not be accepted for assessment if it is late unless you are ill and can produce a medical certificate or some other legitimate reason. Do not be afraid to ask each of your subject teachers to help you as you work through your assignments. They will want to help you achieve the best results. Pay attention in class to what the teacher is saying. Most teachers will be happy for you to ask questions in class or after class if you do not understand.

# Behaviour

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Some types of behaviour and actions are not acceptable and could lead to student discipline. These may include bad language, truancy and other inappropriate behaviour. Some behaviour may result in a student being expelled from school or possibly being asked to return to their homeland. Students are expected to adhere to the Student Code of Behaviour.

## UNIFORMS

Uniforms are compulsory at *Pymble*. The uniform is slightly different for each School but consists of a skirt, shirt, or dress, stockings or socks, leather shoes and hat. The College Shop will advise the correct items to purchase. Hair should be of a neutral colour and worn up if shoulder length. Jewellery, Make-up and nail polish must not be worn. Incorrect uniform or incompletely worn uniforms may result in College penalties.

# Friendships

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Australian teenagers usually have a large group of friends, both boys and girls. You may find that there are different friendship circles at school, depending on what people like to do when they get together. Australian students may also have more than one group of friends. They may have one group of friends in school and another group they have met through a club or youth group. After school, students usually go straight home. They might have a snack, watch some television, do some homework and have dinner. Often there can be College sport training or other activities where students remain at school. Try and plan something other than homework – you might join a local club or sports centre, or try some cooking or listen to your favourite music.

# Family visits

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School staff are to be advised when parents and family members wish to visit the College. There are several people who would like to meet your parents – the Boarding staff, and your teachers, etc. If your parents wish to take you out of school while they are here, it is important that the Boarding staff and the College are advised so that permission can be received for you to be absent from your study program. It is an Australian Government requirement that your visa conditions are not altered without notification to the correct authorities.

# Health cover

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## EMERGENCY TRANSLATION

For translation service in an emergency situation, dial **13 14 50**.

Overseas Student Health Cover (OSHC) is insurance that provides cover for the costs of medical and hospital care which Overseas Students may need while in Australia and is mandatory for Overseas Student visa holders. OSHC will also cover the cost of emergency ambulance transport and most prescription drugs.

## HOW DO I GET OSHC?

You need to complete an Application for OSHC which is available from registered OSHC providers. Your local education adviser can lodge your OSHC form and payment when processing your enrolment to study in Australia.

Only Australian health funds that have signed an agreement with the Australian Government can provide OSHC. *Pymble* does not have a preferred health fund. You may choose to change your health fund at any time, but will need to abide by the conditions of change of the health fund provider you are leaving.

Students may also take out additional cover in the form of Extra OSHC, and students who could not previously access OSHC may now be able to access Optional OSHC. Some students may be exempt from enrolling in the OSHC such as students from countries whose governments may

have Reciprocal Health Agreements for students in Australia. *Note: only some reciprocal health agreements cover students in Australia; some will only cover visitors. You should determine if you are eligible before you apply for your visa to come to Australia.*

Further information on OSHC can be found here: <https://www.studyaustralia.gov.au/en/plan-your-move/overseas-student-health-cover-oshc>

## WHAT AM I COVERED FOR?

OSHC provides a safety net for medical expenses for Overseas Students, similar to that provided to Australians through Medicare. Additionally, OSHC includes access to some private hospitals and day surgeries, ambulance cover and benefits for pharmaceuticals.

## HOW DO I USE MY OSHC CARD?

If you need to visit a doctor or medical centre, show your card at the end of the visit. You will be charged the doctor's fee and the government fee component of that may be processed by the medical centre. If the medical centre is not able to process the government fee, pay the total amount, keep the receipt and you can claim the government fee back from your OSHC provider.

# Health cover

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## HOW DO I MAKE A CLAIM?

Claims are made online via your chosen health cover provider.

## RENEWAL INFORMATION

To renew your Overseas Student Health Cover (OHSC) you will need to telephone your health cover provider.

## VISITING A DOCTOR

In Australia you do not have to go to a hospital to see a doctor. You can see a doctor (also known as a GP – General Practitioner) in their private practice or medical centre, with part or the entire doctor's fee being covered by OHSC. You must make an appointment to see a GP. It is important to note that some GP surgeries will request full payment from you at the time of consultation and you will need to present the receipt to claim the rebate back from your health cover provider.

