

Be Kind  
Work Hard



**Handbook**

**2026**

## Contents

|                                                                                                                                                    |    |
|----------------------------------------------------------------------------------------------------------------------------------------------------|----|
| <a href="#">1. Welcome Message from the Principal</a>                                                                                              | 3  |
| <a href="#">2. ACE Vision, Mission, Values and Philosophy Statements</a>                                                                           | 3  |
| <a href="#">3. College Details</a>                                                                                                                 | 5  |
| <a href="#">4. Enrolment</a>                                                                                                                       | 6  |
| <a href="#">5. Student Supervision</a>                                                                                                             | 7  |
| <a href="#">6. Attendance</a>                                                                                                                      | 8  |
| <a href="#">7. The Victorian Pathways Certificate (VPC) and The Victorian Certificate of Education Vocational Major (VCE VM) Learning Programs</a> | 9  |
| <a href="#">8. School Fees</a>                                                                                                                     | 17 |
| <a href="#">9. Student Engagement and Wellbeing</a>                                                                                                | 18 |
| <a href="#">10. Student Behaviour and Management</a>                                                                                               | 22 |
| <a href="#">11. Student Support Services</a>                                                                                                       | 27 |
| <a href="#">12. Students with Special Needs</a>                                                                                                    | 28 |
| <a href="#">13. Privacy</a>                                                                                                                        | 29 |
| <a href="#">14. Complaints</a>                                                                                                                     | 30 |

## 1. Welcome Message from the Principal

I am very pleased to welcome you to Advance College of Education (ACE) and hope that your learning experience with us will provide you with a sound foundation for further study and your future career and life.

ACE is an independent special assistance school which offers the Victorian Pathway Certificate – VPC and VCE Vocational Major – VCE-VM Units 1 & 2 (Year 11) and Units 3 & 4 (Year 12) at two campuses located in Hastings and Rosebud.

At ACE, students are not only provided with an opportunity to develop sound literacy, numeracy, vocational and employability skills but are also supported to meet individual personal development goals.

We are looking forward to working with you throughout the year to help you to achieve your full potential through memorable, positive and productive learning experiences.

If you have any questions about the year ahead, I encourage you to talk to me, teachers or other members of staff.

Best wishes,

Steve Wright (Principal)

## 2. ACE Vision, Mission, Values and Philosophy Statements

### Our Vision

To CREATE change through education.

### Our Mission

To meet the individual learning needs of our community through best practice learning experiences.

### Our Values

**Courage:** We understand that doing the right thing is not always doing what is easy  
**Respect:** We value diversity and treat everyone fairly, recognising individual contributions  
**Empathy:** We are kind and extend ourselves to understand other perspectives and experiences  
**Accountability:** We work hard and are individually accountable and collectively responsible  
**Trust:** We say what we mean and act with integrity  
**Empowerment:** We support our colleagues and community to be the best that they can be

### Philosophy

ACE believes that all students have the right to a quality, individualised education program that enables them to succeed and connect with the wider community.

ACE is committed to the creation of a learning environment which centres on improving wellbeing, stamina and resilience to strengthen educational, social and vocational outcomes for each student.

Our programs are delivered with high expectations for academic achievement and personal and social development that broaden further education and/or employment options.

This philosophy is enacted through integrating the following elements into all aspects of the ACE Learning Program:

- **The Berry Street Education Model (BSEM):** BSEM centres on a trauma informed positive education method. This relationship-based practice is grounded in unconditional positive regard and the use of restorative practices which assist students and staff to build the capacity to self-regulate behaviour, improve learning outcomes and nurture relationships.
- **Resilience, Rights and Respectful Relationships (RRRR):** RRRR centres on ensuring that we model respectful relationships and gender equality practices across the entire College

community. A whole-school approach to Respectful Relationships recognises that schools are:

- a workplace where all staff should feel equally respected, safe and valued and have equal opportunities
- a safe space where young people can learn about gender equality and respectful relationships, in and out of the classroom
- part of the wider community that can model gender equality and respectful relationships.
- **eSmart:** eSmart is a guiding framework for schools to manage cyber safety and wellbeing. Cyber safety has been integrated into our policies and procedures to deal with incidents, and to ensure the delivery of curriculum around the smart, safe and responsible use of technology.
- **Individual Education Plan (IEP):** At ACE we work with young people to accommodate different learning profiles, rates of learning and individual passions through the development of an IEP for every student that we support. The IEP is negotiated between the learner and ACE staff members. It sets out goals and strategies that are achievable and challenging. This becomes the guiding document for all staff and students at ACE as they work together to achieve the goals.

### **Motto**

Be kind. Work hard.

### **Aims and Objectives**

ACE is focused on:

- Supporting and actively promoting the principles and practice of Australian democracy, including a commitment to:
  - The elected government
  - The rule of law
  - Equal rights for all before the law
  - Freedom of religion
  - Freedom of speech and association
- The values of openness and tolerance
- Providing a respectful, safe and inclusive learning environment which is free from discrimination, harassment, bullying, vilification, victimisation and otherwise unlawful and unacceptable behaviours.
- Providing accessible, dynamic learning opportunities within the Mornington Peninsula community.
- Meeting individual needs while providing quality learning experiences that reflect community aspirations.
- Research, development and innovation.
- Building partnerships with industry, community members and other organisations who have mutual or complementing interests.
- Fostering a sense of belonging to a caring community in which members and participants are accepting and supportive of each other.
- Ensuring that the Child Safe Standards are adhered to for all students attending ACE.

### 3. College Details

|                                                     |                                                                                                                                                                                                                                                                                                                                                                                                                      |
|-----------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Rosebud Campus</b>                               | <b>Address:</b> 6 Henry Wilson Drive, Rosebud 3939<br><b>Phone:</b> 5986 4623<br><b>Email:</b> <a href="mailto:aceinfo@advance.vic.edu.au">aceinfo@advance.vic.edu.au</a><br><b>Website:</b> <a href="http://www.advancecollege.vic.edu.au">www.advancecollege.vic.edu.au</a><br><b>Office Hours:</b> Monday to Friday, 8.30am - 4.30pm<br><b>Class days and times:</b> Mon, Tues, Thurs, Fri 9.30am - 2.30pm        |
| <b>Hastings Campus</b>                              | <b>Address:</b> 1973 Frankston Flinders Rd, Hastings 3915<br><b>Phone:</b> 5979 1398<br><b>Email:</b> <a href="mailto:aceinfo@advance.vic.edu.au">aceinfo@advance.vic.edu.au</a><br><b>Website:</b> <a href="http://www.advancecollege.vic.edu.au">www.advancecollege.vic.edu.au</a><br><b>Office Hours:</b> Monday to Friday, 8.30am - 4.30pm<br><b>Class days and times:</b> Mon, Tues, Thurs, Fri 9.30am - 2.30pm |
| <b>Principal</b>                                    | <b>Steve Wright</b><br><b>Email:</b> <a href="mailto:steve.w@advance.vic.edu.au">steve.w@advance.vic.edu.au</a>                                                                                                                                                                                                                                                                                                      |
| <b>Assistant Principal</b>                          | <b>Kris Helisma</b><br><b>Email:</b> <a href="mailto:kris.h@advance.vic.edu.au">kris.h@advance.vic.edu.au</a>                                                                                                                                                                                                                                                                                                        |
| <b>Learning Engagement Coordinator</b>              | <b>Roney Weaver</b><br><a href="mailto:roney.w@advance.vic.edu.au">roney.w@advance.vic.edu.au</a>                                                                                                                                                                                                                                                                                                                    |
| <b>Student Support Coordinator</b>                  | <b>Clare Andrews</b><br><a href="mailto:clare.a@advance.vic.edu.au">clare.a@advance.vic.edu.au</a>                                                                                                                                                                                                                                                                                                                   |
| <b>Home Teacher Rosebud VPC Wilson</b>              | <b>Mitch Wood</b><br><a href="mailto:mitchell.w@advance.vic.edu.au">mitchell.w@advance.vic.edu.au</a>                                                                                                                                                                                                                                                                                                                |
| <b>Home Teacher Rosebud VPC Henry</b>               | <b>Jake Smith</b><br><a href="mailto:jake.s@advance.vic.edu.au">jake.s@advance.vic.edu.au</a>                                                                                                                                                                                                                                                                                                                        |
| <b>Home Teachers Hastings VPC</b>                   | <b>Jenna Keogh</b> (Monday and Tuesday)<br><a href="mailto:jenna.k@advance.vic.edu.au">jenna.k@advance.vic.edu.au</a><br><b>Leah Green</b> (Thursday and Friday)<br><a href="mailto:leah.g@advance.vic.edu.au">leah.g@advance.vic.edu.au</a>                                                                                                                                                                         |
| <b>Home Teacher VCE VM1&amp;2 (Rosebud Campus)</b>  | <b>Ali Biggs</b><br><a href="mailto:alexandra.b@advance.vic.edu.au">alexandra.b@advance.vic.edu.au</a>                                                                                                                                                                                                                                                                                                               |
| <b>Home Teacher VCE VM3&amp;4 (Rosebud Campus)</b>  | <b>Darryn O'Connor</b><br><a href="mailto:darryn.o@advance.vic.edu.au">darryn.o@advance.vic.edu.au</a>                                                                                                                                                                                                                                                                                                               |
| <b>Rotating Teacher</b>                             | <b>Ash Fathers</b><br><a href="mailto:ash.f@advance.vic.edu.au">ash.f@advance.vic.edu.au</a>                                                                                                                                                                                                                                                                                                                         |
| <b>Rotating Teacher</b>                             | <b>Jenna Keogh</b> (Thursday and Friday)<br><a href="mailto:jenna.k@advance.vic.edu.au">jenna.k@advance.vic.edu.au</a>                                                                                                                                                                                                                                                                                               |
| <b>Rotating Teacher</b>                             | <b>Leah Green</b> (Monday and Tuesday)<br><a href="mailto:leah.g@advance.vic.edu.au">leah.g@advance.vic.edu.au</a>                                                                                                                                                                                                                                                                                                   |
| <b>Rotating Teacher</b>                             | <b>Cassie Black</b> (Thursday and Friday)<br><a href="mailto:cassie.b@advance.vic.edu.au">cassie.b@advance.vic.edu.au</a>                                                                                                                                                                                                                                                                                            |
| <b>Rotating Teacher</b>                             | <b>Bridgette Juchnevicius</b> (Monday – Wednesday)<br><a href="mailto:bridgette.j@advance.vic.edu.au">bridgette.j@advance.vic.edu.au</a>                                                                                                                                                                                                                                                                             |
| <b>Student Support Officers (Wellbeing) Rosebud</b> | <b>Kylie McGowan</b><br><a href="mailto:kylie.m@advance.vic.edu.au">kylie.m@advance.vic.edu.au</a><br><b>James Oakley</b><br><a href="mailto:james.o@advance.vic.edu.au">james.o@advance.vic.edu.au</a>                                                                                                                                                                                                              |
| <b>Student Support Officer (Wellbeing) Hastings</b> | <b>Molly Glassborrow</b><br><a href="mailto:molly.g@advance.vic.edu.au">molly.g@advance.vic.edu.au</a>                                                                                                                                                                                                                                                                                                               |

