



**PULTENEY GRAMMAR SCHOOL**

# **International Student Guidebook**

*Enrolment information, student rights and responsibilities, and school policies for overseas students studying under the ESOS framework*

**CRICOS Provider Code: 00369M**

[www.pulteney.sa.edu.au](http://www.pulteney.sa.edu.au)

190 South Terrace, Adelaide, South Australia 5000

Reviewed in September 2026

## Section 1 — Welcome

### Welcome to Pulteney

Pulteney Grammar School is an independent, co-educational day school located in the heart of Adelaide, South Australia, educating students from the Early Learning Centre through to Year 12. The School recognises and celebrates the cultural diversity that international students bring, and welcomes families from all over the world.

Message from the Principal, Greg Atterton (paraphrased from the School's published Principal's Welcome and 2026 International Student Handbook):

*Pulteney honours its long history in South Australian education while being known for innovative learning, strong partnerships and an entrepreneurial approach. Our teachers invest time in understanding each student's strengths and interests, building learning experiences tailored to the individual. School years shape not only a student's future, but also the friendships and character that carry them through life - and Pulteney takes seriously its responsibility to nurture and guide young people through that time.*

### Key Contacts

| Contact                       | Detail                                            |
|-------------------------------|---------------------------------------------------|
| Postal / campus address       | 190 South Terrace, Adelaide, South Australia 5000 |
| Main Reception                | (08) 8216 5555                                    |
| Main email                    | info@pulteney.sa.edu.au                           |
| Principal                     | principal@pulteney.sa.edu.au                      |
| International Student Program | international.enrolments@pulteney.sa.edu.au       |
| Website                       | www.pulteney.sa.edu.au                            |

### Emergency contacts

| Service                                                | Number   |
|--------------------------------------------------------|----------|
| Police / Fire / Ambulance (life-threatening emergency) | 000      |
| Police Assistance Line (non-urgent)                    | 131 444  |
| State Emergency Service (flood or storm)               | 132 500  |
| Lifeline (24-hour crisis support)                      | 13 11 14 |
| Poisons Information Centre                             | 13 11 26 |
| Translating and Interpreting Service (TIS National)    | 131 450  |
| Department of Home Affairs (visa enquiries)            | 13 18 81 |

## Section 2 — About Pulteney and Your CRICOS Protections

### The School

- Pulteney Grammar School is registered as a provider trading under Pulteney Grammar School Incorporated, an independent, co-educational Anglican day school established in 1847.
- Pulteney is a Commonwealth Registered Institution for Overseas Students, approved to enrol full fee-paying student visa (subclass 500) holders. CRICOS Provider Code: 00369M.
- The School is organised into four sub-schools: the Early Learning Centre (ages 3-5), Junior School (Reception to Year 6), Middle School (Years 7-9) and Senior School (Years 10-12).

### Registered Courses

The following courses are registered on CRICOS for international students. Course codes, durations and any conditions should always be checked against the current CRICOS public register at [cricos.education.gov.au](https://cricos.education.gov.au) before relying on this table, as CRICOS is the authoritative source.

| CRICOS course code | Course name                    | Course level                              | Course Sector |
|--------------------|--------------------------------|-------------------------------------------|---------------|
| 019537M            | Primary Years R-6              | Primary School Studies                    | School        |
| 019538K            | Secondary Junior Years 7 to 10 | Junior Secondary Studies                  | School        |
| 019539J            | Secondary Senior Yrs 11 to 12  | Senior Secondary Certificate of Education | School        |

### The ESOS Framework — Your Protections as an International Student

Australia's laws for international education are designed to protect the quality of the course you study and your consumer rights as a student. Together, they are known as the ESOS framework, and they comprise:

- the Education Services for Overseas Students Act 2000 (Cth) (the ESOS Act);
- the Education Services for Overseas Students Regulations 2019 (Cth);
- the National Code of Practice for Providers of Education and Training to Overseas Students 2018 (the National Code), which sets out eleven detailed Standards providers must meet; and
- the Tuition Protection Service (TPS), which protects your prepaid tuition fees if your provider is unable to teach your course.

The ESOS framework has been updated several times since Pulteney's last guide was written. As at August 2026, the most significant recent changes are:

- the Education Legislation Amendment (Integrity and Other Measures) Act 2025, which commenced 5 December 2025 and strengthened the Australian Government's powers to act against non-genuine or exploitative providers and agents, and introduced a new statutory definition of 'education agent';
- a National Code 2018 amendment instrument that took effect from January 2026, banning the payment of education agent commissions in connection with certain onshore student transfers; and
- the replacement of the former 'Genuine Temporary Entrant' (GTE) visa criterion with a new 'Genuine Student' (GS) requirement for student visa applicants.

As an international student on a student visa, the ESOS framework gives you the right to:

- study only with a provider and in a course listed on CRICOS (check this at [cricos.education.gov.au](http://cricos.education.gov.au), including that the course location matches what you were told);
- receive comprehensive, current, plain-English information before you enrol and before you pay any fees (see Section 3);
- a written agreement with Pulteney, provided before or at the same time as you pay fees, setting out the course, fees and refund conditions - keep a copy;
- a refund, or to be placed in a suitable alternative course, through the Tuition Protection Service if Pulteney is unable to teach your course;
- orientation and ongoing access to support services (Section 6);
- know who your designated contact officer is for international student matters;
- know the grounds on which your enrolment could be deferred, suspended or cancelled (Section 9);
- know the School's requirements for satisfactory course progress and attendance, and the support available if you are struggling (Section 8); and
- access a free internal complaints and appeals process, and an external body if you remain unhappy with the outcome (Section 10).

In turn, as a student visa holder you are responsible for:

- complying with your visa conditions;
- maintaining approved Overseas Student Health Cover (OSHC) for the duration of your stay;
- meeting the terms of your written agreement with Pulteney;
- telling Pulteney if your address or contact details change, within 7 days;
- maintaining satisfactory course progress and attendance; and
- if you are under 18, maintaining your approved accommodation, support and welfare arrangements.

