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# Student Handbook

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**Australian International High School Pty Limited**

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# WELCOME

Welcome to Australian International High School. We are glad that you have chosen us for your studies and hope that your time with us will be an enjoyable experience.

We strive to provide quality education and training, knowledgeable and experienced lecturers, and an environment which is culturally diverse, friendly and where you feel safe.

Over the years, our students have noted that there are three key ingredients to their success:

- regular attendance
- consistent effort and attention
- willingness to seek help.

Please familiarise yourself with the contents of this handbook, the purpose of which is to provide you with the information you need to settle quickly into school life. We also ask that you keep the Handbook in case you need to use it in the future. If you are unsure about anything in this handbook or if you believe that important information has been omitted, please raise this with the Student Services staff.

We hope that you will participate actively in school life, and are confident that you will make many new friends. We look forward to your academic success.

Christopher Campbell  
Managing Director

# CONTENTS

	Page
<b>CODE OF PRACTICE AND CLIENT SERVICE POLICY</b> .....	<b>3</b>
QUALITY MANAGEMENT POLICY .....	3
STUDENT RIGHTS.....	3
STUDENT RESPONSIBILITIES .....	3
ADMISSION.....	4
DEFERRING, SUSPENDING OR CANCELLING STUDENT ENROLMENT .....	4
COURSE PROGRESS .....	4
SCHOOL FACILITIES .....	4
COMPLAINTS AND APPEALS PROCESS .....	4
STUDENT SUPPORT SERVICES .....	6
<b>WARNING AND DISCIPLINE</b> .....	<b>6</b>
WARNINGS AND DISCIPLINE.....	6
BULLYING: PREVENTING AND RESPONDING TO STUDENT BULLYING IN SCHOOL.....	6
<b>PAYMENT OF FEES AND REFUND POLICY</b> .....	<b>8</b>
PROTECTION OF STUDENT FEES PAID IN ADVANCE .....	8
REFUND POLICY .....	8
NON-PAYMENT OF FEES .....	10
<b>TRAINING DELIVERY</b> .....	<b>10</b>
THE LEARNING ENVIRONMENT .....	10
THE COURSES.....	10
THE TEACHERS.....	10
ATTENDANCE AT LESSONS .....	10
<b>CLASSROOM CONDUCT</b> .....	<b>11</b>
SPECIAL LEARNING NEEDS .....	11
HOMEWORK AND ASSIGNMENTS .....	11
TEXTBOOKS .....	11
REFERENCE LIBRARY .....	11
<b>ASSESSMENT INFORMATION FOR STUDENTS</b> .....	<b>11</b>
SPECIAL NEEDS .....	11
ASSIGNMENTS .....	12
PLAGIARISM.....	12
ELIGIBILITY.....	12
SATISFACTORY COMPLETION OF A COURSE.....	12
COURSE COMPLETION CRITERIA.....	11
WARNINGS.....	12
NON-SERIOUS ATTEMPT (‘NSA’) .....	12
SCHOOL REPORTS .....	12
APPEALS.....	12
STUDENT’S RESPONSIBILITIES IN ASSESSMENT TASKS .....	13
MISSED DEADLINE FOR A FORMAL ASSESSMENT TASK OR EXAMINATION .....	13
GENUINE ATTEMPT AT ASSESSMENT TASKS.....	13
<b>CONDUCT OF ASSESSMENTS</b> .....	<b>14</b>
GENERAL RULES .....	14
WHAT STUDENTS SHOULD DO.....	14
ACADEMIC MISCONDUCT.....	14
FAILURE TO ATTEMPT AN ASSESSMENT .....	14
APPEALS AGAINST ASSESSMENT OUTCOMES.....	14
<b>ADMINISTRATIVE MATTERS</b> .....	<b>15</b>
CHANGE OF PERSONAL DETAILS .....	15
USE OF PERSONAL INFORMATION.....	15
TRANSCRIPTS AND CERTIFICATES.....	15
STUDENT ID CARDS.....	15

COPY CARDS .....	15
<b>ACCESS AND EQUITY POLICY .....</b>	<b>16</b>
WOMEN'S STRATEGY .....	16
DISABILITIES STRATEGY .....	16
<b>WORK HEALTH AND SAFETY INFORMATION.....</b>	<b>17</b>
GENERAL HEALTH AND SAFETY.....	17
HAZARD CONTROL AND REPORTING .....	17
INCIDENT/ACCIDENT REPORTING .....	17
FIRST AID .....	17
EMERGENCY PROCEDURES.....	17
<b>LAWS THAT ALL STUDENTS AND STAFF SHOULD KNOW .....</b>	<b>18</b>

# CODE OF PRACTICE AND CLIENT SERVICE POLICY

## QUALITY MANAGEMENT POLICY

The School aims for quality in everything it does. To do this, it focuses on customers and on trying to always improve all it does in its main business of education and training. The School is committed to compliance with the requirements of the New South Wales Board of Studies.

### Quality Through Customer Focus and Continuous Improvement

The School has emphasised the principles of customer focus and continuous improvement because we believe they are:

- core to the requirements of the various accreditation authorities
- fundamental to the quality management process; and
- helpful, if correctly followed, to achieving our other goals.

*Customer Focus* provides the basis for analysing each decision, process or plan. In everything we do, we must consider how it will improve our service to customers.

*Continuous Improvement* provides an ongoing method for achieving this goal. This also signals to all staff and customers that the School has an ongoing process of planning, implementation and review.

## STUDENT RIGHTS

### Students have the right to expect:

- a safe and healthy studying environment
- a culturally diverse, friendly and non-discriminatory working and learning environment free of harassment
- to be treated courteously, fairly and with respect
- confidential treatment of their private information
- advice about complaints and appeals procedures
- recognition of their present skills and knowledge
- counselling on academic matters
- information about what they study and how they will be tested
- the opportunity to access welfare related support services to assist with issues that may arise during their study.
- An environment that is anti-bullying

## STUDENT RESPONSIBILITIES

### Students are required to:

- be aware of safety, to follow Work Health and Safety (WHS) and emergency procedures and to report dangerous incidents, accidents and injuries

- have their Student ID with them while they are in the School
- refrain from taking part in or allowing or accepting conduct which is harassing, discriminatory or unfair
- treat all other students and staff with courtesy, fairness and respect
- comply with the laws of New South Wales and Australia including laws about crimes, harassment, discrimination and copyright
- obey School assessment procedures and refrain from copying and cheating in assessment tasks
- be punctual and regular in attendance
- comply with student visa and ESOS Act requirements
- inform the School of any changes to their personal details, visa and enrolment
- obtain the textbooks required by the teachers
- move quietly and briskly between classrooms, in corridors and generally in the School premises, and when entering and leaving the School premises, and not raise their voice or participate in any activity which may disrupt teaching in other classrooms;
- dress appropriately
- buy a School 'Copy Card' if they wish to copy or print information on School copiers/printers
- pay fees as required by the School.

