

Student Policies

Avondale College support for students

Access

Access to Student Support Services is via an Identification (ID) card. ID cards are issued to students after registration, and provide access to the cafeteria and residences, and facilitate time attendance records in some areas of the student work program. This card remains the property of Avondale College and a replacement charge will apply if the card is lost, damaged or destroyed.

Academic counselling is provided by Deans of Faculties, Course Coordinators, the Academic Registrar, lecturers and supervisors.

Accommodation is available for single men, single women, and married students. On-campus accommodation is situated in close proximity to study venues, is economic, provides more study time and contributes significantly to the cohesion of the student body. *Watson Hall* accommodates 153 men in rooms for one or two. *André Hall* accommodates 81 women in rooms for one or two. *Ella Boyd Hall* accommodates 154 women in single rooms. Plans are in process for modular accommodation to be added. Extensions to *Watson Hall* and *André Hall* are planned.

Specific guidelines have been established to ensure that residential life provides an optimal living environment.

Collegeview Married Student Village comprises 36 non-furnished two-bedroom units, with carport and storage area. The Director of Student Services Office liaises with a local real estate agent in matters relating to the allocation and rental of these units.

Banking services are provided by the Commonwealth Bank agency and EFTPOS services are provided by WESTPAC—both are available from the Cashier in the Financial and Business Services Centre. An ATM is available in the Student Centre.

Basic First Aid is provided on campus in each of the residences and Avondale College staff liaise closely with staff at local medical centres.

Food Services for Avondale College are provided in a cafeteria complex. Vegetarian foods only are prepared and served. Residential students are allocated a meal allowance. Non-residential students and guests may purchase individual meals on a cash basis.

Careers information is available from the Student Services Office and within each faculty.

Financial information and advice are provided by the Student Finance Office.

Medical, ambulance and hospital insurance. All students are required to have adequate medical insurance plus

ambulance cover. In the event of a serious illness or accident students will be responsible for any medical, hospital, and/or ambulance costs.

All students (with the exception of overseas students, whom the Academic Office will enrol with Medibank Private before they arrive in Australia*), must be registered with Medicare, and apply for Medicare cards independent of their parents. Students may apply to Centrelink for a Health Care Card that provides pharmaceutical and some dental and optical benefits (income limits apply).

**For the purpose of medical insurance, "overseas students" refer to those students from countries other than Australia and New Zealand, as well as New Zealand citizens who do not have permanent resident status in Australia.*

Orientation/registration programs for new students operate prior to the commencement of the winter school in June/July.

Personal counselling is available from a qualified counsellor and also from the Residence Directors.

Postal services are provided at the Avondale College Bookshop. A post box is provided for outgoing mail; incoming mail is distributed to student mail boxes.

Recreation facilities include the student centre, a health and fitness centre, squash courts, basketball courts, volley ball courts, netball courts, badminton courts, a gymnasium, heated outdoor swimming pool, tennis courts and playing fields. The adjoining creek and nearby Lake Macquarie provide aquatic recreation. Various sporting clubs operate to facilitate recreational activities.

Only non-marking rubber-soled shoes may be used in the auditorium except for special occasions. No shoes with heels smaller than a two-dollar coin will be permitted in the auditorium at any time. No food or drink will be allowed in the auditorium unless otherwise announced.

Avondale College pool is available to students and to all staff and their families free of charge. A charge applies to any invited guests and other patrons/visitors.

Spiritual counselling is available from chaplains, residence directors, student residence assistants and lecturers.

A **student centre** is equipped with lounges, television, a games room and a canteen selling lunches, drinks and other light refreshments.

Study support is available to students requiring help with English language, essay writing, numeracy and other study skills. Tutorial support can also be arranged in specific academic subjects. International students should contact the Director of Student Services.

Textbooks, stationery, and some personal items are available for purchase from the Bookshop.

Transport is provided by two service vehicles that are used to transport students to medical and dental appointments, local shopping centres, the local railway station, and such other appointments as may meet the approval of the Director of Student Services.

Worship facilities include residence chapels, Avondale College Church, and several nearby off-campus churches.

Anti-bullying and harassment

This is an abridged version of Avondale College's Anti-bullying and Harassment policy. The full version is located on the Avondale College website.

We do not allow bullying or harassment at Avondale College

We do not allow any type of bullying or harassment in anything to do with our work/learning environment. Please note that the work/learning environment includes all areas for such activities on each of the institution's campuses (including recreational and residential facilities) as well as activities that occur on field trips and during learning practicums. Everyone who works for, studies with or visits Avondale College has the right to an environment that has no bullying and harassment. We may discipline and/or dismiss any employee or student found guilty of bullying or harassment.

Many types of bullying and harassment are also against the law

It is generally against at least one law, and sometimes several laws, for an individual to bully or harass another individual or group. The laws that deal with bullying and harassment are anti-discrimination and equal opportunity law, occupational health and safety law, criminal law, industrial law, defamation law and the law about negligence. This means that any student, employee or visitor who is bullied or harassed may be able to use one or more of these laws if the problem is not resolved. Any one or more of the following parties may be found to be jointly or separately legally liable for any bullying or harassment that happens:

- this institution
- the bully or harasser
- the manager or supervisor—if they neglected to sort out the problem fairly
- a union—if they made things worse.

If an organisation or individual is found to be legally liable, they may have to pay compensation to the victim, and/or a fine. He/she also may be prosecuted by the police.

What types of behaviour could amount to either bullying or harassment?

There are many types of behaviours that could amount to bullying and/or harassment. The basic rule is that if someone else finds a type of behaviour to be bullying

or harassing then it probably is bullying or harassment. If we find that bullying or harassment has occurred we will take action to ensure it stops. We may also discipline the perpetrators. If the bullying or harassment is serious enough, we may even dismiss the perpetrators.

The following are the categories of behaviour that could amount to bullying or harassment—but note that any behaviour that fits the explanations of bullying and harassment will be counted by us as bullying or harassment.

Behaviours considered to be bullying or harassment could include:

- Sexual behaviours
- Verbal behaviours
- Non-verbal behaviours
- Physically threatening behaviours
- Excluding behaviours
- Bad workplace supervisory behaviours

Here are a few important facts about bullying and harassment:

- it may only take one person to find your behaviour bullying or harassing for it to be so
- they do not have to tell you that they find your behaviour bullying or harassing for it to be so
- you do not have to target them specifically for it to count as bullying or harassment
- it does not always have to be deliberate for it to count as bullying or harassment
- it does not always have to be repeated, or be more than one thing, for it to count as bullying or harassment.

So, given these facts, and given that we are all different with different views about what we find bullying or harassment, how do we know what we can and can't do?