## Section 3 — Application and Enrolment

### National Code 2018 — Standard 2

#### *Recruitment of an overseas student*

Providers must give comprehensive, current, plain-English information before accepting a student for enrolment, and must properly assess English proficiency, academic qualifications and (if relevant) work experience.

### Criteria for Enrolment

Applications from international students are assessed on the basis of:

- the number of positions available at the appropriate year level;
- the resources of the School;
- the student's academic record; and
- the student's English language proficiency for the proposed course of study, as determined by an approved English Language Assessment organisation.

Students must reside, for the duration of their visa, with one or both parents, a suitable relative, or in a School-approved homestay (see Section 5).

### English Language Proficiency

International students need an adequate command of English to manage mainstream classes. As a condition of enrolment, applicants must complete a formal English Language Assessment before admission - this can be arranged in the student's home country through the Australian Education Assessment Services ([www.aeas.com.au](http://www.aeas.com.au)) or another recognised English assessment organisation. Students who need more than 20 weeks of intensive English language study before starting mainstream study may not be offered a place; Pulteney can provide details of schools able to deliver that preparatory English tuition.

### Application Steps

**Step 1 - Lodge.** Complete the International Student Application for Admission form (available online or as a downloadable PDF from the School's International Students webpage) and submit it, with all required documents, to [international.enrolments@pulteney.sa.edu.au](mailto:international.enrolments@pulteney.sa.edu.au), or apply online. A non-refundable application fee of AUD150 is invoiced on receipt. Lodging this form is not an offer of enrolment or a notice of acceptance.

**Step 2 - Assess.** On receipt of the application fee, Pulteney assesses the application, including academic reports and English language proficiency. The applicant is interviewed by the Head of School, and the Principal makes the final decision on acceptance.

**Step 3 - Enrol.** If offered a place, the family receives a written Letter of Offer and a Fee Invoice. Acceptance is confirmed by completing the relevant forms and paying a Confirmation of Enrolment Fee of AUD1,250, plus a deposit equal to one half-year's tuition fees and non-tuition fees. On receipt of the signed Acceptance of Enrolment form and payment, Pulteney issues an electronic Confirmation of Enrolment (eCoE) for the student's visa application (subclass 500).

**Step 4 - Prepare for commencement.** The family receives a welcome information pack with key details to prepare for starting at Pulteney. Ongoing school information for enrolled families is available at [parents.pulteney.sa.edu.au](http://parents.pulteney.sa.edu.au).

Applications can also be lodged through one of Pulteney's approved international education agents, who can assist with enquiries, assessment, enrolment and visa processing on behalf of the applicant and their parents/guardians (see the current agent list published on the School's International Students webpage). Education agents are not licensed to provide migration advice.

## Recognition of Prior Learning and Course Credit

Where a student believes their prior study, qualifications or experience should be recognised towards their course at Pulteney, the School will assess this on request. Any decision to recognise prior learning or grant course credit is made so as to preserve the integrity of the qualification the student is working towards (the **South Australian Certificate of Education**) and must comply with the requirements of that qualification's governing framework.

- If Pulteney grants recognition of prior learning or course credit, the student is given a written record of the decision, which Pulteney retains for at least two years after the student ceases to be enrolled.
- If granting recognition of prior learning or course credit reduces the length of a student's course, Pulteney will tell the student of the revised (shorter) course duration and will only issue a Confirmation of Enrolment for that reduced duration. If this occurs after the student's visa has already been granted, Pulteney will report the change of course duration through PRISMS.

## Information You Must Be Given Before You Enrol or Pay Fees (Standard 2.1)

Before accepting payment of any fees, Pulteney must give applicants comprehensive, current, plain-English information covering each of the following. This Guidebook, read together with the School's current Schedule of Fees, International Business Notice, and the Written Agreement/Acceptance of Enrolment documents provided at offer stage, is intended to meet this requirement:

- entry requirements, including minimum English proficiency, academic qualifications, and any course credit arrangements (see above);
- the CRICOS course code, course content, mode of study, and assessment methods (see Section 2 and Section 6);
- course duration and holiday breaks (see current Term Dates, published annually on the School's Fees and Term Dates webpage);
- the qualification or award received on completion (SACE for Years 11-12; the Australian Curriculum for Junior and Middle School);
- campus location and facilities (see the School's Campus webpage);
- details of any arrangement with another provider, person or business involved in delivering the course;
- indicative tuition and non-tuition fees, and the potential for fees to change over the course of study, together with the School's cancellation and refund policy (see Section 4);
- the grounds on which enrolment may be deferred, suspended or cancelled (Section 9);
- the ESOS framework, including links to official Australian Government material (Section 2, and the Glossary in Appendix C);
- for students under 18, the School's policy for approving accommodation, support and welfare arrangements (Section 5); and
- accommodation options and indicative living costs in Australia (Section 7).

## Section 4 — Written Agreement, Fees and Refunds

### National Code 2018 — Standard 3

#### **Formalisation of enrolment and written agreements**

Providers must formalise enrolment through a written agreement, entered into before or at the same time as accepting fees, which protects the rights and sets out the responsibilities of both parties.

### The Written Agreement

Pulteney's Acceptance of Enrolment documentation (together with this Guidebook, Enrolment Agreement, the current Schedule of Fees for International Students, and the International Business Notice - Terms and Conditions) forms the written agreement between the School and the student/family, as required by the ESOS Act and the National Code. If the student is under 18, a parent or legal guardian must sign or otherwise accept the agreement.