### Students are not allowed to (and may be punished if they do):

- smoke in the building, including the foyer and near the entrance, and in fire escapes;
- loiter anywhere within the School premises, entrances to the School premises or on the pedestrian thoroughfares within the vicinity of the School premises;
- cheat or copy in examinations or assessments
- swear or act in an offensive manner
- take food or drink into the classrooms
- litter the School premises, the entrances to the School premises or on the pedestrian thoroughfares within the vicinity of the School premises;
- harass students or staff
- damage, steal, modify or misuse School property
- be under the influence of alcohol or drugs on School premises
- behave in a manner which could offend, embarrass or threaten others
- promote any religious or political ideology while on School premises
- breach copyright laws including that relating to software
- use the computers (or data/telephone points) to send, broadcast, search for or download inappropriate, offensive, defamatory or illegal material
- be dressed inappropriately
- use or leave chewing gum on School premises

Students must abide by the school rules at all times – on school premises, in class and in accommodation arranged by the School. The School reserves the right to discipline or expel students whose conduct is unsatisfactory. No refund will be made in the case of expulsion from the School.

## **ADMISSION**

Admission to the School is open to any person who:

- can attend timetabled lessons at the School
- meets the course entry requirements, including those for English
- pays the current course fees
- agrees to follow the School rules and procedures
- agrees to obey the laws of New South Wales and Australia
- and (for overseas students) meets the requirements for the Department of Immigration and Border Protection (DIBP) and is granted a student visa to study at the School.

## **DEFERRING, SUSPENDING OR CANCELLING STUDENT ENROLMENT**

The School may allow students to defer or temporarily suspend their studies, including granting leave of absence on grounds of compassionate or compelling circumstances such as serious illness (eg. illness where a medical certificate states that the student is unable to attend classes), death in the family or for other reasons acceptable to the School.

Students who wish to apply for leave of absence should do so where possible at least 2 weeks in advance. In their application, they should state clearly their reasons for leave and provide copies of any documents within 7 days that will help support their application.

Prior to applying to defer their course students must ensure that they have paid their tuition fee.

Deferring, suspending or cancelling a student's enrolment may affect their student visa.

The School reserves the right to terminate, suspend or cancel a student's enrolment on the grounds of misbehaviour by the student.

If a student's enrolment is terminated, suspended or cancelled by the School, the student has 20 working days to access the Complaints and Appeal process. The student's enrolment status will not be affected during the internal complaints and appeals process except in extenuating circumstances.

## **COURSE PROGRESS**

In order to ensure that students are progressing in their course, the School will monitor attendance and academic performance in each subject. Progress will be assessed throughout each term.

If a student is at risk of not making satisfactory course progress, the class teacher and the Principal will establish a support program, which may include one or more of the following:

- receiving individual case management;
- attending counselling;
- receiving assistance with personal issues that are influencing progress;
- receiving mentoring;
- being placed in a suitable alternative subject or class;
- a reduction in course load; or
- a combination of the above.

## **SCHOOL FACILITIES**

The School has:

- classrooms equipped with whiteboards, and access to overhead projectors, televisions and video recorders
- computers labs with printers and Internet access
- student lounge equipped with vending machines, computers with Internet access, printers/copiers, etc.

Students are not allowed to eat or drink on School premises except in the designated student lounge. This is to ensure that a healthy, pest-free working and learning environment is maintained. This policy also ensures that computer hardware and other equipment/furniture are not damaged by accidental spillage.

The computer laboratories will only be opened when a supervisor is present. Students must sign an undertaking on the use of School computers before access will be granted.

Any unauthorised use of the computers (or data/telephone points) or unauthorised installation or downloading of computer software including games and screensavers will lead to disciplinary action including expulsion. Copyright infringements arising from unauthorised copying, installation or downloading of computer software may also lead to criminal charges being laid.

## **COMPLAINTS AND APPEALS PROCESS**

Sometimes students may have a complaint or be unhappy about a particular decision or action of the School or of a teacher or other School staff members. If this should occur, students can do the following:

- In the first instance, students should raise the matter with their teacher. There may have inadvertently been a mistake or misunderstanding which they can quickly rectify. Many problems can be resolved by the teacher on the spot and the teacher can give the student information which clears up the problem.

- If the student is not satisfied with the teacher's response or the matter is more serious, the student should complete and return a Complaint/Appeals Form to Student Services. The student should attach copies of any supporting documents. If the matter is very serious or confidential, the student may wish to make an appointment with the Principal to give notice of the complaint or desire to appeal. Student Services will make two copies of the form. The original will be sent to the Principal. The first copy will be sent to the Managing Director. The second copy will be placed in the student's file.
- Within 10 working days of the receipt of a formal complaint/appeal the Principal will consider the information provided and may contact the student and/or teacher/staff members if further information is required. The Principal will, if they see fit, make a decision on the matter and advise the student and teacher.
- If the student is still unhappy, they can request Student Services to refer the complaint to the Managing Director.
- The student will be informed in writing of the outcome of the appeal, including details of the reasons for the outcome
- Should a student feel that the problem cannot be resolved within the School the Managing Director should be informed.
- During the appeals and complaints process the student is entitled to have a support person (at the student's cost).
- In cases should the complaint be in regards to the principal, the student and the student's parents', legal guardian(s) or carer(s) will need to contact the educational director of the school. Contact details can be provided by the office staff.
- The confidentiality of a complaint is subject to case by case. If the complaint is concerning another person, the person will be given a chance to appeal against the allegations. The school can accept anonymous complaints however, it may be difficult to resolve if further information is not given.
- The complaint may be resolved through action by the school to fix the problem, an apology, an explanation, assurance that there will not be a reoccurrence of the raised issue and the review of the school's policy and procedures.

### External Appeals

Students may also access the external appeals process. This is conducted by:

Overseas Students Ombudsman (OSO)  
 GPO Box 442 Canberra ACT 2601  
 Tel: 1300 362 072 Fax 02 6276 0123  
 Email: ombudsman@ombudsman.gov.au  
 Website: www.oso.gov.au

If the student wishes to access the external appeals process they must do so within 5 working days of receiving an Unsuccessful Appeals Letter. Student can initiate the external appeals process to OSO by telephone, in writing, by fax, or using OSO's online complaint form.