Here are 10 rules to guide you:

- 1 Don't do anything that can be seen as sexual or personally invasive—unless you are absolutely certain they will appreciate it.
- 2 Don't get involved in group baiting or group threats against one person or another group of people.
- 3 Don't target just one person with a particular type of behaviour, and don't target them over and over again with different types of behaviour—unless you are absolutely certain that they will appreciate it.
- 4 If you are in a more powerful position or situation than they are—be extremely careful how you behave towards them at all times, as it will be much easier for your behaviour to be misinterpreted, and/or seen as controlling or bullying or harassment.
- 5 If you would not do it to, or in front of, every member of your family, don't do it.
- 6 If you would not like it done to you, don't do it.
- 7 The less well you know the person, the less you know what they like and don't like, and therefore the more careful you must be.
- 8 If you can't be sure that everyone who is there or who could overhear it will like it, don't do it.

16 Traditions of Excellence in Christian Higher Education

- 9 If anyone indicates in any way at all that they don't like your behaviour or find it bullying or harassing, stop doing it and apologise—sincerely.
- 10 If someone bullies or harasses you, don't bully or harass them back.

What we will do about bullying and harassment

- 1 We want to prevent bullying/harassment from happening in our work/learning environment or in anything connected with Avondale College.
- 2 We will deal with any bullying or harassment complaint seriously, sympathetically, quickly, impartially (fairly) and confidentially—in line with our complaints procedure.
- 3 Also note that you have the right to go to the police if there are criminal issues involved. In some circumstances Avondale College may decide to involve the police. If the police are involved it will be up to them, not you or us, whether they decide to prosecute the matter in court. In all cases, if the police are involved, and/or they decide not to pursue a criminal case, we will still continue to use this complaints procedure to sort out the problem at this institution.

A flowchart that acts as a guide to the resolution procedure outlined in this policy is located on the Avondale College website together with a complete version of this policy.

Your rights

Everyone who works or studies at, or visits, Avondale College has the right to an environment that has no bullying and no harassment. If you are bullied or harassed, or if someone you know is bullied or harassed, you have the right to use the complaints procedure to resolve the situation. If you are accused of bullying or harassing someone else, you have the right to fairness in the way the complaint is handled.

The responsibilities of everyone else

It is the responsibility of all staff and students to respect the rights of others and never get involved in or encourage any type of bullying or harassment.

People who can help you at Avondale College

- Trained Contact Officer: Mrs Sonya Muhl (Personal Assistant to the Human Resources Manager), phone (02) 4980 2284.
- Grievance mediators
Lake Macquarie Campus:
 - Dr Jean Carter (Education): phone (02) 4980 2182
 - Ms Julie Michel (Head, Cleaning Services) phone (02) 4908 2250
 - The Equity Officer: Ms Gwen Wilkinson (Faculty of Nursing and Health): phone (02) 4908 2223

Sydney Campus

- Mrs H Foster-Steed (Director, Nurses' Residence): phone (02) 9487 9330

- Mrs Melva Lee (Director of Human Resources): phone (02) 9487 9221
- Mr Michael West (Finance Manager): Phone (02) 9487 9544

Reference

Lowe, Anthea. (2001). *Bullying and harassment. Risk prevention guidelines for employers*. Sydney: Anthea Lowe & Associates.

Airport pick-up

International students are entitled to one pick-up on arrival and one departure shuttle to and from the Sydney International Airport per year. The cost for this service is included in the Facility Fee payment. Students from New Zealand, Pacific Islands and interstate Australia may request a pick-up from the Sydney airports, but an amount of \$200 will be charged to the student's account for the service. The Facility Fee does not include this service for these students.

Code of conduct

Avondale College is concerned with educating the whole person for happy and effective living as an integral part of a curriculum based on the philosophy of Seventh-day Adventist education. A conscious effort is made to maintain standards of conduct which reflect the spiritual heritage of Seventh-day Adventists. Avondale College also seeks to maintain social standards comparable with those upheld by the Seventh-day Adventist Church. Avondale College interprets the presence of the student on campus as evidence that the student has chosen Avondale College because of the way of life it espouses. Admission is a privilege that entails acceptance of individual responsibility for honour, integrity, and self-discipline. Students are expected to maintain regular attendance and active participation at all academic appointments.

Computer use

The computing facilities of Avondale College are a valuable shared resource. It is expected that students will use these computers primarily for academic purposes, respecting the principles and values of Avondale College and the rights and work of others who use the systems. This policy lists the general conditions that students must agree to abide by in the interests of all parties.

- 1 Avondale College computers are a shared facility, and students should respect the needs of others.
- 2 Students are expected to take good care of all College equipment, and will be charged for damage.
- 3 Files on local hard drives are not secure and are not backed up; files stored on the network are backed up. Hence all user files should be stored on network servers, where regular backup is provided (but please note the disclaimer below).
- 4 Each student is given a server storage quota for storage

of their files. While Avondale College will provide automatic backup for files stored on the server, it is the student's responsibility to maintain the files in that storage area. Avondale College is not responsible for any files on the hard drive of machines accessible to other users. If you are working on a file that exceeds your available quota, please contact the IT Services Department to request alternative file storage.

- 5 If you find files on a local hard drive that are not your own, please do not copy or delete them.
- 6 There are severe penalties for copying work from other students and presenting it as your own.
- 7 Students must respect the requests of laboratory supervisors. The supervisors ensure the security of the laboratories and provide short-term assistance to those who require it.
- 8 No food or drink is to be consumed in the laboratories, or any other area where computing facilities are provided. 'Computing facilities' will be interpreted to mean all computing laboratories, the computing centre, the library computing facilities, computer rooms in the halls of residence, and any other areas which may be identified for the purpose of computing.
- 9 All Avondale College user machines are set up with a similar configuration by the IT Services Department. Students are not to change this configuration or attach peripherals to College computers.
- 10 Only software purchased by and licensed to Avondale College is to be installed on College computers, and software is not to be installed on these computers by students.
- 11 All students at Avondale College are allocated a computer account. You are responsible for the use of your account, including logging off at the end of a session. Logging on to more than one computer at the same time is not permitted. You are responsible to ensure that you are the only person to access any computing facilities with your account. Students who attempt to break the security of the system or otherwise gain access to resources or accounts that they are not authorised to use will be subject to disciplinary action. Do not share your password with anyone or attempt to learn the password of anyone else. If you suspect that your password has been compromised, you must contact the IT Services Department immediately to have it changed.
- 12 Children are not permitted in any area where computing facilities are provided.
- 13 College computing facilities are not to be used for conducting personal business.

E-mail and Internet usage

- 1 Refer to Avondale College Internet and E-mail Usage Policy.
- 2 Access to Internet or e-mail services is primarily for academic rather than recreational use.

Disclaimer

Although Avondale College makes every effort to ensure the security of files stored on its servers, it accepts no responsibility for any damage to or loss of data arising directly or indirectly from use of these facilities or for any consequential loss or damage. Avondale College makes no warranty, express or implied regarding the computing services offered, or their fitness for any particular purpose.

