



Jindalee State School

International Student Handbook



www.jindaleess.eq.edu.au

The Queensland Department of Education trading as: Education Queensland International (EQI)

CRICOS Registration Number 00608A

Welcome to Jindalee State School

Principal's Welcome

Welcome to Jindalee State School. International students and families are a valued part of our school community. Our three school expectations of Be Safe, Be Respectful, Be a Learner is our values base, together with the varied cultural backgrounds of many of our students, the school supports students to achieve results which give us high academic scores compared to many other schools in national test results. More than this, our students are also given experiences and opportunities to become valued citizens in a national, international and global environment.

At Jindalee State School, we have a number of programs to help students get the best from your time at our school. We have support programs for students with English as a second language, students with particular learning needs, and programs for students with specific talents and skills.



It is our expectation that our international students are able to access programs for them to be able to benefit from their experiences at Jindalee State School. The school works on open communication and clear understanding of what is needed and what can be done to assist students to be part of the school and its environment.

We eagerly look forward to working with parents to help our international students to become the best that they can be, and to make the most of the opportunities our school can offer.

Penny Grant
Principal

Important Information and Emergency Contacts

Department of Education (DE)

International main contact:

Department of Education trading as Education Queensland International (EQI)
Floor 18 Education House
30 Mary Street, BRISBANE Qld 4000
Website www.eqi.com.au

Postal Address

PO Box 15050, City East QLD 4002, Australia

Phone within Australia 1800 316 540

Fax +61 7 3513 5783

Email EQInternational@det.qld.gov.au

Jindalee State School Main Contact

Details:

Jindalee State School
114 Burrendah Rd JINDALEE 4074
Tel: +61 (07) 3725 5777 Fax: +61 (07) 3725 5700
Website: jindaleess.eq.edu.au
Email: info@jindaleess.eq.edu.au
Absences: absences@jindaleess.eq.edu.au

International Student Coordinator:

Louise WHITTERING
(Deputy Principal, Jindalee State School)
info@jindaleess.eq.edu.au
Tel: (+61 7) 3725 5777

School Emergency Contact:

Louise WHITTERING
Mobile telephone: 0472 874 224

Emergency Telephone Numbers:

Police, Fire, Ambulance - 000

Department of Immigration and Border Protection (DIAC)

Brisbane Office

Please phone the department before coming into any office so you know what documentation to bring with you. You may find you do not need to visit an office in person or that you will need to make an appointment.

Street address

Ground Floor
299 Adelaide Street
Brisbane QLD 4000

Postal address

GPO Box 9984
Brisbane QLD 4001

General facsimile

07 3136 7152

Opening hours: generally 9am to 4pm

Telephone: **131 881**

Medical Centres:

Jindalee Medical Centre

26/54 Looranah St, Jindalee - (07) 3376 1944

Bywater Medical Jindalee

Shop 7 Allsports Shopping Village,
235 Sinnamon Rd JINDALEE - (07) 3376 2855

There are many other medical services available in the local area

Transport:

Buses pass the school, and the local routes and timetables can be found on the Translink website. A pre-paid card is needed to travel.

<http://www.translink.com.au/>

Route 450, 453, 454, P455, P456, P457, P458, P782	Brisbane City, Cultural Centre, Fig Tree Pocket, Indooroopilly, Jamboree Heights, Jindalee, Middle Park, Milton, Mt Ommaney, Riverhills, Sinnamon Park, Toowong, Westlake
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Both **Yellow Cabs** (phone 131924) and **Black & White Cabs** (phone 133222) service Brisbane and surrounding areas. Taxi ranks are located near most major hotels, train stations and large shopping centres. Telephones to call for a taxi are found in many shopping centre

To get a rough idea of what your taxi trip will cost, check out the **Black and White Cabs** and **Yellow Cabs** online fare estimators.

Public Facilities:

Location of Automatic Teller Machines (ATMs)

ATMS are available at banks and in various shopping centres. Mount Ommaney, Jindalee Home Base, All sports, DFO and Looranah Street shopping centres all have at least one ATM available.

Location of Public Telephones

Mobile telephones are in wide use. You may need to set up a local account as soon as possible after arrival. Agencies are available locally at Mount Ommaney shopping Centre. Public telephones are generally in shopping centres.