Once a student initiates the external appeal, OSO will inform the School of the application. The student's enrolment will be maintained during the appeals process.

If required, all documentation from the student and the School related to the appeal will be forwarded to the OSO. After examining and reviewing the appeal and documentation, OSO will forward the decision to the student and the School.

Should the OSO support the School's decision, the School will act accordingly. Alternatively if the OSO's decision is in favour of the student, the School will comply and advise the student accordingly, and, if appropriate, institute any corrective or preventative measures immediately.

If the student does not access the external appeals process after 5 working days from the date indicated in the Unsuccessful Appeals Letter, the School will follow through their decision on the student.

### Complaints and Appeals Process Identified by Parents

At AIHS, we recognise that the school plays a critical role supporting the social and emotional development of our students. Student wellbeing is essential for both academic and social development and this is enhanced by the provision of a safe, supportive and respectful learning environments.

- It is suggested that complaints and grievances identified by parents or guardians that the best first point of contact would be the student's teacher and/or principal as they would know the student's situation best. This can be organised either by making an appointment over the phone or directly seeing Student Services.
- If the parents or guardians are unsatisfied with the end results or find that it is inappropriate to discuss, an arranged appointment can be made to have a Student Counselling. During the meeting with the principal, the parents or guardians may bring a friend, relative or interpreter.

## **STUDENT SUPPORT SERVICES**

The School offers appropriate support services to students at no additional cost to ease the transition into life and study in Australia and allow access to appropriate assistance as needed.

Counselling services are available to students in order to assist them with their career aspirations and any other matters concerning their study at the School. Students with issues regarding the transition into life and study in Australia should contact the Student Support Officer.

The students' progress is reviewed regularly to ensure that they are progressing in accordance with their particular program. The School's Student Support Officer and the Academic Principal are available for consultation in this matter by appointment (to be organised with Student Services).

Students with any special medical or physical requirements should advise the Student Support Officer. The School endeavours to assist students with special needs to ensure their comfort and convenience are optimised. Information regarding available support services is accessible to students.

For the benefit of international students, the School maintains close liaison with DIBP so that applications and any queries can be attended to promptly.

Where it is not appropriate for the School, its teachers or staff to advise on any issue, the student may be referred to an external party for advice.

Support is available to provide students with advice and assistance with language, literacy and numeracy (LLN). Students needing LLN support are identified on enrolment and addressed on a case by case basis.

Where a student requires more formalised assistance, recommendations can be provided for appropriate language and/or bridging courses.

### **Pastoral Care**

Pastoral Care (Welfare) at Australian International High School (AIHS) covers the moral, intellectual, physical, mental and social well-being of students. All staff members are involved in the pastoral care of the students and staff. We seek to provide quality education for all students, taking account of their age, background, ability and interests.

The aim is to provide the best possible all-round education so that each student will achieve to the best of his or her ability and will be prepared to take a meaningful place in society to contribute in a positive way. Through a climate of respect, mutual trust and appreciation between staff and students we aim to provide a caring community where all students can feel safe and secure and can discuss matters of concern with sympathetic staff. Additionally, we aim to

provide an environment in which learning and the development of character and personality can occur without the disruption of poor behaviour and to teach students what is acceptable and unacceptable behaviour in various situations.

Student and staff welfare is enhanced when all AIHS members of the school community participate in the learning programs and life of the school. AIHS helps students to become self directed, lifelong learners who can create a positive future for themselves and for the wider community. For this to occur, AIHS is a place where every student can learn and grow with confidence.

AIHS strives to be a safe and happy place for students and their teachers. AIHS provides effective learning and teaching within secure, well-mannered environments, in partnership with parents and the school community.

Pastoral care at AIHS takes place in the following circumstances:

- Encompasses everything the school community does to meet the personal, social and learning needs of students
- Creates a safe, caring school environment in which students are nurtured as they learn
- Is achieved through the total school curriculum and its delivery
- incorporates effective discipline
- recognises the diversity within the school community and provides programs and support which acknowledge difference and promote harmony
- recognises the role that the school play as a resource to link families with community support services
- Provides opportunities for students to:
  - enjoy success and recognition
  - make a useful contribution to the life of the school and the wider community
  - derive enjoyment from their learning
  - take responsibility for their own welfare and development



## Pastoral Care – Disability, Learning and Support

Children with special learning needs refers to children with learning difficulties, a behaviour disorder and/or disability.

The term disability can include intellectual disability, physical disability, vision impairment, hearing impairment, language disorder, mental health conditions or autism.

Children with learning difficulties experience difficulties with learning in one or more areas of the curriculum. These difficulties may vary in cause, nature, intensity and duration.

If the parent or guardian has concerns about their child's development or progress at school, it is important to discuss concerns with relevant professionals such as, in the first instance, the school principal, teacher or school's Student Support Officer. Your family doctor or your child's pediatrician may also be of assistance in this process.

Identification of a child with a disability or a learning difficulty can occur at any age or stage of the child's development.

Access to specialist resources is facilitated through the student's school. For some students with disabilities, the type and nature of the disability needs to be initially assessed and confirmed using [disability criteria](#) through the school support service. For these students, a range of specialist services related directly to the needs of the student can be sought

If the parents or guardians believe that their child has special learning needs that require additional assistance please contact the principal. The principal will consider the child's needs in consultation with the school's Student Support Officer.

The Student Support Officer assists classroom teachers to address the educational needs of students with a disability, learning difficulty or behaviour disorder. Parents or guardians have a vital role to play in the working alongside the Student Support Officer.

## Enrolments for Students with Disabilities

Students with a confirmed disability may be enrolled in any one of the following:

- regular classes (subject to [standard enrolment procedures](#))
- support classes in regular schools (subject to placement panel procedures)
- special schools (subject to placement panel procedures)

The school principal, in consultation with the school's Student Support Officer, will assist you to find the right schooling option for your child, taking into account your choice, your child's specific additional learning and support needs and proximity to local specialist services.

Where a child is enrolled in a support class or a special school this is done through a process known as a placement panel which is conducted by the Head Teacher and Principal.

In cases where AIHS cannot facilitate your child with special learning needs, the school's staff members will try to seek further advice and support regarding to special schools.