Avondale College does not guarantee the confidentiality of any information stored on any College computer or transmitted through its network. For the purpose of managing the resources or for security purposes it may be necessary for Avondale College to monitor and/or review files and usage. E-mail is an open, public form of communication. The provision of this service by Avondale College is to facilitate communication related to the work and the educational purpose of the institution.

Avondale College's liability in the event of any loss or damage shall be limited to the fees and charges paid to Avondale College for the use of the computing facilities that resulted in the loss or damage.

Library computing equipment

Students are required to sign the following agreement to use the Avondale College Library's computing facilities:

- 1 Recognising that some activities—not directly associated with research—cause inconvenience to other library users, you agree that you will not use the PCs for:
 - e-mail
 - chat sessions
 - games
 - permanently downloading files to the hard drive without removing them to a floppy disk
 - accessing sites that could be considered irrelevant to research activities
 - real-time audio or video for purposes other than authorised research
- 2 You are also signing that you:
 - recognise that the purpose of having Internet access in the library is to support the research needs of library users
 - will not alter the existing configuration of the PCs in any way, including screensavers, wallpaper and desktop layout
 - agree to notify library staff if you accidentally download files onto the hard drive, so that they can be removed
 - realise that breaches of the above conditions may mean that you will be suspended—temporarily or permanently—from using the Internet via the library PCs.

Computer usage on the Sydney campus

While the principles above are applicable to both the Sydney and Lake Macquarie campuses, Sydney campus

computers connected to the Sydney Adventist Hospital network are subject to policies set by the Sydney Adventist Hospital.

Drug-free policy

Avondale College is committed to an environment of learning that supports the fullest possible human development. Because of its philosophy, Avondale College promotes an alcohol, tobacco, and drug-free environment. Choosing to adhere to the drug-free policy has many positive benefits for you, including: a clear, well-functioning mind for your studies; a chance to develop effective personal relationships without chemical assistance; the ability to maintain control of your life; the protection of your health; the freedom from anxiety about trouble with the law; an opportunity to set a positive example to others; a sensitive and responsive spirituality.

All campuses of Avondale College maintain an alcohol-free, tobacco-free and drug-free environment. Students are expected to abstain from the possession, and/or use of alcohol, tobacco and illegal drugs, and from the abuse of prescription drugs. Avondale College also upholds all laws which prohibit the possession, use, manufacture or distribution of controlled substances. The possession of paraphernalia and use of 'look alike' or designer drugs is also prohibited. Persons involved at any time in the promotion, manufacture and/or distribution of alcoholic drinks, tobacco or drugs referred to above will be excluded from Avondale College. Further, violation of any laws regarding controlled substances will be reported to the proper authorities.

Help is available

You have the choice of voluntarily seeking assistance in being drug-free. You may talk to a staff member, residence director or counsellor (top floor, *Bethel Hall*) with the assurance that they will do all they can to assist you. No disciplinary action will result if you make this first move, unless you are involved in the promotion, manufacture or distribution of these substances or are breaking the law.

Sanctions

If you do not voluntarily seek help and are found in violation of this policy, the following disciplinary actions may be taken:

- mandatory suspension from classes for a minimum of one day during which time you will be referred for assessment to determine appropriate rehabilitative procedures (at your expense)
- probation that prohibits off-campus leave (residential students)
- a mandatory educational program
- assignment to a peer-support student
- notification of your parent/guardian (if responsible for your fees)
- restitutionary payments
- expulsion

If permitted to remain at Avondale College, you may also be required to sign a contract to remain drug-free during the rest of your time as a student at Avondale College.

You have the choice to cooperate with these disciplinary actions and recommit yourself to adhering to the Drug-Free Policy or to leave Avondale College. We want you to stay—but we want you to stay drug-free.

Understanding the disciplinary actions

1 *Assessment*

During your suspension, you will be referred to a counsellor. The assessment will determine whether you are a social or experimental user, you have a problematic use pattern, or you are chemically dependent. The counsellor will discuss the recommendations with you and the referring staff member/s and/or the disciplinary body representative.

2 *Mandatory education experience*

The Educational Experience has been designed to provide you with an opportunity to learn more about the serious issues associated with drug and alcohol use. It consists of 8–10 hours of activities to:

- learn the hazards involved in casual use
- recognise what chemical dependency involves
- understand the relative risks and benefits of further casual use
- establish personal life goals

3 *Peer-support students*

A peer-support student will be assigned to provide encouragement and understanding to you in overcoming alcohol and/or drug use, including smoking. You will be invited to keep in regular contact with your peer-support student, and seek his/her assistance in remaining drug-free while you are a student at Avondale College.

4 *Notification of parent/guardian*

If you are under 18 years of age, your parent/guardian will be notified of any Drug-Free Policy infringements.

5 *Restitutionary payments and/or monetary fines*

An amount of money may be required by College if you have damaged any property while under the influence of drugs or alcohol. A monetary fine may also be placed against your student account because you have chosen to disregard the Drug-Free Policy.

6 *Expulsion*

If Avondale College Discipline Committee so chooses, you may be required to leave College. You will not be allowed back on campus at any time without specific permission from College Administration.

It is the Law

You should know that in addition to Avondale College's Drug-Free Policy, there are legal prohibitions on drug use. New South Wales law prohibits the possession, use, distribution, manufacture or sale of controlled substances. Possession

and use of narcotics, marijuana, or hallucinogens may lead to penalties of 6–12 months jail and/or \$500–\$2000 fine. Possession of narcotics, depressants, and stimulants and the sale of narcotics, marijuana, hallucinogens, depressants, and stimulants are punishable by prison terms and fines vary with the quantity involved.

If there is evidence to support an allegation that you are selling or using illegal drugs, illegal prescriptions, or drug paraphernalia, or engaging in any other illegal drug activity, the police will be notified and furnished with whatever evidence may be known. Your parents/guardians will be notified if you are under 18 years of age.

For confidential information

The following services can provide additional information and assistance to help you in staying drug-free.

Emergency	000
Drug Intelligence Reporting Centre	1800 813 784
Alcohol and Drug Counselling and Referral (24 hours)	4924 6248
Newcastle Youth Service Youthline	4962 2188
Alcoholics Anonymous Help-line	4962 3844
Alcohol and Drug Information Service	1800 422 599
Rainbow Project Youth Addiction	4969 8066

Grievance and appeals

Avondale College seeks to create and maintain a healthy and enjoyable study environment and one that will enhance personal development. In instances where grievances occur, it is Avondale College's desire and aim to resolve them amicably, promptly and in a manner that is both fair and equitable to all concerned. Complaints or appeals made by students should be made responsibly, with regard to the rights of all, and all parties should endeavour to resolve grievances in an informal and mutually respectful manner in the first instance. However, where necessary, the following policy describes a process for resolving student grievances and appeals where informal means are unsuccessful. These grievance and appeals processes may be used by both current and prospective students regardless of the campus, their place of residence, or the mode in which they study.

