



# 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  
Email: [info@academies.edu.au](mailto:info@academies.edu.au) Website: [www.academies.edu.au](http://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  
Group Managing Director

# CONTENTS

<b>CODE OF PRACTICE AND CLIENT SERVICE POLICY .....</b>	<b>1</b>
<b>QUALITY MANAGEMENT POLICY.....</b>	<b>1</b>
<b>STUDENT RIGHTS .....</b>	<b>1</b>
<b>STUDENT RESPONSIBILITIES .....</b>	<b>1</b>
<b>WARNING AND DISCIPLINE.....</b>	<b>7</b>
WARNING AND DISCIPLINE.....	7
BULLYING: PREVENTING AND RESPONDING TO STUDENT BULLYING IN SCHOOL .....	8
<b>PAYMENT OF FEES AND REFUND POLICY .....</b>	<b>9</b>
PROTECTION OF STUDENT FEES PAID IN ADVANCE .....	9
REFUND POLICY AND PROCEDURE.....	9
PAYMENT OF FEES .....	10
CONSEQUENCES FOR FAILURE TO PAY COURSE/ ENROLMENT FEES .....	10
<b>TRAINING DELIVERY .....</b>	<b>11</b>
THE LEARNING ENVIRONMENT .....	11
THE COURSES .....	11
THE TEACHERS.....	11
ATTENDANCE AT LESSONS.....	11
CLASSROOM CONDUCT .....	11
SPECIAL LEARNING NEEDS.....	12
HOMEWORK AND ASSIGNMENTS .....	12
TEXTBOOKS.....	12
REFERENCE LIBRARY .....	12
<b>ASSESSMENT INFORMATION FOR STUDENTS.....</b>	<b>12</b>
SATISFACTORY COMPLETION OF A COURSE.....	13
<b>CONDUCT OF ASSESSMENTS.....</b>	<b>15</b>
GENERAL RULES .....	15
WHAT STUDENTS SHOULD DO.....	15
<b>ADMINISTRATIVE MATTERS.....</b>	<b>16</b>
<b>PRIVACY POLICY.....</b>	<b>19</b>
HOW INFORMATION IS COLLECTED.....	19
HOW WE HOLD INFORMATION .....	19
ASSESSMENT TASK SUBMISSION AND EXAMINATION .....	19
PROTECTING PERSONAL INFORMATION .....	20
<b>WORK HEALTH AND SAFETY INFORMATION .....</b>	<b>21</b>
GENERAL HEALTH AND SAFETY .....	21
HAZARD CONTROL AND REPORTING .....	21
INCIDENT/ACCIDENT REPORTING .....	21
FIRST AID .....	21
EMERGENCY PROCEDURES.....	21
<b>LAWS THAT ALL STUDENTS AND STAFF SHOULD KNOW.....</b>	<b>23</b>
<b>IMPORTANT RESOURCES AND CONTACTS.....</b>	<b>25</b>

# 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 are entitled to:

- a safe and healthy learning 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;
- 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;
- buy a School 'Copy Card' if they wish to copy or print information on School copiers/printers; and
- 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; and
- be dressed inappropriately.

**Note:** Under 18 students are not allowed to leave the School premises during the School day.

Students must abide by the school rules at all times while 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 English Language Proficiency;
- pays the current course fees;
- agrees to abide by the School rules and procedures;
- agrees to comply with 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 (e.g. 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 complete the Application to Defer Course Commencement form with supporting evidence and submit it to their Marketing Manager by the Friday before course commencement. If a student is under 18, written evidence that the student's parent or legal guardian supports a deferment request must be submitted.

Students who wish to apply for leave of absence (LOA) should do so by completing a 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 LOA. They must also contact the teachers to discuss their subjects. Prior to applying to suspend 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 a 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 did 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 their student visa;
- the student misbehaved (when student has committed a serious misbehaviour, such as criminal activity or non-serious misbehaviour repeatedly after suspension); or
- the student did not return after the term break.