## WARNING AND DISCIPLINE

### WARNING AND DISCIPLINE

If any student disregards any School policies and procedures or demonstrates performance below the standards required, it may be necessary to take the following disciplinary action:

◆ Stage 1: Discussion and Verbal Warning 1  
At least one teacher and the student will discuss the incident and/or issue of concern. This discussion may result in a verbal warning and recommendations for improvement. No written record of this discussion will be recorded in the student's folder. If problems persist further warnings may be issued or the student may be sent to meet with the Disputes Committee. (The Disputes Committee will comprise at least two staff selected, as appropriate, from the School Directors, The Principal, the Studies Manager and the teaching staff.)

◆ Stage 2: Discussion and Verbal Warning 2  
The student will discuss the incident and/or issue of concern with the Disputes Committee. This discussion may result in a verbal warning and recommendations for improvement. Counselling may also be recommended. A written statement of the discussion and any verbal warning will be provided to the student. The student must sign the statement and return the original for retention in the student's folder. The student will be advised to retain a copy for the appropriate follow-up and advised that repetition or further misbehaviour may result in a written warning, copies of which will be sent to their parents and/or guardian.

◆ Stage 3: First Written Warning  
If, over the next week, the recommended improvement does not happen, or if another incident and/or issue of concern arises, a further Disputes Committee meeting will be convened and the first written warning may be issued. The original of any

such warning will be retained in the student's folder and copies issued to the student as well as to their parents and/or guardian.

◆ **Stage 4: Second Written Warning**

If, in the week following the first written warning, there is no marked improvement, or if another incident and/or issue of concern arises, a second written warning may be issued to the student. The original will be retained in the student's folder and copies issued to the student and their parents and/or guardian. The

student and their parents and/or guardian will be advised that any further warning will result in suspension or expulsion.

◆ **Stage 5: Final Resolution/Disciplinary Action**

If the second written warning does not result in significant immediate improvement, the Principal and

the Studies Manager will meet with the student. If the issue of concern cannot be resolved, the student will be suspended or expelled.

**Notes:**

- (i) Where the incident or conduct is significantly unacceptable or of a sufficiently serious nature, immediate suspension or expulsion may take place. Documents related to the matter will be placed in the student's personal file.
- (ii) Under no circumstances will corporal punishment ever be used or encouraged.
- (iii) If the student breaches immigration or other government laws then the procedures and timeframes of such laws will take precedence over the procedures and timeframes above.

**BULLYING: PREVENTING AND RESPONDING TO STUDENT BULLYING IN SCHOOL**

## **PAYMENT OF FEES AND REFUND POLICY**

A binding contract is created between the student and the School when the student accepts the place offered by the School, upon signing the Student Agreement, and pays the fees indicated in the 'Offer of Course Placement'. The fees are due before commencement of the course. Fees may change so student should confirm with the School prior to enrolment. Once enrolled in a course, the course fees will remain the same for the normal duration of that course. The due date for subsequent payments is indicated in the 'Offer of Course Placement' under 'Payment Schedule'.

**PROTECTION OF STUDENT FEES PAID IN ADVANCE**

The School adheres to the rules and regulations set under the ESOS Act 2000 and associate legislation, in particular, the ESOS Legislation Amendment (Tuition

The School rejects all forms of bullying and no student, employee, parent, caregiver or community member should experience bullying within the learning or working environments of the school.

Bullying is repeated verbal, physical, social or psychological behaviour that is harmful and involves the misuse of power by an individual or group towards one or more persons. It can involve humiliation, domination, intimidation, victimisation and all forms of harassment including that based on sex, race, disability, homosexuality or transgender. Bullying of any form or for any reason can have long-term effects on those involved including bystanders. Cyberbullying is bullying through information and communication technologies.

The School's Anti-bullying plan (available on the school website, [www.academies.edu.au](http://www.academies.edu.au)) describes strategies in preventing and responding student bullying in school.

**Responsibilities**

- Principal is responsible for ensuring that the school implements an Anti-bullying plan.
- School staff must respond in a timely manner to incidents of bullying according to the school's Anti-bullying plan.
- Student has a responsibility to behave appropriately, respecting individual differences and diversity and report incidents of bullying according to their school Anti-bullying plan.

Protection Service and Other Measures) Act 2012.

**REFUND POLICY**

Any application for a refund must be made in writing and signed by the student. Payment will only be made to the student, unless written authorisation is given by the student in favour of another party. The refund will be paid within 4 weeks of receiving the application.

This refund policy does not remove the student's right to take further action under Australia's consumer protection laws. In addition, the School's grievance resolution process does not inhibit the student's right to pursue other legal remedies.

**Student Default**

A student is not eligible for a refund in the event of student default.

A student defaults when:

- the course starts on the agreed starting day, but the student does not start the course on that day (and has not previously withdrawn); or
- the student withdraws from the course (either before or after the agreed starting day); or
- the College refuses to provide, or continue providing, the course to the student because of one or more of the following events:
  - the student failed to pay an amount he or she was liable to pay the College, directly or indirectly, in order to undertake the course;
  - the student breached a condition of his or her student visa; or
  - misbehaviour by the student.

### Visa refusal

Where a visa application is refused before commencement of the course, fees received in advance in respect to Overseas Student Health Cover (OSHC) and accommodation will be refunded in full. Fees received in respect to tuition will be refunded after deducting:

the lesser of:

- 5% of the total amount of tuition fees received; or
- the sum of \$500.

Where a visa application is refused after commencement of the course, the student will be refunded the unspent portion of the tuition fees paid in advance.

In both circumstances, the student must show proof of refusal and evidence of payment to the College. The College, however, is not required to provide a refund if the visa was refused for one or more of the following acts or omissions by the student that directly or indirectly caused the student to default:

- student's failure to start the course on the agreed starting day;
- the student's withdrawal from the course;
- the student's failure to pay an amount that they were liable to pay the College in order to undertake the course.

### Withdrawal from course of study

Notification of withdrawal from a course of study must be made in writing and signed by the student. Fees charged for withdrawal will be calculated based on the date of the receipt of the notice of withdrawal and will be as indicated in the following tables:

### Before commencement of course:

More than 4 weeks	30% of course fees paid
4 weeks or less	50% of course fees paid

### After commencement of course\*:

No refund
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\* At least one full term's notice in writing is required of a student's intention to withdraw from a course. If less than one term's notice is given, in addition to the student receiving no refund of the course fees they have already paid, the student has an obligation to pay the following term's fees in lieu of the required notice. No final documents will be issued until all outstanding fees are settled.

Any deferral of enrolment will only be in exceptional circumstances (for example, illness where a certificate states that the student is unable to attend classes).