# Laws and safety in Australia

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**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 law. We have a lot of laws in Australia and, as a result, society runs smoothly.

In being 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. If you are convicted of a serious crime, it could result in imprisonment. You can find a comprehensive outline of Australian law and the legal system at [australia.gov.au](https://australia.gov.au)

# Internet

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The internet has now become an essential business, social, entertainment and educational resource for most Australians. The increasing level of economic transactions on the internet is making it the focus of criminal activities. It is important that internet users protect themselves from falling prey to these activities. The following tips list some simple precautions you can take to minimise the chances of becoming a victim of online criminals.

1. Install anti-virus and other security software, such as anti-spyware and anti-spam software. Use and update this software regularly.
2. Use a firewall and make sure it is turned on. Firewalls help prevent unauthorised access to, and communications from, your computer.
3. Delete suspect emails immediately. Don't open these emails.
4. Do not click on links in suspect emails. Visiting websites through clicking on links in suspect emails may result in malware (malicious software), such as a 'trojan', being downloaded to your computer. This is a commonly used and effective means of compromising your computer.
5. Only open an attachment to an email where the sender and the contents of the attachment are known to you.
6. Don't download files or applications from suspect websites. The file or application could be malware. Sometimes the malware may even be falsely represented as e-security software designed to protect you.
7. Use long and random passwords for any application that provides access to your personal identity information, including logging onto your computer. Don't use dictionary words as a password. Ideally, the password should be eight or more characters in length. Change passwords regularly.
8. Lock your screen whenever you move away from your computer.

*Source: Australian Communications and Media Authority*

# Section 5

## Studying at Pymble Ladies' College

- 1 Orientation at Pymble Ladies' College
- 2 Key support staff Years 7 to 12
- 3 Key support staff Kindergarten to Year 6
- 4 Attendance and monitoring
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# Orientation at Pymble Ladies' College

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The staff and students of the College welcome you to their school and wish you success and happiness throughout your school study program. Once you have settled in you will attend an Orientation Program at the school for all new Overseas Students. Senior College staff will introduce you to the College, they will explain to you their expectations as a student of *Pymble* and the support and care that is available to you at all times.

## **OVERSEAS STUDENT ORIENTATION KINDERGARTEN TO YEAR 6**

Our younger Overseas Students are nurtured through the transition to school in Australia. With their parents joining in some of the pre-first day of school activities designed specifically for Overseas Students and their families, our younger girls will quickly relax in their new surroundings while enjoying some wonderful fun-filled activities. Each year a special Orientation Program is designed to introduce our new girls to the College and to make them feel welcome. In Kindergarten to Year 6 parents are invited to attend some of the activities with their daughter.

Classroom teachers in Kindergarten to Year 6 will develop the program for our new girls and will have the support of the specialist staff who understand the needs of Overseas Students and these staff include the EAL/D and Learning Support teachers; the Educational Psychologist; Sports, Music and the Arts staff; Learn to Swim staff; Chaplains and Counsellors.

Teachers and parents will work together with younger children to ensure that each student is prepared for class and school in general by following through in the key aspects of daily routine as outlined in the *Orientation Day Checklist*.

## **OVERSEAS STUDENT ORIENTATION PROGRAM YEARS 7 TO 12 STUDENTS**

To ensure that you feel comfortable when you arrive for your first day at Pymble Ladies' College you will undertake an Orientation Program. This day is outlined below for you:

- The Deputy of School and your peer buddy, will meet you at school a day before you are due to commence classes
- You will enjoy exploring the grounds with your peer buddy and learn about important places at school
- Take part in the New Student Orientation Program for all new students in the morning.

# Orientation at Pymble Ladies' College

## ORIENTATION DAY CHECKLIST

### Topics Covered at Orientation

#### APPEARANCE

- hats, hair, jewellery, make-up and nails

#### ATTENDANCE

- Classes, Compass Group and students' Assembly – Kindergarten to Year 2, Years 3 to 6 and Years 7 to 12

#### ABSENTEES

- Logging absences on the *MyPymble* parent portal

#### ARRIVAL AND DEPARTURES – HOLIDAYS

- Booking your flights and travel arrangements to airport

#### ACADEMIC ISSUES

- Student progress and the process for monitoring, Tutoring and Subject change

#### BOARDING

- Boarding House – students living in the Boarding School will have been welcomed and settled in to the House during the Boarders' Orientation Program the day prior to the Orientation Day Program for all new

students.