|                                                                                     |                                                                                                                            |
|-------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------|
| Student Support Officer (Pathways)                                                  | <b>Del Preston</b><br><a href="mailto:del.p@advance.vic.edu.au">del.p@advance.vic.edu.au</a>                               |
| Student Support Officer (Student Support VET Delivered to School Students (VETDSS)) | <b>Erin Bourke</b><br><a href="mailto:erin.b@advance.vic.edu.au">erin.b@advance.vic.edu.au</a>                             |
| Student Support Officer (Occupational Therapy) Mondays and Fridays                  | <b>Tash Couacaud</b><br><a href="mailto:tash.c@advance.vic.edu.au">tash.c@advance.vic.edu.au</a>                           |
| School Psychologist Mondays and Tuesdays                                            | <b>Zoe Woodruff</b><br><a href="mailto:zoe.w@advance.vic.edu.au">zoe.w@advance.vic.edu.au</a>                              |
| Student Support Officer (Wellbeing Dog)                                             | <b>Ace</b><br>c/o <a href="mailto:james.o@advance.vic.edu.au">james.o@advance.vic.edu.au</a><br>(Ace's Personal Assistant) |

### Term Dates – 2026

|        |                                                                    |
|--------|--------------------------------------------------------------------|
| Term 1 | Thursday 29 <sup>th</sup> January – Thursday 2 <sup>nd</sup> April |
| Term 2 | Monday 20 <sup>th</sup> April – Friday 26 <sup>th</sup> June       |
| Term 3 | Monday 13 <sup>th</sup> July – Friday 18 <sup>th</sup> September   |
| Term 4 | Monday 5 <sup>th</sup> October – Friday 27 <sup>th</sup> November  |

The campuses are closed on all Victorian Public Holidays.

### Public Transport Access

#### Hastings Campus (Bus or Train)

- 782 Bus
- Train

#### Rosebud Campus (Bus)

[FlexiRide - Public Transport Victoria \(ptv.vic.gov.au\)](http://ptv.vic.gov.au)

### 4. Enrolment

ACE is committed to ensuring students are admitted to the school in a manner that is fair, transparent and non-discriminatory. The College is dedicated to the principles of access and equity in education and is committed to the goal of improving the knowledge, skills and quality of life for all Australians, considering the particular needs of individuals who may have experienced disadvantage. No preference is given to students of a particular sex, race religious belief when selecting students. ACE may make enrolment decisions on the basis of the College's judgement of its capacity to meet the needs of the student. Students will be placed on a waitlist when the school becomes oversubscribed. Students will be contacted in order of admission to the waitlist when a place becomes available.

**The minimum age at entry at ACE is 15 years of age. The maximum age at entry is 19 years of age. Refer to *ACEP1 Enrolment and Transition to ACE Policy and Procedure* for further details.**

### ACE Enrolment Process

#### Pre- Enrolment

- Prospective students, parents/caregivers are encouraged to look at the ACE website for information about the ACE Learning Program and how and why we do what we do prior to completing an Expression of Interest online. Students are required to submit an Expression of Interest form prior to being invited to attend a pre-enrolment interview.
- The ACE Administration Officer will contact parents/caregivers who have submitted an Expression of Interest to arrange an interview time.

- Students and parent/guardian (unless the student is classified as being independent) must attend a pre-enrolment interview with the Education Support Coordinator and the Learning Engagement Coordinator prior to being considered for a place at ACE.
- Parents are requested to provide the College with relevant information about their child's academic, learning, medical, physical, social and emotional needs. This may include previous student reports, relevant certificates and assessment grades (when available). The Student Support Coordinator will contact the student's previous school for further information that may assist with the development of the Individual Education Plan.

#### *Trial*

- Prior to being formally enrolled at ACE, prospective students will complete a 'trial' to determine if ACE is suitable for them and vice versa. The trial phase will consist of:
  - 8x1 hour sessions either before or after school where students work with the Home Teacher to complete a 'mini project', which requires students to utilise key literacy and numeracy skills to complete 8 tasks.
- At the end of the 'trial' the Home Teacher and the LEC/SSC will meet with the prospective student and their parent/guardian to determine if ACE is the right school for the student and vice versa. All enrolment paperwork is to be completed at this time if the plan is for the student to commence at ACE. N.B. An offer of enrolment may be made at the discretion of the Principal and will be conditional on the Principal being satisfied as to the suitability of the applicant and the ability of the College to meet the applicant's needs.
- When an offer of enrolment is made a more detailed overview of ACE delivery model for VPC and VCE VM will be provided.

#### **Confirmation of Enrolment**

Parents/Guardians must confirm their acceptance of the offer and the terms and conditions set out in the Enrolment Agreement by:

- Completing the Enrolment Form and signing the Enrolment Agreement. All sections must be fully completed and all required signatures must be applied. If the student, parent/guardian has indicated that the student has a medical condition, this needs to be discussed and relevant medical management plans provided to the College prior to commencement.
- The following original documents must be presented. These will be copied and placed in the student's file:
  - A current Health Care Card (Green) or Pension Card (Blue) if concession box has been ticked
  - Full Birth Certificate
  - Photo ID (e.g. passport, driver's licence/learner's permit, previous school card, Keycard)
  - Medicare Card
  - Most recent school report and relevant certificates (if available)
  - Transfer/transition form signed by the principal of their previous school (as applicable).
- A copy of the student's Child History Statement (immunisation status). This is not a mandatory requirement but is viewed as a preferred option for secondary students.

#### **5. Student Supervision**

Staff are **not** in attendance at each campus outside of the opening and closing hours listed.

- ACE will provide student supervision from 30 minutes prior to the first class and 30 minutes after the end of last class. Students are to remain within the campus boundaries and are free to move around the campus during their breaks but are reminded to adhere to the safety warnings and requirements specific to each area.
- Staff members are rostered to supervise students during break times.

