



College Information Handbook

For Parents of ET Australia Secondary College Students

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Welcome

Welcome to ET Australia Secondary College (ETASC), a Year 7 to Year 10 Secondary College, a new and dynamic school model that is proving to be popular with and successful for students and their families. Our school provides students and their families the opportunity to be part of a school community that creates a safe and nurturing environment for students and staff and welcomes input from all stakeholders.

The school's success factors are:

- Our highly experienced and well regarded teaching team have worked in a number of different educational settings all over the world. Our teachers deliver quality and specialised teaching across all key learning areas. Together with teacher assistants in every class, our team draw out the best academic results possible for each student
- Our anti-bullying policy is enforced
- Our focus on literacy and numeracy skills via action plans for each student creates great results
- Our individual student pathway plans ensure that each student who graduates is professionally guided towards a career in the workforce or further study
- All students are encouraged and nurtured to succeed to their own potential

We encourage parents/carers to actively participate in the education of their child by maintaining regular contact with the classroom teacher and by sharing an interest in all aspects of school activities.

Please contact us whenever we can be of assistance.

School Vision

ET Australia Secondary College (ETASC) aims to provide every student with the required academic skills to succeed in employment and in future study. As a non-for profit organisation that has been offering adult education to the people of the Central Coast since 1977, ET Australia understands the importance of having the required literacy and numeracy skills and positive work habits required to succeed beyond the classroom.

ETASC provides students a safe and positive learning environment that mirrors the rules that govern the world of work. Suitable adjustments to teaching and learning are made where possible to ensure every student is afforded opportunities to learn. Teacher Assistants are utilised to foster learning opportunities to assist students who require additional support. The College has invested in learning programs and provides free afternoon tutoring to provide students with many options to progress their learning in addition to normal classroom teaching and learning. This support is for students across the learning spectrum and includes extension classes offered after school to students who are progressing to HSC studies and University.

Executive Staff



Principal
Mr Tony Mylan



Assistant Principal
Mr John Lenton



Curriculum Coordinator
Mr Lachlan Scott

Important Dates

2017 School Terms

2017	Commence Term	Last Day of Term
Term 1	Tuesday, 31 January – Stage 4 Wednesday, 1 February – Stage 5	Friday 7 April
Term 2	Thursday, 27 April	Friday, 30 June
Term 3	Tuesday, 18 July	Friday, 22 September
Term 4	Wednesday, 11 October	Friday, 24 November (Yr 10) Friday, 15 December (Yrs 7-9)

School Term dates for 2018 are available on the ET Australia website.

School Lesson Times

ETASC operates in the Parkside Multi-Service Youth Facility, a commercial building in the Gosford CBD. Due to the commercial setting and shared spaces in the Parkside building and to accommodate the other tenants who occupy it, the school day is staggered to reduce the number of school students moving in and around making noise in the building. The school's lesson times are different in Stage 4 and Stage 5.

Stage 4

Year 7 and 8	Lesson 1:	9:00am to 10:00am
	Break 1:	10:00am to 10:30am
	Lesson 2:	10:30am to 11:30am
	Lesson 3:	11:30am to 12:30pm
	Break 2:	12:30pm to 1:00pm

Assembly/D.E.A.R	1:00pm to 1:25pm
Lesson 4:	1:25pm to 2:25pm
End of school day:	2:25pm

Stage 5

Year 9 and 10	Lesson 1:	9:10am to 10:10am
	Lesson 2:	10:10am to 11:10am
	Break 1:	11:10am to 11:40am
	Assembly/D.E.A.R	11:40am to 11:55am
	Lesson 3:	11:55am to 12:55pm
	Break 2:	12:55pm to 1:25pm
	Lesson 4:	1:25pm to 2:25pm
	End of school day:	2:25pm

Attendance

NSW Government attendance requirement

The NSW Government requires students to attend school except in cases of illness or exceptional circumstances. The Government requires parents/carers to submit to the Principal an Application for Exemption from Attendance at School in the case of a planned absence. The Principal then considers the application and issues a Certificate of Exemption or declines the application. For example, if you have to take your child for a specialist's appointment, you need to submit an application; if you wish to take your children on a holiday during term time, you must submit an application well ahead of proposed holiday date. Our preference is that family holidays are planned for school holiday periods. An application form can be provided by the Assistant Principal upon request.

Absences

Please phone reception on 4323 1233 after 8:30 am to inform the College that your child will be absent for the day. In the event that your child is absent from school and we have not been notified we will send an SMS message to your mobile phone informing you of their absence.

It is a government requirement for parents/carers to notify the school, and provide a reason for their child's absence on every occasion. Notifications can be sent by parents/carers via email, text message or written note.

Late Arrivals

If your child is late they must go to reception to sign in and receive a late note before proceeding to class. Students who are late without a valid reason (medical appointment, transport issues etc) will be required to surrender their mobile phone for the day.

