



EHSP and EPSP Students Handbook

Orientation Pack 2018

The Rules

- To be fair to the teacher and other students, please come to class on time and speak English at all times.
- You will be allocated to a class after taking the placement test on your first day.
- You need to bring pens and a notebook to school everyday
- You will be given handouts produced from a variety of textbooks and resources based on the activities you will be doing. Do not throw them away and keep them with your notebook.
- Please bring your own dictionary, paper and pens to class. Other stationary, such as scissors, glue and coloured pencils, will be available in the class. You can either share them with other students or bring your own.
- Homework is essential in revising work completed during the school day and building language skills. Please make sure that you complete homework that is assigned to you each day.
- Remember it is better to carry valuables with you all the time. Things such as your money, passport, camera etc. can be taken from the classroom by other students.
- Please make sure that the classroom is tidy at the end of each day. Make sure you do not leave any rubbish in the room.

Recess and Lunch

- During class hours, you are not allowed to go out of the college unless you are with a teacher or a supervisor.
- There will be other people who will be using the facilities at the Campus. Please be considerate of other when you are on a break.

Excursions Rules

- In the English High School Preparation Program, there are regular excursions every month. A notice will be given one or two weeks before the excursion date. The activities are part of your lessons and you are expected to attend all of them.
- You should follow the teacher's instructions at all times and be on your best behaviour.
- To ensure your safety, always remain in a group with your teacher – do not go away by yourself or with other students.
- You should always protect yourself from the sun. Make sure you bring a hat and put on sunscreen every day.
- It is also a good idea to carry a water bottle with you. There is drinking water available at the campus where you can refill your bottle.
- You should not leave your valuables in your bag or unattended while you are on excursion. Always check that you have all your belongings with you.

Smoking

- **NO SMOKING** is allowed in the classrooms, toilets or common areas. NO smoking is permitted anywhere near school grounds for students under 18 years of age.
- If you throw cigarette butts or throw other rubbish on the ground, you can be fined up to \$200.00 by the police.

Progress

- Your English will improve more quickly if you practice speaking English at every opportunity. Try to practice as much as possible.
- Use English whenever you can and do not worry about what other people do. Choosing to live with people who only speak English or people who have a different nationality to you will improve your language skills very quickly. You will soon begin to think in English and your word usage will grow.
- Your class teacher will regularly discuss your progress based on your class performance and test results. Each week you will be asked to do an assignment about what you have learnt and to see how your language skills are improving. You will also have a monthly test and a monthly project. You will have a chance to move up a class level every month based on your class performance and test results.
- There will be monthly reports of subjects for school and of English. This monthly report will be generated and given to you family, your homestay, and your future high school.
- A student might come to your class for a short time and then be moved to the next level earlier than you. You will go up to the next level when your teacher sees that you are ready to go up. Don't be concerned if you are not moving up at the same pace as other classmates.



Policies and Procedures

Student Services

Student services provide students with support that is intended to help them achieve success as learners and have a positive experience at the Academy.



Pastoral Care

Pastoral care is concerned with promoting the academic, social, emotional, spiritual and physical wellbeing of all students. It means that the Academy works proactively to promote a safe, secure, harmonious & inclusive environment; for example, the Academy is proactive in monitoring course progress, attendance and other adjustments like 'culture shock'. Typically, pastoral care involves areas like:

- general health and safety;
- first aid and mental health awareness and management
- the prevention of drug and alcohol consumption;
- the prevention of violence;
- maintaining records of attendance;
- conducting working with children checks; and
- permission slips for excursions for students under the age of 18.

The onus of responsibility for the wellbeing of others is placed upon each member of the Academy community, which simply means that if we see that one of our students is having a problem, we help them with it to the best of our ability. Basically, this means: It's not someone else's problem, it's our problem.

Students are given information at orientation on meeting their visa requirements, dealing with problems adjusting to Australia, as well as providing the Academy with feedback and evaluating the Academy. For teachers, pastoral care is concerned with professional development, lesson observations and feedback, academic support and evaluations of the Academy.

