



Student Handbook

Australian International High School Pty Limited
ABN 87 101 461 965
CRICOS Provider Code 02401M
Level 6, 505 George Street, Sydney NSW 2000, Australia
Tel: (+61 2) 9224 5500 Fax: (+61 2) 9224 5560
Email: info@academies.edu.au Website: www.academies.edu.au

This Handbook is classified "Confidential" and remains the property of Australian International High School Pty Limited.

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

CODE OF PRACTICE AND CLIENT SERVICE POLICY	3
QUALITY MANAGEMENT POLICY	3
STUDENT RIGHTS	3
STUDENT RESPONSIBILITIES	3
ADMISSION	4
INDUCTION/ORIENTATION	4
DEFERRING, SUSPENDING OR CANCELLING STUDENT ENROLMENT	4
COURSE PROGRESS	5
SCHOOL FACILITIES	5
COMPLAINTS AND APPEALS PROCESS	5
STUDENT SUPPORT SERVICES.....	6
PASTORAL CARE	7
WARNING AND DISCIPLINE	9
WARNING AND DISCIPLINE.....	9
BULLYING: PREVENTING AND RESPONDING TO STUDENT BULLYING IN SCHOOL	9
PAYMENT OF FEES AND REFUND POLICY	11
PROTECTION OF STUDENT FEES PAID IN ADVANCE	11
REFUND POLICY.....	11
PAYMENT OF FEES	12
CONSEQUENCES FOR FAILURE TO PAY COURSE/ENROLMENT FEES	13
TRAINING DELIVERY	14
THE LEARNING ENVIRONMENT.....	14
THE COURSES.....	14
THE TEACHERS.....	14
ATTENDANCE AT LESSONS.....	14
CLASSROOM CONDUCT	14
SPECIAL LEARNING NEEDS.....	14
HOMEWORK AND ASSIGNMENTS	14
TEXTBOOKS.....	14
REFERENCE LIBRARY	14
ASSESSMENT INFORMATION FOR STUDENTS	15
SPECIAL NEEDS.....	15
ASSIGNMENTS	15
PLAGIARISM	15
ELIGIBILITY	15
SATISFACTORY COMPLETION OF A COURSE.....	15
COURSE COMPLETION CRITERIA	16
WARNINGS	16
NON-SERIOUS ATTEMPT ('NSA').....	16
SCHOOL REPORTS.....	16
APPEALS.....	16
STUDENT'S RESPONSIBILITIES IN ASSESSMENT TASKS.....	16
MISSED DEADLINE FOR A FORMAL ASSESSMENT TASK OR EXAMINATION	17
GENUINE ATTEMPT AT ASSESSMENT TASKS.....	17
CONDUCT OF ASSESSMENTS	18
GENERAL RULES.....	18
WHAT STUDENTS SHOULD DO.....	18
ACADEMIC MISCONDUCT.....	18
FAILURE TO ATTEMPT AN ASSESSMENT	18
APPEALS AGAINST ASSESSMENT OUTCOMES	18
ADMINISTRATIVE MATTERS	19
CHANGE OF PERSONAL DETAILS	19
USE OF PERSONAL INFORMATION	19
TRANSCRIPTS AND CERTIFICATES	19
STUDENT ID CARDS	19
COPY CARDS.....	19
WOMEN'S STRATEGY.....	20
DISABILITIES STRATEGY.....	20
STUDENTS FROM NON-ENGLISH SPEAKING BACKGROUNDS.....	20
EQUAL OPPORTUNITY LEGISLATION.....	20
PRIVACY POLICY	22

HOW INFORMATION IS COLLECTED	22
HOW WE HOLD INFORMATION	22
ASSESSMENT TASK SUBMISSION AND EXAMINATION	22
COMPLAINTS	23
PROTECTING PERSONAL INFORMATION	23
WORK HEALTH AND SAFETY INFORMATION	24
GENERAL HEALTH AND SAFETY	24
HAZARD CONTROL AND REPORTING	24
INCIDENT/ACCIDENT REPORTING	24
FIRST AID	24
EMERGENCY PROCEDURES	24
LAWS THAT ALL STUDENTS AND STAFF SHOULD KNOW	26
IMPORTANT NUMBERS AND CONTACT DETAILS	28

CODE OF PRACTICE AND CLIENT SERVICE POLICY

QUALITY MANAGEMENT POLICY

Australian International High School (the School) adopts a quality management policy with the aim to achieve quality through focusing on customers and continuously improving all processes in its core business of education and training. The School is committed to compliance with the requirements of the New South Wales Education Standards Authority (NESA).

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.