Upon approval from the Principal, when the cancellation is due to a 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. The notification includes informing the student about:

- the fact that the cancellation may have an impact on their student visa;
- the 20 working days in which the student may access the internal appeals process; and
- the 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 the Department of Education and the 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 subject Teacher and the Principal will establish an intervention 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.

At the end of each term, students previously identified as being at risk of unsatisfactory course progress will be assessed on their performance after the implementation of the intervention strategy. Students identified as still not making satisfactory course progress after the implementation of the intervention strategies may be issued an Intention to Report letter informing them of the School's intention to report their breach to the Department of Education and the Department of Home Affairs via PRISMS. The notice will also inform the student of their right to appeal this decision (please refer to the appeals process below).

For underage students, notice will also be sent to their guardian.

## **SCHOOL FACILITIES**

The School has:

- classrooms equipped with whiteboards, and access to overhead projectors, data projectors, and televisions;
- computer 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; and
- 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.

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.

## **ACCOMMODATION AND WELFARE ARRANGEMENT (AWA)**

The Department of Home Affairs must be satisfied that appropriate welfare arrangements are in place for under 18 students before a visa is granted. A parent, a nominated suitable relative or the School must be responsible for the welfare of under 18 students while in Australia.

The School conducts an AWA Survey twice a year to ensure that the students staying at an approved homestay provider are in appropriate care for their age and situation.

### **Changes to AWA**

If a student subsequently seeks or is required to change the current AWA approved by the School, the student must inform the Principal.

The Principal or delegate contacts the approved Homestay Provider to find a suitable AWA and the approved Homestay Provider notifies the School of the new AWA, including the contact details and any other necessary information regarding the guardian, and provides documentation.

Additional information about welfare and custody arrangements for under 18 students can be obtained from the [Immigration website](#).

## COMPLAINTS AND APPEALS PROCESS

### Complaint

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 the Teacher.
- If the student is still unhappy, they can request Student Services within 5 working days of the written outcome to refer the complaint to the 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 Director should be informed.

- During the appeals and complaints process the student is entitled to have a support person (at the student's cost).

Note: All correspondence to under 18 students will also be sent to their parents or guardians.

### Complaints and Appeals Process Identified by Parents

At the 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 meeting. During the meeting with the Principal, the parents or guardians may bring a friend, relative or interpreter.
- 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 a case-by-case decision. 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.

### External Appeals

The student 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](mailto:ombudsman@ombudsman.gov.au)  
Website: [www.ombudsman.gov.au](http://www.ombudsman.gov.au)  
Online Complaint Form:  
<https://forms.business.gov.au/smartforms/servlet/SmartForm.html?formCode=oco-complaint-form>

If the student wishes to access the external appeals process, they must do so within 5 working days of receiving an Unsuccessful Appeals Letter. The student

can initiate the external appeals process to the OSO by telephone, in writing, by fax, or using the OSO's online complaint form.

Once a student initiates the external appeal, the 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, the 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 with 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 Principal is 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 Principal. 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 the 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 wellbeing 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; and
- 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; and
  - 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.

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.

### **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); or
- special schools (subject to placement panel procedures).

The Principal 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.

### **Student Protection**

AIHS aims to ensure a safe learning environment for all students. Staff members have a responsibility to recognise and respond to safety, welfare or wellbeing concerns for students in the School and inform the Principal or the Principal Executive Officer (PEO) of any of those concerns. AIHS expects all staff members to be mindful of their position of authority with respect to students and to ensure that their interactions with students are ethical and do not amount to an abuse of that position.

Staff members, parents or guardians, and students have a responsibility to notify staff misconduct or report allegations of reportable conduct or convictions.

A reportable conduct is defined in the Children's Guardian Act 2019 as:

- a sexual offence committed against, with or in the presence of a child;
- sexual misconduct with, towards or in the presence of a child;
- ill-treatment of a child;
- neglect of a child;
- an assault against a child;
- behaviour that causes significant emotional or psychological harm to a child; or
- any offence under section 43B or 316A of the Crimes Act 1900, whether or not, with the consent of the child.