### Provider Default

In the unlikely event that the School is unable to deliver the course in full, the School will notify the Secretary (or delegate) and Tuition Protection Service (TPS) Director within 3 business days of the default and will have a period of 14 days to satisfy its tuition protection obligations in relation to an affected student.

The student will be offered a place in a suitable alternative course at another School at no extra cost or will be provided with a refund of all unexpended prepaid tuition fees. The refund will be paid to the student within two weeks of the day on which the course ceased being provided.

The student has the right to choose whether to receive a refund of the course fees, or accept a place in another course at another School.

The School defaults when:

- it fails to provide the course to the student on the agreed starting day; or
- the course ceases to be provided to the student any time after it starts but before it is completed; and
- the student has not withdrawn before the default day.

If the School is unable to provide a refund or placement in an alternative course, or if it appears to the TPS Director that the School is unlikely to satisfy those obligations, the student will have access to an online placement facility. If a student requires any assistance with the placement process, a TPS Administrator or service provider will be available to help the student to place them in a suitable alternative course or, if this is not possible, they will be eligible for

a refund as calculated by the TPS Director.

### **Non-refundable fees**

Registration fees, eCOE fees, accommodation placement fees and airport pick-up fees and any fees other than tuition fees (*Note: Tuition fees are defined as fees directly related to the provision of the course*) are due on enrolment and are non-refundable.

### **NON-PAYMENT OF FEES**

The School reserves the right to take any or all of the following actions should a student not have paid their fees:

- bar access to its computers
- bar access to lessons
- bar access to examinations
- withhold transcripts, certificates and other documents
- suspend or dismiss the student from the School
- collect an administration fee as well as charge a penalty fee on any amount outstanding
- pursue legal action to recover the debt.

If fees are not paid on time, the School reserves the right to charge, each month, an administration fee of

\$10 plus a penalty fee computed at the rate of 1% per month on the amount outstanding from the day after the due date.

Students are reminded about when their fees are due. Email and SMS reminders are sent 21, 14 and 7 days before the fee is due for payment. Three days after the due date, an 'Intention To Report' letter is sent to the student, advising the student of the intention to cancel their enrolment (eCOE) for non payment of fees. Students then have 20 working days to appeal. If the student does not appeal the eCOE is then cancelled.

The School may agree to reissue the eCOE to a student whose eCOE has been cancelled for not payment of fees; there will be an administration charge of \$300 to be paid, in addition to outstanding fees and penalties.

If students continue to default on payment of fees, legal action may be taken to recover the debt. The School reserves the right to recover from the student the costs of any such action taken.

## **TRAINING DELIVERY**

### **THE LEARNING ENVIRONMENT**

The School has policies, procedures and information to help create a working and learning environment that is safe and healthy, culturally diverse, friendly and non-discriminatory.

### **THE COURSES**

Australian International High School is accredited by the New South Wales Board of Studies to provide High School courses for overseas students. This means that the School has to meet the standards and curriculum set by the New South Wales Board of Studies.

### **THE TEACHERS**

The School seeks to employ teachers with the best mix of qualifications in teaching and experience. The School aims to employ, develop and reward staff who are committed to improving and educating students. The School employs staff from different cultural backgrounds.

### **ATTENDANCE AT LESSONS**

It is the responsibility of students to attend timetabled lessons. Attendance is important in helping students achieve the academic results they are seeking. If a

student does not attend the timetabled lessons, they will not receive additional tuition.

International students are required to comply with the conditions of their visas, including attendance of a minimum of 80% of all classes.

It is a condition of your student visa that you attend a minimum of 80% of the scheduled contact hours each term of your course.

The School is required by law to report international students who do not meet the attendance requirements and DIBP has the power to ask for and check attendance records.

All absences must be supported by proper documentation. Students who are absent for medical reasons should provide the School with copies of their medical certificates from a registered provider. These certificates must be submitted no later than 7 days after their medical leave.

Any student wishing to take a leave of absence during the School terms must inform the School in advance and submit a Leave of Absence form. The student, where possible, should apply at least 2 weeks in advance. Requests for leave will only be approved for exceptional circumstances. Documentary evidence

such as medical certificates and air tickets must be provided before approval will be considered.

Following approval, the student will be issued with a Leave of Absence letter.

The student must ensure that their leave of absence does not affect their academic progress and that their fees are paid up to date as required by School regulations.

Only in extenuating circumstances would the student be permitted to take leave of absence that coincides with an assessment. (See the 'Conduct of Assessments' section in this Handbook.)

### **CLASSROOM CONDUCT**

A mature attitude is expected of all students. Students are expected to be punctual for lessons.

Students are not allowed to bring unsealed food or drinks into any of the computer laboratories or any other classroom on School premises, or consume any food or drink in any such laboratory or classroom.

Mobile telephones must be switched off during class. Students may receive or make a telephone call only during a break.

### **SPECIAL LEARNING NEEDS**

Students should advise the School of any special learning needs that they have. We will then, if possible, design or adapt learning and assessment strategies to meet these needs.

### **HOMEWORK AND ASSIGNMENTS**

The course includes assignments which students must complete and submit as part of the ongoing assessment. Failure to complete assignments will be recorded on the student's records and may affect the final results.

### **TEXTBOOKS**

You will be required to purchase textbooks for your lessons. The School can arrange to purchase these books for you. Orders for books will be placed when money is received from the students.

### **REFERENCE LIBRARY**

The School is located close to the State Library on Macquarie Street and the City Library located adjacent to Town Hall Station. The School also provides students with access to the Internet.

## **ASSESSMENT INFORMATION FOR STUDENTS**

Assessment is an extremely important part of learning. The purpose of assessment is to see what students have learned, how they are progressing and where there may be problems. The School has flexible learning and assessment procedures.

Assessment is ongoing and may take many forms. Examples of assessment types are quizzes, projects, presentations, student participation in class, assignments and examinations. The type of assessment will depend on what is being assessed, the curriculum requirements and any special needs of the students.

The School's assessment policy should result in a process which:

- is clearly explained to the students
- is fair to all students
- leads to accurate judgement of student achievement
- provides prompt and meaningful feedback on student performance
- complies with the assessment requirements of the particular curriculum

- records, reports and stores information accurately, reliably, confidentially and securely.

The School has a number of procedures and guidelines for teachers to follow to ensure that the features of this policy are achieved. Students may ask their teachers for information about the assessment for each subject.

If a student is confused by or unsure about any assessment procedures, they should ask their teacher or the Academic Principal.