Post Office

Mount Ommaney Shopping Centre

Application Process

Before Leaving Home:



- Apply for passport
 - Arrange appropriate student and parent visa -.....
 - Make contact with EQI and Jindalee State School
 - Arrange for immunisations and medications from your doctor
 - Apply for a credit card and/or arrange sufficient funds
 - Confirm overseas access to your funds with your bank
 - Make travel arrangements.....
 - Arrange travel insurance
 - Advise EQI and Jindalee State School of travel details.....
 - Arrange accommodation
 - Arrange transport from airport to accommodation
 - Pack bags being sure to include the following:
 - Name and contact details of an EQI and a school representative
 - Enough currency for taxis, buses, phone calls etc. in the event of an emergency
 - Important documents:
 - This Handbook
 - Passport
 - Letter of offer
 - eCoE
 - Certified copies of student school reports and certificates
 - Travel insurance policy
 - ID cards, drivers licence, birth certificate (or copy).....
- NOTE: Make sure you leave any originals or copies (as appropriate) of these documents safely with family in your home country in case of loss.

Upon Arrival in Australia:



- Call home
- Settle into accommodation
- Complete Jindalee State School enrolment paperwork from school website or by contacting the school. Submit the paperwork to the school prior to your enrolment interview
- Arrange an enrolment interview time with the school, along with a school tour
- Arrange student uniforms, textbooks and equipment with Jindalee State School ...
- Purchase household items and food
- Get health insurance card as provided by EQI through the school
- Open a bank account
- Get student equipment and materials outstanding
- Start your child at school in classes
- Get involved in community life

Application and Enrolment

EQI Application

All International Student applications for Jindalee State School are managed through Department of Education International (Education Queensland International (EQI))

- EQI recommends the services of its trained and registered education agents to assist with your application. Please contact EQI for agent contacts in your country or visit the EQI website: <https://eqi.com.au>
- Application forms can be downloaded from the EQI website: <https://eqi.com.au/apply-now>
- Complete the application form and attach the required documents as listed in the checklist.
- Forward the documents to EQI for processing
- Successful applicants will receive a Confirmation of Enrolment (CoE)

School Enrolment Process

International students can be enrolled into Jindalee State School once EQI have issued a Confirmation of Enrolment.

1. On arrival in Queensland, make an appointment with our International student coordinated and nominated school leader
2. During the enrolment interview provide the following paperwork
 - Student's CoE
 - Dependant Student School Notification Form
 - Parent's passport
 - Student's passport
 - Visas (in passport or eVisa grant documentation from DIAC
 - Proof of address
3. Once all documentation is provided, the student will be enrolled.

Visa Requirements

All International students must meet the Australian Department of Immigration and Citizenship's mandatory requirements for student visas, including:

- Satisfactory course attendance
- Satisfactory academic progress
- Compliance with the school's behaviour policy.

Student's academic progress, attendance rates and behaviour records will be regularly monitored by our International Student Coordinator to ensure compliance with DIAC's requirements.

Any issues will be raised in advanced with parents.

Agents

Jindalee State School do no work with education agents. All contact with agents should be directed to Education Queensland International.

Payment of Fees

All international students pay their fees to Education Queensland International (EQI). The tuition fee that is charged for dependant children varies according to the level of schooling for which they will be enrolled.

These fees cover:

- Access to a Queensland Government school
- All teaching costs
- ESL support (if required)

These fees do not cover:

- Passport and visa application fees
- Travel expenses or personal items
- School lunches
- Musical instruments or costs associated with extra curricula activities

- School uniforms, textbooks and stationery items
- School excursions, camps, special events

These fees must be paid prior to the beginning of the school year. A copy of your receipt should be brought to the Enrolment Officer.

Accommodation and Personal Transport

Families needing temporary accommodation

Many people new to the area find temporary accommodation while looking for more permanent accommodation. A common local hotel for people to use is:

Mt Ommaney Hotel Apartments

www.mtommaneyhotel.com.au

Cnr Dandenong Rd and Centenary Highway

Mt Ommaney QLD 4074

+61 (07) 3279 1288

A common internet search site used to locate temporary accommodation is:

www.wotif.com › [Australia](#) › [Brisbane](#) › [Western Suburbs](#)

Choosing Where to Live

Many families want to live within walking distance of the school but this is not always possible and is usually determined by availability and cost. Often it is more convenient and more cost-effective to live further from the school but closer to shops and public transport.