- All students under 18 years of age are to remain on campus during the normal class day, including break times. If any student is to leave the campus boundaries before their scheduled end of class time or during break times, ACE must be provided with consent from the student's parent or guardian. This consent acknowledges that they are allowing their child or dependent to leave the campus without supervision and are no longer under the College duty of care.
- Students over 18 must discuss their need to leave campus with a staff member prior to leaving.

**Refer to ACEP21 Student Care, Safety and Welfare: Duty of Care and Supervision for further details**

## **6. Attendance**

We all want our students to get a great education, and the building blocks for this begin with students coming to school every day. Active participation in school helps young people to develop important skills, knowledge and values which set them up for further learning and participation in their community. Young people who regularly attend school and complete a senior secondary or equivalent qualification have better health outcomes, better employment outcomes, and higher incomes across their lives. Missing school can have a major impact on a child's future — a student missing one day a fortnight will miss four full weeks by the end of the year.

There is no acceptable number of days for missing school. **Every Day Counts.**

- Schooling is compulsory for children and young people aged from 6 —17 years unless an exemption from attendance has been granted.
- Students are required to attend **all time-tabled classes and excursions** in order to maximise their learning opportunities. Students whose attendance is poor may harm their chances of successfully completing.
- ACE requires that all students attend **a minimum of 80%** of school days throughout the year. Failure to achieve this may jeopardise a student's place in the program.
- If a student has completed work but their attendance is low, the College may be unable to authenticate the student's work which may lead to an unsatisfactory result.
- Where the rate of absenteeism is of concern (**falls below 70%**), the Home Teacher will follow up with parents/carers.
- The Home Teacher will refer a student to the Learning Engagement Coordinator (LEC) or Student Support Coordinator (SSC) when they continue to be concerned about a student's lack of attendance (attendance rate continues to be below 70%). The LEC/SSC will contact the parent/carer to arrange a meeting to discuss targeted strategies to support the student's attendance and engagement.
- If subsequent attendance rates show no improvement, a member of the Leadership Team will send a 'warning' letter to the parent/carer/student informing them that they will be required to attend a meeting and commit to an Attendance Plan.
- If the Attendance Plan is not adhered to and improvement isn't shown, the Assistant Principal will meet with the parent/carer/student to discuss the student's place in the program.
- Class attendance rolls are taken manually by the Home Teacher in the morning and afternoon.
- All student absences require an explanation and/or a medical certificate. For students under 18, phone confirmation from a parent/guardian is required.
- Parents/guardians of students will be notified of any unexplained absences or lateness via the Compass Student Management System.

## **Student Absences and Lateness**

### **Absences**

Parents/carers (or student if over 18 or living independently) must ring/message their **Home Teacher before 9:00 am** if a student is going to be absent.

For absences deemed reasonable (for example, illness or public transport interruption) students will need to provide suitable evidence (for example medical certificate or public transportation online notification.)

Absences for reasons other than illness or emergency situations are to be avoided. Doctor's appointments, dentist's appointments, and vacations should be scheduled, whenever possible, for times when classes are not running.

### **Lateness**

ACE school hours are **9.30am – 2.30pm**.

Lateness impacts upon the individual student's ability to participate in daily learning and assessment within their class. Lateness also has a negative effect on the class as a whole, as students often have to wait whilst instruction is repeated. To ensure that disruption is minimised, students and parents of ACE are to work together to adhere to the following guidelines:

- For lateness deemed reasonable (for example, medical or public transport interruption); students will need to provide suitable evidence (for example medical certificate or public transportation online notification).
- Parents/carers (or student if over 18 or living independently) must ring or message their **Home Teacher** before 9:00 am if they are going to be late.
- Late students are required to complete a 'late check in slip' on arrival and wait outside the classroom to speak with a staff member prior to entering the classroom.
- The Home Teacher will follow up with parents/carers when a student is continually late (e.g. four consecutive days of late arrival) or when student's reasons for being late require further investigation.
- The Home Teacher will refer a student to the Learning Engagement Coordinator (LEC) or Student Support Coordinator (SSC) when they continue to be concerned about a student's lateness. The LEC/SSC will contact the parent/carer to arrange a meeting to discuss targeted strategies to support the student's punctuality and engagement.
- If subsequent punctuality rates show no improvement, a member of the Leadership Team will send a 'warning' letter to the parent/carer/student informing them that they will be required to attend a meeting and commit to a Punctuality Plan.
- If the Punctuality Plan is not adhered to and improvement isn't shown, the Principal will meet with the parent/carer/student to discuss their place in the program.

**Refer to ACEP23 Student Care, Safety and Welfare: Attendance for further details.**

## **7. The Victorian Pathways Certificate (VPC) and The Victorian Certificate of Education Vocational Major (VCE VM) Learning Programs**

### **About the VPC**

The VPC is an inclusive certificate designed to meet the needs of students who require a more individualised and flexible program. It provides an enriched curriculum and excellent support for students to focus on developing the skills, knowledge and qualities for success in personal, workplace and civic life. The certificate can be an end point in itself, with students gaining formal recognition for what they have achieved. Alternatively, a student may use it as a jumping off point to VCE, VCE VM, or VET certificates or straight into a job (including apprenticeships/traineeships).

The curriculum is engaging, teaches skills and knowledge in the context of 'real life' experiences and develops in-demand skills needed for the future world of work.

The VPC is termed an accredited 'Foundation Secondary Qualification' under the Education and Training Reform Act 2006. The level of learning it delivers is aligned with Level 1 of the Australian Qualifications Framework (AQF). Studies in the VCE and the VCE VM are aligned to Levels 2, 3, and 4 of the AQF, therefore the VPC does not provide credit that can be transferred to the VCE or VCE VM.

### **Who is it for?**

The ACE VPC program is designed to develop and extend pathways for young people, whose previous schooling experience may have been disrupted for a variety of reasons, including students with

additional needs, students who have missed significant periods of learning and vulnerable students at risk of disengaging from their education. While the VPC is not a senior secondary qualification, it is a pathway to the VCE Vocational Major, entry level Vocational Education and Training (VET) or employment. There is no maximum time limit for completion of units. Students may start the certificate in Year 10 (if they need additional time to complete the course), Year 11 or Year 12.

### **What can the VPC lead to?**

VPC students can develop the skills, knowledge, values and capabilities to make informed choices about their future, and progress to:

- a senior secondary qualification (including VCE or VCE VM)
- an entry-level vocational education and training (VET) course
- employment (including apprenticeships and traineeships)

### **VPC Qualification Requirements**

To be eligible to receive the VPC, students must satisfactorily complete a **minimum of 12 units**, including:

- at least two units of VPC Literacy
- at least two units of VPC Numeracy
- at least two VPC Personal Development Skills units
- at least two VPC Work Related Skills units.

Students **can** also add VET units of competency at Certificate I level or above to their VPC program well as spending time in a workplace through Structured Workplace Learning (SWL), School Based Apprenticeships and Traineeships (SBATs) or Work Experience (these are not a requirement for completion of the VPC). While part-time work does not contribute directly to a student's VPC, they may be able to use their experience in the workplace to better understand Work Related Skills units.

### **Vocational Education and Training (VET) in the VPC**

The VPC program can include units of competency (if the VET Pathways Officer and Home Teacher determine that it would be in the student's best interest) from nationally recognised VET qualifications, however, it is not a requirement for the completion of VPC. Successful completion of 90 nominal hours at Certificate I level or above provides one unit of credit towards the completion of the VPC.

### **VPC Unit Results**

Successful completion of a VPC unit is when all modules within that unit have been satisfactorily completed. This is based on the teacher's decision that the student has demonstrated achievement of the module learning goal/s and that they have submitted work that is clearly their own.

If a student submits work that does not meet the required standard for satisfactory completion, teachers may consider other work that the student has undertaken and submitted for the module.

The College may decide to delay the decision about satisfactory completion to allow a student to complete or submit further work. Students are encouraged to speak to their teacher or the Assistant Principal if they have any questions about this.

### **Certification**

The student receives their Certificate and a Statement of Results after successfully completing the VPC (all units are marked by their teacher at school).

The Registered Training Organisation (RTO) provides the official VET Statement/s of Attainment or certificate/s for successful completion of any VET units of competency (marked by RTO trainers).

Students who enrol in the VPC and do not complete the full certificate receive a Statement of Results that lists their completed units and recognises their partial completion of the certificate.

### **About the VCE-VM**

The VCE-VM is a senior secondary vocational and applied learning program **designed to be completed over a minimum of two years**, in years eleven and twelve. The program provides students with choice and flexibility to pursue their strengths and interests to develop the skills and capabilities needed to succeed in further education, work and life.