With these core principles in mind, the School appreciates the feedback that it receives. Students are encouraged to provide feedback on all aspects of its operations to enhance the quality of service it provides. Students may convey their feedback in the following ways:

- by speaking with any member of Student Services; or
- by e-mail.

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;
- courteous, fair and respectful personal treatment;
- 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 each subject they study and its assessment procedure;
- the opportunity to access welfare related support services to assist with issues that may arise during their study; and
- 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 on School premises;
- refrain from participating in, condoning or approving 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;
- comply with School assessment procedures and refrain from plagiarism, collusion and cheating in assessment tasks;
- be punctual and regular in attendance
- comply with student visa and ESOS Act requirements

ESOS Framework Link:

<https://internationaleducation.gov.au/Regulatory-Information/Pages/Regulatoryinformation.aspx>

- inform the School of any changes to their personal details, emergency contact details, visa and enrolment status
- obtain the textbooks as 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 in an appropriate standard for a commercial office environment; and
- 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 penalised 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;

- engage in dishonesty or misconduct in examinations or assessments such as plagiarism, collusion or cheating;
- 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 other students or staff;
- damage, steal, modify or misuse School property
- be under the influence of alcohol or drugs on School premises
- engage in behaviour 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 School computers (or data/telephone points or wifi) to send, broadcast, search for or download inappropriate, offensive, defamatory or illegal material;
- be dressed inappropriately; and
- 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 for English;
- pays the current course fees;
- agrees to abide the School rules and procedures;
- agrees to comply the laws of New South Wales and Australia; and
- for overseas students, meets the requirements for the Department of Home Affairs and is granted a student visa to study at the School.

INDUCTION/ORIENTATION

Prior to the commencement of the course, students are invited to attend an induction/orientation programme. This programme usually occurs on the first day of the start of their course. This programme introduces students to the School environment and allows them to complete the necessary administrative processes before they begin their studies.

Students are also provided with the student handbook, important numbers and contact details, and other information about the School.

DEFERRING, SUSPENDING OR CANCELLING STUDENT ENROLMENT

The School may allow students to defer (before study commencement), or temporarily suspend their studies (after study commencement), 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, or to cancel their course by withdrawing from the School.

Students who wish to defer studies before commencement need to inform their Marketing Manager as soon as possible.

Students who wish to apply for leave of absence should do so by completing Leave of Absence Form at least 2 weeks in advance, where possible, and submit it to Student Services. In their application, they should state clearly their reasons for leave and provide copies of any documents that will help support their application. The Student Support Officer will advise the student of any missing documentation. All required documents must be provided within 7 working days of the advice. Failure to do so may result in the LOA being disapproved. Students must report to Student Services with their passport (if applicable) once they return from their approved leave of absence. They must also contact the teachers to discuss their subjects. Prior to applying to suspending their course, students must ensure that they have paid their tuition fee.

Students who wish to withdraw from the School must give at least one full term's notice in writing to Student Support Officer. 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.

The School will initiate cancellation of student enrolment if:

- the student does not start the course on the commencement date (non-commencement);
- the student failed to pay fees (non-payment of fees);
- the student breached a condition of his/her student visa;
- the student misbehaved (when student has committed serious misbehaviour such as criminal activity or non-serious misbehaviour repeatedly after suspension).
- The student did not return after the term break

Upon approval from ED, when cancellation is due to student's failure to pay fees, breaching of a condition of student visa or student misbehaviour, the student is notified in writing of the decision.

- Notification includes:
- Cancellation may have an impact on student visa;
- 20 working days in which to access the internal appeals process;

- External appeals process (Overseas Student Ombudsman);

Students may appeal against the decision to cancel their enrolment. The cancellation will not take effect until the internal and external appeals processes are completed unless extenuating circumstances relating to student welfare apply.

The School must advise DOE and Department of Home Affairs via PRISMS particulars of any breach by an accepted student of a prescribed condition of a student visa as soon as practicable after the breach occurs.

The School must give particulars of a breach by a student even if the student has ceased to be an accepted student of the provider.

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, data projectors, televisions and video recorders;
- computers labs with printers and Internet access;
- student lounge equipped with kitchen facilities, microwave and vending machines, as well as additional computers with internet access, printers/copiers, etc.
- Wireless internet

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.

Facilities closely located to the School include public transport, numerous food outlets, supermarkets, post offices, banks, libraries, and medical centres.

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. A 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 Executive Director.
- The student will be informed in writing of the outcome of the appeal, including details of the reasons for the outcome and right to access an independent external complaints and appeals process within 10 working days of concluding the investigation of the complaint.