A reportable conviction refers to a conviction (including a finding of guilt without the court proceeding to a conviction), in NSW or elsewhere, of an offence involving reportable conduct, whether or not the conduct occurred in the course of the staff member's employment.

A complaint of staff misconduct or an allegation of a reportable conduct or conviction against an employee (person subject of the allegation or PSOA) is reported by a staff member, parent/guardian, or student to the Principal via email at p.menon@academies.edu.au.

If the subject of the complaint or allegation is the Principal, the staff member, parent/guardian, or student must submit the report to the PEO via email at

g.rodriguez@academies.edu.au for investigation and reporting.

The Principal/PEO interviews the person who submitted the complaint or allegation and relevant witnesses, and gathers information and evidence, and conducts an initial risk assessment within 4 business days. The Principal/PEO determines interim action that might be required.

In cases where the student is at immediate risk of significant harm from the PSOA, the School has a duty to take prompt and decisive action to manage those risks.

If the reportable allegation requires a report to the Police (that is, if it is a criminal offence), this should be the first step the Principal/PEO takes after addressing any immediate significant risk to children or the investigation.

After reporting to the Police, the Principal/PEO should not take any investigative action in response to the reportable allegation without first confirming whether or not the Police will conduct inquiries or an investigation.

The PSOA is issued with a letter of allegation by the Principal/PEO within 5 business days of the allegation being lodged. The letter will advise that an allegation has been made against them, details of the alleged reportable conduct, date for a meeting with the Principal/PEO, and what interim actions that might be required.

The Principal/PEO notifies the Office of the Children's Guardian (OCG) of the reportable allegations within 7 business days of the Principal/PEO becoming aware of such alleged conduct or convictions.

The Principal/PEO interviews the PSOA. The Principal/PEO then considers the information and evidence gathered and make a preliminary finding in accordance with guidelines from relevant government agencies.

The PSOA is notified of the preliminary finding and is provided with an opportunity to respond within 10 working days.

After considering the response from the PSOA, the Principal/PEO makes a final finding and decides on the disciplinary action, if any, to be taken against the PSOA.

Within 30 calendar days after the Principal/PEO becomes aware of the reportable allegation, the Principal/PEO provides OCG either a finalised entity report or an update (an interim report, reasons the investigation has not been completed and an estimated timeframe for completion).

#### **Notes:**

- The steps outlined above may need to be varied on occasion to meet particular circumstances. For example, it may be necessary to take different steps where the matter is also being investigated by Community Services or the NSW Police.
- The Principal/PEO notifies the student and their parent or guardian of the following unless AIHS is satisfied that the disclosure is not in the public interest:
  - information about the progress of the investigation;
  - information about the findings of the investigation; and
  - information about action taken in response to the findings.

## **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 disciplinary action.

**Note:** The School prohibits corporal punishment. The School also does not explicitly or implicitly sanction the administering of corporal punishment by non-school persons, including parents, to enforce discipline at the School.

Teachers notify the Principal of the student's misbehaviour. The Principal investigates the complaint and decides whether to suspend the student's enrolment.

The student and guardian, for students under 18 years of age, are notified in writing of the decision within 10

working days of concluding the investigation of the complaint. Students may appeal against the decision. The suspension cannot take effect until the internal and external appeals processes are completed unless extenuating circumstances relating to student welfare apply.

A designated Student Services Officer notifies the DESE and the Department of Home Affairs of the suspension of the student's enrolment.

After the suspension period, the Principal conducts a re-entry meeting with the student and parent/guardian. If the student's behaviour improves, upon approval from the Principal, SS normalises student enrolment. Then the student attends classes.

The Principal may decide to extend the suspension if the re-entry meeting does not meet the desired outcomes; or

If student's behaviour does not improve, the Principal in liaison with the Executive Director may decide to expel the student.

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

AIHS 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.