### Who is it for?

The ACE VCE VM program is designed to develop and extend pathways for young people who:

- feel out of place in a mainstream secondary school
- prefer hands on, practical learning with real skills for life and work
- need the right environment to thrive with smaller classes and extra support
- would benefit from a personalised approach to learning based on their individual goals and motivation.

The VM is a VCE qualification which has a greater emphasis on vocational learning and **does not** provide students with the option of attaining an ATAR score for university entrance.

### What can the VCE VM lead to?

- an apprenticeship
- a traineeship
- vocational training
- university (via non-ATAR pathways)
- the workforce

### VCE-VM Qualification Requirements

To be eligible to receive the VCE-VM, students must satisfactorily complete **a minimum of 16 units**, including:

- At least 3 VCE VM Literacy units
- At least 2 VCE VM Numeracy units
- At least 2 VCE VM Work Related Skills units
- At least 2 VCE VM Personal Development Skills units, and
- 2 VET credits at Certificate II level or above (a minimum of 180 nominal hours)

Students must complete a minimum of three other Unit 3–4 sequences as part of their program.

Most students undertake 16-20 units over the course of their certificate.

Students can contribute to their minimum sequence through the attainment of Structured Workplace Learning (SWL) Recognition units.

### Satisfactory VCE VM Unit Result (S)

Students receive an S (satisfactory) for a unit when the teacher determines that the student has:

- produced work that demonstrates achievement of the outcomes and meets the required standards and;
- they have submitted work that is clearly their own.

This decision will be based on the teacher's judgement of the student's performance in a combination of learning activities and assessment tasks that are related to the outcomes and designed for the unit. The key skills and knowledge included in the relevant study designs will assist teachers in making this judgement.

### Not Satisfactory VCE VM Unit Result (N)

A student will receive an N (not satisfactory) for the unit when one or more of the following occurs:

- Student work does not demonstrate achievement of the outcomes.
- The student has not met the approved extension of time for the assessment task.
- The work cannot be authenticated, for example through lack of attendance.
- There has been a substantial breach of the VCAA's assessment rules and the College's assessment rules.

### Vocational Education and Training (VET)

A **compulsory** component of **VCE-VM** is the successful completion of **a minimum of 180 hours of accredited VET units**. Students must meet with **Student Support (VET and Pathways)** prior to selecting their VET program to discuss areas of employment that they are interested in to ensure that their VET studies are relevant to their employment goals.

In 2026 ACE will offer a service industry VET program which consists of a number of nationally accredited units that focus on the development of skills for service industries. **There will be no cost for this program.**

Students wishing to undertake a **VET course** with an external provider will be required to contribute \$400 for materials costs. In some instances, students may be **required to cover the full cost of the course**.

### **Structured Workplace Learning (SWL) Recognition for VET**

Students enrolled in **VCE VM 1 and 2** who successfully complete 80 hours of structured workplace learning related to their VET program or who undertake a school-based apprenticeship or traineeship (SBAT) and complete the related Workplace Learning Record (WLR) in one year can gain credit for one VCE VM unit

### **Flexible Delivery (VCE VM)**

ACE has permission from the VCAA to deliver VCE VM through a flexible delivery method to meet the needs of students who may learn at a different pace or transition into the VCE VM during the school year. Options provided include:

- Mid-year commencement; completing Unit 1 in Semester 2 and Unit 2 in Semester 1 of the following year.
- Extended delivery; completing a single VCE VM unit across more than one semester.
- Concurrent delivery; completing Units 1 and 2 or Units 3 and 4 across two semesters.

### **Certification**

The student receives their Certificate and a Statement of Results after receiving an S for **all required** units (all units are marked by their teacher at school). If a student receives an N (not satisfactory) for one or more of their required 16 units, they will not complete their certificate. To appeal an N result, students are to speak to their teacher and/or the Assistant Principal.

The Registered Training Organisation (RTO) provides the official VET Statements of Attainment or certificates for successful completion of any VET units of competency (marked by RTO trainers). Students who enrol in the VCE VM and do not complete the full certificate receive a Statement of Results that lists their completed units and recognises their partial completion of the certificate.

*More information about the VPC and VCE VM is available at the VCAA website: [www.vcaa.vic.edu.au](http://www.vcaa.vic.edu.au).*

### **The ACE Learning Program**

Typically, the ACE Learning Programs consist of a full-time study load and all work is completed at school. The nature of applied learning allows the student to *demonstrate* that they can complete tasks satisfactorily. Learning programs may vary as they are designed to reflect individual needs and interests. An Individual Education Plan is developed for each student as a result of consultation between the Home Teacher, student, parent/guardian and Student Support. Students work towards achieving a variety of outcomes that are based on what they must know and be able to do to satisfactorily complete a unit.

### **Work Experience**

Work experience may take the form of placement with a 'host employer' and/or part-time paid employment. Students will undertake extensive, pre-placement preparation during the first half of the year prior to commencing work experience in the second half of the year. Our Student Support Officer (VET and Pathways) works closely with students and host employers to set up suitable placements and will provide advice and support throughout.

While work experience and part-time work does not contribute directly to a student's VPC or VCE VM, they may be able to use their experience in the workplace to better understand Work Related Skills units.

### **Morning and Afternoon Circles**

- All students must participate in the morning circle at **9:30am each day**. Morning circles provide an opportunity for everyone to be present, centred, grounded and ready to learn. A

typical morning circle might include: discussion about what is planned for the day, icebreakers and celebrations of special events and achievements.

- All students must participate in the afternoon circle at **2:20pm each day**. Afternoon circles provide an opportunity for everyone to reflect on the day and to plan for the next day. A typical afternoon circle might include: things that worked and didn't work, suggestions for improvement and celebrations of achievements.

### **Student Readiness to Learn:**

Our program is built around students coming to school each day ready to learn. However, we understand that there may be times when your child does not have the right mindset for learning. If you feel that this is the case before they leave for school, please contact their teacher to discuss whether it may be beneficial for them to stay at home for the day. In some cases, this may be classified as a valid explained absence.

We also recognise that while a student may appear ready to learn in the morning, they may struggle to engage as the day progresses. When this happens, ***our policy is to send students home for the remainder of the day.*** A staff member will contact you to arrange for you to collect your child or to confirm permission for them to travel home independently. Before returning to class the next day, students are required to meet with their teacher to discuss how we can best support them in achieving their learning goals.

### **Excursions and Incursions**

ACE plans excursions and incursions that **all students are required to attend**. They are beneficial to course work and will include activities that may cover several learning outcomes.

Students who are under 18 must gain written consent from a parent/guardian to attend any excursions that will be held out of the 'local excursion' zone (permission to attend local excursions is to be signed at enrolment).

An Excursion notice will be forwarded to parents/guardians via the Compass Student Management System. Permission must be received by the Home Teacher prior to every non-local excursion.

Students over 18 are also required to 'sign' and return the consent form.

### **Uniform and Equipment**

#### ***Uniform***

While we have no formalised uniform at ACE, we expect all students to dress in a **neat, appropriate and tidy** manner. This includes flat, comfortable **shoes with a covered toe** – please **do not** wear high heels, soft-soled 'ugg' boots/slippers or thongs as these are not safe, nor permitted. At times, you may need safety boots for certain activities.

We appreciate the right for you to wear the clothing that you feel comfortable in and that you identify with but your safety and the comfort of all staff and students is essential.

#### ***Equipment***

ACE provides stationery and learning technology (Chromebook laptop which is stored in the classroom). There are no textbooks and, unless students have extra requisites for external VET, there are no other requirements. The school will provide work equipment such as safety boots, work uniforms etc. for Work Experience/SWL if requested by the host employer.

### **Assessment**

Satisfactory completion of the VPC and VCE-VM is based on evidence that demonstrates that the student has successfully completed the modules/learning outcomes. A range of assessment methods and task types may be used. These include:

- teacher observation;
- self-assessment;
- a portfolio of evidence accumulated through project or program participation;

- awards from recognised programs;
- oral or written reports and presentations;
- creating texts for example: sets of instructions, brochures, videos, mindmaps, posters, summaries;
- discussion;
- debates;
- role-plays;
- folios of tasks or investigations;
- performing practical tasks;
- reflective journal/diary;
- case study analysis;
- research tasks;
- responses to structured questions;
- student logbooks.

Students will receive an S (Satisfactory) or N (Not yet complete) result for each unit. Further information about assessment processes and procedures is available from the VCAA website at: [www.vcaa.vic.edu.au](http://www.vcaa.vic.edu.au), or talk to your teacher for clarification.