Where a child is frequently absent or late, this will be discussed with parents/carers and a Medical Certificate may be required to be produced for every occasion.

Leaving early

If students need to leave school before the end of the school day parents/carers must contact the school so staff are aware this is a genuine absence. Late arrivals and early departures are recorded as absences and must be explained.

Signing in when on College Premises

Work Health and Safety obligations require every student and all visitors to sign in and out of the school building. This includes when students are leaving the building on break, for PDHPE or on an excursion. Failing to scan in and out of the building could result in a fine from Work Cover for each individual who is not signed in or out. This fine will be passed on to the parents/carers. Every student is issued with an ID card on enrolment and is required to carry it to and from and at school at all times. Students are encouraged to take a photograph of their ID on their mobile device (mobile phone or iPod) as this provides a back-up ability to scan the student in and out of the building when they do not have their card.

Lost or stolen ID cards will need to be replaced as soon as possible and can be obtained from the Assistant Principal at the cost of \$10 and a receipt will be issued.

Supervision (Playground)

ETASC uses the south-eastern corner of Kibble Park Gosford for recess and lunch breaks. We provide effective and suitable supervision during breaks. When the weather is inclement the students use the Youth Arts Warehouse in the Parkside building during their break times. ETASC provides appropriate staff to student supervision ratios at all times to ensure that our very high level of duty of care is effective and keeps students safe and supervised.

Security Video Surveillance

In the enrolment contract process, parents/carers and students are made aware of and agree to be protected by the school building's 24-hour closed circuit video system. People are under constant video surveillance at all times and will be recorded while they are on school premises. Security cameras are located in all classrooms, common rooms, hallways, the school office, in reception, sick-bay and outside the premises (both front and rear). The information recorded is stored and can be called upon if required. Video footage is for school use only and will not be released unless required by law.

What to Wear to School?

ETASC allows students to wear clothing to school that they are comfortable in and lets them express who they are. There is no school uniform. ETASC provides a learning environment that mirrors the work place so students are asked to wear clothing that is appropriate and is suitable for each and every lesson.

Students are asked to avoid wearing clothing that is tight and revealing, has offensive logos or slogans and provides suitable comfort or protection for the activities that are being conducted during the school day – i.e. enclosed shoes to conduct science experiments or work with tools during technology.

If a student's choice of attire is deemed unsuitable for the College, the student will be informed and asked to wear clothing that is more functional, appropriate or less offensive in the future.

Newsletter & Notes

Our school publishes a newsletter every term and it is available on the school website, see www.etaustralia.com and select Secondary College. This can be viewed on a number of different IT platforms from smart phones to computers.

Notes regarding excursions and other school events are sent home via email and will soon be available through a Parent Portal in our school administration system. Permission to attend a school event must be in writing, email, text or notes from the parent/carer and handed to the Assistant Principal or Event Organiser. Notes will not be reprinted at the office.

Curriculum

ETASC delivers the NSW Education Standards Authority (NESA) approved curriculum, using the NESA approved syllabus documents to design the teaching and learning that takes place in every mandatory key learning area (KLA). Students are required to study a number of indicative hours for each KLA across Stage 4 and Stage 5. The design and delivery of the College timetable ensures students complete the required indicative hours in Stage 4 and Stage 5.

Stage 4 – Mandatory Requirements

NESA mandates the following KLAs for students to successfully complete stage 4:

- English
- Mathematics
- Science
- Human Society and its Environment – History and Geography
- PDHPE
- Mandatory Technology
- Creative and Performing Arts – Art and Drama
- Language – French (Year 8 only)

Stage 5 KLAs – Mandatory Requirements

NESA mandates 6 KLAs in Stage 5, with electives making up the remainder of the hours allocated. Electives are not required for students to achieve the Record of School Achievement (RoSA), so ETASC does not offer any elective subjects. In place of electives ETASC students undertake study hours over and above the required indicative hours for each mandatory KLA in Stage 5 including:

- English
- Mathematics
- Science
- Human Society and its Environment – History and Geography
- PDHPE

Completion of Stage 5 will result in students achieving the Record of School Achievement (RoSA).

Assessment Policy

Assessment is conducted for the purpose of data collection and for tracking student achievement. Students will be advised of all assessments a minimum of four weeks before the assessment due date. Each assessment outline provides important information to the student such as the due date, outcomes being assessed and its overall weighing for the semester.

In the case of misadventure or absence on the due date of assessments or examinations, parents/carers should contact the Curriculum Coordinator to provide reasons why the assessment has not been completed. If the student is sick, a medical certificate will need to be supplied to avoid marks being deducted. Ten percent will be deducted from the student's assessment for every day the assessment or examination is outstanding. After ten days the student will be awarded a mark of zero and an 'N determination' warning letter will be sent to parents/carers. The 'N determination' letter will provide a date that the outstanding assessment needs to be completed by. If the assessment is still outstanding by the date provided a second and final warning letter will be sent to parents/caregivers advising that if the outstanding assessment is not submitted/completed by the specified date an 'N determination' will be awarded. If the assessment is still outstanding by this date, the College will contact NESA to advise that a 'N determination' has been awarded to the student. Students receiving an 'N' Award will not achieve a RoSA.