Resolving grievances and appeals on academic matters

Academic matters include, but are not limited to, matters relating to admissions, review of a grade, transfer credit or advanced standing, quality assurance, and eligibility for graduation. Policies for each of these academic matters appear in both the student section and academic section of the Avondale College Policy Manual, the definitive version of which is located on the Avondale College website.

Process for students

Students who wish to resolve grievances in relation to any of these academic matters need to follow the process outlined below.

- 1 The student (or nominee) initiates the grievance process by discussing orally the nature of the grievance with the person with whom the grievance is held.
- 2 If the oral response does not satisfy the student he/she may either speak with or submit a written description of the grievance to the Dean of the Faculty who will endeavour to resolve the issue amicably and with respect to the rights and responsibilities of both parties. If the student feels unwilling or unable to approach either the person with whom the grievance is held or the Dean of the Faculty, the student may seek the support of another person in authority such as the Director of Student Services, a representative of the Avondale College Student and Faculty Association Council, the Equity Officer, the Disabilities Officer, the Student Counsellor, or the Chaplain.
- 3 If the Dean of the Faculty is unable to resolve the matter informally, he/she will establish a meeting within 10 working days between the student, the person with whom the grievance is held and any other relevant authorities or persons.
- 4 If the matter remains unresolved then a written grievance with full supporting documentation shall be submitted to the Vice-President (Learning and Teaching). The Vice-President (Learning and Teaching) (or nominee) will within 10 working days interview all parties individually, and set up a meeting between all parties where arguments and/or witnesses in support of either party can be presented. The Vice-President (Learning and Teaching), in consultation with a sub-committee (comprising no more than four persons) of the Teaching and Learning Committee will make a final determination on the matter within 10 working days of receiving the written submission, and communicate the outcome to all parties. In communicating this outcome the Vice-President (Learning and Teaching) will give reasons and full-explanation in writing for the decision and actions taken as part of the procedures, if requested, by the complainant and/or respondent.
- 5 This Grievance and Appeals process does not preclude the student seeking redress in other forums outside the Avondale College process. For example, the student may wish to take the matter further by selecting the appropriate body from among such bodies as the Office of Fair Trading (02 4925 7000), the DEST National Training Hotline (1800 000 674), the Human Rights and Equal Opportunity Commission (1300 656 419) or the Anti-Discrimination Board of NSW (02 4926 4300). (A full list of external bodies is located in the Government section of the local telephone book.)

Students should note that:

- The Office of the Vice-President (Learning and Teaching) will keep appropriate records of grievances for at least five years, and allow parties to the complaint appropriate access to these records.
- The Office of the Vice-President (Learning and Teaching) will ensure that all records are treated as

20 Traditions of Excellence in Christian Higher Education

confidential.

- In the case of an appeal against a grade the result may be that the final grade is either retained, raised or lowered.
- In a dispute relating to instructions which have been given to students on assessment procedures within a subject, the written guidelines which lecturers have provided to students will be taken as definitive.
- Avondale College will alter this policy immediately and without notice where any conflict arises with relevant legislation and in such cases the requirements of the legislation will take precedence.
- A nominee of the student may be included in the grievance handling processes if the student so chooses.

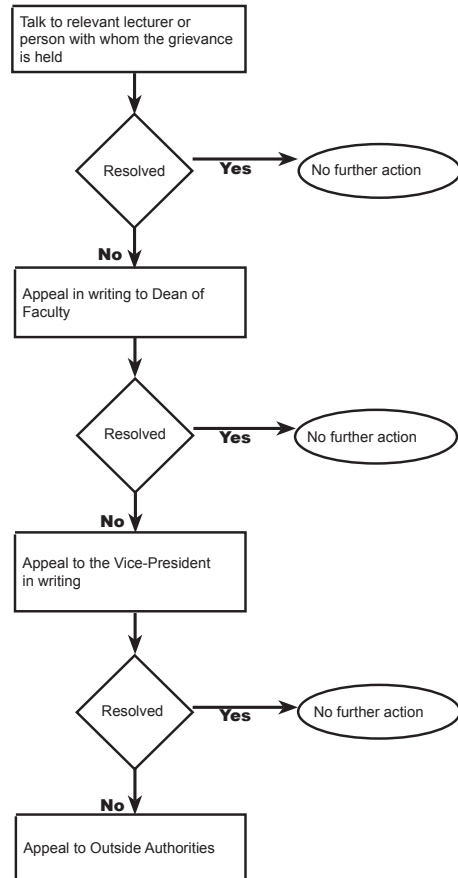
Process for prospective students

Prospective students who wish to appeal against a determination made with respect to admission to Avondale College need to follow the process outlined below.

- 1 The prospective student initiates the grievance processes by discussing either orally or in writing the nature of their grievance in relation to admission with the Academic Registrar.
- 2 If the initial response does not satisfy the student he/she may either speak with or submit a written description of the grievance to the Dean of the relevant Faculty who will consider the rights and responsibilities of Avondale College, current students and other prospective students in relation to the matter. The prospective student may seek an advocate to speak and/or act on his/her behalf such as the Director of Student Services, a representative of the Avondale College Student and Faculty Association Council, the Equity Officer, the Disabilities Officer, the Student Counsellor, or the Chaplain.
- 3 If a further attempt to resolve the grievance is necessary, the Dean of the Faculty and the Academic Registrar meet together and with any other relevant authorities or persons.
- 4 If the matter remains unresolved then the student will write the substance of the grievance in a letter accompanied by full supporting documentation and submit it to the Vice-President (Administration and Research). The Vice-President (Administration and Research) (or nominee) will, within 10 working days, first contact all parties individually and then if necessary set up a meeting or teleconference between all parties where arguments and/or witnesses in support of either party can be presented. The Vice-President (Administration and Research) will make a final determination on the matter within 10 working days of receiving the written submission and communicate the outcome to all parties. In communicating this outcome the Vice-President (Administration and Research) will give reasons and full-explanation in writing for the decision and actions taken as part of the procedures, if requested, by the complainant and/or respondent.
- 5 The Office of the Vice-President (Administration and Research) will keep appropriate records of grievances for at least five years, and allow parties to the complaint

appropriate access to these records.

- 6 The Office of the Vice-President (Administration and Research) will ensure that all records are treated as confidential.
- 7 The grievance and appeals process does not preclude the student seeking redress in other forums outside the Avondale College process. For example, the student may wish to take the matter further by selecting the appropriate body from among the Office of Fair Trading (02 4925 7000), the Human Rights and Equal Opportunity Commission (1300 656 419) or the Anti-Discrimination Board of NSW (02 4926 4300).