#### CO-CURRICULAR

- Opportunities and enrolment process

#### EVACUATION AND EMERGENCY PROCEDURES

#### FACILITIES

#### TIMETABLE

#### TEXT BOOKS

#### STUDENT SUPPORT SERVICES

#### TOUR OF COLLEGE

# Key support staff Years 7 to 12

What do you need help with?	Contact
Enrolment	Enrolments Department <b>Phone:</b> +61 2 9855 7613 <b>Email:</b> enrol@pymblelc.nsw.edu.au
Paying College fees	Director of Finance <b>Phone:</b> +61 2 9855 7799 <b>Email:</b> finance@pymblelc.nsw.edu.au
Boarding	Director of Boarding <b>Phone:</b> +61 2 9497 7858 <b>Email:</b> boarding@pymblelc.nsw.edu.au
Wellbeing concern	Head of School/Deputy Head of School/ Head of Year
Grievance in the College	Refer to complaints process
Your academic results	Teacher/Head of Learning Area
Feeling sad or lonely	Compass Group Teacher/Boarding Staff (Boarders)/Student Counsellor
Finding a tutor	Head of Learning Area/Director of Student Learning 7-10 or 11-12/Director of Boarding
Accessing College computers	IT Department
You are sick and cannot come to school	Please enter your daughter's absence through the <i>MyPymble</i> parent portal  Middle School <b>Phone:</b> +61 2 9855 7611 Upper School <b>Phone:</b> +61 2 9497 7865 Senior School <b>Phone:</b> +61 2 9497 7871
Changing your subjects	Director of Studies <b>Phone:</b> +61 2 9497 7809 <b>Email:</b> curriculum@pymblelc.nsw.edu.au

# Key support staff Kindergarten to Year 6

What do you need help with?	Contact
Enrolment	Enrolments Department <b>Phone:</b> +61 2 9855 7613 <b>Email:</b> enrol@pymblelc.nsw.edu.au
Paying College fees	Director of Finance <b>Phone:</b> +61 2 9855 7799 <b>Email:</b> finance@pymblelc.nsw.edu.au
Not happy with something in class	Parent contacts classroom teacher
Grievance in the College	Refer to complaints process
Your academic results	Teacher/Head of Junior School
Feeling sad or lonely	Classroom teacher, College Counsellor or Head of School
Accessing College computers	IT Department
You are sick and can't come to school.	Submit absentee via the Parent Portal <i>MyPymble</i> or by calling the Absentee line Junior School <b>Phone:</b> +61 2 9855 7756 Parents/guardians must contact the absentee line for appropriate school.

# Attendance and monitoring of Students Kindergarten to Year 12

## ATTENDANCE, LATENESS AND LEAVING THE SCHOOL

Students Kindergarten to Year 2 must attend classes every school day from 8.15am to 2.45pm. Students Years 3 to 6 must attend classes every school day from 8.15am to 3.00pm. Students Years 7 to 12 must attend classes every school day from 8.15am to 3.25pm.

Parents of students Kindergarten to Year 6 must notify the College of absentee via the Parent Portal *MyPymble* or via the Absentee Line on +61 9855 7756 by 8.15am if their daughter is to be absent from school for the day.

Parents of students Years 7 to 12 must must notify the College of absentee via the Parent Portal *MyPymble* or via their School Office by 9.00am if their daughter is to be absent from school.

Any girl arriving after 8.15am must report to the appropriate School Office to sign in. Parents/carers of students who arrive late will receive an auto-generated SMS advising of the lateness. If during the day a student needs to leave the College for any reason, the following routine must be followed:

- Students Kindergarten to Year 6 must have notification in writing from their Parent/carer to the class teacher
- Students Years 7 to 12 must bring a signed and dated note from from their Parent/carer or the Boarding

House (no note, no departure)

- Report to Administration Office before school for signature
- Take the note to the Administration Office to be stamped when leaving school.

If a student is absent for two or more days she is required to provide a medical certificate. Overseas Students who reside in Boarding Years 7 to 12 and who need to be absent from school through illness will be cared for during the day at the Health Care Centre by members of the Health Care Staff.

## MAINTAINING SATISFACTORY ATTENDANCE

Under Australian visa regulations, holders of student visas are required to attend a minimum of 80 per cent of tuition time. Pymble Ladies' College requires **an attendance of 90 per cent.**

As a provider, Pymble Ladies' College is responsible for monitoring attendance records.