Record of School Achievement (RoSA)

The Record of School Achievement (RoSA) provides a record of student achievement in Stage 5 and is only issued to students if they leave school before completing the HSC. To be eligible to receive the RoSA, students must maintain a minimum of 85 per cent attendance and complete every assessment task. Failure to complete an assessment task in any of the mandatory courses offered will result in a 'N determination' being awarded to the student for that subject. Once a 'N determination' is awarded the student is no longer eligible to achieve the RoSA in that calendar year. Before a 'N determination' is awarded, two warning letters will be sent to parents/caregivers advising their child is at risk of receiving a 'N determination'.

The RoSA is only awarded to those students who nominate to leave secondary education to continue their education in other educational institutions (TAFE), to enter full time employment or to undertake a traineeship or apprenticeship. A student's RoSA can only be issued when they leave school. When students complete Year 10 and begin the HSC Preliminary Course at another Secondary School, it is the responsibility of the student's current school to request the RoSA be issued if the student leaves before the completion of the Higher School Certificate (HSC).

If you have any questions regarding the RoSA please contact the Curriculum Coordinator.

School Reports

Students will be provided with a written record of their academic achievement at the end of every semester.

Each year, Year 7 to Year 10 students will receive two formal reports on their achievement at school.

Each subject in Years 7-10 has a single page report with 6 elements:

- Number of lessons attended
- Overall Grade – 5 point scale: High Achievement (A), Very Good Achievement (B), Good Achievement (C), Satisfactory Achievement (D), Elementary Achievement (E)
- Assessment Results – Cumulative Mark (%)
- Learning Profile – 4 point scale: Excellent, Very Good, Acceptable, Needs Attention
- Teacher comment

Formal Parent/Teacher interviews are held in Term 3.

No Homework

ETASC has a no homework policy to remove a conflict point often experienced between parents and students and/or between staff and students in other educational institutions. Having no homework places a greater emphasis on the importance of completing all set tasks during class.

This is achieved in Stage 5 by only offering the six mandatory subjects required to achieve the RoSA; English, Mathematics, Science, History, Geography and PDHPE. ETASC oversubscribes the required face to face teaching hours for these subjects and ensures students have the necessary time required to progress in their learning without completing homework. This also allows all assessments to be undertaken during class time.

Catch Up – Stage 5

Stage 5 students who are up to date with their work are invited to finish and leave school at 11:55am on Fridays. Students who have outstanding work or assessments are required to stay and complete their work and may leave when it is complete or when dismissed at 2:25pm. Students who refuse to stay will be placed on a Learning Contract.

Students and parents/carers are asked not to book in medical appointments or other engagements on Friday afternoons without prior discussion with staff to ensure the student will always be available to remain at school if required.

Class Colours

The classes at ETASC are assigned different colours to differentiate the class groups.

Stage 4

- Orange – Year 7
- Purple – Year 8

Year 7 and Year 8 are separate grade classes so that the required units of study for all of the mandatory subjects are covered.

Stage 5

In Stage 5 the classes are not separated into Year 9 and Year 10. Students are assigned to a class group based on their learning style. The content taught is the same, except in the study of Mathematics where the following differences occur.

- Yellow – study 5.1 Mathematics
- Blue – study 5.2 Mathematics
- Green – study 5.3 Mathematics

Extension Classes

Stage 5 students who intend to continue their studies after Year 10 are encouraged to attend the extension classes offered after school at 2:30pm to 3:30pm. These classes are designed to prepare students for HSC courses and focus on skills and knowledge student's will need to be successful in the study of English, Mathematics, Science and HSIE. These classes are advertised at school assemblies and all Stage 5 students are welcome.

Learning Intervention Teacher - QuickSmart

ETASC provides literacy and numeracy intervention to ensure every student is able to gain optimal progress in their learning in class. ETASC has a learning intervention team who focus on providing the fundamental skills students need to reach their academic potential. QuickSmart is a program with a range of different tools to help students improve their literacy and numeracy skills.

Literacy and Numeracy Tutoring – Free

In addition to the learning intervention program ETASC provides literacy and numeracy tutoring after school free of charge and is available to every student on the following days:

- Literacy – Tuesday - 2:30pm to 3:30pm
- Numeracy – Thursday – 2:30pm to 3:30pm

Behaviour Management

ETASC uses a positive and negative behaviour management system to record student behaviour. When a positive or negative entry is made into the school administration system an automatically generated email is sent to the Assistant Principal. This ensures the behaviour, both positive and negative, is recognised and can be acted upon if required.

