

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

CODE OF PRACTICE AND CLIENT SERVICE POLICY	1
QUALITY MANAGEMENT POLICY	

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:

student of

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:

Recognises the diversity within the school community and provides programs and support which acknowledge difference and promote harmony;

for a meeting with the Principal/PEO, and what interim actions

WARNING AND DISCIPLINE

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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

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-

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

Students have the right to appeal an 'N' determination. Appeals will be heard within the School in the first instance.

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 inW* na3 .h2 0 612 792 reW TJET

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

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

IMPORTANT RESOURCES AND CONTACTS

EMERGENCY

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

Federal Resources and General Support:

Contact Name	Services	Contact Details
1800Respect	Provides support to people impacted by domestic, family or sexual violence. Services available 24/7.	1800respect.org.au 1800 737 732
Alcohol Drug Information Service (ADIS)	Provides support, information, counselling and referral services to individuals having issues with alcohol or other drugs.	health.nsw.gov.au 1800 250 015

Australian Consumer Law