Resolving grievances and appeals on non-academic matters

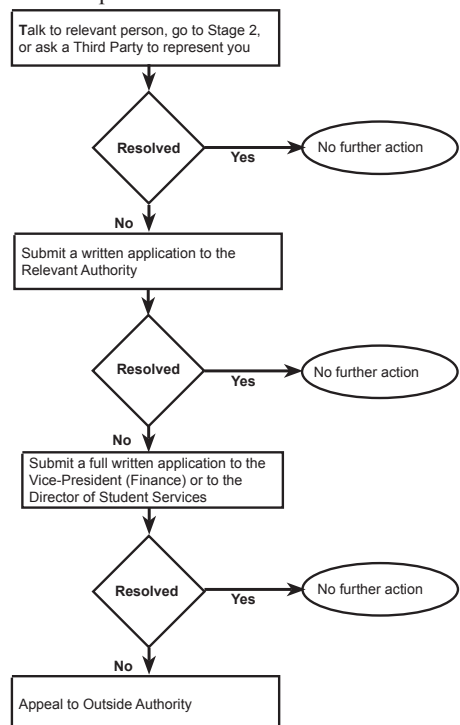
Non-academic matters include, but are not limited to, welfare issues, financial issues, bullying, harassment and/or discrimination. Policies for each of these non-academic matters appear in the Student Policies section of the Avondale College Policy Manual, the definitive version of which is located on the Avondale College Website.

Students who wish to resolve grievances in relation to any of these non-academic matters need to follow the process outlined below.

- 1 The student (or nominee) initiates the grievance process by discussing orally, if possible, the nature of the grievance with the person with whom the grievance is held. In cases where a power differential exists, the student may not feel comfortable in doing this and therefore may proceed to Stage Two of this process. Alternatively, the complainant may be represented by a third party if desired.
- 2 If appropriate, the student or the person with whom the grievance is held may approach one of Avondale College’s official mediators and initiate the mediation process.
- 3 If the initial response does not satisfy the student or the student is not able to implement Stage One or Stage Two of this process, he/she may submit a written description of the grievance to either the relevant Residence Dean, the Equity Officer, the Harassment Contact Officer, the Disabilities Officer, the Student Counsellor, or the President of the ASFA Council. The staff member who receives such a written application will process the grievance application within 10 working days.
- 4 If the matter remains unresolved then a written grievance with full supporting documentation shall be submitted to either the Vice-President (Finance) (or nominee) or the Director of Student Services (or nominee), dependent on the nature of the grievance and whether or not that person has previously been involved with the resolution of the current grievance. The Vice-President (Finance) or the Director of Student Services will first interview all parties individually and then set up a meeting between all parties where arguments and/or witnesses in support of either party can be presented. The Vice-President (Finance) or the Director of Student Services in consultation with the Conciliation Committee will make a final determination on the matter within 10 working days of receiving the written grievance and the Chair of the Conciliation Committee will communicate the outcome to all parties. In communicating this outcome the Chair of the Conciliation Committee will give reasons and full-explanation in writing for the decision and actions taken as part of the procedures, if requested, by the complainant and/or respondent. (Alternatively the student may make a written submission directly to the Conciliation Committee.)
- 5 The grievance and appeals process does not preclude the student seeking redress in other forums outside the Avondale College process. For example, the student may wish to take the matter further with such bodies as the Office of Fair Trading (02 4925 7000), or the Anti-discrimination Board of NSW (02 4926 4300).
- 6 A nominee of the student may be included in the grievance handling negotiations if the student so chooses.

Students should note that:

- This is a generic policy for the resolution of grievances and appeals and in the case of bullying and harassment it may be more appropriate to follow the grievance process outlined in the Anti-bullying and Harassment Policy located elsewhere in this Handbook.
- In relation to grievances of a financial nature, the student should discuss the matter with the Student Finance Officer in the first instance prior to discussing the matter with the Financial Controller or the Vice-President (Finance).
- Avondale College will:
 - respond to grievances within a reasonable time (normally taken to mean 28 days).
 - retain confidential records of grievances for five years and allow parties to the complaint access to those records.
 - ensure that students will not be disadvantaged, bullied, harassed or victimized for submitting a grievance or appeal for consideration and as outlined in this policy.
 - notify incoming students of the location of this policy in the student section of the policy manual and display copies in each of the Faculties, Student Services and Residence Halls.
 - induct incoming staff in the location of this policy and in its correct use.
 - alter this policy immediately and without notice where any conflict arises with relevant legislation and in such cases the requirements of the legislation will take precedence.



Process for prospective students

Prospective students who wish to appeal against a decision made with respect to non-academic grievances need to follow the process outlined below.

- 1 The prospective student initiates the grievance process by discussing either orally or in writing the nature of their grievance with the person concerned.
- 2 If the prospective student feels unable or unwilling to approach the person against whom the grievance is held, he/she may either speak with or submit a written description of the grievance to the Dean of the relevant Faculty who will consider the rights and responsibilities of Avondale College, current students and other prospective students in relation to the matter. The prospective student may seek an advocate to speak and/or act on their behalf such as the Director of Student Services, a representative of the Avondale College Student and Faculty Association Council, the Equity Officer, the Disabilities Officer, the Student Counsellor, or the Chaplain.
- 3 If a further attempt to resolve the grievance is necessary, the Dean of the Faculty and the Academic Registrar meet together and with any other relevant authorities or persons.
- 4 If the matter remains unresolved then a written grievance with full supporting documentation shall be submitted to the Vice-President (Administration and Research). The Vice-President (Administration and Research) (or nominee) will, within 10 working days, first contact all parties individually and then if necessary set up a meeting or teleconference between all parties where arguments and/or witnesses in support of either party can be presented. The Vice-President (Administration and Research) will make a final determination on the matter within 10 working days of receiving the written submission and communicate the outcome to all parties. In communicating this outcome, the Vice-President (Administration and Research) will give reasons and full-explanation in writing for the decision and actions taken as part of the procedures, if requested, by the complainant and/or respondent.
- 5 The Office of the Vice-President (Administration and Research) will keep appropriate records of grievances for at least five years, and allow parties to the complaint appropriate access to these records.
- 6 The Office of the Vice-President (Administration and Research) will ensure that all records are treated as confidential.
- 7 The grievance and appeals process does not preclude the student seeking redress in other forums outside the Avondale College process. For example, the student may wish to take the matter further by selecting the appropriate body from among the Office of Fair Trading (02) 4925 7000, the Human Rights and Equal Opportunity Commission (1300 656 419) or the Anti-Discrimination Board of NSW (02) 4926 4300).

Reviewing grievance and appeals decisions

Where they are dissatisfied with the initial decision, students may apply in writing to the Review Officer who is the President of Avondale College and who also is a member of Avondale College Council, provided that Avondale College President has not been involved in the preceding process. Avondale College President may delegate this function to another person provided that the other person holds a rank that is more senior than any person previously involved in the process (such as the Education Director of the South Pacific Division of SDAs who is also a member of Avondale College Council) and provided that that person has not already been involved in the preceding review process.

Students who request a review of the initial decision must write a letter to the President of Avondale College and lodge it with the President's Personal Assistant within 28 days after the day on which the student/applicant received the notice of the outcome of the initial grievance/appeal application.