### **SPECIAL NEEDS**

If a student has any special needs about preparing for assessment or the assessment itself, they should speak to their teacher. (They should also notify the School of this at induction and should tell their teacher about this so that the lessons can be modified.) The students should inform the School as early as possible to enable adjustments to be made. Ideally, the student should inform the teacher when joining the

class and remind them two weeks before the particular assessment task.

Common special needs that the School can help with are:

- large type exam (for students who have problems with their eyesight)
- coloured paper (for some forms of dyslexia)
- a scribe or someone to write for students with injured writing hands, etc.

Other needs, for example where the student wants extra time and/or the use of dictionaries, may have to be assessed by the Academic Principal. The student should provide sufficient time and evidence for the Academic Principal to consider the request.

## ASSIGNMENTS

Where assignments are required in any subject, it is the student's responsibility that such assignments be

- set out in an acceptable format
- the student's own work (except in group projects)
- copied on completion and the copy stored securely
- submitted on time and as the lecturer instructed.

## PLAGIARISM

All assignments (except group work) must be the sole original work of the student. Plagiarism is not accepted at any Australian education institution and will be dealt with severely. Plagiarism occurs when a student takes ideas, passages, text or any work of someone else and pretends that it is their own work. It is a form of copying and cheating. When you take someone else's ideas from a book or any other work, you must acknowledge it in the footnotes, endnotes or a bibliography. Students who plagiarise will receive a zero mark for that assignment. Plagiarism may also lead to other consequences, including expulsion.

## ELIGIBILITY

To be eligible for the award of the Higher School Certificate ('HSC') students must:

- have gained the School Certificate or such other qualifications as the Board of Studies considers satisfactory;
- have attended school recognised by the Board;
- have satisfactorily completed courses that comprise the pattern of study required by the Board for the award of the HSC;
- sit for and make a serious attempt at the requisite assessment tasks and examinations

## SATISFACTORY COMPLETION OF A COURSE

All courses in the Preliminary year (Year 11) and the HSC year (Year 12) are Board developed courses. Syllabuses provided for these courses are available at [www.boardofstudies.nsw.edu.au](http://www.boardofstudies.nsw.edu.au) under the name of each Subject.

## COURSE COMPLETION CRITERIA

A student will be considered to have satisfactorily completed a course if in the Principal's view, there is sufficient evidence that the student has:

- followed the course developed or endorsed by the Board; and
- applied themselves with diligence and sustained effort to the set tasks and experiences provided in the course by the school; and
- achieved some or all of the course outcomes.

## WARNINGS

If at any time it appears that a student is at risk of being given an 'N' determination in any course, the Principal must warn the student as soon as possible and advise the parent or guardian (if the student is under 18 years of age) in writing. This warning should be given in time for the problem to be corrected and should provide advice about the possible consequences of an 'N' determination in a course on HSC eligibility.

Students who have not complied with the requirements for satisfactory completion of a course at the time of finalising assessments cannot be regarded as having satisfactorily completed the course. The Principal will then issue an 'N' determination and advise the Board via Schools Online. A minimum of two course specific warnings must be issued prior to a final 'N' determination being made for a course.

## NON-SERIOUS ATTEMPT ('NSA')

A task deemed to be 'non-serious' may result in a zero mark. Students who fail to make a serious attempt at a task will be required to re-sit or re-submit the task. They will be given a formal warning which could jeopardise their completion of the HSC course.

## SCHOOL REPORTS

Two formal reports on a student's progress will be provided at completion of midcourse and yearly examinations respectively each year. The yearly examination for the Year 12 is the Trial HSC in August.

## APPEALS

### Appeals against 'N' Determination

Students have the right to appeal an 'N' determination. Appeals will be heard within the school in the first instance. Such appeals must be submitted in writing to the Principal before the final date

documented on the 'N' Determination letter. When a review is conducted within the school, the students must be able to demonstrate that they have satisfied all of the Board's requirements for satisfactory completion of the HSC course. Students have the right to appeal to the Board if they are not satisfied with the school's review.

### **Appeals Against Ranking**

If a student in a HSC course considers the ranking given is not correct, then the student should in the first instance discuss it with the subject teacher concerned. Any disputes over an individual task must be resolved at the time the task is returned to the student.

If the student is still not satisfied, then the student may appeal to the Principal for a review shortly after the competition of the HSC examinations.

- a) Whether the weightings specified by the school conform with the Board requirements;
- b) Whether the procedures used by the school for determining the mark conform with its stated assessment program; and
- c) Whether computational or other clerical errors have been made.

Provided the school is satisfied that these conditions have been met, no change to the assessment will be made.

The school will advise the student of the outcome of the review. If the student is dissatisfied with the review outcome, then the student may advise the Principal of a wish for the appeal to be sent to the Board of Studies.

The Board will consider only whether:

- a) The school review process was adequate for determining (a), (b), (c); and
- b) The conduct of the review was proper in all respects.

If the appeal is upheld, then the Board will direct the school to carry out a further review. There will not be a revision of marks of ranking at the Board.

### **Appeals Due to Illness or Misadventure**

If a student believes that his/her performance in the external HSC examination was diminished because of circumstances beyond his/her control, he/she can lodge an illness/misadventure appeal with the Board of Studies. The student must notify the presiding officer of the exams and complete the illness/misadventure form, which can be collected from the Principal.

### **STUDENT'S RESPONSIBILITIES IN ASSESSMENT TASKS**

- a) Be familiar with the School Assessment Policy
- b) Be familiar with the Assessment Policy in each course
- c) Adhere to the principles of All My Own Work
- d) When a task is given, student must understand what is required
- e) Apply sustained effort and make a genuine attempt at ALL assessment tasks
- f) Be fair to other students
- g) Hand in Assessment Task on time – give it personally to subject Teacher
- h) Be present when Assessment Tasks are done in class
- i) Listen to or read carefully the teacher's comments when Assessment Tasks are returned, and act on teacher's advice

### **MISSED DEADLINE FOR A FORMAL ASSESSMENT TASK OR EXAMINATION**

Students who cannot attend to sit for and complete a formal assessment task or examination due to sickness or misadventure must provide supporting documentation, such as a medical certificate, to the Principal on the first day of return to school. Students will then be required to sit the task on the make-up day during the assessment week.

If a student misses the task on the make-up day, he/she would need to submit an appeal form at the earliest possible date and discuss with the Principal. The Principal in consultation with the subject teacher will have the final responsibility of making the decision, and the discretion to make alternative arrangements if necessary.

Students who do not follow these requirements will be given zero mark for the assessment task they have missed.