### **General Guidelines:**

- Conflict or fights between equals or single incidents are not defined as bullying.
- Preventing and responding to bullying behaviour in learning and working environments is a shared responsibility of all staff, students, parents, caregivers and members of the wider school community.
- All members of the school community contribute to the prevention of bullying by modelling and promoting appropriate behaviour and respectful relationships.
- The School's Complaints and Appeals Policy and Procedure establishes the standard approach to resolving complaints, including complaints about the way a reported incident of bullying has been managed and it is required that it be used in all learning and working environments.

The School's Anti-bullying Plan describes strategies in preventing and responding to student bullying in School.

### **Responsibilities:**

- The Principal is responsible for ensuring that the School implements the Anti-bullying Plan.
- School staff must respond in a timely manner to incidents of bullying according to the AIHS's Anti-bullying Plan.
- Students have a responsibility to behave appropriately, respecting individual differences

and diversity and report incidents of bullying according to the School's Complaints and Appeals Policy and Procedure.

- The 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**

The Anti-bullying Plan implements strategies which may 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; and
- Contact information for appropriate support services, such as Kids Helpline.

The Anti-bullying Plan is reviewed by the Principal in liaison with the Teachers at least every three years and submitted it to the Executive Director for approval.

## 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, signs the Student Agreement, and pays the fees indicated in the Offer Letter. The TOTAL FEES TO BE PAID IN ADVANCE (referred to in page 2 of the Offer Letter) is 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 AND PROCEDURE

This refund policy and procedure 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. Any request for refund must be forwarded in writing to the School via email to [studentservices@academies.edu.au](mailto:studentservices@academies.edu.au), 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. Refunds will not be processed if supporting documentation is incomplete.
3. Where a refund is due, the refund amount will be calculated as per the refund procedure.
4. Refunds will be paid to the student, unless written authorisation is given by the student in favour of another party.

### 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 they were liable to pay the School, directly or indirectly, in order to undertake the course;
- the student breaches a condition of their 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;
- The course ceases to be provided at any time after it starts but before it is completed;
- The course is not provided in full to the student because a sanction has been imposed on the registered provider by the authorities; or
- 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.

Note: The student payment for the Overseas Student Health Cover is separately processed and refunded in full by the College's partner health insurance provider.

Where a visa application is refused after commencement of the course, the refund amount of the tuition fees paid in advance is calculated as follows:

Refund amount = weekly tuition fee x weeks in default period<sup>1</sup>

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; or
- the student's failure to pay an amount that they were liable to pay the School in order to undertake the course.

### Withdrawal from Course of Study

The student must notify the College in writing of their request to withdraw from their course via email to [studentservices@academies.edu.au](mailto:studentservices@academies.edu.au), addressed to the Student Support Officer. The refund amount for course withdrawal will be calculated based on the date on the notification email, provided that all relevant documentation was received by the College, and will be calculated as indicated in the following tables:

#### Before commencement of course:

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

#### After commencement of course\*:

No refund of tuition fees paid in advance
---

\* At least one full term's notice in writing is required of a student's intention to withdraw from a course. If less

<sup>1</sup> 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

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.

### No Refunds

In the event of a withdrawal from the course, no refund will be given for the following payments:

- Administration Fees or any non-refundable fees such as Application Fee, unless specified otherwise.
- Fees used to purchase goods and services from other service providers (i.e. Material Fee, etc.) unless not provided to the student.

### 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 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 students 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 electronic Confirmation of Enrolment (eCoE) 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 the student commencing the course. Upon commencement of the 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

(s47B and 47E(1)(b)(i) of the ESOS Act).

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. 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 reports and other documents;
- suspend or dismiss the student from the School;
- collect an administrative and interest fee on the amount outstanding; and
- 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.

## 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

The Australian International High School is accredited by NESA to provide Senior High School courses for overseas students. This means that the School has to meet the standards and curriculum set by 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 the 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.

### Exemption from Attendance at School

Students who wish to request for exemption from attendance at School should submit the Application for Exemption from Attendance form along with supporting documentation to the Principal for assessment and approval. All required documents must be provided within 5 working days of the advice. Failure to do so may result in the request for exemption being disapproved.