Positive Behaviour

When a student displays positive behaviour in class or during breaks, a member of staff can enter a positive pastoral note in to the student management system. The number of positive reports a student has received will be taken into account when students are invited to attend Reward Days (see page 18).

If a student displays consistent positive behaviour or does something meritorious, students may be issued with a Gold Card. The Gold Card provides a number of privileges available to the student for a specified period of time. The rewards may include: listening to music in class for a week, receiving an early mark at the end of the day for a week, \$5 off a lunch order of the students' choice and other incentives that the student deems valuable. Once a student has used their Gold Card it is returned to the Assistant Principal.

Negative Behaviour

When a student displays negative behaviour in class or during breaks, a member of staff can enter a negative pastoral note into the student management system. The number of negative reports a student has received will be taken into account when dealing with serious breaches of the school's code of conduct.

A tiered response is applied to incidents of unacceptable behaviour, as set out below.

Classroom Behaviour

Students are expected to maintain respectful behaviour in class, allowing the teacher to deliver the lessons without interruption and allows fellow students to engage in meaningful discussion without undue noise and disruption. For consistent application of these requirements all staff use a 'Going, Going, Gone' system of warnings and affirmative action in the classroom. A pastoral record is entered for every instance where a staff member records 'Gone'.

Under this system students whose conduct comes under adverse notice are given two warnings and are then sent to the Assistant Principal.

On the first occasion this occurs the Assistant Principal will endeavour to take a pastoral approach, may contact parents/carers and try to resolve the issue at this level.

On the second occasion the student reaches 'Gone' they are placed on a Learning Contract.

On the third occasion the student reaches 'Gone' it will be considered a breach of the Learning Contract and the enrolment may be terminated.

Behaviour in and around the College, on breaks, travelling to and from school and on social media are also subject to this process.

Consequences for Breaches of Expected Behaviour – Warnings, Learning Contracts and Expulsion

Learning Contracts

A Learning Contract is a formal contract entered into between the student, their parents/carers and the College that outlines the desired behaviour the student must demonstrate to maintain their enrolment. The Contract will stipulate a number of key behavioural standards the student must meet to maintain their enrolment and failure to do so will result in termination of their enrolment. The Contract must be signed by the student and parents/carers and will be enforced from the date the contract is signed until the end of the calendar year. When a student is informed they are going on a learning contract they are not welcome back to the College until the Contract is signed. Failure to sign the Learning Contract by the student or parents/carers will result in the student's enrolment being withdrawn.

Suspension

ETASC does not use suspensions.

Termination of Enrolment

If a student's actions involve violence or the threat of violence, bullying, dishonesty, deceit, theft or the wilful destruction of school property, their enrolment will be terminated. This applies to all students at any time and in any place during their enrolment. If a student's enrolment is terminated they will not be permitted to re-enrol at any time.

This is designed to maintain a safe and inclusive learning environment for all students, ensuring they are free from bullying, or any other forms of distraction. This has been designed to mirror the work place, where behaviour of the type listed herein is not tolerated.

Banned Items

Students are prohibited from bringing certain items to school, these items may be confiscated.

Chewing Gum	Aerosol Cans	Knives	Liquid Paper
Permanent Markers	Laser devices	Metal or opaque drink bottles	

Only clear plastic drink bottles containing water are allowed at school.

School Equipment

Students are provided access to many different resources provided by the College. Students are expected to respect and look after the different resources, this ranges from pens, pencils and exercise books to iPads, tools and laboratory equipment. Any damage to College equipment or property through a deliberate or wilful act will result in parents/carers being asked to pay to replace or repair the damaged equipment.

Computer - iPad usage policy

The College provides every student access to various ICT resources through the use of iPads. ICT resources are available to enhance the learning process to achieve quality learning outcomes for our students.

ETASC has a mobile device management system (MDMS) for the use of the College iPads. This school system allows all students to save, store, and access their work in a secure manner from all of the College's devices. Students are issued with a Gmail account when they enrol at ETASC, allowing them access to the different applications Google offers. A Gmail account also provides a secure location for students to save their work and for staff to access if required. When students are issued with their school based Gmail account they will also be issued with a password. It is the student's responsibility to remember that password. That password is recorded and should not be changed. This is to ensure the student can always access their work and staff can access their work if required. In the event that a password is forgotten staff can remind students of their password. It is unacceptable to gain, or to attempt to gain, another person's password or personal information. Students should never give their password to any other person.