Duty of care

Duty of care is related to the measures we take to ensure that possible causes of harm are identified and prevented from occurring. In this sense it is an aspect of pastoral care, however pastoral care goes beyond physical safety.

There are additional requirements in relation to the accommodation and welfare arrangements of under 18s and these are set out throughout these policies and procedures where relevant.

Student support services & pastoral care structures

The following student support structures and pastoral care structures are available for students at the Academy:

- Academic guidance from teachers and the Academic Manager
- Access to student grievance procedures
- Attendance monitoring and a proactive approach to ensuring students on student visas meet their visa requirements
- Excursions
- Guidance with settling in to Australia and support in handling issues like 'culture shock'
- Access to feedback on course progress
- Maintenance of student records
- Monitoring and counselling of academic progress
- Opportunities to provide feedback on the curriculum and services offered by the Academy
- Procedures for student discipline
- Student orientation handbook
- Student support services
- The Academy intervention strategy for dealing with students at risk of not making satisfactory academic progress
- Students under the age of 18 are identified and made known to teachers so that appropriate duty of care in regards to the occupational health and safety of these students can be exercised.

Staff support services & pastoral care structures

The following staff support structures and pastoral care structures are available for staff at the Academy:

- The promotion of a safe, secure, harmonious and inclusive workplace environment
- Academic support for new and experienced teachers
- Administrative support
- Professional development
- Teacher meetings
- Teacher observations

Reviews of academic curriculum and the need for continuous improvement

First Aid

While the Administration Manager is the designated first aid officer, all staff should:

- take reasonable care of self and others to prevent injury and protect the health and safety of all staff, students and others
- include first aid requirements when planning onsite and offsite activities, both curricular and extra-curricular. This includes access to first aid and emergency medical treatment. Consider medical conditions of students, staff and others, the hazards and risks of the activity and access to first aiders and medical services
- ensure appropriate recording and reporting of injury/illness and first aid rendered
- adhere to standard precautions for infection control practices
- be aware of and adhere to emergency medication needs

- consider disclosure of personal health conditions to principal/officer in charge especially if the condition is potentially life threatening (e.g. anaphylaxis) to determine any first aid response needs

In addition, the Administration Manager communicates with parents/guardians of under 18 students regarding injury/illness of student(s), including incident record/first aid record.

Mental Health Awareness and Management

The term mental health refers to how a person thinks, feels, and acts when faced with life's situations. It is how people look at themselves, their lives, and the other people in their lives; evaluate the challenges and the problems and explore choices. This includes handling stress, relating to other people, and making decisions.

Times Academy envisions healthy people achieving quality educational and training outcomes in safe and supportive working and learning environments.

Times Academy's approach to positive mental health awareness and management is through its approach to pastoral care which provides all students with the support that is intended to help them achieve success as learners and have a positive experience.

The purpose of these policies and procedures is to ensure that appropriate arrangements are in place for the care and learning needs of students under 18 years of age. The Academy acknowledges that it has a responsibility to keep young people safe in the course of their studies at the Academy and to have in place systems that manage threats to the safety of young people while they are enrolled at the Academy. As a responsible provider, the Academy ensures that appropriate arrangements are in place for the care and learning needs of students under 18 years of age.



Legislative Requirements

The Academy complies with the Child Protection (Prohibited Employment) Act 1998 and the Commission for Children and Young People Act 1998 and verifies that all people who work, or assist in a direct unsupervised capacity, with the Academy students who are aged under 18 years of age are approved for such work. These steps are detailed under Child protection (under 18s) in the Times Academy Policy and Procedure Manual.



Mandatory reporting requirements and legislation relating to the care of minors

Mandatory reporting describes the legal obligation of certain professionals and community members to report incidences of child abuse. These people are called "mandated reporters" and they **MUST** report to Child Protection Services if they believe on reasonable grounds that a child is in need of protection¹.