### **Delay of Satisfactory Completion**

A delay of satisfactory completion can occur if a student misses too many classes or the work presented does not meet curriculum components in accordance with assessment guidelines. Teachers will work with students who are assessed as 'N' and provide opportunities to satisfactorily complete units to achieve an 'S' result wherever possible.

Acceptance of late submissions of work will be considered by teachers on a case by case basis. The teacher's decision whether to accept the work or not is final, however students are able to follow the appeals process if they disagree with the ruling.

Students must commit to make up lessons missed and complete all outcomes prior to unit results being entered onto VASS.

### **Special Provision**

Special provision provides eligible students with the opportunity to further develop skills and knowledge and demonstrate their learning and achievement through assessment to complete their certificate. ACE enrolls students into a program with the reasonable expectation that they will be able to complete the course successfully however sometimes students may need special provision to successfully achieve this. Students who may be eligible include those who are adversely affected by:

- acute or chronic illness (physical or psychological)
- any factors relating to personal environment
- an impairment or disability including learning disabilities

Students deemed eligible will still need to complete all work related to satisfactory completion of all units. ACE will ensure that any student granted special provision will not have an advantage over other students in the program.

Students who may require special provision are usually identified at enrolment via the enrolment interview with the student and / or parent and discussion with the previous school. Teachers and Wellbeing staff may also identify students that they feel may be eligible at other times throughout the year. In this case, a recommendation should be made to the Assistant Principal for consideration. The College's decision will be based on the best interest of the student following these discussions and where applicable provision of other professional or medical advice. If required, ACE will form an ongoing support group for the student.

Strategies will be determined on a case by case basis and could include (but not limited to):

- provision of additional classroom learning time
- rescheduling an assessment task
- Flexible Access to School (FAS) plan

- extra time to complete an assessment task
- providing a substitute task of the same type
- a replacement task of a different type
- planned tasks that assess more outcomes
- provision of ICT tools / resources

### **Lost, Stolen or Damaged Work**

If a teacher or student has lost work or had work stolen or damaged, they must make a written statement explaining the circumstances. The statement must be signed, dated and filed at the College. The College must keep a record, but we are not required to report the loss, theft or damage to the VCAA. The Principal, acting on advice from the teacher, and on the basis of records kept, shall determine the unit result

### **Authentication**

Teachers must ensure that they are able to authenticate student assessments i.e. that all work submitted by a student is their own work. This can be achieved through: monitoring student attendance, requiring students to complete work during class time and acknowledge any resources used in their work and through reducing opportunities for undue assistance, including copying and plagiarism. In deliberating whether a student's work is genuinely their own, teachers should consider whether the work:

- is not typical of other work produced by the student
- is inconsistent with the teacher's knowledge of the student's ability
- contains unacknowledged material
- has not been sighted and monitored by the teacher during its development

### **Plagiarism and Cheating**

Plagiarism is the action or practice of taking and submitting or presenting the writing or other work of someone else as though it is your own work. **ACE expects students to act with integrity and honesty and acts of plagiarism are completely unacceptable and will not be tolerated.** Student work submitted for assessment must be their own. Students must not receive undue assistance from any other person in the completion of their work or assessment tasks. This includes copying or plagiarising other work.

Plagiarism occurs:

- When students use the ideas, words or work of others and submits these in an assessment task as their own. For example:
  - handing in an individual assignment or task that was written in part or whole by someone else or
  - asking or paying a friend or some other person to write the assignment or task
  - Using published work and resources
- Plagiarism or cheating is using words, ideas or work from published sources and submitting these as their own. This can include material taken from the following sources without acknowledgment:
  - the internet, a book, chapter, article, database, pamphlet, brochure or any other source.
- It is also plagiarism when students include material in their work without acknowledging the owner.

### ***Cheating in Assessments***

Cheating while completing an assessment task is an act of plagiarism. This includes:

- copying from other students;
- taking unauthorised notes or materials into an assessment;
- accessing internet files in practical computing and other assessment;
- using notes handwritten in allowed/authorised texts

- using other students copy of an assessment prior to sitting for it;
- letting someone complete the assessment for you;

#### *Consequences*

If a student is found to have cheated or plagiarised the Principal may decide to do one of the following:

- Reprimand the student.
- Give the student the opportunity to resubmit work for satisfactory completion.
- Refuse to accept the work that infringes the rule and decide on the award of an S or N on the remainder of any work.
- Refuse to accept any work if the infringement is judged by the Principal to merit such a decision.

Notification of the Principal's decision and consequences must be provided to students within 14 days of the decision being made.

**Refer to *ACEP16 Assessment and Reporting Policy and Procedure* for further details**

#### **Withdrawing from a Unit**

Students wishing to withdraw from a unit must first seek the advice of their teacher and the Learning Engagement Coordinator as this may impact the completion and attainment of their VCE VM or VPC. Students are to continue with the unit until approval has been provided and the modification must be approved by the student, parent/carer, Home Teacher and the Learning Engagement Coordinator.

#### **Reporting**

Parents/guardians will receive a written report relating to a student's academic development and work habits at the end of each semester. Parents/guardians are also encouraged to contact the Home Teacher, Learning Engagement Coordinator and/or the Student Support Coordinator to check on student progress throughout the year.

**Refer to *ACEP16 Assessment and Reporting Policy and Procedure* for further details**

### Typical Classroom Schedule

| Session | Time              | Monday                                                           | Tuesday                                                          | Wednesday               | Thursday                                                | Friday                                                                   |
|---------|-------------------|------------------------------------------------------------------|------------------------------------------------------------------|-------------------------|---------------------------------------------------------|--------------------------------------------------------------------------|
|         | 9:30am – 9:35am   | Circle – Ready to Learn Scale                                    | Circle – Ready to Learn Scale                                    | VET or Work Experience  | Circle – Ready to Learn Scale                           | Circle – Ready to Learn Scale                                            |
| 1.      | 9:35am – 9:45am   | Brain Starter Activity                                           | Brain Starter Activity                                           | All students off campus | Brain Starter Activity                                  | Brain Starter Activity                                                   |
|         | 9:45am – 10:35am  | Literacy- Literacy Skill Builder and Writing Activities          | Numeracy – Maths Pathways/ Skill Builder and Numeracy Activities |                         | PDS- PDS Skill Builder and PDS Activities               | Literacy Skill Builder and Reading Activities                            |
|         | 10:35am- 10:50am  | Physical Activity                                                | Wellbeing Activity                                               |                         | Wellbeing Activity                                      | Physical Activity                                                        |
|         | 10:50am – 11:10am | Break                                                            | Break                                                            |                         | Break                                                   | Break                                                                    |
| 2.      | 11:10am – 11:30am | 11:10 – 11:20 Reading<br>11:20 – 11:30 Reading Activity          | 11:10 – 11:30 Journal Writing                                    |                         | 11:10 – 11:20 Reading<br>11:20 – 11:30 Reading Activity | 11:10 – 11:30 Project Work                                               |
|         | 11:30am – 12:30pm | Numeracy – Maths Pathways/ Skill Builder and Numeracy Activities | Literacy Skill Builder and Writing Activities                    |                         | Literacy - Skill Builder and Writing Activities         | WRS Skill Builder and Skills for the 21 <sup>st</sup> Century Activities |
|         | 12:30pm – 1:00pm  | Lunch                                                            | Lunch                                                            |                         | Lunch                                                   | Lunch                                                                    |
| 3.      | 1:00pm – 1:15pm   | Brain Starter Activity                                           | Brain Starter Activity                                           |                         | Brain Starter Activity                                  | Brain Starter Activity                                                   |
|         | 1:15pm - 2:00pm   | PDS- PDS Skill Builder and PDS Activities                        | Feuerstein Instrumental Enrichment Program                       |                         | Project Work                                            | Literacy – Literacy Skill Builder and Oracy Activities                   |
|         | 2:00pm– 2:25pm    |                                                                  | WRS - WRS Skill Builder and WRS Activities                       |                         | Horizons/ Enrichment Activity                           | Numeracy - Maths Pathways/Skill Builder and Numeracy Activities          |
|         | 2:25pm – 2:30pm   | Afternoon Circle                                                 | Afternoon Circle                                                 |                         | Afternoon Circle                                        | Afternoon Circle                                                         |

### 8. School Fees

ACE student fees are \$250 (\$50 concession) per student per year. **Enrolments cannot be finalised until full payment has been received.** Families who are experiencing financial hardship are encouraged to contact the Principal to discuss payment options. This is the only fee that students pay at ACE and it covers all excursions, camps, equipment and VET courses facilitated by Advance Community College RTO. Any VET courses undertaken with another RTO may be at the expense of the student/family.