Rentals

Many people choose to rent, while some purchase homes as investment properties. Whatever is chosen, people are advised to check the accommodation and costs carefully before signing contracts to lease or buy.

The law provides many safeguards for renters and buyers, and it is worthwhile asking any real estate agent for a copy of the contract and laws to read before entering into any agreement.

Where to Look for Accommodation

Real Estate Agent windows & websites

- <http://www.realestate.com.au/realestate/qld/inner+brisbane/jindalee/rental+properties>
- <http://www.brisrentals.com/rentals/results.asp?suburb=213&surrounding=yes>
- <http://www.myhome.com.au/rent/qld/brisbane-west/jindalee/>

Inspecting a Potential Property

It's a good idea to take notes of each property you inspect. As well as the address, rent, and agent take notes of the details you have any questions or concerns about. Check with the agent on who does what before signing any agreement.

Transport

Jindalee is a typical suburban Brisbane area. Most families have a car, and while public transport (buses and taxi, train transport is nearby, but not in Jindalee) is available, most families of overseas students decide to buy a car for personal use.

Internet

Internet facilities in Australia are through private providers. There is a cost to connect, and one cannot simply plug into an outlet and expect to have internet access. Some free WiFi areas exist as part of market service by various businesses. Commercial providers advertise widely.

International Student Program at Jindalee State School

Jindalee State School welcomes international students.

We enjoy learning about other places and cultures.

We enjoy sharing our language and culture.

International students at Jindalee come to be with us in many ways.

- Some have moved here to settle and become residents and future Australians. They may come for many different reasons.
- Some are here because their parents are working with international businesses and will be here for some time and move on when their parents get transferred again.
- Some are here short-term as visitors individually or in tour groups.
- Some are here as students to study as students in our school for many years or shorter times.

Jindalee State School has many students from other countries.

We generally have students from around 30 countries across:

- Asia-Pacific region
- East, South-East, Central, South-West Asia
- Indian sub-continent and Indian Ocean region
- The Middle East
- South and North Africa
- Central, Southern, and Northern Europe
- North and South America

Many of our students speak one or more languages other than English they learned outside the school. In school we currently study the Chinese language.

Our students work together in classes and benefit from knowing and sharing each others' experiences.

We have a school expectations of Be Safe, Be Respectful and Be a Learner, which were developed to respect others inclusive of their cultural background by finding common ways of working and living together. They link to the Australian Values for Schooling.

In our classes, as well as attending to instruction and learning, students are expected to be active in joining in classroom activities. Students are asked to think, problem solve, and present to their classmates and teachers in appropriate ways as part of developing their ways of learning.

Help for International Students

Buddies

- New students usually have a student buddy, or buddies, selected from their class and who volunteer to help new students. For students who may need additional support with English, buddies are usually selected who are good students, work fast, and have good social skills. If you are not sure about something, ask your buddy. Simple language and finger signs may be enough to communicate.

Staff to Support International Students

- Your **class teacher** will want to learn as much about you as they can so they can plan and work to support you in school. Our class teachers have understanding of ESL band scales to measure student skills in English language use.
- If you need more support in class, our **Teacher Aides** have been trained to help with literacy and English as a Second Language program support.
- Our **ESL (English as a Second Language) Teacher**, Mrs Libby Staines, works two days per week with some students, supervises some support programs provided by Teacher Aides, helps class teachers provide support in class, and works in helping the school support ESL students.
- Our **Support Teacher**, Mrs Terri HENJAK, works with students who have special learning needs, including international students.
- Our **Chaplain**, Mr Joshua GREEN, helps students who may need personal support at various times, including international students.
- Our **Guidance Officer**, Mrs Maria MANSON, is a trained counsellor, and also helps check on learning and emotional needs of students. The Guidance Officer may work with people outside the school if needed to support our students.
- Our **Deputy Principals**, (Mrs Louise WHITTERING, Mrs Petra COOKE, Mrs Diana GHUSN) **Head of Special Education Services**, (Mrs Danni BYSOUT), **Head of Curriculum** (Miss Belinda GOODE) and **Principal** (Mrs Penny GRANT) assist in developing learning needs support programs.
- Our **Administration** staff, Mrs Nicky TAYLOR, Mrs Belinda MACINTOSH, Mrs LaShaana DAVIS, and **Business Services Manager**, Mrs Sharyn McDONALD, help provide support for international students and any special needs as part of administering to their particular requirements.
- Our **ISP (International Student Provider) Coordinator**, Mrs Louise WHITTERING, works to help international students get the support they require from the school, and liaises with EQI in support of international students.