A Structured Decision Making (@SDM) tool intended to complement mandatory reporters' professional judgment and critical thinking: <https://reporter.childstory.nsw.gov.au/s/mrg>

Further information in relation to preventing child abuse and neglect can be found at <http://www.community.nsw.gov.au/preventing-child-abuse-and-neglect> and <https://www.childwise.org.au/page/41/state-legislation-reporting-nsw>



Minimum age of 7

The minimum age for entry to The Academy is 7 years of age. All students need to be 7 years of age when they commence the course for which they are applying in order to receive a Confirmation of Enrolment (CoE). The Principal will not sign the Confirmation of Appropriate Accommodation and Welfare (CAAW) form if a student is under 12 years of age. Any student here who is under 12 years of age must be accompanied by a parent or legal guardian.



Nominated contact person for students under 18

The Administration Manager is the nominated contact person for students under 18.



Homestay liaison for students under 18

The Administration Manager is the nominated homestay liaison for students under 18. The Student Welfare Officer is the secondary contact for homestay liaison.

¹ <https://www.childwise.org.au/page/41/state-legislation-reporting-nsw>



Emergency contact details

Students under 18 years of age are provided with a list of emergency contact numbers. This list includes an emergency 24 hours contact at the Academy. Students are also provided with the phone number for the Academy.



Absence

Whenever a student aged under 18 is absent, the class teacher informs the Academic Manager in the first break. The Administration Team contacts the guardian by phone to inform the guardian of the absence and to discuss follow up actions.

The Academy asks the guardians for under 18s to provide the Academy with a letter outlining the circumstances of absence. Also, the Academy calls guardians when students aged under 18 leave the Academy early or arrive late.



Procedures for dealing with alleged abuse or bullying

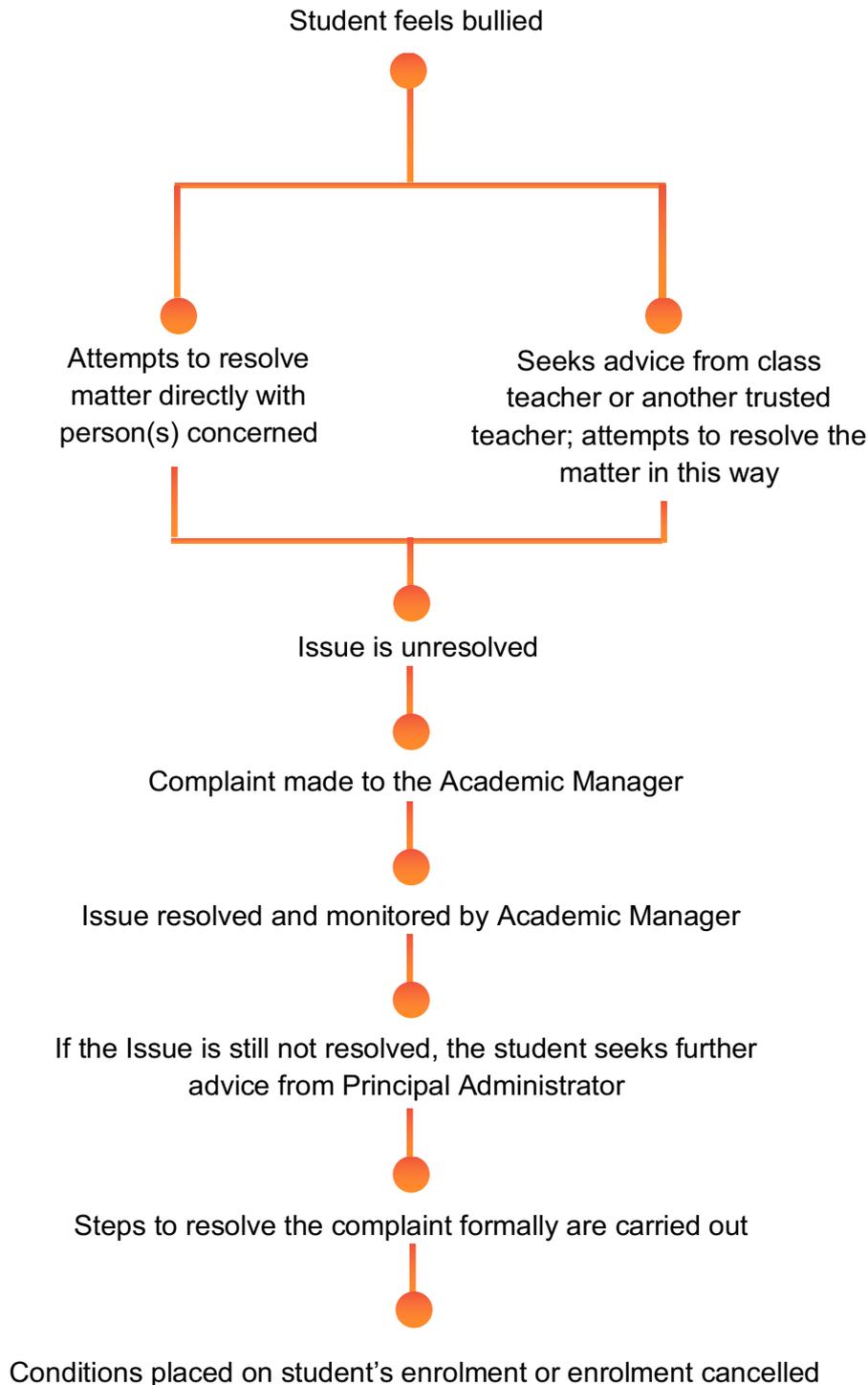
There are a number of steps students and staff should follow in dealing with bullying.