#### Refunds

Students who withdraw from ACE in writing within four (4) weeks of their commencement date, are entitled to a full refund of school fees, less a \$25.00 administration fee.

Students are not entitled to any refund if they withdraw later than four weeks after their commencement date. Unless otherwise agreed by the Principal, there will be no refund of fees where a student's enrolment is cancelled.

## **9. Student Engagement and Wellbeing**

ACE is committed to valuing the dignity of every member of our community. Staff lead by example, demonstrating that all students are equally valued and providing them with the support and respect they need to develop confidence, resilience and stamina. This results in the creation of an atmosphere of trust, respect and concern for others.

ACE provides comprehensive support for students who require additional assistance to help them to overcome obstacles that may be preventing them from actively and successfully engaging in appropriate learning. This includes but is not limited to:

- Student and parent/carer meetings with the Home Teacher, SSC and/or LEC to develop engagement strategies
- Referral to a Student Support Officer (Wellbeing) for targeted learning engagement activities
- Referral to the School Psychologist

We believe that student welfare is a shared responsibility between ACE, home and the community and we encourage all young people attending ACE to engage with the School Psychologist or an external youth worker or similar to help them with their transition to further education and or employment. The School Psychologist:

- Is available to meet individually with students to provides ongoing counselling when further support is required.

### **School Community Commitment**

*The Principal and school leaders will:*

- Work collaboratively to create a school environment where respectful and safe conduct is expected of everyone.
- Behave in a manner consistent with the standards of the profession and meet core responsibilities to provide inclusive, safe and orderly environments.
- Plan, implement and monitor arrangements to ensure the care, safety, security and general wellbeing of all students in attendance at the College.
- Identify and support students who are or may be at risk.
- Do our best to ensure every student achieves their personal and learning potential.
- Work with parents/guardians to understand their child's needs and, where necessary, adapt the learning environment accordingly.
- Respond appropriately when inclusive, safe or orderly behaviour is not demonstrated and implement appropriate interventions and sanctions when required.
- Make known to parents/guardians the school's communication and complaints procedures.
- Ask any person who is acting in an offensive or disorderly way to leave the school grounds.

*Teachers, Student Support and other non-teaching staff will:*

- Model positive behaviour to students consistent with the standards of the profession.
- Proactively engage with parents about student outcomes.
- Work with parents to understand the needs of each student and, where necessary, adapt the learning environment accordingly.
- Work collaboratively with parents to improve learning and wellbeing outcomes for students with additional needs.
- Communicate with the Principal/Assistant Principal when there is any tension (or anticipated tension) or challenging behaviour from parents.
- Treat all members of the school community with respect.

*Parents/Guardians will:*

- Work collaboratively with the ACE team to achieve the best outcomes for their child.
- Treat all staff, students and other families with fairness and respect.
- Show tolerance towards everyone in the school community.

- Follow all health and safety practices as required.
- Comply with all applicable ACE policies and procedures.
- Ensure that their child attends school on time, every day the College is open for instruction (unless advised by the College).
- Advise the College as soon as possible if their child is unable to attend and the reason/s why.
- Attend parent/teacher meetings as required.
- Model positive behaviour to their child.
- Take an interest in their child's school and learning.
- Communicate constructively with the College and use expected processes and protocols when raising concerns.
- Support ACE staff to maintain a safe learning environment for all students.
- Follow the school's complaints processes if there are complaints.
- Inform the College of any changes to their contact details, and any relevant information concerning their child.

*Students will:*

- Adhere to all ACE *Student Rules and Responsibilities* (as outlined in Student Enrolment Information).
- Model positive behaviour to other students.
- Comply with and model school values including the College motto, "Be kind. Work hard."
- Behave in a safe and responsible manner.
- Respect themselves, other members of the College community and the school environment.
- Actively participate.
- Not disrupt the learning of others and make the most of their educational opportunities.
- Treat all College leaders, staff, students, and other members of the school community with respect.

*Community members will:*

- Model positive behaviour to the College community.
- Treat other members of the College community with respect.
- Support staff to maintain a safe and orderly learning environment for all students.
- Utilise the College's communications protocol to communicate with the school

## **Safety**

Consistent with the provisions of the Occupational Health and Safety Act in Victoria, ACE is committed to ensuring a safe and acceptable healthy environment for all employees, students and others at our workplace(s), protecting them from injury and ill health by complying with all relevant safety legislation.

To achieve these occupational health and safety objectives ACE commits to the following:

- Involvement and commitment of staff and students to occupational health and safety;
- Identifying, controlling and removing hazards to prevent accidents and the spread of disease;
- Addressing cyber safety issues or incidents that have the potential to impact on the wellbeing of our students;
- Examination and reporting of all accidents and dangerous incidents;
- Highlighting and discussing safety matters with students and employees to encourage their contribution to rectifying them
- Establishing comprehensive first aid and emergency procedures;
- Appointment of a First Aid Officer; and,
- Provision of safety information, training and supervision as necessary.

## Child Safe

ACE has **zero tolerance of child abuse** of any kind. Students have the right to feel protected, be safe and free from abuse, including while at ACE.

*What is child abuse?* – Child abuse includes:

- Sexual or grooming offences
- Physical violence
- Serious emotional or psychological harm
- Serious neglect

If a student is worried about child abuse there are people that they can talk to. It is a good idea for students to talk to an adult that they trust about any concerns that they might have. That might be a parent, relative, a teacher or someone else that works at ACE. ACE has one Child Safety Officer (Student Support Coordinator), a Learning Engagement Coordinator and School Psychologists that students can talk to at any time during school hours.

**Child Safety Officer: Student Support Coordinator** (Clare)

**Learning Engagement Coordinator:** (Roney)

**Student Support (Wellbeing):** (Kylie, James, Molly)

**School Psychologists** Annie – Rosebud each Tuesday, Sebastian – Hastings – each Monday

**Refer to ACEP30 Student Care, Safety and Welfare: Child Safe Policy and Procedure and ACEP 31 Student Care, Safety and Welfare: Mandatory Reporting Policy and Procedure for further details.**

## Useful Links

There are services that students can contact to access more information, and in some cases, to speak to somebody about their concerns.

- *Kids Helpline* - For any time and for any reason - free, private and confidential phone and online counselling 24 hrs a day 7 days a week. <https://kidshelpline.com.au/>
- *Headspace (National Youth Mental Health Foundation)* - Headspace can help if students are going through a tough time. Students can talk to someone at Headspace on the phone, online or in person. They also have a lot of information on their website. [headspace National Youth Mental Health Foundation](https://headspace.org.au/)
- *Victorian Centres Against Sexual Assault* - Victorian Centres Against Sexual Assault provide services to child and adult victims/survivors of sexual assault. The assault may have occurred recently or in the past. <http://www.casa.org.au/survivors-and-friends/>
- *Create Foundation* - Creating a better life for children and young people in care. <http://create.org.au/>
- *Youthlaw* - Free and confidential legal advice. <http://youthlaw.asn.au>

## Medical Conditions

- Students with a medical condition that has been diagnosed by a doctor must record this on the Enrolment form. Management Plans provided by a doctor also need to be on file for anaphylaxis, asthma, diabetes, epilepsy and life-threatening allergies/conditions. Enrolment will not be finalised until this plan is on file and you have met with ACE staff.
- A confidential discussion with the Student Support Coordinator can be arranged at enrolment for students who visit mental health professionals. Information given will provide staff with knowledge on how to manage the student's situation by providing appropriate learning options.
- ACE needs to be notified of any prescriptive medicines and any changes that may impact on student learning and wellbeing while at school. On days where, practical activities are occurring it is important that all students are able to be alert and not drowsy or creating a danger to themselves or others.

- All medication (both prescription and non-prescription) to be administered to a student at school requires written permission documented on **ACEF64 Medication Authority**. All prescription medication to be administered at school must be:
  - accompanied by written advice providing directions for appropriate storage and administration
  - in the original bottle or container, clearly labelled specifying the name of the student, dosage and time to be administered
  - within its expiry date
  - stored according to the product instructions, particularly in relation to temperature.
- If a student is unable to participate in particular activities due to a medical condition it would be beneficial for all concerned if we were to be made aware of this at enrolment.