# Attendance and monitoring of Students Kindergarten to Year 12

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- Student attendance is checked and recorded daily by the Compass Group or Classroom teacher who will communicate any concern for absentee (of two or more days) to the appropriate Deputy Head of School.
- Student attendance will be monitored by the appropriate Deputy Head of School.
- Absences are calculated over each term.
- Late arrival at school will be recorded and included in attendance calculations.
- Absences of more than one day should be accompanied by a medical certificate, an explanatory communication from the student's parent, carer or Boarding staff, or evidence that leave has been approved by the Deputy Head of School.
- Absences with a medical certificate will be included in the total calculation for absence.
- Any absences longer than three consecutive days without approval will be investigated by the Deputy Head of School.
- Students at risk of breaching the College's attendance requirements will be counselled and offered any necessary support. The student is deemed to be at risk when her attendance falls below 90 per cent.
- If a student's attendance falls below 90 per cent then her Deputy Head of School will counsel her on her attendance and a student file note will be placed on her record.
- If a student's attendance falls below 85 per cent she will be asked to attend an appointment with the Head of School to discuss reasons for her absence and to counsel her on the requirements. A verbal warning will be given and an action plan will be agreed to. A student file note will be placed on her record and her parents will be advised in writing as a first written warning
- Should the problem be repeated, a second written warning will be given and the student's parents will be advised in writing
- If the student has passed the attendance threshold for the study period, Deputy Principal - Students (K-12) will advise the Principal and the student of its intention to report the student for breach of visa condition 8202.
- The student will be advised she has 20 working days in which to access the College's internal complaints process
- If the appeal is rejected, the student will be reported to DHA through PRISMS
- The College will notify PRISMS of the student not achieving satisfactory course attendance as soon as practicable where:

# Attendance and monitoring of Students Kindergarten to Year 12

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- the student does not access the complaints and appeals process within 20 days
  - the student withdraws from the complaints and appeals process
  - the internal and external complaints processes have been completed and have resulted in a decision for the College
- A student will not be reported for failing to meet the 70-80% attendance threshold where the student produces documentary evidence clearly demonstrating compassionate or compelling circumstances such as medical illness supported by medical certificate.

## Academic progress

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### **MODES OF STUDY AND ASSESSMENT**

Students at the College engage in learning through a diverse range of classroom activities at which attendance each day is compulsory, including when lessons are conducted online. Students will complete set homework and assessment tasks specific to each subject and appropriate to the year level. There is a clearly identified communication process for discussing student performance with parents. The systematic monitoring of student progress is implemented by the classroom teacher and specialist staff within the support teams.

In the Junior School the Head of School works collaboratively with the teachers to maintain oversight of all students' performance at an individual level. Student school reports should indicate an Effort of C or above and a minimum academic

achievement of 'meeting expectations'. Intervention strategies and procedures for students at risk are in place.

Students in the Secondary School also undertake examinations for subjects according to the requirements of each subject. Students will often be asked to complete homework and assignments using technology as one of the research tools. Students are required to maintain sound achievement in every subject. Sound achievement requires a "C" in school reports. School reports are issued each semester and are monitored by the College. Any student who fails to maintain sound progress and/or is frequently absent from school without a medical certificate will be required to explain the apparent lack of progress or lack of attendance record.

# Academic progress

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## COURSE ASSESSMENT AND PROGRESS

The College is required by the National Code of Practice to check a student's course progress to ensure that she is doing well with her studies. This is important because the student is in Australia to study and achieve good results.

Assessments of course progress will take place throughout the term and identification of students in need of additional support will occur.

If a student is struggling to meet sound achievement in any subject, the Deputy Head of School will meet with the student to develop an intervention strategy for academic improvement. This may include the following:

- Additional supervised study periods
- Tutorial assistance through Homework Help (at no cost to the student) or Tutorials (at student's own cost)
- Other intervention strategies as deemed necessary by the Deputy Head of School and specialists, such as the College Counsellors and the Learning Support Team
- The student will be supported through an individual strategy for academic improvement and will be guided by academic teachers, learning support teachers, EAL/D teachers and Compass Group teachers in the strategies for improvement.

## Satisfactory/unsatisfactory subject completion

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A student will be considered to have satisfactorily completed a subject if there is sufficient evidence that the student has:

- a. followed the subject developed or endorsed by NESA
- b. applied herself with diligence and sustained effort to the set tasks and experiences provided in the subject by the College; and
- c. achieved some or all of the course outcomes.