Initially, an individual who feels they have been subject to bullying behaviour may seek to resolve the matter directly with the person who is considered responsible, and/or seek confidential advice on the best course of action. Students may do this by talking to their teacher.

Where a bullying issue has not been resolved through these actions, the matter should be taken up with the Academic Manager. Where this person is the object of the complaint, it should be referred to the next most senior staff member – normally this will be the Principal Administrator.

Upon receipt of a complaint, the Academic Manager will assess the merits of the complaint and where possible attempt to resolve it informally between the parties concerned. If that is not possible or fails, the Academic Manager will resolve the complaint formally. This could involve placing conditions on a student's enrolment or expulsion from the Academy. In such cases students still have the right to appeal this decision under the Academy grievance procedure.

Flow-chart of process for dealing with bullying





Procedures for dealing with alleged Cyberbullying

Cyberbullying is bullying that is done through the use of technology. For example, using the Internet, a mobile phone or a camera to hurt or embarrass someone is considered cyberbullying. It can be shared widely with a lot of people quickly, which is why it is so dangerous and hurtful.

Students are advised to deal with cyberbullying by taking the following steps:

- Talk to someone they trust straight away – like a parent, sibling, uncle/aunt, teacher or friend
- Don't retaliate or respond – it might be used against them
- Block the bully and change privacy settings
- Report the abuse to the service and get others to as well
- Collect the evidence – keep mobile phone messages, take screen shots and print emails or social networking conversations
- Do something they enjoy – catch-up with friends, listen to good music, watch a good show or chat online to trusted people

If the cyberbullying escalates, students should take the following steps:

1. Report the cyberbullying material to the social media service it happened on
2. Collect evidence of the cyberbullying material
3. Report cyberbullying to the Office of the Children's eSafety Commissioner
4. Block the person



Protective measures to protect access to inappropriate electronic material

The Academy uses proxy software to detect and deny access to inappropriate material. This software is located on the server and is inaccessible to unauthorised persons. The IT support staff member is responsible for ensuring that this software is in place.



Advising immigration

The Principal Administrator is responsible for advising Immigration of the beginning and end of the period of responsibility. The Principal Administrator is responsible for notifying Immigration of the following changes:

- address
- living/welfare arrangements
- provider responsibilities



Confirmation of approval of Appropriate Welfare arrangements – CAAW

All documentation related to issuing CAAWs must be completed before the CAAW can be signed. This includes Working With Children Checks, homestay inspection reports and the Academy forms; e.g. notifications of independent arrangements of guardianship, the guardian pack, etc.