**Refer to ACEP8 Student Health and Safety: Administration of Medication Policy and Procedure for further details.**

### **Emergencies**

Emergencies take a variety of forms depending on where it is happening. ACE has a comprehensive Emergency Management Plan (available on its website) that provides information for all emergencies and the relevant College staff

- If you have an emergency at home outside College hours leave a message with the absentee contact for your class and your Home Teacher will contact you at your earliest convenience.
- In any other emergency you will be informed at earliest convenience. Please that the **Hastings Campus** is in a designated bushfire zone and will be closed on declared **CODE RED** fire days.

**Refer to ACEP14 Bushfire Safety Policy and Procedure (Hastings Campus) for further details.**

### **First Aid and Arrangements for Ill Students**

- Students **who are unwell should not attend school**.
- Parents/carers of ill students will be contacted to take the student home.
- Appropriate health and safety recommendations will be followed at all times, including suitable handling precautions and disposal of all blood/body fluid products.
- No medication including headache tablets (because they can mask signs of serious illness or injury) will be administered to students without a completed **ACEF64 Medication Authority**. Any form of medication must be supplied by the parent/carer.
- Detailed records of all attendance of first aid and any treatment or follow up received, or suggested are kept. These records are to be available to parents/carers on request.
- If students attending first aid are unable to return to class, a parent/carer or nominated emergency contact will be contacted to pick the student up.
- At the commencement of each year, requests for updated first aid information will be sent home including requests for any Health Support Plans and high priority medical forms.
- The College recommends that all students have personal accident insurance and ambulance cover.
- Every effort will be made to maintain the privacy of people attending first aid. They will be triaged and given every opportunity to express their needs and be treated appropriately, with dignity, compassion and respect.
- All ACE campuses are equipped with first aid kits and a designated first aid area. All campuses have at least one Level 2 first aid trained staff member on site at all times.

**Refer to ACEP26 Student Care, Safety and Welfare: First Aid and Arrangements for Ill Students Policy and Procedure for further details.**

## Evacuation Procedures

In case of emergencies evacuation procedures may be implemented. Each campus has a campus-specific procedure to be followed as detailed in the Emergency Management Plan. Teachers will go through this with students in detail at the commencement of each term.

## 10. Student Behaviour and Management

Students can reach their full educational potential only when they are happy, healthy and safe and when there is a positive school culture to support them. This interdependent relationship between student wellbeing and student learning is fundamental to students' positive and successful engagement with their education. ACE aims to promote the link between wellbeing and learning in every aspect of the curriculum, school culture and environment.

ACE aspires to provide a social context which allows students to be supported whilst also being taught how to accept responsibility for their own behaviour. Students need opportunities to develop appropriate behaviours, self-control, and resiliency through interactions with teachers and other staff and through the curriculum; and they need to be reinforced consistently in a manner which enhances their understanding of responsible social behaviour.

The following principles will guide ACE in the management of all student behaviour:

- Student wellbeing and the prevention of inappropriate behaviour will be enhanced through **a focus on early intervention and prevention.**
- The use of appropriate curriculum and structured learning programs will encourage engagement by students.
- Student behaviour is best managed in ways that promote restorative practices and are educative in nature.
- All decisions relating to the management of student behaviour and the implementation of policy are made according to the principles of procedural fairness.
- Teacher's behaviour management processes will acknowledge the duty to take reasonable care for the safety of staff members and students
- Student behaviour must not be viewed in isolation but as part of an interaction between the student, staff member and the school community.
- Staff members will demonstrate accountability for evidence-based decision making, reporting and referral to appropriate support, and record keeping.
- Corporal punishment is not permitted at ACE

The College's **Student Rules and Responsibilities** (provided at enrolment) sets out the behavioural expectations of all members in our school community. It respects the diversity of individuals and addresses the shared responsibilities of all members in building safe and respectful school communities.

Discrimination, sexual and other forms of harassment, bullying, violence, aggression and threatening behaviour (including cyber behaviour) are unacceptable and will not be tolerated in this school.

Unreasonable behaviour and/or failure to uphold the values of the Rules and Responsibilities will lead to the implementation of the **Zones of Consequence** (provided at enrolment) which outlines discipline procedures that will be applied using a staged approach. These may include:

- Withdrawal from class (Stepping Out)
- Participation in restorative meetings
- Removal from school for 1 or more days (Stepping Down)
- Following a Behaviour Management Contract
- Following a Return to School Plan
- Prevention from participating in excursions/camps other activities
- Expulsion from school

## Student Rights and Responsibilities

All students have the right to:

- expect the best quality education Advance can provide;
- be provided with an innovative, equitable and supportive environment that challenges students to achieve their full potential;
- be provided with current and clear guidelines regarding course content, time demands and assessment details;
- expect impartial, constructive and prompt assessment of work. Information of assessment criteria and expected standards will be made available;
- have access to required facilities and resources necessary for the student's academic goals to be achieved;
- be treated in a non-discriminatory and respectful manner by both staff and fellow students;
- expect that scheduled classes will take place, or to be informed of alternative arrangements;
- have access to staff to whom questions and difficulties can be referred.

It is the responsibility of all students to:

- take an active role in planning and pursuing their studies;
- be well informed about the requirements of the course that is being undertaken, to attend all set classes;
- discuss with staff any problems that may be encountered;
- make the best possible use of the opportunities and facilities that Advance offer;
- submit work, which is wholly their own work (**plagiarism will not be tolerated**) and on time;
- respect the rights and welfare of Advance staff and students;
- ensure their behaviour does not impact negatively, or disrupt, the learning of others;
- respect Advance property and report any items that are not in working order promptly;
- comply with the Advance policies and procedures

**Refer to ACEP2 Student Engagement and Wellbeing: Student Behaviour Management Policy and Procedure for further details.**

## Discrimination, Genderual Abuse, Harassment and Bullying including Cyber Bullying

While at ACE it is important that you feel you are in a safe and friendly environment and that you encourage care, courtesy and respect for others. Everyone has a legal right to protection from harassment under the Equal Opportunity Act 2001 (Vic).

If you see another person being harassed or bullied you should tell the person that you witnessed the incident and advise them to report it to a staff member. If you see a friend harassing another person, let them know that their behaviour is unacceptable. Bystanders who do nothing to stop bullying may be contributing to the problem by providing an audience for a bully.

If you are being harassed or bullied you should:

- Tell the bully you don't like what they are doing and you want them to stop.
- Discuss the matter with a staff member that you feel comfortable with.

Your concerns will be taken seriously. All complaints will be treated confidentially. Extreme forms of bullying or sexual harassment may lead to criminal prosecution.

Any offence illegal under Australian Federal or State Law (e.g. racial discrimination, sexual harassment) will be referred to the Police

**Bullying:** Bullying occurs when someone, or a group of people, deliberately and repeatedly upset, harass, intimidate, threaten or hurt another person or damage their property, reputation or social acceptance. There is an imbalance of power in incidents of bullying, where the bully or bullies have more power than the victim due to their age, size, status or other reasons.

Bullying may be direct or indirect, physical or verbal, and includes cyberbullying. *Bullying is not a one-off disagreement between two or more people or a situation of mutual dislike.*

Bullying can be:

- Direct physical bullying – e.g. hitting, tripping, and pushing or damaging property.
- Direct verbal bullying – e.g. name calling, insults, homophobic or racist remarks, verbal abuse.
- Indirect bullying – e.g. spreading rumours, playing nasty jokes to embarrass and humiliate, mimicking, encouraging others to socially exclude a person and/or damaging a person's social reputation or social acceptance.

**Cyberbullying:** Cyber bullying is direct or indirect bullying behaviours using digital technology. For example, via a mobile phone, tablets, computers, chat rooms, 'MUD' rooms (multi-user domains where individuals take on different characters), Xanga's (on-line personal profiles where some adolescents create lists of people they do not like), email, social media, etc. It can be verbal, written or include use of images, video and/or audio. It can involve:

- *Flaming* – online fights using electronic messages with angry or vulgar messages.
- *Harassment* – repeatedly sending nasty, mean and insulting messages.
- *Denigration* – posting or sending gossip or rumours about a person to damage his/her reputation or friendships.
- *Outing* – sharing someone's secrets or embarrassing information or images online.
- *Exclusion* – intentionally and cruelly excluding someone from an online group.
- *Cyber-stalking* – repeated, intense harassment and denigration that includes threats or creates significant fear.
- Assuming the identity of the victim online and representing them in a negative manner or a manner that may damage their relationship with others.
- Repeatedly, and for no strategic reason, attacking players in online gaming.

**Mutual Conflict:** involves an argument or disagreement between people with no imbalance of power. In incidents of mutual conflict, generally, both parties are upset and usually both want a resolution to the issue. Unresolved mutual conflict can develop into bullying if one of the parties targets the other repeatedly in retaliation.