School programs to support international students

- **Classroom Programs**
 - **Classroom teachers** plan their work to include provisions for students with special needs. This can include students with English language needs. However, class programs sometimes need additional support for particular students.
- **ESL Support** is organised through our **Student Enrichment Services Committee** and **ESL teacher**.
 - ESL support may involve withdrawal from class for lessons in English as a second language,
 - support in or out of class in class work, usually by trained **Teacher Aides**, and
 - monitoring of educational progress and reporting on progress.
- **Enrichment and Enhancement program**
 - The school operates an enrichment and enhancement program which takes in **sport, music, various special skills groups, competitions**, and other shorter programs in **academic skills, technology, games, creative arts**, etc.
 - Special consideration may be given throughout the year to including international students where possible.

- **School Learning Support**
 - The school operates case-management which has various staff who may be able to **help** in a **student's program** where **special needs** are involved. International students may be referred by staff or parents to this program. Our Deputy Principals, coordinate this program with our learning support staff members
- **Personal Support**
 - Students needing support for **personal concerns** may approach, or be approached by, our Support Teacher, Chaplain, or Guidance Officer. Usually parents are informed and give permission for ongoing support to be given. Staff or parents can refer directly or through the Special needs process for this support to be considered.
- **Administration Support**
 - **Administration staff** are aware of our international students and will either help, or generally refer to the most appropriate person if they cannot provide the support needed. Often they may refer to the **International Student Coordinator**, Deputy Principal Louise Whittering.

Our school

Our school times and year

- Students who **arrive at school** before **8.30am** should either be in the School-Aged Care Program (SACP), or sitting quietly in the shelter under supervision. Students should not be in the school grounds before 8.00am unless arranged with staff or in the **SACP which starts at 6.00am**.
- **School starts at 8.45am** with the first bell. Students should normally use this warning bell to drink, use the toilets, wash hands, then get ready for **class by 8.50am**. Students may bring a bottle of water into class.
- **First break is at 11.00am to 11.30am**. The first 15 minutes are for sitting on benches in year level groups and eating a nourishing meal, usually brought from home, or purchased from the tuckshop (canteen -Tuesday to Friday only). The remainder of the break is for free play. When the warning bell rings, students should follow normal activities to get ready for class.
- **Second break is 1.00pm to 1.40pm**. The first 10 minutes is for sitting and eating, the remainder is for free activities, and may include sports practice, library work, special programs, or free play. Ball games are popular with many students.

Finding your way around

- There is a map of the school on the website. Check you know where to find your way to your:
 - classroom,
 - Resource Centre
 - toilets (bathroom),
 - lunch area, tuckshop (canteen)
 - Play areas (some areas are restricted to particular groups)
 - Lost property storage
 - Administration and ISP coordinator, uniform shop
 - ESL room
 - Support Teacher
 - Guidance Officer
 - Chaplain
 - School pick-up area to meet parents after school, bus stop, and school gates for exit to the community.
- **Who to see**
Check you know the names of the staff you may need to meet at some time.
 - Class teacher,
 - Physical Education Teacher, Mr Bray MILLER
 - Classroom Music Teacher, Ms Donna MILLER
 - ESL Teacher Aide, Ms Janet HILLS
 - International Student Coordinator, Mrs Louise WHITTERING
 - Learning support Teacher, Mrs Terri HENJAK
 - ESL teacher, Mrs Libby STAINES (in school 2 days per week)
 - Chaplain, Mr Joshua GREEN

Our School's Expectations

Jindalee State School is committed to providing a safe, respectful and disciplined learning environment for students and staff, where students have opportunities to engage in quality learning experiences and acquire values supportive of their lifelong wellbeing.

Our school Responsible Behaviour Plan for Students is designed to facilitate high standards of behaviour so that the learning and teaching in our school can be effective and students can participate positively within our school community.

The philosophy of a supportive school environment is embedded within our school culture. It is reflected in a code of behaviour based on a set of principles that are understood, accepted and practised by all members of our school community.