### 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 the 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 and/or parents and guardians should advise the School of any special learning needs that the student may 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 situated in the CBD providing students easy access to off-campus libraries including the State Library on Macquarie Street and the City Library adjacent to Town Hall station. The School is also equipped with an internet for students to access online resources.

# **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; and
- 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 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 Teacher. They should also notify the School of this upon induction and should tell their Teacher 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:

- large type or brailled exam (for visually impaired);
- coloured paper (for some forms of dyslexia); and
- 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 Principal. The student should provide sufficient time and evidence for the Principal for this request to be considered.

Students may also apply for disability provisions in writing to the Principal for assessment and approval.

## **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; and
- 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 NESA;
- c) have satisfactorily completed courses that comprise the pattern of study required by NESA for the award of the HSC; and
- 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 NESA 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 NESA;
- 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 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. A formal warning is issued to the student for NSA to a formal assessment.

## SCHOOL REPORTS

Students are issued with two reports: mid-course and final report. The mid-course report will be issued halfway through the course, either at the end of Term 2 for Preliminary students or Term 1 for Year 12 student. The Final Report will be issued at the end of the academic year. The yearly examination for 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 NESA's requirements for satisfactory completion of the HSC course. Students have the right to appeal to 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 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 NESAs.

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

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

If a student believes that their performance in the external HSC examination was diminished because of circumstances beyond their control, they can lodge an illness/misadventure appeal with NESAs. 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 AIHS's Assessment Policy;
- b) Adhere to the principles of All My Own Work;
- c) When a task is given, students must understand what is required;
- d) Apply sustained effort and make a genuine attempt at ALL assessment tasks;
- e) Be fair to other students;
- f) Hand in the Assessment Task on time – give it personally to the subject Teacher;
- g) Be present when Assessment Tasks are done in class; and
- h) 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, they 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; and
- 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.

If students do not follow these rules, or if they cheat in the exams in any way, they will suffer a zero on their examination mark and school report. They will also be issued with a warning letter. A copy of the warning letter will be sent to parents or guardians for under 18 students.

## WHAT STUDENTS SHOULD DO

To maximise their performance in assessments all students should:

- be prepared for the assessment (i.e. 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:

- inform the School as soon as is practicable and no later than two working days after the assessment; or
- inform the assessor at the time, if they sit 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 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; or
- Emergency contact details.

This is information that the Department of Home Affairs requires the School to keep.

Both the 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.

## 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 are issued with a Certificate of Attendance on completion of their course to confirm their rate of attendance during the course.

## 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; and
- 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; and
- 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 particularly 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; and
- 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, 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; and
- 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); and
- 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; or
- 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, or by visiting our office or sending 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  
Email [info@academies.edu.au](mailto:info@academies.edu.au)  
Address Level 6, 505 George Street, Sydney, NSW 2000  
Website [www.academies.edu.au](http://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 data breach procedures; notification of the individuals who are or may be affected by a data breach; and notification to the OAIC.

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 activities<sup>2</sup>:

- 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.

---

<sup>2</sup> 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; and
- 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 them 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.

The campus(es) are surrounded by conveniently located medical centres and a pharmacies.

## MEDICATION

The School will not take responsibility for dispensing medication to students or for housing medication. In the event a student requires medication, they will be taken to the nearest medical centre by the Principal or the delegated staff member by the Principal.

The self-administration of medications in the School setting will be restricted to those used for the treatment of acute asthma (preventer and reliever medications) and diabetes, following parent/ guardian discussion with the Principal. The parent/guardian must complete the Self-administration of Medication Form and submit it to the Principal for approval along with a copy of the medical certificate and/or prescription.