- Should a student feel that the problem cannot be resolved within the School the Executive Director should be informed.
- During the appeals and complaints process the student is entitled to have a support person (at the student's cost).

Complaints and Appeals Process Identified by Parents

At Australian International High School (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.
- 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 Executive Director of the school. Contact details can be provided by the Student Services.
- 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.

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 Department of Home

Affairs 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.

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

Pastoral Care

Pastoral Care (Welfare) at 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 principal. 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

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 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.
- Teacher is responsible for providing curriculum and pedagogy that supports students to develop an understanding of bullying and its impact on individuals and the broader community.

- Parents and Caregivers have a responsibility to be aware of the school Anti-bullying Plan and assist their children in understanding bullying behaviour

Anti-bullying Plan

Anti-bullying Plan is reviewed with the school community at least every three years. It includes:

- Strategies

Strategies include:

- Developing a shared understanding of bullying behaviour that captures all forms of bullying including cyber bullying
- Developing a statement of purpose that outlines individual and shared responsibilities of students, parents, caregivers and teachers for preventing and responding to bullying behaviour
- Maintaining a positive climate of respectful relationships where bullying is less likely to occur
- Developing and implementing programs for bullying prevention
- Embedding anti-bullying messages into each curriculum area every year
- Developing and implementing early intervention support for students who are identified by the school as being at risk of developing long-term difficulties with social relationships
- Developing and implementing early intervention support for those students who are identified at or

- after enrolment as having previously experienced bullying or engaged in bullying behaviour
- Developing and publicising clear procedures for reporting incidents of bullying to the school
- Responding to incidents of bullying that have been reported to the school quickly and effectively
- Matching a planned combination of interventions to the particular incident of bullying
- Providing support to any student who has been affected by, engaged in or witnessed bullying behaviour
- Providing regular updates, within the bounds of privacy legislation, to parents or caregivers about the management of the incidents
- Identifying patterns of bullying behaviour and responding to such patterns
- Monitoring and evaluating the effectiveness of the Plan
- Procedures for contacting the child wellbeing unit or Community Services where appropriate.
- Contact information for appropriate support services such as Kids Helpline.

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 Letter. The fees are due before commencement of the course. The due date for subsequent payments is indicated in the Student Agreement 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 (TPS).

REFUND POLICY

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.

1. Students must provide written notification to the Student Support Officer where an application to study at the College is withdrawn or cancelled. Any request for refund must be forwarded in writing to the School, addressed to the Student Support Officer.

2. Excluding situations mentioned in paragraph in the *Defaults by the School* section below, the School will pay the refunds within 4 weeks after receiving from the student the written request for a refund with all the completed relevant supporting documents. A statement explaining how the refund was calculated will be provided.

3. Where a refund is due, only the tuition fees paid will be refunded and they will be calculated as per the refund schedule, less:

- a. Any cost incurred to recruit the students (if applicable)
- b. Any non-refundable fees.

4. Refunds will be paid to the student, unless written authorisation is given by the student in favour of another party.

No Refunds

Other than when a visa is refused before commencement of the course, no refund will be given for Administration/Enrolment fees, eCOE fees, accommodation placement fees, 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), unless specified otherwise.

Student Default

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

A student defaults when:

- The student fails to pay an amount he or she was liable to pay the School, directly or indirectly, in order to undertake the course;
- The student breaches a condition of his or her student visa;
- The student fails to start the course on the agreed start day or attend classes and fails to inform the School in writing;
- Misbehaviour by the student; or
- The student withdraws from the course after the agreed start day.

Defaults by the School

Situations of the School in default include the following:

- The course does not start on the agreed starting day; or
- The course ceases to be provided at any time after it starts but before it is completed; or
- The course is not provided in full to the student because a sanction has been imposed on the registered provider by the authorities; -and the student has not withdrawn before the default day

In the unlikely event that the School is unable to deliver the course in full, the School will notify the Tuition Protection Service (TPS) Director and Students within three (3) business days of the Provider default and will have a period of fourteen (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 the School or another provider, at no extra cost to the student, or will be provided with a refund of all unspent Tuition fees. The refund will be paid to the student within two weeks of the day on which the course ceased being provided. The refund will be paid directly to the student or another person who has been authorised by the student in writing

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

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 its tuition protection obligations, the student will have access to an on-line placement facility under the TPS.

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.

Visa refusal

Where a visa application is refused before commencement of the course, the amount of the refund payable by the School is the sum of both tuition and non-tuition fees received by the School in respect of the student (the course fees), less a small amount to account for administrative costs that the School may have incurred in enrolling the student and undertaking other activities in preparation for providing the course to the student.