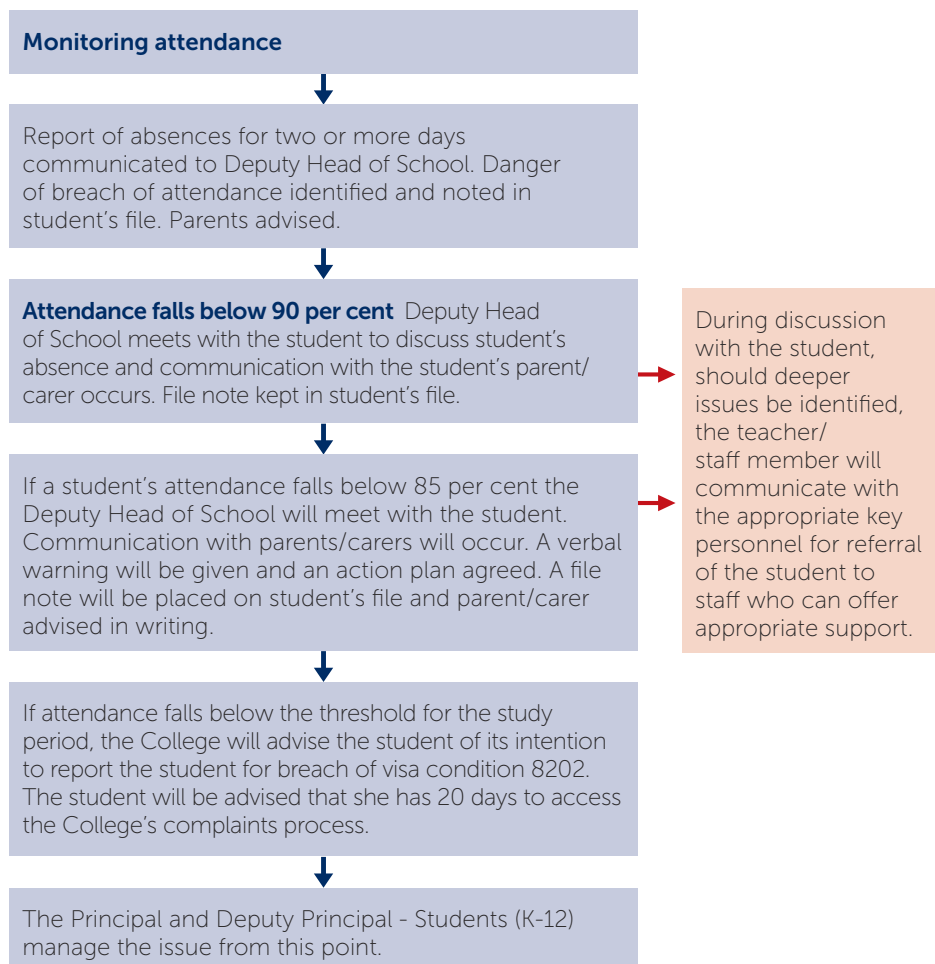
If a student has not satisfactorily completed any units in a competency-based subject, it is a matter for the teacher's professional judgement to determine whether the attempts made by the student to complete

the subject are genuine. A student will be warned, and her parent or carer sent a warning letter, if she is not meeting the requirements in a subject. The letter will document what she must do to enable her to meet the requirements satisfactorily. If the first warning letter is not effective, a further warning letter will be sent. If a student has not complied with the above requirements at the time of finalising assessments, she cannot be regarded as having satisfactorily completed the subject. The Principal will then issue an 'N' (non-completion) determination. The College may determine that, as a result of absence, the subject completion criteria have not been met. Absences are regarded seriously by the College and NESA.



# Academic progress – flow chart

The following flow chart provides a visual outline of the process used to monitor student attendance and to provide support to any student who is struggling to meet the attendance regulations. Often the staff member will identify in this discussion some deeper issues impacting on the student and affecting her attendance level. It is important that at this point the teacher/staff member refers the student to the appropriate member of staff or external specialist and, when necessary, communicates concerns of an urgent nature to the Deputy Head/Head of School immediately.