Use of the Information Technology equipment is a privilege, not a right. This privilege can be withdrawn if necessary. For the benefit of all users, students are expected to observe the following:

- Be assigned an iPad by initialling the iPad sign on sheet as required
- Log in and use applications only by using their own Gmail account
- Use iPads for the purpose directed by the teacher in charge. Students are not to play games or use any other software unless the teacher has given specific permission for this
- Do not tamper with the iPads. It is unacceptable to seek access to inappropriate or restricted websites using this resource
- Do not swap around any equipment, including keyboards covers
- Report all equipment faults to your teacher immediately

At the end of each lesson:

- Log out of all Google applications
- initial the iPad sign on sheet to acknowledge the student is returning the iPad in the same condition it was issued in at the beginning of the lesson

Use of the Internet

- Students must use the internet for school related purposes only. Breaches of this requirement will result in removal of access privileges
- Students are not to access external email accounts, download and attempt to install programs, mp3s or other items of 'entertainment value' unless with the explicit permission of their supervising teacher
- No attempt must be made to access material which could be considered to be offensive and contravene the school's Code of Conduct
- Private email accounts such as Hotmail and Yahoo mail are not to be accessed by students on school computers

Copyright

Students are expected to respect and adhere to the laws concerning copyright and other people's ideas. Students must obtain permission before copying files from another user. Copying files or passwords belonging to another user or authors without their permission, may constitute plagiarism or theft.

Monitoring and Surveillance

ETASC's mobile device management system (MDMS) has user monitoring as a key feature to monitor the use of the College iPads. The MDMS is used to construct and administer the College's digital footprint and enforces all restrictions of use. The MDMS provides ETASC with the ability to track the use of the device if required.

At any time and without prior notice, ETASC management reserves the right to examine email, and other information stored on the iPads. This examination assures compliance with internal policies, supports the performance of internal investigations, and assists with the management of ETASC information systems.

Breach of Rules

Breaches of this policy may result in students being excluded from using the school's iPads and/or other disciplinary action. Serious breaches of the code can result in a student's enrolment in the College being withdrawn.

ETASC provides these resources to students for the purpose of achieving educational outcomes and expects them to be returned in the same condition as issued. If a device is returned broken or unfit for use and it is proven that the damage occurred as a result of mistreatment, the student, parents/carers will be responsible for the costs of the repair or replacement cost of the device. An invoice will be issued and payment will need to be made within a specified time period. Parents/carers should also be aware that damage to school property could result in a student's school enrolment being withdrawn.

Stationery & Textbooks

The only items students need to bring to school every day is a positive attitude and their lunch.

A part of the College tuition fee is dedicated to providing all required exercise books, textbooks, stationery and other resources as required for each class. Students are not required to bring any resources to school.

Mobile Device Policy – Phones, iPods, MP3 players etc

Mobile telephones, iPods and other mobile devices provide a major distraction during the learning process. ETASC's mobile device policy requires every mobile device (mobile phone, iPod, iPad, MP3 player etc) to be OFF and AWAY in every lesson. If a Teacher or Teacher Assistant sees or hears a student's mobile device they are entitled to take the device and the student will need to claim it from the Assistant Principal at the end of the school day. A negative report will be entered into the Behaviour Management system. If the student's mobile device is taken three (3) times within the space of a Term, the student will be required to hand in all devices at the beginning of every school day for 10 weeks.

ETASC encourages parents/carers to contact students during their break times or alternatively contact reception and the student will be notified as soon as possible.

In special instances students are provided the ability to receive phone calls during the day but this is only done in consultation in advance with the Assistant Principal who will inform all staff.

Assemblies

ETASC school assemblies occur twice a week, on Monday and on Friday.

On Mondays a separate assembly is convened for Year 7 and Year 8 and a separate assembly is convened for Years 9 and 10. This is so discussions on items specific to the years of schooling can occur.

Friday assembly - is a whole school assembly where items that affect the entire school are discussed.

End of Year Celebration Assembly

At the end of the school year an assembly is held for the Year 7, 8 & 9 students to celebrate their achievements over the year. Parents and carers are invited to attend. Invitations are sent out in advance to encourage everyone to attend.

Year 10 Graduation

The annual Year 10 graduation celebrates the student's completion of their studies at ETASC. At the graduation, awards are presented to students for academic and personal achievement, recognition of significant effort and the Principal's award – for all round performance through the year. Final academic reports are also presented at the graduation.

Details regarding the graduation and invitations are sent out in advance to encourage everyone to attend.

Lunch Orders

ETASC does not have a school canteen. We do offer students the opportunity to make a lunch order from the different food options available in the Gosford CBD. The food options provided rotate during the week:

- Monday – McDonald's
- Tuesday – Sushi
- Wednesday – Subway
- Thursday – Hot chips and gravy
- Friday – No lunch order option available

Students can also buy noodle cups, bottles of water and Up and Go drinks from the school office for \$1 each. These are only available for the first 10 minutes of break. ETASC provides a student fridge and microwave oven for student use.