The written agreement must, in plain English:

- outline the course(s), expected start date, delivery location(s) and mode of study;
- outline any prerequisites, including English language requirements;
- list any conditions on enrolment;
- list all tuition fees, the period they relate to, and payment options;
- detail any non-tuition fees that may be incurred (for example, late payment fees or reassessment fees);
- set out the circumstances in which personal information may be disclosed, consistent with the Privacy Act 1988 (Cth) (see Section 11);
- outline the School's internal and external complaints and appeals processes (Section 10);
- state that the student is responsible for keeping their own copy of the agreement and of payment receipts; and
- state that the agreement, and the right to complain or appeal, does not remove the student's rights under Australian Consumer Law.

Students and families must notify Pulteney of their current residential address, mobile number, email address and emergency contact, and must advise the School of any change to these details within 7 days.

Pulteney retains records of all written agreements and payment receipts for at least two years after a person ceases to be an enrolled student.

### 2026 Fees (Summary)

Fees change annually and are published in full, with payment terms, in the School's current Schedule of Fees for International Students and International Business Notice (Terms and Conditions), both available on the School's International Students webpage. Key current figures, correct as at the 2026 school year, are:

| Item                             | 2026 amount                                                                                                                                                      |
|----------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Application fee (non-refundable) | AUD150                                                                                                                                                           |
| Confirmation of Enrolment Fee    | AUD1,250 (non-refundable and non-transferable if enrolment is withdrawn before commencing), plus one half-year's tuition and non-tuition fees payable in advance |

| Item              | 2026 amount                                                                                                                       |
|-------------------|-----------------------------------------------------------------------------------------------------------------------------------|
| Tuition fees      | Vary by year level (Reception to Year 12) - see current Schedule of Fees                                                          |
| Late payment fee  | AUD45.00 per month, where payment terms are not met and no prior arrangement is in place                                          |
| Withdrawal notice | One full term's written notice to the Principal, or an amount equal to 25% of the annual tuition fee is payable in lieu of notice |

## Refund Policy

Pulteney refunds course fees in accordance with the ESOS Act, the National Code, and the Education Services for Overseas Students (Calculation of Refund) Specification (the legislative instrument that prescribes how refunds are calculated for student default and provider default). If any term of Pulteney's refund arrangements is found to be inconsistent with Australian law, a full refund of unused tuition fees will be made within four weeks of the day the student is treated as having defaulted.

## Payment of Fees

- All fees are payable in Australian dollars.
- If a student's visa status changes (for example, to a temporary or permanent resident visa), they continue to pay the full overseas student fee for the remainder of that calendar year.
- Any refund arising from visa refusal, or from the School being unable to deliver the course (provider default), is dealt with under the ESOS Act and Regulations and, where relevant, the Tuition Protection Service.
- Camps are compulsory for students in Years 3 to 10 and are included in the annual fee; there is no refund for non-attendance.
- The School does not accept cash payments; fees can be paid online, by phone, BPAY, direct debit, or bank cheque.

## Section 5 — Education Agents

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### **National Code 2018 — Standard 4**

#### ***Education agents***

Providers must ensure education agents they engage act ethically, honestly and in the best interests of overseas students, and must formalise the relationship through a written agreement.

Pulteney partners with a number of international education agents to assist prospective families with enquiries, assessment, enrolment and visa processing. An application may be lodged through an agent with the written authorisation of the applicant and their parents/guardians; an application cannot be considered until all required documents are received.

The School's current list of approved agency partners is published on the International Students page of the School's website and is reviewed periodically.

Education agents can assist with education and visa applications but are not licensed to provide migration advice. Only a registered migration agent, or the student themselves, may provide or act on migration advice.

Regulatory update: from January 2026, a National Code amendment prohibits the payment of education agent commissions in connection with certain onshore transfers of students who change principal provider, with a transitional exemption for students accepted for enrolment on or before 31 March 2026. This does not generally affect new international enrolments arranged through an agent.

## Section 6 — Younger Overseas Students: Welfare and Accommodation

### National Code 2018 — Standard 5

#### *Younger overseas students*

Providers enrolling students under 18 must ensure suitable, safe accommodation, support and welfare arrangements are in place and monitored for the duration of the student's enrolment (until they turn 18 or leave the arrangement).

### Accommodation Model

Pulteney Grammar School is a day school and does not operate a boarding house for international students. Pulteney uses a mixed homestay model, made up of two channels:

- host families sourced, screened and managed directly by Pulteney, who sign a homestay agreement directly with the School (a school-arranged homestay program); and
- host families sourced and managed through a third-party homestay organisation, Happy Homestay Adelaide.

Under the National Code, each of these two channels carries its own evidence requirements, both of which are set out below.

### Accommodation Options

If an overseas student is under 18, their welfare must be maintained for the duration of their stay in Australia as a condition of their student visa. To meet this requirement, a younger overseas student must either:

- stay in Australia with a parent, legal custodian, or a relative nominated by the parents and approved by the Department of Home Affairs; or
- stay in accommodation, support and welfare arrangements approved by Pulteney, in which case the School issues a Confirmation of Appropriate Accommodation and Welfare (CAAW) letter.

Pulteney can arrange homestay accommodation for international students either directly or through Happy Homestay Adelaide. The School's current homestay accommodation standards - the Required Standards for Pulteney Homestay Student Accommodation - are published on the School's International Students webpage and set out the standard all homestay families must meet, whichever channel they are recruited through. Families interested in hosting a Pulteney international student, or students/parents wanting information on the homestay program and its costs, should contact [international.enrolments@pulteney.sa.edu.au](mailto:international.enrolments@pulteney.sa.edu.au).