The small amount of course fees that the School will retain on account of administrative costs is either:

- 5% of the amount of course fees received; or
- \$500; whichever is less

Where a visa application is refused after commencement of the course, the amount of refund is calculated as follows:

Refund amount = weekly tuition fee x weeks in default period¹

In both circumstances, the student must show proof of refusal and evidence of payment to the School. However, the School 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 he or she was liable to pay the School 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. Refund for withdrawal will be calculated based on the date the notice of withdrawal and will be as indicated in the following tables:

Before commencement of course:

¹ This calculation method also applies to refunds of fees in the following circumstances: Provider default (s46A and 46D of the ESOS Act); and Student default where the provider has not entered into a written agreement with the student that meets the requirements of (s47B and 47E(1)(b)(i) of the ESOS Act).

More than 4 weeks before course commencement	70% refund of course fees paid
4 weeks or less before course commencement	50% refund of course fees paid

After commencement of course*:

No refund

* 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.

PAYMENT OF FEES

Fees payable

Fees vary for different training programs. The determination of course fees are dependent on program duration, modality, requirements and commercial viability.

Reissuance of certificates and final documents

Where a student has lost or misplaced an issued certificate and/or final documents, the School will charge the Graduate a fee of \$25.00 per qualification to reprint/reissue the certificate/final documents. Information relating to the reissuance of certificates can be found in the fees schedule under Section 5: Fees, Payment and Refund of the Student Agreement.

Payment of Fees

To ensure students are well informed of the financial considerations of their enrolment, the School provides fee information to each student prior to enrolment.

The School Schedule of Fees and Charges Fee are explained by staff to students/employers on course application and prior to the payment of Fees. The full schedule of fees and charges is made available through the Offer Letter and Student Agreement.

All course fees and charges are payable in Australian dollars in accordance with the current Fee Schedule. 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. For international students, fees must be paid in advance before the Confirmation of Enrolment (COE) is issued.

Protecting fees being paid in advance

The School acknowledges that it has a responsibility to protect the fees paid by students in advance of their training and assessment services being delivered. To meet our responsibilities, the School deposits the initial tuition fees in the designated account prior to student commencing the course. Upon commencement of course the monies received are then taken into the operational account.

Consequences for failure to pay course/enrolment fees

Students must pay the fees by the payment schedule. Failure to pay fees by the due date may incur a financial penalty. 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. In the event that students do not pay the fees on the due date, they will be sent an overdue notification by email and SMS the day after the due date. Three days after the due date, an 'Intention to Report' letter is sent to the student, advising of the School's intention to cancel their enrolment (eCOE) for non payment of fees. Students then have 20 working days to appeal. Refer to the Appeals Process section for further details. 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 non-payment of fees. There will be an administration charge of \$300 to be paid, in addition to outstanding fees and penalties.

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 the 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 administrative and interest fee on the amount outstanding
- pursue legal action to recover the debt.

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.

Notice of enrolment cancellation

Students must provide at least one full term's notice in writing to the Student Support Officer if they wish to withdraw or cancel their enrolment. Any request for refund must be forwarded in writing to the School, addressed to the Student Support Officer. Refer to the Deferring, Suspending and Cancelling Student Enrolment Policy and the Refund Policy in this handbook for further details.

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 NESA to provide High School courses for overseas students. This means that the School has to meet the standards and curriculum set by the NESA

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 scheduled 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 Department of Home Affairs 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 in respect to classroom conduct 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. Where any particular learning needs are known, the School, if possible, designs or adapts training delivery, learning and assessment strategies to meet these needs.

HOMEWORK AND ASSIGNMENTS

The training provided includes assignments which students must complete and submit as part of the ongoing assessment of their training and progress. Failure to complete assignments will be recorded on the student's records and taken into consideration when final results are being reviewed.

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. All students are entitled to information about the assessment in each subject they are studying.

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 in relation to assessment, preparing for assessment, or understanding the assessment plan, they should notify their trainer. (They should also notify the School of this upon induction and should tell their trainer about this for the purposes of lesson or training delivery.) The student needs to give the School sufficient notice. Ideally, the student should inform the teacher of these when joining the class and remind them two weeks before the particular assessment event.

Common special needs that may be catered for are:

- Common special needs that may be catered for are:
-
- large type or brailled exam (for visually impaired)
- coloured paper (for some forms of dyslexia)

- a scribe (amanuensis) for students with injured writing hands, etc.

Other needs where the student is requesting some advantage such as extra time and/or dictionaries may have to be assessed by the Academic Principal. The student should provide sufficient time and evidence for the Academic Principal for this request to be considered.