Our three Jindalee expectations are Be Safe, Be Respectful and Be a Learner. These expectations have been agreed upon and endorsed by all staff, students, the school community and P & C. They are aligned with the values, principals and expected standards outlined in Education Queensland's Code of School Behaviour.

Rules

We have rules that fall under our three school expectations. At Jindalee State School we emphasise the importance of directly teaching students the behaviours we would like them to demonstrate at school. Communicating behavioural expectations is a form of universal behaviour support, a strategy directed towards **all** students designed to prevent inappropriate behaviour and provide a framework for responding to unacceptable behaviour. A set of behavioural expectations in specific settings has been developed to each of our three school wide expectations. The School-wide Expectations Teaching Matrix outlines our agreed expectations and specific behavioural rules in all school settings.

These expectations are communicated to students via a number of strategies, including:

- Weekly behaviour lessons conducted by classroom teachers and support staff;
- Reinforcement of learning from behaviour lessons on school assemblies and active supervision by staff during classroom and non-classroom activities

Unacceptable behaviour

When a student exhibits low-level and infrequent problem behaviour, the first response of school staff members is to remind the student of expected school behaviour, then ask them to change their behaviour so that it aligns with school expectations.

Managing unacceptable behaviour may include:

- Classroom Timeout to Reflect on Problem Behaviour
- Buddy Class Referral
- Targeted behaviour support

Each year a small number of students at Jindalee State School are identified through our data as needing a little bit extra in the way of targeted behavioural support. In most cases the inappropriate or unacceptable

Consequences for unacceptable behaviour depending on its severity may include:

- Time away from the class
- Making amends and/or restitution
- Parental involvement
- Suspension
- Exclusion

Please refer to our school's website for our 'Responsible Behaviour Plan for Students' which outline our proactive and reactive strategies to managing student behaviour.

Distinctive Programs

- Academic performance above State averages with leadership in curriculum programs within the region and Centenary Learning Alliance of State Schools
- Vibrant classroom and instrumental music programs involving many students in choral, strings, and band.
- High-performing sports teams.
- Enrichment and Extension within the classroom through a differentiated program
- Student technology team – the Tech Crew.

Curriculum focus

The Key Learning Areas of

- English,
- Mathematics,
- Science,
- Humanities and Social Sciences,
- Health and Physical Education,
- The Arts,
- Chinese,
- Technologies.

The program covers the Australian Curriculum. These include academic subjects and Physical Education, classroom music, and for selected students, instrumental music. Learning support programs in English as a second language, learning difficulties and students with disabilities in speech-language and autistic spectrum disorder are also offered.

School achievements

Jindalee State School has demonstrated excellence in Academic, Sport. Information Communication Technology (ICT) is part of class programs and the way learning takes place in the school. The school conducts a Bring Your Own Device (BYOD) program from Year 2 to Year 6 with students using devices (Ipads and Windows 8) with their everyday learning

Competition participation

International schools competitions, Mathematics, Science competitions, Chess tournaments, District academic competition, District sports (high premiership results). Sports are seasonal, and not all sports run at the same time. Interschool sports involve Year 5 and 6 students.

Sport

- Swimming
- Touch Football
- Softball
- Athletics
- Netball
- Australian Football League
- Soccer
- Basketball
- Baseball
- Cricket

School facilities

- Jindalee State School has a mixture of classroom types. Each classroom is internet- connected. The Resource Centre Library and Electronic Learning Centre are also internet-connected.
- There are separate rooms for English as a second language, Classroom Music and Instrumental music, and various learning support programs.
- The school main hall accommodates Physical Education, many sports, The Arts program and major assemblies and lunchtime activities. The Hall activities rooms are also used by classes for meetings, and various other activities which add to learning opportunities for students.
- Some areas of the school are air-conditioned. Classrooms are being air-conditioned in stages.
- The school also has an excellent athletics and playing field oval, as well as netball, tennis, basketball, badminton and volleyball courts. Grounds are well-cared for and support shade trees and gardens, as well as sustainability projects.
- The School-Aged Care Program is well-supported in the community and operates in the hall and other facilities from 7am till 8.30am and 3pm till 6pm

General Information

Agreements

Transfer of information

- As part of privacy legislation, the school may ask that you sign an Interstate Transfer form to allow the school to request information from your previous schools to assist in educational provisions for your child.