### Pulteney's Obligations for Students Under 18

Where Pulteney takes responsibility for approving a younger student's accommodation, support and general welfare arrangements, the School must:

- nominate to the Department of Home Affairs the dates for which it accepts this responsibility;
- ensure any adult involved in providing accommodation or welfare - whether a host recruited directly by Pulteney or through Happy Homestay Adelaide - holds a Working With Children Check (or the equivalent) for the relevant jurisdiction;

- verify the accommodation is appropriate to the student's age and needs before it is approved, and at least every six months afterwards;
- maintain a documented process for managing emergencies or a disruption to welfare arrangements for students under 18;
- keep up-to-date records of the student's contact details, and of the parents'/guardians'/responsible adult's contact details;
- notify the Department of Home Affairs as soon as practicable if a CAAW is no longer required (because a parent or approved relative will now provide care), and within 24 hours if the School is no longer able to approve the student's welfare arrangements; and
- have documented processes for selecting, screening and monitoring both its own directly-recruited host families and Happy Homestay Adelaide as its third-party provider.

If Pulteney is no longer able to approve a student's welfare arrangements, the School must make all reasonable efforts to notify the student's parents or legal guardians immediately. If the School is unable to contact a student and has welfare concerns, it must make all reasonable efforts to locate the student, including notifying the police and other relevant agencies as soon as practicable.

If a younger student's enrolment is suspended or cancelled, Pulteney must continue to approve their welfare arrangements until alternative approved arrangements are in place, the student's care is approved by the Department of Home Affairs, the student leaves Australia, or the Department has been notified that the School can no longer approve those arrangements.

### **Homestay Hosted Directly by Pulteney (School-Arranged Homestay)**

For host families that Pulteney recruits, screens and manages itself, the National Code requires the School to have and be able to show:

- information on this homestay program and its costs, supplied to students and parents/guardians;
- documented policies and procedures for the welfare and accommodation of all students under 18, covering how host families are sourced, screened and monitored, and how their suitability is maintained on an ongoing basis until the student turns 18;
- a Working With Children Check (or equivalent) for every adult in a directly-recruited host household;
- documentation showing each directly-recruited homestay is checked before being approved, and at least every six months afterwards;
- documented processes for managing changes to a student's arrangements, including a disruption to accommodation or a change of care that affects a CAAW; and
- a process ensuring the student's accommodation and welfare arrangements continue if their enrolment is suspended or cancelled, until suitable alternative arrangements take effect.

### **Homestay Sourced Through Happy Homestay Adelaide (Third-Party Homestay)**

For host families sourced through Happy Homestay Adelaide, the National Code requires Pulteney to have and be able to show:

- information on this homestay program and its costs, supplied to students and parents/guardians;
- a written contract between Pulteney and Happy Homestay Adelaide;

- a documented process for ensuring Happy Homestay Adelaide complies with child protection requirements, including that its host families hold a Working With Children Check (or the equivalent);
- documentation showing homestay accommodation sourced through Happy Homestay Adelaide is checked before being approved, and at least every six months afterwards;
- documented processes for managing changes to a student's arrangements where the homestay is arranged through Happy Homestay Adelaide, including a disruption to accommodation or a change of care that affects a CAAW;
- documented evidence of how Pulteney selects, screens and monitors Happy Homestay Adelaide itself as its third-party provider; and
- evidence that Pulteney's contract with Happy Homestay Adelaide supports a student's accommodation and welfare arrangements continuing, where needed, if the student's enrolment is suspended or cancelled.

## Reporting Abuse or a Welfare Concern

If a student experiences or witnesses abuse, harm, or any other serious welfare concern, they should tell a trusted staff member straight away - this can be the Head of International Student Program, a Head of House, a member of the wellbeing team, or any teacher. In an emergency, or if a student ever feels unsafe, they should call 000 (Police, Fire, Ambulance).

Reports of alleged or actual abuse are taken seriously and are managed under the School's child safety and critical incident arrangements. Students and homestay families can also contact the SA Department for Child Protection ([childprotection.sa.gov.au](http://childprotection.sa.gov.au)) directly at any time.

## Welfare Arrangements for Students Transferring In

If a younger student transfers to Pulteney while their accommodation, support and welfare arrangements are still approved by another registered provider, Pulteney will:

- negotiate the transfer date for welfare arrangements with the releasing provider so there is no gap in approved welfare arrangements; and
- make sure the student understands their visa obligation to maintain their current, approved welfare arrangements until the agreed transfer date - unless alternative arrangements have already been approved, or the student returns to their home country until the new approved arrangements take effect.

## Section 7 — Pre-Arrival and Life in Adelaide

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### Visas

Most international students need a student visa (subclass 500) to study in Australia. Visas can be applied for online or through an Australian Diplomatic Mission, with the assistance of a registered migration agent, or through an approved education agent (who cannot give migration advice). To apply, you will generally need a valid passport, an electronic Confirmation of Enrolment (eCoE), and any other documentation required by the Department of Home Affairs. If you are under 18, a completed CAAW letter is required.

As at August 2026, applicants must satisfy the Genuine Student (GS) requirement (which replaced the former Genuine Temporary Entrant criterion). Applicants should check current visa application charges, financial capacity requirements and processing times directly on the Department of Home Affairs website ([immi.homeaffairs.gov.au](http://immi.homeaffairs.gov.au)), as these are adjusted periodically.

#### *Visa conditions (this list is not exhaustive)*

- Complete the course within the duration specified on your CoE.
- Maintain satisfactory academic progress.
- Maintain approved Overseas Student Health Cover (OSHC) for the duration of your stay.
- Remain with your principal education provider for the first six months of your principal course, unless released (see Section 9).
- Notify Pulteney of your Australian address and any change of address within 7 days.
- Work no more than 48 hours per fortnight while your course is in session (condition 8105/8104); you may not start work until the School has confirmed your course has commenced. You may work unlimited hours during official scheduled course breaks.

For the full and current list of mandatory and discretionary student visa conditions, visit [immi.homeaffairs.gov.au](http://immi.homeaffairs.gov.au).