Excursions

Excursions are organised as a part of the curriculum and play an integral part in your child's learning. The cost of excursions is included in the College school fees and it is the expectation that all students will attend. Students may be excluded from attending excursions if their behaviour at school is deemed inappropriate or if the student's school fees are one month in arrears. If a student is excluded from an excursion, the Assistant Principal or delegate will contact parents/carers to provide clear clarification.

Advice regarding excursions will be in the form of emails sent to parents/carers and published in the College Newsletter.

If notes or additional paper work is sent home requiring the signature of a parent/carer, it should be returned to the School Office as early as possible. Students will not be able to attend an excursion if additional paper work has not been returned.

Reward Days

ETASC rewards positive behaviour and offers reward days to students who have shown consistent positive behaviour. Students who exhibit positive behaviour will be invited to attend two reward days a year, the cost of which may be covered by the student. In the past students have been taken to a variety of different activities including: jet boating, go karting, laser tag and over-night excursions.

Parents/carers will be informed via email about all up-coming rewards days.

Complaints Resolution Policy

ET Australia Secondary College (ETASC) encourages the resolution of problems by informal means wherever possible, provided that the concerns are dealt with quickly, fully and fairly and within clearly defined time limits. Our policy is designed to:

- Encourage the resolution of complaints informally and at the lowest level wherever possible
- Ensure timely, full and fair handling of all complaints
- Provide effective responses and appropriate redress
- Maintain good working relationships between all people involved with the school
- Maintain records of complaints and the determination made in each case
- Manage communication issues concerning complaints, within and outside the school

A complaint may be made by anyone who has a concern or complaint about any aspect of the school. The complaint or concern can be made verbally or in writing. Formal complaints can only be made in writing.

Complaints made may be resolved:

- Informally - Discussion and resolution by parties involved
- Formally - Investigation by The Principal or representative
- Externally – Investigation by an external body

It is stressed that the majority of complaints are resolved on an informal basis however where upheld may proceed to the next level. A complaint made to the Principal may be referred to the parties for informal resolution.

Time must be allowed to interview parties, examine documents and review the evidence.

At all formal stages of the complaints procedure, the following information should be recorded in writing and stored securely:

- The name of the complainant
- The date and time at which the complaint was made
- The details of the complaint
- The desired outcome of the complainant
- How the complaint is investigated (including written records of interviews held)
- Results and conclusions of investigations
- Any action taken
- The complainant's response (satisfaction or further pursuit of complaint)

In formal or external investigations all parties must be advised in writing of the outcome.

A complaint may be upheld (in part or in full) or not upheld. In each case reasons for this are clearly given. In the first instance, conciliation may be possible following:

- an apology
- an explanation
- an admission that the situation could have been handled differently or better
- an assurance that the event complained of will not recur
- an explanation of the steps that have been taken to ensure that it will not happen again

- an undertaking to review school policies in light of the complaint
- issues related to child protection, criminal investigations and employee grievances must also all be handled separately from this policy

Confidentiality is vital. All conversations and correspondence will be treated with discretion. Complainants have the right to know what use will be made of personal information and, accordingly, personal information will only be shared between staff on a 'need to know' basis. The Principal is the only person authorised to speak to the media on school issues.

The Principal may write to a complainant and refuse to consider their complaint if he/she feels that there are insufficient grounds to do so, if the complaint has already been considered, is frivolous or if it has been closed.

If at any stage, as the result of a complaint, a decision or course of action is taken with regards to an individual (apart from the complainant) which they feel is ungrounded, unjustified or incorrect they have the right to appeal. ETASC will use their established appeal procedures in order to facilitate this.

This complaints policy is distinct from formal staff disciplinary proceedings. Where a complaint gives rise to disciplinary procedures it will put the complaints process on hold. If and when this occurs, the complainant should be informed. Non-disciplinary aspects of a complaint may continue to be dealt with through the usual complaints procedures.

Procedural Fairness

ETASC resolves all disciplinary matters under the principles of natural justice. This involves:

- decision-makers informing people of the case against them or their interests
- giving them a right to be heard
- not having a personal interest in the outcome, and
- acting only on the basis of logically probative evidence
- conduct an investigation or address an issue without undue delay

While a person who is the subject of an investigation should be informed of the substance of the allegations against them and proposed adverse comment, this does not require all the information in the investigator's possession supporting those allegations to be disclosed to that person. Indeed it may damage the effectiveness of the investigation to show the investigator's hand completely by offering too much information too early to the person the subject of complaint. In rare cases there may be an overriding public interest in short circuiting certain natural justice requirements. In these cases, expert external advice will always be sought and documented.

Emergency Procedures

ETASC has well-developed and well-practised emergency evacuation plans in place. The College conducts regular evacuation, lock out and lock down drills so that our staff and students are prepared for emergency situations.

Medical Matters

All medication administered at school is administered by designated staff in the School Office. If your child needs to take medication they are to bring the medication to the Assistant Principal in the School Office.