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. All sources and references should be properly acknowledged by footnotes, end notes or a bibliography. Plagiarism will result in a zero mark for that assignment and may lead to serious consequences, including expulsion.

ELIGIBILITY

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

- a) have gained the School Certificate or such other qualifications as the NESA considers satisfactory;
- b) have attended school recognised by the NESA;
- c) have satisfactorily completed courses that comprise the pattern of study required by the NESA for the award of the HSC;
- d) 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 <http://educationstandards.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:

- a) followed the course developed or endorsed by the NESA; and
- b) applied themselves with diligence and sustained effort to the set tasks and experiences provided in the course by the school; and
- c) 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 NESA 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 NESA's requirements for satisfactory completion of the HSC course. Students have the

right to appeal to the NESA 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 NESA 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 NESA.

NESA 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 NESA will direct the school to carry out a further review. There will not be a revision of marks of ranking at the NESA.

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 NESA. 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. NESAs 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 shall be readmitted to an assessment room unless they sought permission and were under supervision for the entire time of their absence
- Students shall not behave in a disorderly or disruptive manner or in any way disrupt or disadvantage other students
- Students are not permitted to talk to any other student upon entering or while they are in the assessment room
- Students, upon taking their seat, must not get up or move without the permission of a supervisor
- If students wish to speak to a supervisor, they should raise their hand and wait for the supervisor to come to them. They should then speak to the supervisor in a way that 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 period of the assessment, use or attempt to use any material, information or equipment unless it is specified on the assessment paper.

WHAT STUDENTS SHOULD DO

To maximise their performance 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 legibly; and
- 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 or supervisor may be guilty of academic misconduct and face severe penalties including failing a subject and, in very serious cases expulsion.

FAILURE TO ATTEMPT AN ASSESSMENT

Students who do not attempt an assessment without a valid reason will receive a zero mark and not complete the competencies that assessment was assessing.

However, the School understands that there may be valid reasons why a student did not attempt an assessment. Students may apply for an alternative assessment or 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 allocated time has expired;
- finish an assessment, but believe that their performance was affected; and
- have difficulty in completing an assessment.

To be considered, the students must have:

- inform the School as soon as is practicable 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** provide external independent evidence of the illness or misadventure in the form of a doctor's certificate from a registered medical practitioner 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
- Emergency contact details

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 Department of Home Affairs requires the School to keep.

Both Department of Home Affairs 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.

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

GENERAL GUIDELINES

The School is committed to ensuring that all eligible students have access to educational opportunities. The School applies easily defined and tangible rules in support of access and equity, namely:

- All students are given fair and reasonable opportunity to attend and complete their training within expected and agreed timeframes.
- Direct or indirect discrimination is not tolerated and will lead to disciplinary action of the offender if proved.

The School believes that opportunities to participate in education and training ought to be available to all people on an equitable basis. The potential for education and training to improve a person's life chances, and to give them security and satisfaction both in work and in life has positive consequences for society as well as for the individual.

The School is committed to the creation of a working and learning environment which caters for the culturally diverse society in which we live. The School supports laws and policies which eliminate discrimination and harassment and promote fair treatment for all. This policy is in line with best practice management and is cost effective since it aims to ensure that the community's entire pool of talent is drawn upon to create and provide services more representative of, and better suited to, community needs.

The School recognises the need to:

- identify and remove structural barriers to access and equity in education and training; and
- encourage the customisation 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 recruiting, developing and promoting staff;
- require staff to be aware of and enforce these policies, particularly with its strong focus on international students; and
- encourage staff to take these policies into account in delivering training and assessment

WOMEN'S STRATEGY

In line with the School's access and equity policy, the School aims to provide a working and learning environment conducive to 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 women students and staff;
- a strict anti-harassment policy and by education and information, a friendly working and learning environment which is harassment and discrimination free;
- provided a flexible timetable which allows women with other commitments to access education; and
- required trainers not to use examples which portray women in a caricatured, 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.

STUDENTS FROM NON-ENGLISH SPEAKING BACKGROUNDS

A substantial proportion of the School's students come from a non-English speaking background. The School tries to recruit trainers with experience in teaching these students.

EQUAL OPPORTUNITY LEGISLATION

The School abides by the Equal Opportunity Legislation of each State that protects those involved in the training system. This legislation makes discrimination and harassment in the provision of education, employment and the provision of goods and services unlawful.

EQUALITY IN STUDENT SELECTION

The School is committed to ensuring that student selection processes are fair and equitable and, are consistent with competency level and Training Package requirements. The School ensures that any applicants who do not meet entry requirements are advised of pre-entry training if they may take to meet eligibility criteria.