### Arranging Travel and Arrival

Students should arrange their own travel to Australia and are encouraged to arrive at least one to two weeks before orientation begins, to allow time to settle in, adjust to the climate, and recover from jet lag. Adelaide Airport is approximately 7 kilometres from the Adelaide CBD.

#### *Documents to bring (in carry-on luggage, with copies kept separately)*

- Valid passport with student visa
- Offer of a place / admission letter from Pulteney
- Confirmation of Enrolment (eCoE)
- Receipts of payments (tuition, OSHC, etc.)
- Insurance documents
- Original or certified academic transcripts and qualifications
- Other identification documents (birth certificate, ID card)
- Medical records and/or prescriptions
- CAAW letter, if under 18

On arrival, students pass through Australian immigration, collect baggage, and go through Australian Border Force customs and biosecurity screening. Australia has strict biosecurity laws; all food, plant, animal and related items must be declared. Penalties for false declaration can include large fines and, in serious cases, prosecution.

## Overseas Student Health Cover (OSHC)

OSHC is mandatory for the duration of a student visa and covers the cost of medical and hospital care, emergency ambulance transport, and most prescription medicines. Students can arrange their own OSHC or ask the School to purchase it on their behalf; if the School arranges it, the premium must be paid in full before the School issues the eCoE.

Allianz Care Australia is Pulteney's preferred OSHC provider. Only health funds that have an agreement with the Australian Government can provide OSHC; as at 2026, the Australian Government-approved OSHC insurers include ahm, Allianz Care Australia, Bupa, CBHS, Medibank and nib. Some students may be exempt under a reciprocal health care agreement between Australia and their home country - check eligibility before applying for a visa, as not all reciprocal agreements cover students. Dental and optical care are not covered by standard OSHC unless extra cover is purchased.

## Living in Adelaide

### *Climate*

South Australia receives most of its rain in winter (June-August). Adelaide's approximate average daily temperatures are: winter (Jun-Aug) max 15.9C / min 8C; spring (Sep-Nov) max 21.7C / min 11.6C; summer (Dec-Feb) max 28.3C / min 16.5C (with occasional days above 40C); autumn (Mar-May) max 22.4C / min 12.5C.

### *Time zone*

South Australia uses Australian Central Standard Time (ACST), which is 30 minutes behind Australian Eastern Standard Time (used in Sydney, Melbourne, Brisbane and Canberra).

### *Banking*

International students can open an account with any Australian bank, credit union or building society. You will generally need your passport (showing your arrival date), your student ID, and an initial deposit. Many banks offer low- or no-fee student accounts.

### *Safety and the law*

Australia operates under the rule of law; visa holders agree to respect Australian values and obey Australian law for the duration of their stay. Breaching the law can result in fines, visa cancellation, deportation, or - for serious offences - imprisonment. General personal safety advice: let someone know where you are going and when you expect to be back; travel with a friend where possible, particularly at night; stay in well-lit areas; never leave a drink unattended; and know that emergency (000) calls are free from any phone.

### *Support in the community*

- Rape and Sexual Assault Services SA: [voc.sa.gov.au/help-and-resources/support-services/sexual-assault-support-services](http://voc.sa.gov.au/help-and-resources/support-services/sexual-assault-support-services)
- SA Department for Child Protection: [childprotection.sa.gov.au](http://childprotection.sa.gov.au)
- Fair Work Ombudsman (for workplace rights and conditions while working part-time): [fairwork.gov.au](http://fairwork.gov.au)

## Section 8 — Student Support Services and Orientation

### National Code 2018 — Standard 6

#### *Overseas student support services*

Providers must help students adjust to study and life in Australia, provide an appropriate orientation program, designate a contact officer, and have a documented critical incident policy.

### Orientation

New international students receive an age- and culturally-appropriate orientation covering:

- support services available to help students adjust to study and life in Australia;
- English language and study assistance;
- relevant legal services;
- emergency and health services;
- the School's facilities and resources;
- the complaints and appeals process (Section 10);
- course attendance and progress requirements (Section 9); and
- where relevant, workplace rights and how to resolve workplace issues (including via the Fair Work Ombudsman).

### Academic and Wellbeing Support

Pulteney's Learning Management System, Canvas, gives students in Years 7-12 and their families ongoing access to task deadlines, feedback and results. Students whose first language is not English are supported by specialist English as an Additional Language (EAL) teachers in small groups and classes, with pathways to study EAL as a literacy subject where needed to meet subject requirements.

Pulteney's wellbeing team supports the health and wellbeing of all students, working alongside Heads of School, Heads of House, tutors and teachers, and provides pastoral care and counselling support across all year levels. The Futures Office supports senior students with subject selection, career guidance and pathways to further study or employment.

Academic and personal support is available at no additional cost to international students, regardless of mode of study.

### Designated Contact Officer

Pulteney's designated contact officer for international student matters is the Head of International Student Program, contactable at [international.enrolments@pulteney.sa.edu.au](mailto:international.enrolments@pulteney.sa.edu.au). The contact officer has access to up-to-date information about the School's support services.

### Staff Awareness of ESOS Obligations

Pulteney must ensure staff who interact directly with international students understand the School's obligations under the ESOS framework, and the effect these obligations can have on students (for example, reporting requirements for unsatisfactory attendance or course progress).

## **Critical Incident Policy**

Pulteney must have a documented policy and procedure for managing critical incidents that could affect a student's ability to undertake or complete their course - including incidents that may cause physical or psychological harm - and must keep a written record of any critical incident and the School's response for at least two years after the student ceases to be enrolled.

## Section 9 — Studying at Pulteney: Course Progress and Attendance

### National Code 2018 — Standard 8

#### Overseas student visa requirements

Providers must monitor and record students' course progress and attendance, support students at risk of falling behind, and only report a breach to the Government after the student has had the chance to use the complaints and appeals process.