### **GENUINE ATTEMPT AT ASSESSMENT TASKS**

Students must make a genuine attempt to complete all course requirements. The Board stipulates that a genuine attempt is defined as assessment tasks which contribute in excess of 50% of assessable marks. Failure to complete in excess of 50% of assessment tasks in a course will result in an 'N' determination in that course, and may make the student ineligible for the award of the HSC. In addition, students must sit for all requisite HSC examinations.

# CONDUCT OF ASSESSMENTS

## GENERAL RULES

Unless the teacher tells the students otherwise, these rules shall apply to all examinations and tests:

- The student must show their Student ID card in order to sit the test/examination
- It is the responsibility of each student to be on time
- Students must carry out the instructions of the assessor
- No student may leave the room in the first or last half hour
- No student will be allowed back to an assessment room unless they had permission to leave and were supervised while they were absent
- Students shall not in any way disrupt or disadvantage other students
- Students are not allowed to talk to any other student once they enter the assessment room
- Students, upon taking their seat, must not get up or move without the permission of an assessor
- If students wish to speak to an assessor, they should raise their hand and wait for the assessor to come to them. They should then speak to the assessor quietly so that they will not disrupt any students near them
- Students may not bring any food, beverages, cigarettes or chewing gum into the assessment room
- A student shall not, during the assessment, use or try to use any material, information or equipment (such as computers or calculators) unless it is specified on the assessment paper.

## WHAT STUDENTS SHOULD DO

To perform well in assessments all students should:

- be prepared for the assessment (ie. have studied the topics being assessed, brought all the required equipment and material along and arrived at least 10 minutes before the assessment)
- advise their assessor immediately if there is anything that will affect their performance in the assessment or if they have any special need
- read the instructions on the exam and complete all the identification details
- write clearly
- ensure that their fees are paid up according to School guidelines before sitting assessments.

The School reserves the right to bar a student from taking assessments or to withhold results if there are fees outstanding.

## ACADEMIC MISCONDUCT

Students who do not follow the directions of an assessor are guilty of academic misconduct. They may fail the subject or, in serious cases, be expelled from the School.

## FAILURE TO ATTEMPT AN ASSESSMENT

Students who do not turn up for an assessment without a valid reason will receive a zero mark.

However, the School understands that there may be valid reasons why a student did not turn up. Students may apply to be assessed again or for special consideration if, because of illness or other circumstances (not work-related) beyond their control, they:

- miss a formal assessment
- attend an assessment but are forced to leave before the end of the time allowed
- finish an assessment, but believe that they did not do as well as they might have
- have difficulty in completing an assessment.

To be considered, the students must have:

- informed the School as soon as possible and no later than two working days after the assessment; or
- informed the assessor at the time, if they sat for any part of the assessment; **and**
- provided evidence of what affected them, such as a doctor's certificate (only qualified doctors with provider numbers will be accepted) or a Police Report or any other documentation that will support their application.

## APPEALS AGAINST ASSESSMENT OUTCOMES

The appeal process is outlined in the *Complaints and Appeals Procedure* section of this Handbook.



# ADMINISTRATIVE MATTERS

## CHANGE OF PERSONAL DETAILS

Students must inform the School, in the manner stated in the following paragraph, as soon as practicable but not later than 7 days following the change, of any change in the following information:

- Name
- Address
- Mobile/landline telephone number(s)
- Email address
- Visa status

The changes to personal information referred to above must be made on the Student Management System (Paradigm).

Students must review all their personal details on Paradigm each term via a prompt in the system.

This is information that DIBP requires the School to keep.

Both DIBP and the School need your current address and contact details in order to provide you with information.

Overseas students whose address on the PRISMS system is found to be inaccurate may have their visas cancelled. If this occurs and the School had not been informed of your changed details, we will not be able to assist you.

## USE OF PERSONAL INFORMATION

Student information may be shared between the School and relevant regulatory authorities. This information includes personal details, course enrolment details, and the circumstances of any suspected breach of student visa conditions.

## TRANSCRIPTS AND CERTIFICATES

Students who have successfully completed their course will be issued with a statement indicating their level of achievement.

### Certificates of Attendance

Students are encouraged to keep a record of their own attendance. One of the conditions of the student visa for overseas students is that they must attend at least 80% of their classes.

Students who require a certificate of attendance during their course may do so by completing a request form and paying an administrative charge. (Students who require the certificate in order to have their visas extended may not have to pay the administrative charge if they provide proof.)

## STUDENT ID CARDS

All students are required to carry their Student ID card with them so that they can be easily identified as students of the School. This allows the School to maintain a safe working and learning environment.

Students who cannot produce their Student ID cards may be

- denied access to lessons, assessments and/or examinations
- denied access to computers
- removed from the School premises.

Students who lose their Student ID cards must have them replaced. An administrative charge will be charged.

## COPY CARDS

Students wishing to copy or print information on School copiers/printers must buy a 'Copy Card' from Student Services.

# ACCESS AND EQUITY POLICY

The School believes that everyone should have the opportunity to participate in education and training. Education and training can improve a person's life chances, and give them security and satisfaction both in work and in life. This has positive consequences for society as well as for the individual.

The School is committed to creating an environment which caters for the multicultural society in which we live. The School supports laws and policies which aim to get rid of discrimination and harassment and which promote fair treatment for all.

The School recognises the need to:

- identify and remove barriers to access and equity in education and training, and
- encourage the adaptation of training delivery which suits the needs of all students and is sensitive to cultural differences.

To achieve this, the School will:

- include Equity and Access Policies in the Student and Staff Handbooks
- take these policies into account when employing, developing and promoting staff
- require staff to be aware of and enforce these policies, particularly with its strong focus on international students
- encourage staff to take these policies into account in the classroom.

## WOMEN'S STRATEGY

The School aims to provide a working and learning environment which encourages active participation by women.

In particular the School has:

- women who hold senior positions as leaders in the School and on the School management team. They provide strong models for female students and staff
- a strict anti-harassment policy
- required teachers not to use examples, references, etc. which portray women in a stereotyped, disadvantaged or less powerful position or occupation.

## DISABILITIES STRATEGY

The School complies with the regulations covering physical access. Wheelchair access is available to the School.

# WORK HEALTH AND SAFETY INFORMATION

The purpose of the New South Wales Work Health and Safety (WHS) Act is to ensure the health, safety and welfare of all persons at work. The Act protects all persons including visitors, customers and contractors. To be effective, WHS requires the active participation of both staff and management.