Therefore selection into our programs is based upon the applicant student:

- Meeting required entry requirements, minimum level of English language proficiency, educational qualifications or work experience.
- Meeting required industry age requirements that may be in place for a particular course.
- Has or can access particular requirements pertaining to their mode of study.

EQUALITY IN STUDENT ENROLMENT

The School is committed to the enrolment of students when there is a capacity to deliver the course for which the student is enrolling and where the student has;

- Applied in the prescribed manner.
- Met the selection requirements for the relevant course.
- Supplied accurate personal and previous

qualification information.

- Agreed to abide by the organisation's policies, procedures and code of conduct.
- Paid the prescribed fees.

PRIVACY POLICY

Under the **Privacy Act** the School is not allowed to give an individual's information to any other person except for administration 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.

HOW INFORMATION IS COLLECTED

The type of information collected and held by the School includes: personally identifiable information, including sensitive information, about students (and guardians, where a student is under 18 years of age) before, during and after the completion of training. Consent for student information is gained at application via the application and enrolment form.

Information may include;

- Student Name
- Current and previous address details
- Contact information
- Date of birth
- Gender
- Emergency contact details
- Driver's License or other identification details
- Assessment results
- Passport information
- Relevant Visa (if applicable)
- File notes
- Records of previous training and qualifications
- Fee payment information, such as credit card details
- AVETMISS data
- Disability and special needs

Students are required to declare that they understood the School's use of personal information in the student agreement prior to enrolment.

Generally, information is provided to the School by the individuals themselves. Individuals provide personal information over the phone, in person, online, via email and by completing various forms, including:

- General course enquiry
- Online enquiry (via the School website)
- Enrolment form (may also include Visa data if applicable)
- Application for Recognition
- Application for Credit Transfer
- Verification of Qualifications Consent
- Assessment task submission
- Unit Assessment Record
- Working With Children Check (if applicable)
- National Police Check (if applicable)

In some situations, information could be provided to the School by a third party. Examples may include other Registered Training Organisations.

HOW WE HOLD INFORMATION

Depending on the circumstances, we may hold individuals information in either hardcopy or electronic form, or both. Our student database is held in either hardcopy or electronic format.

ASSESSMENT TASK SUBMISSION AND EXAMINATION

Upon submission of assessment tasks or when taking an exam students must indicate their name and student number as identification. Students are provided with a student number upon acceptance of their enrolment. In cases where students misplace their student number, they can request this information from Student Services. The School will ask for evidence of identity before distribution of this information.

DISCLOSURE (SHARING)

Information collected or held by the School will only be disclosed to third parties after written consent has been obtained by the individual or where required by law. This may include:

- The individual's authorised representative or legal advisors
- Government and Statutory Authorities where required by law

The School will make all reasonable effort to secure and protect confidential information from unlawful disclosure. No personally identifiable information will be disclosed by the School without the consent of the individual(s) concerned.

ACCESS AND REQUESTS FOR INFORMATION CORRECTION

In rare circumstances, and only where it is permitted under the Privacy Act 1988 (Cth), we may not be able to provide individuals with access to information; for example, where it will have an unreasonable impact upon the privacy of others, where it relates to legal proceedings between us through which the information would not otherwise be available, where it would be prejudicial to negotiations, where we are required by law to withhold the information or where it would reveal information relating to our commercially sensitive decision making processes. If we are unable to provide individuals with access, we will provide an explanation in writing within five working days.

COMPLAINTS

Individuals may make a complaint about how their personal information is handled, without incurring a fee (refer to the contact details below for access to these services).

There are three stages in the complaint-handling process:

1. The complaint is made directly to the School in the first instance
2. The complaint may be taken to a recognised external dispute resolutions scheme (if applicable), and lastly
3. The complaint may be taken to the Office of the Australian Information Commissioner (OAIC).

Individuals can contact the School by phone, email, fax, and drop into our office or send a request or complaint to the address below. The School undertakes to respond to the complainant within 10 working days. If the request or complaint takes longer to resolve, the School provides individuals with a date by which they can expect a response.

Contact Information

Phone +61 2 9224 5500
Fax +61 2 9224 5560
Email info@academies.edu.au
Address Level 6, 505 George Street, Sydney, NSW 2000
Website www.academies.edu.au

PROTECTING PERSONAL INFORMATION

To help protect the privacy of data and personal information that the School collects and retains, the School uses physical, technical and administrative safeguards. We update and test our security technology on an ongoing basis.