### Curriculum

| Sub-school            | Year levels        | Curriculum                                       |
|-----------------------|--------------------|--------------------------------------------------|
| Early Learning Centre | 3-5 years          | Early Years Learning Framework (EYLF)            |
| Junior School         | Reception - Year 6 | Australian Curriculum                            |
| Middle School         | Years 7-9          | Australian Curriculum                            |
| Senior School         | Year 10            | Australian Curriculum                            |
| Senior School         | Years 11-12        | South Australian Certificate of Education (SACE) |

Learning areas across the School include English, Mathematics, Science, Humanities, Languages, Performing Arts, Art/Design and Technologies, and Health and Physical Education.

### Satisfactory Course Progress

It is a condition of a student visa that a student maintains satisfactory course progress. To demonstrate this, students must achieve a C standard in all courses in any study period. If a student does not achieve this standard, the School will formally contact parents to arrange a meeting and develop an intervention strategy for academic improvement, which may include additional tutorial support, mentoring, additional EAL support, adjusted subject load, or academic and personal counselling.

If a student does not improve sufficiently by the end of the following study period, Pulteney will advise the student in writing of its intention to report them for a breach of student visa condition 8202 (unsatisfactory course progress), and the student then has 20 working days to access the School's internal complaints and appeals process (Section 10) before any report is made to the Government via PRISMS.

### Satisfactory Attendance

Students on a student visa must attend at least 80% of scheduled classes. Attendance is recorded electronically each day and monitored regularly across each school term.

If a student's attendance is at risk of falling below the 80% threshold, parents are contacted and the student is offered support. If a student's attendance does fall below 80%, the School will follow the same 20-working-day complaints and appeals notice process described above before reporting the matter for breach of visa condition 8202, except where the student can demonstrate compassionate or compelling circumstances (for example, documented serious illness, bereavement, a natural disaster or major political upheaval at home affecting the student, or a delay in visa processing) and their attendance has not fallen below 70%.

Absences should be reported to (08) 8216 5555 or [absentees@pulteney.sa.edu.au](mailto:absentees@pulteney.sa.edu.au), and supported by evidence (such as a medical certificate) wherever possible; unverified absences are recorded as unexplained.

## **Mode of Study**

Pulteney delivers all courses for international students through in-person, face-to-face teaching on its Adelaide campus. No course is delivered exclusively or predominantly by online or distance learning, and any occasional online learning component (for example, during a short-term disruption) is provided in addition to - not instead of - the School's approved face-to-face teaching, consistent with Standard 8.18-8.21 of the National Code.

## **Extending the Expected Duration of Study**

Pulteney will only extend a student's expected course completion date where the student cannot complete on time because of compassionate or compelling circumstances, participation in an approved intervention strategy, or an approved deferment or suspension of study (Section 10). Where the duration is extended, Pulteney will update PRISMS within 14 days and/or issue a new CoE, and will advise the student to check with the Department of Home Affairs on any visa implications.

## Section 10 — Deferring, Suspending or Cancelling Enrolment

### National Code 2018 — Standard 9

#### ***Deferring, suspending or cancelling the overseas student's enrolment***

Providers must have a documented, fair process for deferring the start of study, suspending study, and for provider-initiated suspension or cancellation, and must keep PRISMS up to date.

### Deferring or Suspending Study at the Student's Request

A student may apply to defer the commencement of their course, or to suspend their studies, where there are compassionate or compelling circumstances (see the definition in Section 9). Applications must be made in writing and are assessed and recorded by the School, with the decision and reasons documented.

#### ***Temporary absence***

There is no remission of fees for a temporary absence of less than one term. For an absence of between one and two terms, a holding fee (at the tuition rate applying at the time) is payable in advance to preserve the student's place; half of this is credited to the student's account on their return. Requests for consideration of an absence longer than two terms must be made in writing to the School.

### School-Initiated Suspension or Cancellation

Pulteney may suspend or cancel a student's enrolment on grounds including (but not limited to):

- serious misbehaviour by the student;
- failure to pay fees required under the written agreement; or
- a breach of course progress or attendance requirements (dealt with under Standard 8 - see Section 9).

Before imposing a school-initiated suspension or cancellation, Pulteney must inform the student in writing of its intention and the reasons, and advise the student of their right to use the School's internal complaints and appeals process within 20 working days. Except where a student's health or wellbeing (or that of others) is at risk, the suspension or cancellation cannot take effect until that internal process is complete.

Whenever a deferral, suspension or cancellation occurs, Pulteney will advise the student to seek advice from the Department of Home Affairs on the potential impact on their visa, and will report the change to the student's enrolment through PRISMS under section 19 of the ESOS Act.

## Section 11 — Transferring Between Providers

### National Code 2018 — Standard 7

#### *Overseas student transfers*

Providers must not knowingly enrol a student wishing to transfer from another provider before the student completes the first six months of their principal course, except in defined circumstances, and must have a fair, documented process for assessing transfer requests.

### Transferring to Another Provider Within Your First Six Months

Students are restricted from transferring away from their principal course of study (and any course packaged with it) for the first six months of enrolment. This restriction exists to protect students from being misled into changing providers before they have had a genuine opportunity to settle in and assess their course.

Pulteney will grant a request to transfer within the first six months (via a Letter of Release) only where:

- the student's welfare and accommodation arrangements have changed and they are no longer within a reasonable travelling time of the School;
- the School agrees the student would be better placed in a course not available at Pulteney;
- the student would otherwise be reported for unsatisfactory course progress, even after engaging with the School's intervention strategy;
- there is evidence of compassionate or compelling circumstances;
- Pulteney fails to deliver the course as set out in the written agreement;
- there is evidence the student's reasonable expectations of the course are not being met, or that the student was misled by the School or an agent about the course; or
- an internal or external appeal on another matter results in a recommendation to release the student.

Pulteney will not grant a release within the first six months solely because a student's academic progress is likely to be disadvantaged by transferring, where the School believes the request results from another party's undue influence, where the student has not had sufficient time to settle in, or where the student has not yet accessed available school support services.