In reviewing grievance and appeals decisions the Office of the President will provide written acknowledgement within five working days of the receipt of the application for review of a reviewable decision. This letter of receipt of the application for review will include the statement, "A final determination will be made within 45 days. If after 45 days you have not received a reply please call the Office of the President and ask for the date on which the outcome of the decision was mailed." If the Office of the President is unable to supply this information, it is your right to lodge an appeal with an external body.

If after 45 days the student has not received a letter advising him/her of the outcome of the review of the decision, the student is advised to call the Office of the President for information regarding the date on which the final determination was mailed. If the student is unable to obtain information about the outcome of the final decision the student must assume that the original decision remains unaltered and may proceed to the next stage of the process which is to lodge an appeal with an appropriate body external to Avondale College.

Students and staff should note that:

- if the grievance relates to financial matters, the student should first consult Avondale College's Refund Policy located on the Avondale College website;
- all information obtained in the Grievance and Appeals and Review of Decisions processes will be treated confidentially and will also be treated in accordance with the provisions of the Privacy Act 1988.

Internet and e-mail use policy

Avondale College

- 1 will cooperate fully with any state, federal or international legal agency in the event that Avondale College's Internet facilities are used for illegal activities.
- 2 does not condone harassment of any sort via Avondale College's Internet facilities.
- 3 has final authority on use of the network and related connections/equipment.
- 4 reserves the right to restrict access to parts of the Internet that it deems inappropriate.
- 5 reserves the right to examine all data stored on the machines connected to the Internet and any associated account to ensure that all clients are complying with Avondale College's Internet Usage policy.
- 6 does not guarantee the reliability of the link between the Internet and Avondale College, and is not responsible for the corruption of data.
- 7 does not guarantee privacy of information/materials sent via the Internet.
- 8 takes no responsibility for any information or materials transferred through the Internet. Avondale College will not be liable for any actions of any person using Avondale College's Internet facilities.
- 9 may occasionally require new registration of student computer account information.
- 8 will not use Avondale College's facilities or equipment to conduct private or personal business.
- 9 will not use Avondale College Library computing facilities for any purpose other than as a direct aid to academic-related activities. Because of the potential disturbance that may occur, audio and video activities are not permitted on the Library computers.
- 10 will not participate in Internet chat sessions or on-line gaming.
- 11 will not use Avondale College Library's computing facilities for e-mail.
- 12 will understand that electronic mail (e-mail) via the Internet is not guaranteed to be private.
- 13 will not allow friends or family members to access Avondale College's computing facilities.
- 14 will realise that violations of this policy may result in suspension or revocation of network privileges and may be subject to other disciplinary measures in accordance with Avondale College's policies and procedures.

Students

- 1 take full responsibility for their Internet accounts. See point 8 above.
- 2 will take all reasonable steps to ensure that any and all information/materials are correct to the best of their knowledge.
- 3 are responsible for adhering to all state, federal and international law regarding the Internet and materials/information transmitted via the Internet.
- 4 will not use Avondale College's Internet or e-mail facilities to send or access offensive, obscene, harassing, illegal, discriminatory, defamatory or derogatory information.
- 5 will recognise that the Internet provides access to a global community. Hence when communicating with others (eg via e-mail), proper conduct and courtesy should be employed. By using Avondale College's Internet connection students are representing Avondale College in a global community.
- 6 are responsible for adhering to all state, federal and international laws governing the Internet and materials/information transmitted via the Internet. Such laws include intellectual property, moral rights and privacy legislation. Students should be aware that such actions as copying, storing, transmitting and incorrectly attributing or not attributing material are subject to legislation.
- 7 will report any information/material relating to, or in support of, illegal activities to the Director, Information Technology Services.

Motor vehicles policy

Avondale College allows students to operate a vehicle at Avondale College under the following guidelines:

Motor vehicles

- 1 All students must register the vehicle with the Financial and Business Services Centre within 24 hours of bringing the vehicle onto the campus, whether the student owns the vehicle, has it on loan, or otherwise has control of it. All vehicles must have current Roads and Traffic Authority registration, Compulsory Third Party (CTP) and Third Party Property Insurance. Traffic infringements will incur financial or other penalties.
- 2 Only one vehicle per student is permitted to be kept on campus. It must be registered and roadworthy. No unregistered vehicles are to be kept on campus.
- 3 The owner must produce a certificate of insurance, or third party property when registering the vehicle with Avondale College.
- 4 The owner must possess a current driver's licence. (NB New South Wales law requires that students have a New South Wales driver's licence and that vehicles be registered in New South Wales.)
- 5 Students must park in the appropriate parking areas as designated by College Administration, or advised in College publications. Campus parking signs/indicators (colour-coded) need to be strictly observed.
- 6 Students are advised not to lend their vehicles to others.
- 7 Avondale College accepts no responsibility or liability for loss or damage to students' vehicles or their contents while on the campus.
- 8 Vehicles must be driven on campus in accordance with all road signs, and must not be driven or parked on College lawns.

24 Traditions of Excellence in Christian Higher Education

Motor cycles

Regulations governing the use of motor cycles are similar to the general regulations for motor vehicles. In addition the following items need to be noted:

- 1 Only one motor cycle may be kept at Avondale College and must be registered with Avondale College even if only in storage.
- 2 While on campus noise must be kept to a minimum, especially around residence halls.
- 3 No motor cycle may be parked on campus other than in the places provided.

Penalties and fines

All students (residential and day) are reminded that any failure to follow the guidelines for vehicle use may result in a fine, and/or the withdrawal of vehicle privileges.

The following fines operate on campus:

- parking fines
- speeding or dangerous driving
- failure to register the vehicle (car or motor cycle) with Avondale College within 24 hours of bringing it on to campus.

Fines will be charged directly to student accounts. Any student who incurs repetitive fines risks the withdrawal of vehicle privileges, and possible deregistration.

Notice boards

Notice boards in various campus buildings come under the jurisdiction of each of the faculties concerned. Please obtain permission from the faculty before placing any notices.

The notice board outside the Library is particularly for student use. It is controlled by the Director of Student Services.

Occupational Health and Safety

Occupational Health and Safety Policy

Avondale College Council, Administration and all levels of management are committed to providing a healthy and safe work environment for the employees, students and visitors to campus.

In compliance with the requirements of the NSW Occupational Health and Safety Act 2000 and other associated legislation, Avondale College aims to prevent injuries and work-related ill health by continuing to develop and update written policies and procedures in consultation with staff, and to implement these in the workplace.

Resources will be directed towards providing for:

- compliance with all relevant statutory requirements,
- elimination of hazards and procedures which can cause death, injury or occupational disease,
- accident prevention and reporting measures,
- Occupational Health and Safety training and education programs,

- an accredited rehabilitation program for injured employees,
- a safe and healthy working environment with safe plant, equipment and procedures.

Whilst the prime responsibility for health and safety rests with the employer, all employees and students are responsible to ensure their own and others' health and safety by observing safe systems of work and reporting potential hazards to the supervisor in their work or study area.