All employees undergo privacy training that emphasises the importance of confidentiality and the maintenance of student/employer privacy and security of personal information. Access to personal information is restricted to employees who need it to provide benefits or services to students, also refer to 'How information is used' section of this Policy.

WEBSITE

The School website may contain links to other websites. Please be aware that the School is not responsible for the privacy practices of such other sites. If individuals go to other websites, the School advises caution and to read the related site's privacy policy.

DIRECT MARKETING

The School practices ethical direct marketing. Where the School is permitted to use or disclose personal information for the purpose of direct marketing, it must always: allow an individual to request not to receive

direct marketing communications (also known as 'opting out'), and comply with that request. The School will, on request, provide its source for an individual's personal information, unless it is impracticable or unreasonable to do so.

DATA BREACHES

Security is a basic element of information privacy. In Australia, this principle is reflected in the Privacy Act 1988 and the Privacy Amendment (Enhancing Privacy Protection) Act 2012. The School takes reasonable steps to protect the personal information held from misuse and loss and from unauthorised access, modification or disclosure.

Depending on the circumstances, those reasonable steps may include the implementation of a data breach procedures; notification of the individuals who are or may be affected by a data breach; and notification to the OAIC, may also be a reasonable step.

Appropriate security safeguards for personal information need to be considered across a range of areas. This includes maintaining physical security, computer and network security, communications security and personnel security. To meet information security obligations, the School undertakes the following activities²:

- Risk assessment – Identifies security risks to personal information held by the organisation and the consequences of a breach of security.
- Privacy impact assessments – Evaluates, in a systemic way, the degree to which proposed or existing information systems align with good privacy practice and legal obligations.
- Policy development – Reviews and updates the policy that implements measures, practices and procedures to reduce the identified risks to information security.
- Staff training – Trains staff and managers in security and fraud awareness, practices and procedures and codes of conduct.
- The responsible person or position – The Executive Director is the designated position within the organisation to deal with data breaches. This position has responsibility for establishing policy and procedures, training staff, coordinating reviews and audits and investigating and responding to breaches.

² The Office of the Australian Information Commissioner (OAIC), April 2012, *Data breach notification - A guide to handling personal information security breaches*

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. WHS is the shared responsibility of all management and staff within an organisation. 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 footwear appropriate for the activities that they expect to undertake.

HAZARD CONTROL AND REPORTING

Anyone who sees a potential or existing danger should:

- take action to signal or warn of the hazard to those who may be near
- report the hazard to Student Services who will arrange any further control of the hazard required and record it in the Critical Incident Reporting and Investigation forms and Critical Incident Register.
- assess if they can safely remove or reduce the hazard themselves without undertaking any unnecessary risks

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 Student Services 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 hazard.

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.

A medical centre and a pharmacy near George Street Campus is located at 580 George Street (Telephone: 9261 9261)

A pharmacy near Kent Street Campus is located at 289 Kent Street (Telephone: 9299 7003)

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 Managing Director's and/or Student Services Office.
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. Await instructions.