If the student is under 18, a release will only be considered with written evidence that the student's parent(s) or legal guardian support the transfer, and (unless the student will be cared for by a parent or approved relative) the receiving provider must confirm it will approve the student's welfare arrangements.

To apply, a student must first obtain a letter of offer from the receiving provider, then lodge a written request with Pulteney. All requests are assessed within 14 working days and the applicant notified of the outcome. If a release is granted, it is provided at no cost to the student, and the student is advised to check with the Department of Home Affairs whether a new visa is required.

If Pulteney intends to refuse a transfer request, the student will be told in writing of the reasons and of their right to use the internal complaints and appeals process within 20 working days (Section 10). Pulteney will not finalise a refusal in PRISMS until that process is complete, or the student chooses not to use it, or withdraws from it.

Under South Australian legislation, any Letter of Release must state whether the student demonstrated commitment to their studies, had a good attendance record, and paid all fees for the course.

### **Transferring to Pulteney From Another Provider**

A student currently enrolled elsewhere may enrol at Pulteney before completing the first six months of their principal course only if:

- the original provider has issued a Letter of Release;
- the original provider or course has ceased to be registered;
- the original provider has had a sanction imposed that prevents the student continuing; or
- a government sponsor of the student has given written support for the change as being in the student's best interests.

Pulteney maintains records of all transfer requests and decisions for at least two years after the student ceases to be enrolled.

## Section 12 — Complaints and Appeals

### National Code 2018 — Standard 10

#### ***Complaints and appeals***

Providers must give students the right to natural justice through a professional, timely, low-cost, documented internal complaints and appeals process, and must tell students how to access an external body if they remain unhappy.

### Internal Process

Pulteney provides mechanisms for student grievances or disputes to be heard fairly and resolved internally - in the first instance, through direct access to class teachers, subject teachers, Heads of School and, where needed, the Principal. Where a matter cannot be resolved this way, students (or their parent/guardian) can lodge a formal complaint or appeal.

The School's internal complaints and appeals process:

- is free, or available at minimal cost, and easily accessible;
- allows the student to lodge a formal complaint or appeal if the matter cannot be resolved informally;
- applies to dealings with Pulteney, its education agents, or any related party involved in delivering the student's course or related services;
- begins assessment within 10 working days of the complaint or appeal being made, and is finalised as soon as practicable;
- gives the student the opportunity to formally present their case, accompanied and assisted by a support person, at minimal or no cost;
- is conducted professionally, fairly and transparently;
- results in a written statement of the outcome and the reasons for it; and
- is documented, including the outcome and reasons, and this record is kept.

Pulteney's current Grievances and Complaints Policy, including how to lodge a complaint, is published on the School's website under School Policies.

### External Complaints — Overseas Student Team, Commonwealth Ombudsman

If a student is not satisfied with the outcome of Pulteney's internal process, they have the right to access a free, independent external complaints service. Because Pulteney is a private (non-government) registered provider, this is the Overseas Student function of the Office of the Commonwealth Ombudsman.

| External body                                                      | What it covers                                                                                                                                                                                             | Contact                                                             |
|--------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------|
| Office of the Commonwealth Ombudsman - Overseas Student complaints | Complaints about actions taken by private registered education providers (including Pulteney) in connection with student visa holders, including complaints about education agents engaged by the provider | ombudsman.gov.au - see 'International student complaints'           |
| National Student Ombudsman (NSO)                                   | Does NOT apply to Pulteney - the NSO only handles                                                                                                                                                          | nso.gov.au (for reference only - not the correct body for a school) |

| External body                      | What it covers                                                                                            | Contact                                                                                                                            |
|------------------------------------|-----------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------|
|                                    | complaints about higher education providers (e.g. universities)                                           |                                                                                                                                    |
| South Australian Training Advocate | Independent advice and guidance for international students living, working or studying in South Australia | <a href="http://trainingadvocate.sa.gov.au/home/international-students">trainingadvocate.sa.gov.au/home/international-students</a> |

Where Pulteney is not successful in resolving a complaint internally, the School must, within 10 working days of concluding the internal review, advise the student of their right to access this external process and provide the relevant contact details. If an internal or external process results in a decision in the student's favour, Pulteney must immediately implement that decision and advise the student of the action taken.

Accessing the internal or external complaints and appeals process does not remove a student's rights under Australian Consumer Law.

## Section 13 — Marketing Standard and Additional Registration Requirements

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### National Code 2018 — Standard 1

#### ***Marketing information and practices***

Providers must ensure all marketing and promotion - including by education agents - is accurate, not misleading, and consistent with Australian Consumer Law.

All marketing material Pulteney publishes about its international student program (including this Guidebook, the School's website, the 2026 International Student Handbook, and application forms) must not be false or misleading, must not promise a migration outcome or a guaranteed assessment result, and must include the School's CRICOS registered name and provider code (00369M) wherever it offers, or invites a student to apply for, a course. Pulteney must not actively recruit a student where doing so would conflict with the transfer restrictions in Standard 7 (Section 11).

### National Code 2018 — Standard 11

#### ***Additional registration requirements***

Providers must continue to meet CRICOS registration requirements and keep the ESOS agency (here, via the Education Standards Board) informed and up to date on their operations and registered courses.

Pulteney must seek approval from the Education Standards Board (as the SA designated authority) before making certain changes to its registration, including to course duration and holiday breaks, mode of study, the maximum number of overseas students it may enrol, and any arrangement with another education provider to help deliver a course. Any proposed change must be submitted for approval at least 30 days before it is intended to take effect.

In practice, this means Pulteney must promptly notify the Education Standards Board of changes such as: a new Principal or change of PEO; changes to the School's address or governing body; changes to course structure, duration or maximum enrolment numbers; and any other matter the ESB's CRICOS registration change forms require.