The College reception has a supply of paracetamol and ibuprofen tablets. On the initial enrolment application form, parents/carers are asked to give permission for the school to administer paracetamol or ibuprofen to your child. Our staff will attempt to contact you if your child presents at sick bay with any illness or injury and will be directed by you.

The school has policies in place for students who suffer anaphylaxis, allergies, asthma, epilepsy, diabetes etc. Please contact the office if you require further information.

Accidents

If an accident occurs at school, students should notify their teacher, or if during breaks, the teacher on duty. In cases of injury, students will be directed to sickbay. In more serious cases, parents/carers or if they are unavailable, the emergency contact will be notified. Every member of the ETASC teaching staff is trained in First Aid, however, an ambulance will be called if a child is in need of emergency care. Any ambulance and/or medical costs will be at the parent's expense.

It is important that your child's emergency details are up to date at all times. Please notify the School Office if any personal details change.

Immunisations

Those students not immunised are advised to stay at home during the outbreak of an infectious disease. This is for their own protection and the protection of friends and family.

Notification of an outbreak of an infectious disease will be via an email and text to all families.

School Fees and Accounts

Information including the school fees for the current year are available on the ET Australia website at www.etaustralia.com School fees and accounts are managed by the Finance Manager The College accepts payment via electronic funds transfer, by card, cash or cheque. The payment schedule for student fees is provided on enrolment as are the school's bank details.

ETASC school fees cover the provision of a student's education including all text books, access to technology and necessary stationery for the length of the enrolment as well as access to curriculum based excursions.

A non-refundable administration fee is applicable each year and included in the school fees. It must be paid in advance each year. The administration fee is currently \$100. This covers the administrative tasks of enrolment, initial student ID, student locker and processing costs each year.

School Fees for each Term are payable, in full, prior to the end of each Term. The Administration Fee is to be paid at the time of enrolment in advance of a student commencing in the school each year.

Instalment Options

1st instalment due on enrolment and by the 15th January of each new school year - \$100.00 (non-refundable)

2nd instalment due prior to end of Term 1 (08/04) - \$300.00

3rd instalment due prior to end of Term 2 (01/07) - \$300.00

4th instalment due prior to end of Term 3 (23/09) - \$300.00

5th instalment due prior to end of Term 4 (20/12) - \$300.00

Other Payment Options

Lump Sum	\$1,300 - 1 × \$100 Admin Fee on Enrolment and \$1200 fees	
By Term	1 × \$100 on Admin Fee on Enrolment & 4 × \$300	or 4 × \$325
By Month	1 × \$100 Admin Fee, then 10 × \$120	or 10 × \$130
By Fortnight	1 × \$100 Admin Fee, then 20 × \$60	or 20 × \$65
By Week	1 × \$100 Admin Fee, then 40 × \$30	or 40 × \$32.50

Note: Later start dates are calculated on a percentage of the Term remaining
Invoices will be emailed by week five of each Term

Scholarships

ET Australia offers scholarships to assist with school fees. Scholarships are awarded primarily on the basis of financial hardship and where, in the opinion of the selection committee, the student demonstrates enthusiasm in their school work, a willingness to learn, combined with a drive to achieve. Scholarships may be for to up to 50% of School fees. Scholarships do not cover any other costs. No student may hold more than one scholarship. Scholarships will be offered in Term 1 of each school year, and will also be available throughout the year, depending on circumstances. Applications must be made in writing with supporting documentation.

Sibling Discounts

In the case of siblings attending the school at the same time the following discount will apply to the Tuition fees which are current at the time of enrolment:

1 st sibling	20%
2 nd sibling	40%
3 rd and subsequent siblings	100%

Email

Teachers' email addresses can be found in the contacts section of this handbook. If parents/carers wish to contact teachers they are asked to contact the Assistant Principal in the first instance, who will attend to your concern and involve individual teachers if it is necessary. The Assistant Principal will usually reply to your email within 24 hours.

If you need to convey an urgent message to the Assistant Principal or any other member of staff please phone the School Reception who will pass the message on to the Assistant Principal or his delegate as soon as possible.

Interviews with Teachers

ETASC invites parents/carers to contact the College at any time during the school year to arrange a meeting with teachers to discuss your child's academic progress or behaviour at school.

Formal Parent/Teacher interviews are held at the College at the beginning of Term 3. Parents/carers will be informed about the interview process via email, including details about how to make appointments with specific teachers.

Good communication between the school and home is essential to ensure an effective partnership in educating children so we encourage two way contact whenever warranted both for positive feedback and/or when problems arise. Any concern should be dealt with as soon as possible. Interviews with staff members, the Assistant Principal or Principal can be arranged through the school office.

Contacts

Assistant Principal:

John Lenton

Responsible for day to day operations and management of the school.

Head of students, responsible for enrolments, student welfare and behaviour.

Oversees building maintenance, forward planning and building projects.