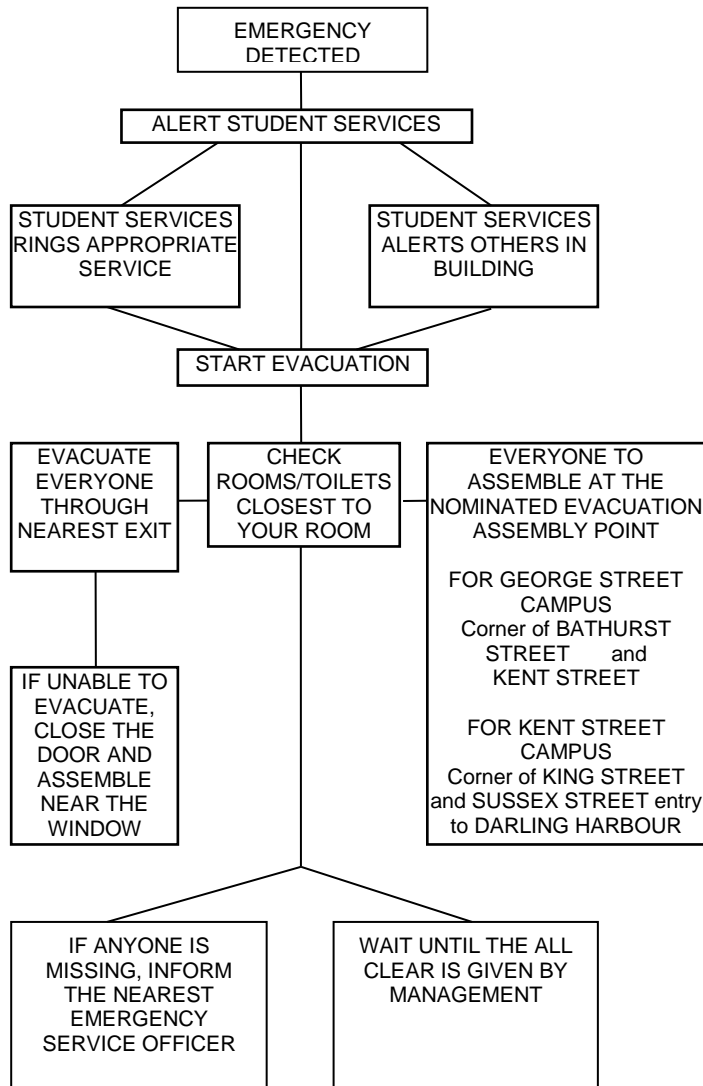
Building Alarms and Other Emergencies

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.

Evacuation Flowchart



LAWS THAT ALL STUDENTS AND STAFF SHOULD KNOW

The New South Wales **Work Health and Safety (WHS) Act 2011** 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 1900** 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. It is not permissible 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, management decisions being made without bias, recognition of and respect for the social and cultural backgrounds of all staff and customers.

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 providers must:

- be registered on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) in respect of each course that can be offered to overseas students
- ensure that ethical practices are observed in the recruitment of overseas students
- 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 1968** a copyright owner is entitled to take legal action against a person who infringes their copyright. Unless permitted either under the statutory licences contained in the Copyright Act or under the CAL licence, any unauthorised copying of a work in which copyright exists may infringe the copyright in that work.

The Copyright Act defines 'fair dealing' for the purpose of research or study as follows:

- Students may copy up to 10% of a work for research or study.
- If a work is divided into chapters, students may copy in excess of 10% of a work provided it contains the whole or part of only a single chapter of that work.
- Students may copy one or more articles in each issue of a newspaper, periodical or magazine (unless otherwise prohibited) 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, or install or download unauthorised software applications or games or any other programs on School computers.

Infringement of the Copyright Act can expose individuals to fines of up to \$50,000 together with possible terms of imprisonment and claims for civil damage. These fines are in addition to any disciplinary action that the School may take, which may include expulsion.

IMPORTANT NUMBERS AND CONTACT DETAILS

Organisation	Address	Phone number	Website
Department of Home Affairs	Ground Floor 26 Lee Street Sydney, NSW 2000	131 881	www.immi.gov.au
BUPA	Level 19, 201 Kent street Sydney, NSW, 2000 Australia	1800 888 942	www.bupa.com.au
ATO – Australian Tax Office	2 Lang Street Sydney NSW 2000	132 861	www.ato.gov.au

EMERGENCY NUMBERS

AMBULANCE 000	
FIRE 000	
POLICE 000	
The following details are for additional emergency services, national and/or state-based.	
ABORTION & GRIEF COUNSELLING 1300 363 550	AIDSLINE 1800 133 392
ALCOHOL AND DRUG INFORMATION SERVICE 9361 8000	AUSTRALIAN SEARCH AND RESCUE Aviation Rescue 1800 815 257
CENTRE AGAINST SEXUAL ASSAULT 1800 806 292	CHILDREN'S HELP LINE 1800 55 1800 Web site www.kidshelpline.com.au
CHILD ABUSE SERVICES 1800 688 009	CONSULATES IN NSW 6261 1111
CRISIS CARE 1800 177 135	CRISIS PREGNANCY 1800 650 840
DOMESTIC VIOLENCE 24X7 1800 737 732	EMERGENCY ANIMAL DISEASE WATCH 1800 675 888
EMPLOYMENT 131 628	FAIR WORK OMBUDSMAN 13 13 94 Website www.fairwork.gov.au/
NSW FAIR TRADING 133 220 131 450 (Language assistance)	NSW OMBUDSMAN 9286 1000
FAMILY DRUG SUPPORT 1300 368 186	GAMBLERS ANONYMOUS 1800 002 210
INTERPRETING SERVICES 131 450	INTERNATIONAL STUDENT HOTLINE 1300 363 079
LEGAL ACCESS HOTLINE 1300 888 529	LIFELINE (24 hours Counselling) 131 114

MATERNAL AND CHILD HEALTH LINE 132 229	MENTAL HEALTH HOTLINE 1800 011 511
PARENT LINE 132 289	POISONS INFORMATION CENTRE 131 126
QUIT LINE Smoking 131 848	VICTIMS OF CRIME 1800 633 063
TRANSPORT 131 500 131 450 (Translating and Interpreting Services)	