Onshore Students on Existing Student Visas

All students who apply onshore to transfer from another provider and who are under 18, must provide proof of release from their current provider. Additionally, they need to complete a TRANSFER of CAAW form or provide evidence with the STUDENT UNDER 18 – CARE ARRANGEMENT FORM which indicates they are here with a parent or DHA recognised guardian. In the case where another institution holds the CAAW for the student, the application form will also require the signature of the designated CAAW representative of that institution.

An application cannot be processed unless this has been confirmed. An overseas parent's signature or a parent's signature when a CAAW is in place, does not suffice as sufficient.



Student rights and responsibilities

Rights and responsibilities for students are set out in the Student Handbook. There are additional responsibilities for students aged under 18 and the parents/guardians. These are set out in the STUDENT UNDER 18 - CARE ARRANGEMENT FORM.



Privacy and confidentiality

Information in relation to privacy and confidentiality for all students is set out in the Student Handbook.



Supervision of students aged 18 and visitors

Times Academy provides a safe and secure environment for students aged under 18;

Students under 18 are required to remain on the academy's premises for the duration of their scheduled classes.

Teachers and Administration staff are responsible for the supervision of young learners. During class time, students under 18 are supervised by their teachers. During break times and lunch time, young learners are supervised by Administration staff.

Young learners are not permitted to leave the Academy's tenancy unless they obtain a leave pass from reception. A leave pass can only be issued to a young learner who provides written permission from their parents or guardians.



Organisation and conduct of excursions for younger learners

Parents/Guardians are notified of an impending excursion. Parents/Guardians provide written permission for excursions.

Excursions are planned to complement and assist classroom learning and enhance pastoral care. In planning excursions, teachers provide details of all activities related to the proposed excursion including pre-excursion and post-excursion activities on the Excursion form. Teachers undertake risk management when planning excursions.

The excursion form is submitted to the Academic Manager who can approve or not approve it.

Information is sent home to parents/guardians regarding the excursion via the young learners. This includes a permission slip for the parent/guardian to complete.

Only young learners who provide written permission from their parents/guardians are permitted to attend the excursion. Young learners who do not provide the permission slip are required to remain on the academy's premises for the duration of their scheduled classes.

Young learners and parents/guardians are required to accept rules and other requirements as a pre-condition for participation in an excursion.

During an excursion, the health, safety and welfare of young learners and teachers must not be compromised by intemperate behaviour.

The teacher/student ratio for an excursion depends on the number of students, their maturity, anticipated behaviour and the activities planned. The Academic Manager ensures adequate measures are in place for the safety of young learners and that supervision will be adequate.

Homestay Services

As requested, the Academy assists students learning English to find accommodation. There is a staff member who is the nominated point of contact for monitoring student satisfaction in regards to homestay accommodation and for ensuring the suitability of homestay accommodation and host families.

The Academy maintains contractual agreements with all homestay agencies it engages and has a nominated point of contact for monitoring student satisfaction in regards to the service provided by these agencies.

The Academy informs accommodation providers for students under 18 of the hours the student is required to attend class and all rules relating to the Academy.



Assistance finding accommodation

In general, adult students will usually arrange accommodation for themselves. Students are also supplied with basic information regarding accommodation in the student handbook. In the event that students enrolling with the Academy indicate that they would like the Academy to organise homestay accommodation, the Academy will contact a preferred homestay provider to organise suitable homestay accommodation.



Students aged under 18

Students under 18 secure accommodation through either of the following: Their family make arrangements independently; or the Academy uses a preferred homestay provider to arrange appropriate accommodation and welfare support.

When students under 18 intend to make arrangements independently with members of their family, the Academy provides the Students Under 18 – Care Arrangement Form prior to enrolment.

The parents complete Students Under 18 – Care Arrangement Form to inform The Academy of the arrangements that have been made for guardianship and accommodation.

The guardian nominated on Students Under 18 – Care Arrangement Form is provided with and completes the documents listed below and returns them to The Academy.

- Code of Conduct for Students Aged Under 18



Nominated point of contact

The nominated point of contact for monitoring student satisfaction in regards to homestay accommodation and for ensuring the suitability of homestay accommodation and host families is the Student Welfare Officer who liaises with the preferred homestay provider and is responsible for monitoring student satisfaction in regards to homestay accommodation and ensuring the suitability of homestay accommodation and host families.