## 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

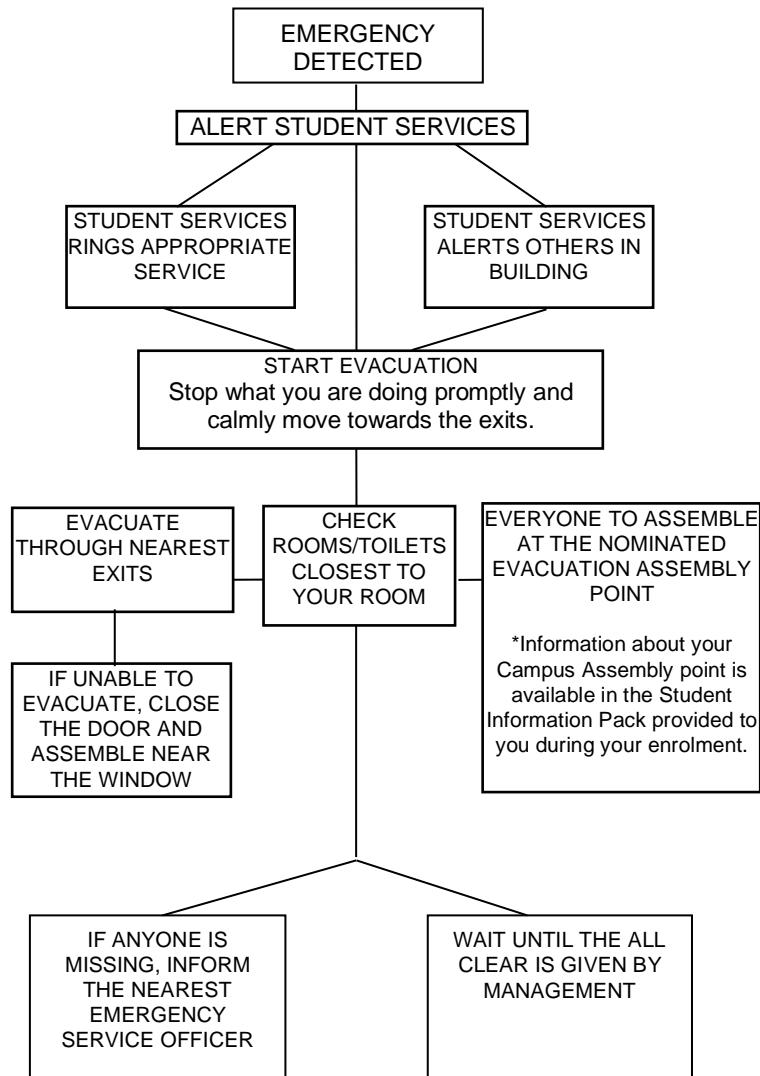
1. Move to the Floor Assembly Point as directed by floor wardens and Teachers.
2. When instructed to evacuate, leave by the Fire Stairs/Exits. **DO NOT USE LIFTS.**
3. Move quietly and calmly to the Assembly Area.
4. Await instructions.

## 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



\*The Student Information Pack sent to you during the enrolment contains important details about the College, including campus evacuation plans and other essential information for students. If you are unable to access this information, please contact the Student Services team.

## 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 sets 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; or
- 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); or
- 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); or
- 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; or
- 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. Schools wishing to offer courses to overseas students must comply with the ESOS Act and the relevant regulations.

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; and

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; or
- 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 RESOURCES AND CONTACTS

### EMERGENCY

Dial **Triple Zero (000)** for **emergency** services requiring ambulance, fire brigade and/or police. Visit [triplezero.gov.au](http://triplezero.gov.au) for more information about emergency management and other emergency contacts.