## Section 14 — Privacy

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Pulteney collects personal information on enrolment forms and during a student's enrolment to meet its obligations under the ESOS Act and the National Code 2018, and to check compliance with visa conditions and Australian immigration law. The authority to collect this information comes from the ESOS Act, the Education Services for Overseas Students Regulations 2019, and the National Code 2018.

Information collected may, in certain circumstances, be provided to the Australian Government and other designated authorities (including, where relevant, the Tuition Protection Service), consistent with the Privacy Act 1988 (Cth). In other cases, information may be disclosed without consent where authorised or required by law.

Pulteney's current Privacy Policy is published on the School's website ([pulteney.sa.edu.au](http://pulteney.sa.edu.au)) and should be read alongside this section.

## Section 15 — Student Behaviour and Conduct

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Pulteney expects all students - domestic and international - to behave in ways that support their own learning and that of others, and to treat staff and fellow students with respect. The School's detailed Behaviour Management / Student Code of Conduct policy, including how the School responds to breaches of expected behaviour, is provided to enrolled families through the Parent Portal and the student diary/handbook, and is available on request from the School.

## Appendix A — Key Documents and Links

| Document                                                                     | Where to find it                                                                                                                                                         |
|------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| International Student Application for Admission form                         | <a href="http://pulteney.sa.edu.au/international-students/">pulteney.sa.edu.au/international-students/</a>                                                               |
| 2026 Schedule of Fees for International Students                             | Published on the School's International Students webpage                                                                                                                 |
| 2026 International Business Notice (Terms and Conditions)                    | Published on the School's International Students webpage                                                                                                                 |
| Required Standards for Pulteney Homestay Student Accommodation               | Published on the School's International Students webpage                                                                                                                 |
| List of approved international education agents                              | Published on the School's International Students webpage                                                                                                                 |
| School Policies (including Grievances and Complaints Policy, Privacy Policy) | <a href="http://pulteney.sa.edu.au/policies/">pulteney.sa.edu.au/policies/</a>                                                                                           |
| Current Term Dates                                                           | <a href="http://pulteney.sa.edu.au/fees-and-term-dates/">pulteney.sa.edu.au/fees-and-term-dates/</a>                                                                     |
| CRICOS public register                                                       | <a href="http://cricos.education.gov.au">cricos.education.gov.au</a>                                                                                                     |
| Department of Home Affairs - student visa information                        | <a href="http://immi.homeaffairs.gov.au">immi.homeaffairs.gov.au</a>                                                                                                     |
| Overseas Student complaints (Commonwealth Ombudsman)                         | <a href="http://ombudsman.gov.au">ombudsman.gov.au</a>                                                                                                                   |
| Education Standards Board (SA) - international education                     | <a href="http://esb.sa.gov.au/schools-and-international-education/international-education">esb.sa.gov.au/schools-and-international-education/international-education</a> |
| ESOS framework and National Code 2018                                        | <a href="http://education.gov.au/esos-framework">education.gov.au/esos-framework</a>                                                                                     |

## Appendix B — Glossary of Key Terms

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**CRICOS** - Commonwealth Register of Institutions and Courses for Overseas Students - the register of providers and courses approved to enrol student visa holders.

**ESOS Act** - Education Services for Overseas Students Act 2000 (Cth) - the primary law governing international education in Australia.

**National Code 2018** - The National Code of Practice for Providers of Education and Training to Overseas Students 2018 - sets the 11 Standards providers must meet.

**PRISMS** - Provider Registration and International Student Management System - the Government's online system for reporting enrolment, attendance and progress information.

**eCoE** - Electronic Confirmation of Enrolment - the document a provider issues confirming a student's enrolment, used to support a student visa application.

**CAAW** - Confirmation of Appropriate Accommodation and Welfare - a letter a provider issues for a student under 18 whose accommodation and welfare it approves.

**OSHC** - Overseas Student Health Cover - mandatory health insurance for student visa holders.

**TPS** - Tuition Protection Service - protects prepaid tuition fees if a provider cannot teach a course.

**ESB** - Education Standards Board - the South Australian designated authority responsible for recommending schools for CRICOS registration and renewal, and for registering schools under State law.

**PEO** - Principal Executive Officer - the person a provider nominates as primarily responsible for its ESOS compliance.

**Genuine Student (GS) requirement** - The current student visa criterion (introduced in 2024) requiring an applicant to satisfy the Department of Home Affairs that they are a genuine student, which replaced the former Genuine Temporary Entrant (GTE) criterion.

**Compassionate or compelling circumstances** - Circumstances beyond a student's control that affect their course progress or attendance - for example, serious illness, bereavement, a natural disaster, a traumatic experience, or a visa-processing delay - generally supported by documentary evidence.

## Appendix C — National Code 2018 Standards Cross-Reference

This table maps each National Code 2018 Standard to where it is addressed in this Guidebook, to support the ESB's assessment of the renewal application. It should be read alongside the School's separate Evidence Checklist submission, which also requires internal policy, procedure and template documents that are not part of a student-facing guidebook.

| Standard | Topic                                                        | Addressed in |
|----------|--------------------------------------------------------------|--------------|
| 1        | Marketing information and practices                          | Section 13   |
| 2        | Recruitment of an overseas student                           | Section 3    |
| 3        | Formalisation of enrolment and written agreements            | Section 4    |
| 4        | Education agents                                             | Section 5    |
| 5        | Younger overseas students                                    | Section 6    |
| 6        | Overseas student support services                            | Section 8    |
| 7        | Overseas student transfers                                   | Section 11   |
| 8        | Overseas student visa requirements (progress and attendance) | Section 9    |
| 9        | Deferring, suspending or cancelling enrolment                | Section 10   |
| 10       | Complaints and appeals                                       | Section 12   |
| 11       | Additional registration requirements                         | Section 13   |