Homestay service for students

The suitability of a homestay family and the accommodation they provide is determined on the basis of such factors as the age and sex of the student, the number of students accommodated in one home at one time, and an onsite inspection of the homestay accommodation.

Note: The procedures outlined here are the same for adult students and U18 students with the exception that there is no guardianship requirement for adult students.

Where a parent is not assuming responsibility for accommodation and welfare arrangements and has not made independent arrangements the following will be implemented:

- The parents/guardians or other nominated representatives (e.g. education agents) indicate that a student under 18 requires homestay and guardianship on the Times Academy application form.
- Once the student has paid their fees, the Academy notifies the preferred homestay provider and a Services Request Form is completed. Normally, host families will assume the guardianship of students under 18.
- When applications are lodged by host families to the preferred homestay provider.
 - 1) The preferred homestay provider conducts a site visit of the applicant host family to verify the quality of accommodation and discuss in detail requirements and arrangements of being a Homestay family.
 - 2) The host family completes:
 - a. the preferred homestay provider forms;
 - b. the Working with Children procedures.
 - 3) The preferred homestay provider has the right to approve or reject the application.

Where a host family is identified as suitable by the preferred homestay provider, the Working with Children consent form is provided for processing through relevant authorities.

Following advice from the relevant screening authority, the preferred homestay provider approves or disapproves the homestay family application.

The process is repeated until a suitable homestay family is located by the preferred homestay provider.

Other than matters of personal safety and security the preferred homestay provider also considers the following when identifying suitable homestay families:

- Matching household environment including family “makeup” and interests with student age and interest
- Household rules e.g. curfews etc
- Style of food served
- Cultural/ religious practices
- Allergies
- Pets/ smoking/ non smoking/ drinking/ non drinking

A member of the Academy visits the homestay residence in order to ensure that the student’s welfare and studying conditions are appropriate and in accordance with legislative requirements.

The Academy advises the student in writing when the appropriate accommodation and guardianship is found.

The Academy responds within 24 hours to all homestay review responses.



Contractual agreements with Homestay providers

The Academy maintains contractual agreements with the homestay agencies it engages and a nominated point of contact for monitoring student satisfaction in regards to the service provided is identified. The Academy reviews this agreement and monitors the care of the students. Times Academy reserves the right to ‘spot check’ accommodation and welfare arrangements for which they hold the CAAW. An annual review of homestay and student/stakeholder feedback is a part of this review.



Approved leave

The minimum holiday period is one (1) week. The maximum break permitted is four (4) weeks.

Students are eligible to apply for holiday leave only after completing eight (8) weeks of ELICOS. If a student has not completed eight (8) weeks of their course, leave will not be approved.

Unless leave has been arranged in the Letter of Offer, the student must submit an application for approved leave on the Student Leave Form and have it approved before the start date of the intended holiday. This also applies when a student requests a change to their pre-arranged leave (indicated in the Letter of Offer). **Student Leave Forms are available at Reception or in the Forms/STU share driver folder.**

Students aged under 18 – must provide a letter from the guardian giving permission for the proposed holiday as part of their holiday application.



Students obligations prior to a letter of release being granted

Students need to provide the Academy with a letter from their new (registered) provider that advises the Academy that a valid enrolment offer has been made.

All students will need to provide the Academy with the following:

- Their name and current address
- The name and address of their new provider
- The name of the course they want to study
- The date that they wish to finish at the Academy
- The date that they plan to start your new course.

Students should also complete a Deferment, Suspension and Cancellation of Enrolment Application Form.



Obligations for Under 18

When a student is under 18 years of age, they also have to provide a letter from their parent/guardian that states their parent/guardian supports the transfer. If they do not have a parent/guardian in Australia, they need to provide a letter from the new (registered) provider which states that it is willing to accept responsibility for approving the accommodation and will support the student's general health and welfare as per Standard 5 of the National Code 2007 (Younger Students).