A Code of Practice

Introduction

The Kooralbyn International School is an independent, co-educational, non-denominational, day and boarding school, catering for students in Years 8 to 12. In a safe and secure environment, students are free from the pressures and influences of city living.

The school aims to provide students with a broad-based liberal education with encourages its students to grow into active citizens of the work with a commitment to international understanding and friendship.

The staff at The Kooralbyn International School take very seriously their responsibility to both students and parents to make sure the graduates of the school are confident, well adjusted, disciplined members of society who consider their responsibilities to themselves and the society of which they are a part.

1. Educational Standards

The Kooralbyn International School is committed to providing and maintaining the highest professional standards in both the marketing and delivery of its education program. This includes safeguarding the welfare and interest of all students, providing adequate facilities and resources and using appropriate and effective methods of instruction. These principles are embedded within the school’s mission statement.

The school encourages students to find happiness in life; to be confident of their own abilities and of who they are; yet responsible for their own actions and considerate of the needs and feelings of others. As society becomes increasingly more complex and competitive, the prime objective of the school is to help every student discover success on whatever individual journey their personal skills and talents take them. It is our mission as a school…to achieve that objective…for every student”.

2. Marketing

The Kooralbyn International School will market its programs with integrity, professionalism and accuracy, avoiding vague or misleading statements. Students will be given accurate information about the courses offered and the facilities provided. When providing information to prospective students no false or misleading comparisons will be drawn with any other institution or course.

3. Student Information

At the time of receiving enrolment forms from the school, students will be provided with the following:

- School Code of Practice Information and Policies for Overseas Students
- Admission Procedures and Entry Criteria
- Total Fees for the Program that is included within those fees
- Information about the Senior Certificate and University Entry Requirements
- A copy of the School Prospectus for Overseas Students
- Information about Accommodation Arrangements
4. **Recruitment**

Recruitment of students will be conducted at all times in an ethical and responsible manner and consistent with the requirements of the curriculum.

Appropriately qualified staff will assess the extent to which the applicant is likely to achieve the outcomes of the course based on the applicant’s level of English and academic results.

5. **Refunds**

The Kooralbyn International School will have a fair and clearly explained Refund Policy (refer to TKIS Refund Policy).

6. **Student Grievances**

The Kooralbyn International School will have a fair and transparent process for dealing with student grievances. In the event that such grievances cannot be resolved internally, The Kooralbyn International School will advise students of the appropriate bodies from which they can seek further assistance (refer to TKIS Dispute Resolution Policy).

7. **Education Services Act for Overseas Students**

The Kooralbyn International School will be bound by the provisions of the Education Services for Overseas Students Act 2000 and The National Code.

8. **Student Services**

The Kooralbyn International School will ensure that students have access to:

- orientation on arrival
- accommodation services
- assistance and information about their academic progress
- ongoing counselling as required in relation to health and family matters
- a designated student officer who will assist the student to adjust to life and study at an Australian institution, and to help resolve problems
- a copy of the TKIS Dispute Resolution Policy.

9. **Privacy of Personal Information**

The Kooralbyn International School will meet all requirements of the *Privacy Act 2001* in relation to the way it handles personal and sensitive information about students.

10. **Agents**

The Kooralbyn International School will not accept or continue to accept students recruited by agents whom they know, or reasonably expect to be:

- engaged in dishonest practice, including suggesting to overseas students that they come to Australia on a student visa with a primary purpose other than full-time study
- facilitating the enrolment of overseas students who do not comply with the conditions of their student visas
- engaged in false or misleading advertising and recruitment practices
- using the eCoE system other than for bona fide students.
11. **Sanctions**

   The Kooralbyn International School recognises that if it should not meet the obligations of this code or supporting regulatory requirements, it may have its registration as a provider withdrawn.

   Geoff Mills
   PRINCIPAL

   01/01/2006