# Students in need of academic support

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- Class teachers Kindergarten to Year 12 monitor students during individual lessons and identify students who need support to achieve academic goals.
- Teachers discuss the matter with the student and parent when available and provide advice on the strategies that can be implemented for improvement. Parents of students from Kindergarten to Year 6 will be asked to discuss the needs of their daughter and participate in the learning support strategies and meet regularly with the classroom teacher.
- Class teachers notify the Learning Support team and EAL/D teachers of the student's needs and identify the areas for improvement.
- An intervention strategy will be developed to meet the needs of the individual student who will be monitored for improved performance and counselled frequently about support mechanisms and the strategies to assist her academic performance.
- A hard copy of the student's progress reports in achieving improvement will be forwarded to parents.
- The student's individual progress for academic improvement will be monitored by Deputy Head of School, and records of student progress will be kept.
- Part of the assessment of course progress at the end of each semester 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.
- The College will only extend the duration of the student's study where the student will not complete her course within the expected duration due to:
  - compassionate or compelling circumstances
  - student participation in an intervention strategy.
- Where the College decides to extend the duration of the student's study, the College will report via PRISMS and/or issue a new CoE if required.

# Student support services Kindergarten to Year 12

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At the College, there is a broad range of support services available to our students to assist them in meeting course requirements, maintaining their attendance and in supporting their wellbeing. The following list identifies this range of specialists and includes personal counselling, career counselling, mediation and advocacy.

Should the student require specialist support services external to the College this will be arranged by staff at the College.

Issues such as motivation for study and study habits, relationships with peers, parents and teachers, self-esteem, and organisation are matters students can approach with either the counsellors or class or Compass teachers.

- College counsellors
- Health Care Centre
- Compass Group teachers
- Chaplains
- Careers and Tertiary Advisor
- Educational Psychologist
- Director of Studies
- Director of Teaching and Learning
- EAL/D Support and Learning Support Teachers
- Homework Help

The College provides strong pastoral support to all students and additional support where necessary to Overseas Students.

## Student emergencies

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- For immediate threats to safety and wellbeing students should call 000 (Fire, Police and Ambulance) in the first instance.
- Boarders and Day Girls should use the Emergency Card to determine who to contact at the College.
- If parents live locally, students should contact them as soon as possible.
- In the event of alleged sexual, physical or other abuse or allegations of such abuse, the student should report the matter immediately to one of the following:
  - Deputy Principal - Students (K-12)
  - Heads of School
  - Deputy Heads of School.

These experienced staff members will support the student to take the next appropriate step to support her wellbeing. Any matters regarding Child Protection will be reported to the Head of Agency (College Principal or their delegate) as soon as practical.

Experienced Psychologists and Nursing staff are available at the College to support student wellbeing. All serious matters of health and safety will be referred to external specialists. The College will support Overseas Students and their families in the event of any serious incident or allegation.

# Whole school service initiatives

In the Secondary School, students support the House-determined projects that have enjoyed a long association with *Pymble* and other organisations such as the Red Cross, the Exodus Foundation, The Children's Hospital at Westmead, the Cancer Council, Melanoma Institute Australia and Uniting Care.

*Pymble* girls have traditionally rallied to support individuals and communities in need as disasters and crises have occurred both nationally and across the globe. Students will continue to respond as need arises to emergency and disaster appeals, as well as clothing and food drives.

From time to time, individual students approach College staff with ideas to raise funds for a particular organisation or cause. These students are asked to write a proposal and complete a proforma explaining the purpose and nature of their initiative. Proformas are available from each School Office. The College is not able to support all the ideas and initiatives that students propose and the purpose for determining the focus of our community service project in two-year intervals is to enable significant impact in an area that is meaningful for students.

## Secondary School routine

Lesson	Start	Finish	Duration (mins)
Period 1	8.15am	9.15am	60
Period 2	9.20am	10.20am	60
Recess	10.20am	10.40am	20
Period 3	10.40am	11.40am	60
Period 4	11.45am	12.45pm	60
Lunch	12.45pm	1.30pm	45
MBS	1.30pm	2.15pm	45
Period 5	2.20pm	3.20pm	60

# Junior School routine

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Lesson	Start	Finish	Duration (mins)
Roll Call	8.15am	8.25am	10
1	8.25am	9.25am	60
2	9.25am	10.25am	60
Recess	10.25am	10.45am	20
3	10.45am	11.45am	60
4	11.45am	12.45pm	60
Lunch	12.45pm	1.30pm	45
5	1.30pm	2.00pm	30
6	2.00pm	2.55pm	55
End of Day	2.55pm	3.00pm	5

# Pymble Ladies' College

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**[pymblelc.nsw.edu.au](https://pymblelc.nsw.edu.au)**

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