Enrolment Agreement – Jindalee State School

To confirm enrolment, Parent, Student and School sign-off an agreement to accept certain responsibilities. For students, this includes but is not limited to:

- attend school regularly, on time, ready to learn and take part in school activities
- act at all times with respect and show tolerance towards other students and staff
- work hard and comply with requests or directions from the teacher and principal
- abide by school rules, meet homework requirements and wear school's uniform
- respect the school environment.

Student usage of internet, intranet and extranet

- When you enrol, your details will be entered in the school database. Electronic uploading of your details should occur overnight to allocate you a user name and password.
- Once our technician joins your user name to the school server with student permissions, you will be able to use the school computers and internet.
- You will need to use two separate password steps to go from the computer network to the internet.
- As part of your enrolment, you and your parent/carer will need to sign-off on an agreement regarding acceptable computer and internet use. This means you agree to only use the school network for school-related use, and not private use.

Consent to use copyright material, image, recording and name

- At enrolment, you will also need to discuss and sign an agreement regarding copyright and permission to publish photographs and other information.

Appropriate use of mobile telephones and other electronic equipment by students

- Students are discouraged from bringing electronic equipment to school. Many international students do use electronic translators and dictionaries. These are acceptable for school use.
- Removable electronic data storage (such as USB memory) are used, and should not have unacceptable or illegal files like unauthorised games or music on them.
- Mobile telephones are needed by some students when travelling to and from school. Mobile telephones are student responsibility and should not be turned on or used at all inside the school. If a telephone call is needed, it should be requested through the school administration.

Responsible behaviour plan for students

- This will be discussed for students and parents on enrolment. A copy is on the school website.

Student Dress Code

- A copy is provided on enrolment. Students are expected to appropriately wear school uniform to school

Student Progress Monitoring

- Student **academic, behaviour** and **attendance** records are reported in writing at the end of each semester, and in verbal meetings with parents around mid-semester. Classroom teachers and EALD teacher will regularly monitor the academic progress, attendance rates and behaviour records of all International students. This ensures that early intervention strategies can be implemented to support children's learning and maintain visa eligibility.
- To meet requirements for students on Student visas, these international students will also have a written progress report around mid-semester (Term 1, Term 3).

Attendance

- **100% attendance** is generally expected with an explanation for all absences required.
- International students are monitored as part of our whole school attendance monitoring processes for attendance and must meet visa requirements.

Cost of Text Books, Activities and Programs

- **ISP Students** on Student visa fee-paying enrolment have their levy and text books or copies provided, personal student work materials such as exercise books and pencils are the responsibility of students. Year level booklists show the requirements. Students on other visas may need to purchase text books and materials if needed.
- **Mandatory school activities** and costs for fee-paying student are covered, **optional and additional activities** such as excursions and camps and other programs need to be paid.

Feedback from international students

We will from time-to-time want to know whether we are providing suitable support for our students. This helps us plan to improve our programs for international students where we are able to do so.

Generally, we would like to know:

- what we **do well**,
- what **works**, and
- what needs **to be improved**.

We ask questions on this of students, staff and parents.

Students and parents can contact staff regarding concerns at any suitable time. The school prefers to deal with concerns early and before they become complaints. This helps both students and school get satisfaction from programs.

Suspension or Cancellation of Enrolment

International students can be withdrawn from studies through Deferral (delaying the commencement of the enrolment), Suspension (temporarily delaying enrolment during a school term) or Cancellation (stopping the enrolment).

Family initiated deferral, suspension or cancellation

Families wishing to defer, suspend or cancel their child's enrolment must meet one of the following conditions:

- Unavailability of enrolment at school;
- Visa delay;
- Compassionate and compelling circumstances – these are generally beyond the control of the student or family, and have an impact on the student's progress or wellbeing (e.g. serious illness or injury, death of a close family or major political upheaval or natural disaster in the home country requiring)

Supporting documents must be provided upon application e.g. Medical certificates; police reports etc. and kept on the student's file. Please contact our International Student Coordinator or EQI for more information.

School initiated deferral, suspension or cancellation

In very rare circumstances, Jindalee State School must consider suspending or cancelling the enrolment of an International Student.

Should this occur, families will receive a letter of notification from our principal. The family will be given 20 working days to submit an appeal.

No changes to the student's enrolment will be made until the internal appeals process is complete.