Acts under the direction of the C.E.O./Principal and acts for the Principal in the Principal's absence.

Contact: John.Lenton@etaustralia.com

Curriculum Coordinator:

Lachlan Scott

Responsible for teaching and learning, which encompasses the College's compliance to all NESA curriculum and assessment requirements.

Responsible for leading teacher professional learning and overseeing learning support in the College.

Acts under the direction of the C.E.O. and Assistant Principal.

Acts for the Assistant Principal in the Assistant Principal's absence.

Teacher of Stage 5 HSIE.

Contact: Lachlan.Scott@etaustralia.com

Student Development Coordinator:

Jasmyn du Plessis

Responsible for the development of student career pathway plans, the arrangement of student work experience, and recording and reviewing of students with disabilities.

Acts under the direction of the Assistant Principal and Curriculum Coordinator.

Teacher of Stage 5 Science.

Contact: Jasmyn.DuPlessis@etaustralia.com

Assistant Curriculum Coordinator:

Kimberley Wheeler

Responsible for the carriage of the College timetable.

Responsible for the College ICT platform.

Acts under the direction of the Assistant Principal and Curriculum Coordinator.

Teacher of Stage 5 English.

Contact: Kimberley.Wheeler@etaustralia.com

Learning Intervention Teachers:

Elizabeth Byrne

Responsible for the carriage of the QuickSmart Literacy and Numeracy intervention program.
Acts under the direction of the Assistant Principal and Curriculum Coordinator.

Contact: Elizabeth.Byrne@etaustralia.com

Melanie McDonald

Responsible for the design and delivery of one to one literacy and numeracy lessons with students.
Acts under the direction of the Assistant Principal and Curriculum Coordinator.

Contact: Melanie.McDonald@etaustralia.com

Teachers:

Stage 4 – Year 7 & 8

Christina Clark

Responsible for the design and delivery of Stage 4 Creative Art, HSIE, English and Language - French.
Acts under the direction of the Assistant Principal and Curriculum Coordinator.

Contact: Christina.Clark@etaustralia.com

Morven Durick

Responsible for the design and delivery of Stage 4 English, HSIE.
Acts under the direction of the Assistant Principal and Curriculum Coordinator.

Contact: Morven.Durick@etaustralia.com

Darcy Jury

Responsible for the design and delivery of Stage 4 Mathematics, Science and Mandatory Technology.
Acts under the direction of the Assistant Principal and Curriculum Coordinator.

Contact: Darcy.Jury@etaustralia.com

Stage 5 – Year 9 & 10

Graham Johnston

Responsible for the design and delivery of Stage 5 Mathematics.
Acts under the direction of the Assistant Principal and Curriculum Coordinator.

Contact: Graham.Johnston@etaustralia.com

Joshua Wakem

Responsible for the design and delivery of Stage 4 and Stage 5 PDHPE.
Acts under the direction of the Assistant Principal and Curriculum Coordinator.

Contact: Joshua.Wakem@etaustralia.com

Administration:

College Reception:

Kaylene Laidlaw & Brittney Gow

General enquiries: call 4323 1233 and request to speak with the relevant contact.

For general enquires - email: ETASC@etaustralia.com

Contact: Kaylene.Laidlaw@etaustralia.com Brittney.Gow@etaustralia.com

ET Australia Finance and Operations Manager:

Jan Paton

Accountable to the C.E.O. for the finance, operations and other administrative functions of the College.

Enquiries about school fees: call 4323 1233. The College receptionists accepts and processes payments. For all other enquires please contact the Assistant Principal in the first instance.

For subsequent enquiries, contact: Jan.Paton@etaustralia.com

ET Australia Marketing and Business Development Manager:

Thomas Dickson

Accountable to the C.E.O. for the marketing, advertising and public relations functions of the College.

Contact: Thomas.Dickson@etaustralia.com

C.E.O.'s Executive Assistant:

Jessica Pitscheider

Contact to arrange appointments with the C.E.O. Acts under the direction of the C.E.O.

Contact: Jessica.Pitscheider@etaustralia.com

ET Australia C.E.O. and College Principal:

Tony Mylan

Chief Executive Officer accountable to the Board of Directors for the executive management of all of ET Australia's operations, including the strategic functioning of ET Australia Secondary College. Responsible for implementing the Board's policies and leading the staff and students in achieving the school vision.

Public Transport

The majority of ETASC students travel to and from school by public transport. Students travelling on public transport are representatives of the school and should conduct themselves appropriately when travelling. The school, local bus companies or Sydney Trains may revoke transport passes if students fail to comply with transport guidelines. Students travelling on school buses and trains require an Opal Card. You can apply online at www.transportnsw.info/school-students

If a student's travel pass is lost or stolen, parents/caregivers will need to report this to Sydney Transport. A replacement card can be ordered from <https://apps.transport.nsw.gov.au/ssts/reportPass>