Avondale College has appointed Graeme Taplin as Occupational Health and Safety Officer.

Occupational Health and Safety Reference Guide

1 *OH&S policy implementation*

Avondale College policy is to achieve the optimum attainable levels of health and safety as far as is practicable for all staff, students and visitors throughout all areas of its activities.

All members of Avondale College including students have a duty to care for their personal welfare and the welfare of others. To meet this commitment each person must take all reasonable care to prevent personal injury or injury to others and damage to plant or equipment.

In support of this policy, Avondale College has selected the necessary systems for the management of occupational health and safety.

2 *OHS Legislation*

The NSW Occupational Health and Safety Act, 2000 aims to ensure that everyone is free from the risk of disease or injury created by workplaces and workplace activities. The Act imposes obligations on all persons (including students) who may affect the health and safety of others and their own by their actions or lack of action.

Each person at Avondale College is therefore responsible for ensuring the health and safety of his/her environment by:

- complying with health and safety instructions
- taking action to avoid, eliminate or minimise hazards
- making proper use of personal protective equipment
- not wilfully placing at risk the health and safety of oneself or others
- seeking information and advice where necessary, and
- being familiar with reporting, emergency and evacuation procedures.

3 *Procedures for accident reporting*

Avondale College has a statutory obligation to record all injuries, illnesses and dangerous events that take place on its site where work is being performed for Avondale College. The particulars should be recorded

on the designated form within 24 hours of the occurrence of such an event. Guidelines and reporting forms are available in the Student Information Centre.

4 **Procedures for emergency reporting**

For all emergencies ring 000 (24 hour service) and state:

- the problem: (eg fire, medical emergency, assault)
 - location of emergency
 - your name and telephone extension
- If safe to do so, remain by the phone. Security staff will make all arrangements and will ring back to confirm action taken.
- Dial 000 for ambulance, fire brigade, or police.

5 **First Aid**

There are trained First Aid personnel amongst the staff who can render assistance.

6 **Procedures for building evacuations**

When there is an alarm or an instruction is given by a warden:

- walk, do not run, to the nearest safe exit
- do NOT use lifts; proceed to the assembly point as shown
- return to the building only when instructed by a warden.

7 **Smoking**

Smoking is not permitted in any building occupied by Avondale College or on the Avondale College Estate. It is a declared smoke free zone.

8 **Bicycle riding, skateboarding and rollerblading**

Bicycle riding, skateboarding and rollerblading are not permitted on pedestrian paths, car parks and essential vehicle use roads. Bicycle riding is permitted on general access roads. Cyclists are required to leave their bicycles at the bicycle stands located outside major buildings.

9 **Fire**

The initial emergency action may be undertaken by a single person or with the assistance of others available at the time. Any person discovering a fire should:

- a *rescue* any person in immediate danger, if it is safe to do so
- b *alert* other people in the immediate area
- c *confine* the fire by closing doors
- d *evacuate* the area
- e *report* the emergency—dial 0414 849 427 to report the emergency to Security and give the following details:
 - location of the emergency
 - extent or nature of incident
 - any need for medical assistance, and
 - name of person reporting the incident.

10 **Bomb threat**

Any person (student or staff) receiving a bomb threat should, where possible, record the threat message (use

the form provided in the internal telephone directory) and report to Security, on 0414 849 427, so that proper action may be implemented.

Privacy

Avondale College is committed to safeguarding personal information in accordance with the Privacy Act 1988 and the Privacy Amendment (Private Sector) Act 2000.

Avondale College collects information necessary to enable it to:

- provide services to its students and to people enquiring about study at Avondale College
- process applications for enrolment
- maintain appropriate academic and financial records
- assist prospective graduates to find employment
- maintain contact with past students
- provide statistical and other information required by government.

We do not collect sensitive information if the individual has not consented to its collection (unless we are required or permitted to do so by law).

Disclosure of personal information

We do not disclose personal information to third parties without the owner's consent, unless required or permitted by law.

We may be required by law to disclose some personal information to Australian government organisations and to the Fund Manager of the ESOS Assurance Fund.

Personal information may be disclosed for the prevention, detection or investigation of criminal or proscribed conduct, or in certain circumstances in the interest of public health or public safety.

We are required by law to inform the Australian Department of Immigration and Multicultural Affairs (DIMA) if an overseas student visa holder

- changes the course of study for which he/she is enrolled
- changes the duration of his/her course of study
- breaches a student visa condition relating to attendance or satisfactory academic performance.

It may sometimes be necessary for Avondale College to provide personal information to others with whom it conducts business; for example professional advisers (auditors, lawyers), insurers, printers.

Right of access

You have the right to access your personal information (subject to some exceptions allowed by law), and to have it corrected if necessary.

Accuracy

Avondale College takes reasonable precautions to ensure that the personal information we collect is accurate, complete and up-to-date. It is important that students keep Avondale College up-to-date with changes to their personal information, such as name and contact details.

Security

Avondale College takes reasonable steps to protect personal information from unauthorised access, modification or disclosure. Personal information is destroyed or permanently de-identified when no longer required.

Employment records

The employment records of employees of Avondale College are not subject to the provisions of the Privacy Act.

Contact details

If you have any questions relating to information we hold about you, please contact

The Academic Registrar
Avondale College
PO Box 19
COORANBONG NSW 2265
Australia
Telephone: (02) 4980 2125; Fax: (02) 4980 2124

Security and safety

Maintaining a safe and secure environment is an important College objective. Student assistance in this is valued.

Students are requested to note the following:

- 1 Avondale College employs several security officers who care for general security. Their tasks include patrolling the campus, ensuring buildings are secure, monitoring the entry and exit of personnel on to the campus, ensuring persons contacted after hours have legitimate reasons to be on campus, and caring for vehicle safety and parking on campus, including the allocation of fines for parking infringements. Students are expected to assist and support security staff in their duties, and must provide their name and their ID card to the security staff on request.
- 2 Buildings, facilities, and fittings are to be cared for in an appropriate manner, and staff are to be notified of any breakages or damages. Students are to refrain from using any fire protection equipment for any purpose other than extinguishing a fire in the absence of a fire protection officer. Students are also to refrain from using substances or equipment that constitute a high fire risk, such as candles, fuel lamps, inflammable liquids, or open bar-heaters.
- 3 College keys remain the property of Avondale College, and any keys provided to students must be returned at either the mid semester break or end of the year, the time of leaving Avondale College, or as requested by staff. Students should not borrow, lend or use other students' keys. It is against College policy for a student to have any key copied under any circumstances, or to enter another person's room, or any College building or room, by the misuse of keys such as jiggling the key, using an illegal copy of a key, or using a master key without permission. Similar terms and conditions

apply to Access Cards for residential students.