## GENERAL HEALTH AND SAFETY

- Students and staff should avoid whenever possible, or otherwise carry out carefully and correctly, any lifting.
- They should not leave items/cords or obstructions in walkways or passageways.
- They should wear shoes appropriate for what they are doing.

## HAZARD CONTROL AND REPORTING

Anyone who sees a potential or existing danger should:

- judge if they can safely remove or reduce the danger themselves without putting themselves or others at risk
- take action to signal or warn of the danger to those who may be near
- report the danger to Reception who will arrange for further action to be taken.

## INCIDENT/ACCIDENT REPORTING

The School recognises the duty of care owed to its students and that planning for the management of a critical incident is essential.

A critical incident is defined as *'a traumatic event, or the threat of such (within or outside Australia), which causes extreme stress, fear or injury'*.

The School has in place efficient, sensitive and supportive strategies for dealing with a critical incident and provides support to members of staff, students and others in the community who are involved.

If the incident is on the School premises, the first action will be to contact the emergency services - fire, ambulance or police – as would be the case with other WHS matters. The Managing Director must also be contacted immediately if the incident involves death, serious injury or a threat to life or property.

If the critical incident involves a student or staff member and is off-campus, the person receiving the information must immediately contact the Managing

Director or person nominated by him who will communicate with other staff as appropriate.

All accidents and injuries must be reported to Reception and entered in the Critical Incident Reporting and Investigation forms and Critical Incident Register. The aim of the reporting system is to prevent accidents from recurring by identifying the problem or danger.

## FIRST AID

A First Aid kit is located at the Student Services office. All injuries requiring first aid must be reported, treated and recorded in the Critical Incident Reporting and Investigation forms and Critical Incident Register.

The School is not permitted to give any medicines to any student.

## EMERGENCY PROCEDURES

### In the Event of Fire

1. Raise the alarm – contact the Fire Brigade (000).
2. Alert others in the building.
3. Notify the Chief Warden of the Building and the Offices of the Managing Director and/or the Academic Principal.
4. Leave the immediate area.
5. Assemble as directed by the floor wardens and teachers.
6. When instructed, leave the building.

### Evacuation

1. Move to the Floor Assembly Point as directed by floor wardens and teachers.
2. When instructed to evacuate, leave by the Fire Stairs/Exits. DO NOT USE LIFTS.
3. Move quietly and calmly to the Assembly Area.
4. Wait for further instructions.

### Building Alarms and Other Emergencies

If the building fire alarm rings or if you are advised that there is an emergency in the building:

1. Stay calm.
2. Follow the directions of floor wardens and teachers.
3. Follow the evacuation procedure if required.

# LAWS THAT ALL STUDENTS AND STAFF SHOULD KNOW

The New South Wales **Work Health and Safety (WHS) Act** is to ensure the health, safety and welfare of all persons at work. The Act protects all persons including visitors, customers and contractors. The Act set out certain standards which help an organisation to maintain a safe working environment.

The **New South Wales Anti Discrimination Act** and the Federal **Sex Discrimination Act and Race Discrimination Act** prohibit discrimination against a person or group of people on the grounds of:

- race, colour, ethnic background or national identity
- sex;
- pregnancy or potential pregnancy
- marital status
- family responsibilities
- disability (physical and intellectual)
- homosexuality or transgender;
- age.

The **Crimes Act New South Wales** and related legislation bans many types of behaviour including harassment. Harassment is generally defined as behaviour which is unwelcome and threatening. Examples of illegal behaviour are:

- graffiti
- indecent exposure
- obscene phone calls and letters
- physical threats or intimidation
- stalking (ie. following a person, or continually contacting a person who has indicated that this is unwelcome)
- sexual harassment.

**Sexual Harassment** is a particular type of harassment that is prohibited by law. The following types of behaviour are illegal:

- suggestive behaviour
- sexual staring or leering
- sexual jokes and comments
- sexually offensive gestures
- sexually explicit or offensive material that other people can see
- sexual propositions that are not welcomed (such as continually asking someone out, phoning or asking for sexual favours)
- sexual or physical contact that is not welcomed (eg touching, slapping, kissing, pinching, etc).

Under the **Racial Vilification and Racial Hatred Legislation**, it is illegal to spread hatred of a person

or group of people on the basis of their race. A person is not allowed to:

- make jokes
- write graffiti
- abuse or threaten
- display racist slogans
- distribute racist literature or materials
- incite or encourage violence

about or against a person or group of people because of their race.

**Equal Employment Opportunity (EEO)** is about fair practices in the workplace. EEO means that all people have the right to be considered for any job for which they are skilled and qualified, and that they will be judged for the job on the basis of those skills and qualifications. EEO aims to help people who are disadvantaged compete for jobs based on their skills and qualifications.

The **Education Services for Overseas Students (Registration of Providers and Financial Regulations) Act** (ESOS Act) states that only registered providers may provide education to overseas students. The Act is administered by the Department of Education (DOE). Schools wishing to offer courses to overseas students must comply with the ESOS Act and the relevant State Acts (in NSW the vocational education and training framework).

Under the ESOS Act, to recruit, enrol and teach overseas students, all private Schools must:

- be registered on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) for each course that can be offered to overseas students
- ensure that overseas students are recruited ethically
- enrol overseas students in accordance with correct procedures
- comply with the financial requirements of the ESOS Act. This means that the School must adhere to all legislative requirements relating to the Tuition Protection Service (TPS) which is a single mechanism to place students when the School fails to meet its obligation, or as a last resort, to provide refunds of unexpended prepaid tuition fees.

Under the **Copyright Act** a copyright owner may take legal action against a person who breaches their copyright.

However, the School and its students may copy a certain amount of a work for research or study according to the following:

- Students may copy up to 10% of a work for research or study.
- If a work is divided into chapters, students may copy more than 10% of a work only if that is the whole or part of only one chapter.
- Students may copy one or more articles in each issue of a newspaper, periodical or magazine (unless otherwise banned) relating to the same subject matter. However, they may not copy another article from the same issue of a newspaper, periodical or magazine if the other article is on a different subject matter.
- Students must not copy any software licensed to the School.
- Students must not install or download unauthorised software applications or games or any other programs on School computers.

A person who breaches the Copyright Act can be fined large amounts (eg \$50,000). They may also be sentenced to jail and have to pay any claims for civil damage. The School may also take disciplinary action which may include expulsion.

Under the **Privacy Act** the School is not allowed to give an individual's information to any other person except for Student Services purposes and as required by law. Student information protected by the Privacy Act includes the student's name, address, and phone number, timetable and academic results.