### Federal Resources and General Support:

Contact Name	Services	Contact Details
<b>1800Respect</b>	Provides support to people impacted by domestic, family or sexual violence. Services available 24/7.	<a href="http://1800respect.org.au">1800respect.org.au</a> 1800 737 732
<b>Alcohol Drug Information Service (ADIS)</b>	Provides support, information, counselling and referral services to individuals having issues with alcohol or other drugs.	<a href="http://health.nsw.gov.au">health.nsw.gov.au</a> 1800 250 015
<b>Australian Consumer Law</b>	Learn about your consumer rights and how the Australian Consumer Law can provide you with safeguards as a consumer.	<a href="http://consumer.gov.au">consumer.gov.au</a>
<b>Australian Human Rights Commission</b>	An independent agency that promotes and protects human rights in Australia. It works to address discrimination and advocate for a fair and inclusive society.	<a href="http://humanrights.gov.au">humanrights.gov.au</a>
<b>Australian Taxation Office</b>	Arrange Tax File Number. Learn about tax and super as well as well as income and deductions.	<a href="http://ato.gov.au">ato.gov.au</a>
<b>Beyond Blue</b>	Free counselling services for individuals having anxiety, depression or suicidal thoughts.	<a href="http://beyondblue.org.au">beyondblue.org.au</a> 1300 22 4636
<b>Commonwealth Ombudsman</b>	An independent agency that can assist in resolving complaints including complaints from international students who are currently studying, previously studied, or are planning to study with private education providers on a student visa.	<a href="http://ombudsman.gov.au">ombudsman.gov.au</a> 1300 362 072
<b>Department of Home Affairs</b>	Visa enquiries and issues	<a href="http://homeaffairs.gov.au">homeaffairs.gov.au</a>
<b>Fair Work Ombudsman</b>	Provides information and assistance about workplace rights and responsibilities.	<a href="http://fairwork.gov.au">fairwork.gov.au</a>
<b>Healthdirect</b>	Public health information services.	<a href="http://healthdirect.gov.au">healthdirect.gov.au</a> 1800 022 222
<b>IDP</b>	Information about study options, applications and student visas.	<a href="http://idp.com/australia">idp.com/australia</a>
<b>Lifeline</b>	Provides 24/7 crisis support to individuals feeling overwhelmed or having difficulty coping or staying safe.	<a href="http://lifeline.org.au">lifeline.org.au</a> 13 11 14
<b>Pregnancy Help Australia</b>	Provides a safe space to discuss needs, worries or concerns about pregnancy.	<a href="http://pregnancyhelpaustralia.org.au">pregnancyhelpaustralia.org.au</a> 1300 139 313
<b>Study Australia</b>	Official Australian Government source of information for prospective and current international students, and their families providing practical and reliable information about studying and living in Australia.	<a href="http://studyaustralia.gov.au">studyaustralia.gov.au</a>
<b>Translating and Interpreting Service (TIS National)</b>	Interpreting services provided by the Department of Home Affairs.	<a href="http://tisnational.gov.au">tisnational.gov.au</a>

### State Resources and Support:

#### Sydney (NSW)

<b>City of Sydney</b>	Information on all the services, facilities, and events in the city centre and the surrounding suburbs.	<a href="http://cityofsydney.nsw.gov.au">cityofsydney.nsw.gov.au</a>
<b>GambleAware</b>	Managing problems with gambling.	<a href="http://gambleaware.nsw.gov.au">gambleaware.nsw.gov.au</a>
<b>Legal Aid</b>	Provides free legal services.	<a href="http://legalaids.nsw.gov.au">legalaids.nsw.gov.au</a>
<b>NSW Police</b>	Provides police assistance including reporting criminal activities.	<a href="http://police.nsw.gov.au">police.nsw.gov.au</a> 131 444
<b>Poison Information Centre</b>	Call this number if you think someone has taken an overdose, made an error with medicine or been poisoned.	<a href="http://poisonsinfo.nsw.gov.au">poisonsinfo.nsw.gov.au</a> 13 11 26

<b>Service NSW</b>	NSW Government Services including driving and transport.	<a href="https://service.nsw.gov.au">service.nsw.gov.au</a>
<b>Study NSW</b>	Study NSW leads the NSW Government's support for international students and the international education sector partnering with businesses and communities to support international students.	<a href="https://study.nsw.gov.au">study.nsw.gov.au</a>
<b>Transport NSW</b>	Information about trip planning, travel alerts, tickets and opals.	<a href="https://transportnsw.info">transportnsw.info</a>