- 4 Students are requested to take care in recreational and class pursuits, and if any accident or injury occurs, offer appropriate assistance, and call Residence Directors or staff members if further assistance is necessary. All students are encouraged to have adequate medical insurance plus ambulance cover. In the event of a serious illness or accident students will be responsible for any medical, hospital, and/or ambulance costs.
- 5 College will notify parents/guardians of students under 18 years of age who have any serious illness or accident.
- 6 Students are not to possess or use firearms or fireworks on College property.
- 7 Residential students need to note that Avondale College does not hold insurance cover for students' belongings. Students are encouraged to take out private contents cover for their own personal belongings through an insurance company of their choice.

Students with disabilities

Avondale College is committed to providing equal opportunity for all students and appreciates and values diversity. Avondale College supports the right of people with disabilities to access and participate in higher education.

This policy statement is based on the principles contained within the Australian Vice-Chancellors' Committee (AVCC) Guidelines Relating to Students with Disabilities (December 1996 and the Disability Standards issued by the Department of Education, Science and Training (2005)). The policy outlines Avondale College's approach to ensuring that as far as circumstances reasonably allow, there is no discrimination against a person on the grounds of that person's disability. A full copy of this policy is located on the Avondale College website.

Services and assistance

Avondale College has an appointed Disabilities Services Officer associated with the office of Student Services. The current Disabilities Services Officer is the secretary to the Equity Officer.

Prospective and current students with a disability are encouraged to notify Avondale College at an early stage of specific requirements they may have so that Avondale College can attempt to plan for any special support required. This can be done by:

- a declaration on the enrolment form, *and/or*
- submitting an 'Application of special services due to disability' form, *and/or*
- contacting the Disabilities Services Officer—phone (02) 4980 2146.

Information provided in relation to a disability will be treated as confidential and revealed only with the student's permission. The student needs to be aware that it may be

more difficult to make appropriate adjustments and special arrangements if the nature of a disability is kept private, particularly from personnel who need to know in order to implement required modifications and provisions to facilitate the student's learning.

Recruitment, admission and enrolment

Applicants with disabilities will be assessed under the same criteria as applies to other applicants, and are subject to meeting course entry requirements.

In line with AVCC (1996) guidelines, "when assessing the educational qualifications of an applicant with a disability for the purposes of considering whether they have met the admission criteria to the standard necessary to gain admission, the ... [College] may make an adjustment to an admission score to compensate for disadvantage experienced by the applicant in prior educational settings. In the consideration of a possible adjustment, the ... [College] ... seek advice from appropriate health professionals and officers from the relevant school or other educational institution concerning the likely effect of the disability on the person's educational achievements".

"Where it is claimed on the basis of expert advice that a particular academic course is not available to a student because his/her disability has a particular functional implication, the matter must be examined by the most senior academic committee which should seek independent advice from other appropriate bodies" (AVCC, 1996).

Academic support

Avondale College is committed to making reasonable modifications to academic programs to accommodate students with disabilities. However, in so doing it will not compromise the academic standard or any essential component of a program.

Where, because of disability, a student requires special provisions for learning and/or assessment (including examinations), application should be directed (on the form titled 'Application for special services due to disability') to the Dean through the Disabilities Services Officer. Applications must be supported by a statement of the nature and extent of the disability and documentation from an appropriate registered practitioner (eg doctor, physiotherapist, psychologist). Where the disability is permanent, documentation need only be provided on initial application for special provisions. Approval will be at the discretion of the Disabilities Services Officer in consultation with the relevant Dean of Faculty (and Vice-President (Administration and Research) where it involves end of semester examinations).

Flexible approaches to learning and assessment are encouraged, where appropriate, to help meet the diverse needs of all students, not just those with disabilities. However, it is recognised that there are some specific activities and skills that are expected or required depending

on the qualification being sought. In order to provide an environment that fosters learning, procedural variations and/or alternative assessment strategies are available to assist students with substantiated disabilities where required skills are not compromised.

Physical access

Avondale College was established in 1897 and several buildings predate current disability access standards. As resources allow, Avondale College is modifying building access to cater to the needs of students with disabilities.

Where students with disabilities are registered on the disabilities data base, appropriate rooms will be timetabled to suit the students' needs. In the design of new buildings Avondale College will ensure that there is conformity with appropriate Australian standards and that the level of access and the facilities required for students with disabilities is considered with expert advice being sought.

Language

Avondale College will "promote the use of appropriate language in reference to disabilities and people with disabilities" and will make every effort to ensure that any College publications are "exemplary in this regard" (AVCC, 1996).

Grievances

If a student with disabilities has a grievance in relation to access or equity matters they are encouraged to use Avondale College's grievance procedures, as appropriate, outlined in the 'Grievance and Appeals Resolution Policy', or 'Dealing With Harassment'.

Procedure for applying for special services due to a disability:

- The student (or prospective student) makes an appointment with the Disabilities Services Officer to discuss any special services or accommodations required and available. If the student is unable to meet directly with the Disabilities Services Officer, contact should be made by phone or e-mail.
- The student (or prospective student) completes and submits the 'Application for special services due to a disability' to the Disabilities Services Officer. Documentation from an appropriate registered practitioner (eg doctor, physiotherapist, psychologist) to substantiate the nature of the disability must be attached. Submission of this form registers the student with the Disabilities Services Office and allows the Officer to proceed with helping the student (or prospective student) make appropriate arrangements.
- The Disabilities Services Officer assists the student (or prospective student) to identify options available to reduce the impact of his/her disability while at Avondale College.
- Where special consideration is required in relation to learning and/or assessment procedures the Disabilities

Services Officer arranges for the student (or prospective student) to have discussions with the relevant Dean of Faculty to determine the student's specific requirements. If the assessment procedures involve end of semester examinations the Vice-President (Administration and Research) and the Academic Registrar are to be involved in the discussions. Except in extenuating circumstances, applications for special arrangements in examinations, because of disability, are to be made prior to the publication of the examination timetable.

- Where it is determined that special learning and/or assessment procedures will be implemented for the student (or prospective student), they will be confirmed in writing by the relevant Dean of Faculty (or Academic Registrar for examination procedures) and copies sent to:
 - the student (or prospective student)
 - the relevant lecturer/s
 - the Disabilities Services Officer

This written confirmation is to be received by the student no later than 10 working days of the application for special services being received by the Disabilities Services Officer.

- The relevant Dean of Faculty monitors the implementation of the special learning and/or assessment procedures to ensure they are consistent with what was approved.
- The Disabilities Services Officer arranges any other special services required by the student, due to the disability.
- Special requirements approved for a student with a disability are reviewed by the Disabilities Services Officer and the relevant Dean of Faculty at the conclusion of each semester.
- Where circumstances change for a student in respect to his/her disability the student (or next of kin) are to inform the Disabilities Services Officer of the change, in writing, as soon as possible to enable a review of the services provided to the student to occur.

Trading policy

The trading or soliciting of goods or services in Avondale College is not permitted. Any variation to this rule must be approved by College Life Committee.