**Social Rejection or Dislike:** is not bullying unless it involves deliberate and repeated attempts to cause distress, exclude or create dislike by others.

**Single-Episode Acts:** of harassment, nastiness or physical aggression are not the same as bullying. If someone is verbally abused or pushed on one occasion, they are not being bullied. Harassment, nastiness or physical aggression that is directed towards many different people is not the same as bullying. However, single episodes of harassment, nastiness or physical aggression are not acceptable behaviours.

**Harassment:** means written, verbal, sexual (including gestures) or physical conduct which is uninvited, unwelcome or offensive to a person and is persistent or pervasive. This includes conduct that is based on a person's actual or perceived race, colour, national origin, sex, disability, sexual orientation, gender identity or expression, religion or any other distinguishing characteristics. This also includes association with a person or group with one or more of the abovementioned characteristics, whether actual or perceived. It can be subtle or explicit:

- *Subtle* (the most common) this includes (but is not limited to):
  - offensive staring and leering
  - unwanted comments about physical appearance and sexual preference
  - racist or smutty comments or jokes
  - questions about another's sexual activity
  - persistent comments about a person's private life or family
  - physical contact e.g. purposely brushing up against another's body
  - offensive name calling.
- *Explicit* (obvious) they include:
  - grabbing, aggressive hitting, pinching and shoving, etc.
  - unwelcome patting, touching, embracing
  - repeated requests for dates, especially after refusal

- offensive gestures, jokes, comments, letters, phone calls or e-mail
- sexually and/or racially provocative remarks
- displays of sexually graphic material – pornography
- requests for sexual favours.

**Genderual Harassment or Abuse:** Genderual harassment or abuse is a general term covering unwelcome genderual behaviour. This could include a demand for genderual activity (subtle or explicitly) or offer of genderual favours, unwanted and deliberate physical contact, unwelcome genderual jokes, innuendos or comments of a genderual nature. It could also be the display of offensive pictures or publications, or the use of offensive language in the classroom or workplace.

- Genderual harassment or abuse is a general term covering unwelcome genderual behaviour. This could include a demand for genderual activity (subtle or explicitly) or offer of genderual favours, unwanted and deliberate physical contact, unwelcome genderual jokes, innuendos or comments of a genderual nature. It could also be the display of offensive pictures or publications, or the use of offensive language in the classroom or workplace. If at any time a student/staff member is subjected to genderual harassment, they should contact a teacher, SSO or another ACE staff member.
- The offence of grooming concerns predatory conduct undertaken by anyone over the age of 18 to prepare a student/child under the age of 18 for genderual activity at a later time.
- The offence applies where an adult communicates, by words or conduct, with a student/child under the age of 18 years or with a person who has care, supervision or authority for the child with the intention of facilitating the child's involvement in genderual conduct, either with the groomer or another adult.
- Grooming and Child Abuse are illegal and any suspected or reported cases will be dealt with immediately.

**Refer to ACEP22 Student Care, Safety and Welfare: Anti-Bullying and Harassment Policy and Procedure for further details.**

### **Prohibited Items and Substances**

- **Firearms or Weapons** Under NO CIRCUMSTANCES are firearms or weapons (including imitation and replica firearms/weapons) permitted to be brought on to any Campus. If any student/s is found to be in the possession of either, the student/s will be subject to disciplinary action, which may result in the immediate termination of enrolment. Cases could also require the matter to be referred to the local authorities.
- **Alcohol** Under NO CIRCUMSTANCES is the consumption of alcohol permitted. Any breach of the Victorian liquor legislation or regulations will be dealt with according to the Student Disciplinary Procedure.
- **Smoking/Vaping** ACE recognises the right of everyone in the community to a **smoke/vape free environment**. Smoking/vaping is illegal for persons under 18 years of age. Any breach of the Tobacco Act 1987 will be dealt with according to the Student Disciplinary Procedure.
- **Drugs** Possession and/or use of any illegal drug or substance, or the misuse of prescribed drugs, will be viewed as a serious breach of discipline. Possession or use of illegal drugs or prohibited substances is a criminal offence and Advance reserves the right to inform the local authorities. Disciplinary action may result in immediate termination of enrolment.

*Students who come to school with the appearance of recently consuming alcohol or drugs will have their parent/guardian/carer called to collect them and be sent home with a follow up meeting arranged with the Principal before being permitted to return to school.*

### **Digital Technologies Use**

Use of digital technologies and access to the internet at ACE are subject to an agreed code of behaviour that reflects ACE's values, Australian and Victorian law. This agreement outlines the College's roles and responsibilities in supporting safe digital learning, as well as the expected behaviours we have of our students when using digital or online spaces.

ACE provides its students with computer access and an internet connection. While every effort is made to ensure that students are protected from undesirable content while using digital technologies, students should ensure they practice 'Safe Surfing' to help reduce the chance of an unpleasant digital/online experience. ACE reserves the right to monitor student digital technology usage, including internet access and emails sent or received at ACE. Students should not store, create, print or transmit anything which they would not be happy for their teachers or parents to see.

At ACE we:

- Have a Student Behaviour Management policy and procedure that outlines our School's values and expected standards of student conduct, including consequences for breaching the standards. This Policy extends to online conduct;
- Have programs in place to educate our students to be safe and responsible users of digital technologies including: Resilience, Rights and Respectful Relationships, eSmart and the Berry Street Education Model;
- Provide information about digital access issues such as online privacy, intellectual property and copyright;
- Supervise and support students using digital technologies in the classroom;
- Use clear protocols and procedures to protect students working in online spaces. This includes reviewing the safety and appropriateness of online tools and communities, removing offensive content at the earliest opportunity, and other measures;
- Provide a filtered internet service to block inappropriate content. We acknowledge, however, that full protection from inappropriate content cannot be guaranteed;
- Use online sites and digital tools that support students' learning;
- Address issues or incidents that have the potential to impact on the wellbeing of our students;
- Refer suspected illegal online acts to the relevant Law Enforcement authority for investigation;
- Support parents and care-givers to understand safe and responsible use of digital technologies and the strategies that can be implemented at home. The following resources provide current information from both the Department of Education & Training and The Children's eSafety Commission:

When using digital technologies at ACE:

#### **Students must:**

- Read and sign the Digital Technologies Acceptable Use Agreement prior to accessing ACE laptops/internet

#### **Students may:**

- Download, display, print, save or transmit information for learning purposes related to ACE curriculum
- Use digital technologies in accordance with the agreement.

### Students may not:

- Use computers to harass or bully another person in any way.
- Download, display, save or transmit offensive material, for example obscene language, pornographic, violent or racist material. If a student accidentally accesses offensive material they should leave the site immediately and notify a teacher.
- Use the internet for gambling, advertising or personal financial gain, or to register for services offered outside the school.
- Use online 'chat' facilities or social networking websites, except under the direction of a teacher.
- Provide private or confidential information (about yourself or others) without permission of parents or teachers (whichever is relevant).
- Make an unauthorised reproduction of material protected by copyright. This includes downloading and/or sharing music, movies or software which you have not purchased legally.
- Print offensive material — whether a student has made it themselves or if it has been downloaded.
- Cause damage to hardware or make changes to the configuration of a computer. Students may be asked to pay for any damage which they deliberately cause.
- Bypass, or attempt to bypass, internet filters or other computer network security systems.

Failure to comply with this policy will result in consequences for the student(s) involved. Where a serious breach has occurred, police may become involved.

**Refer to ACEP28 Student Care, Safety and Welfare: Digital Technologies Policy and Procedure for further details.**

### Mobile Phones

Mobile phones and other portable devices are **not permitted** to be used during class times (except when directed by a teacher) and must be placed in lockers prior to the commencement of learning. Social networking, messaging, phone calls etc. must be left to break times and before or after school. Mobile phones and other portable devices are brought to school at the risk of the user. ACE is not responsible for loss, damage or theft of personal property. The individual is responsible for the security of their mobile phone/portable device at all times.

### Consumption of Food and Drink

Break times are for food and drinks. Eating and drinking is **not permitted** during classroom sessions. A sealed bottle of water may sit on a student's desk, but must be away from technology. We have a fridge available if students wish to store their lunch, please store in a labelled container or bag to ensure it is not removed by others.

Considering the side effects associated with the consumption of energy drinks, ACE will:

- **Not permit the consumption of energy drinks** by students on the school grounds or during school events, excursions or camps;
- Confiscate energy drinks from students if they bring them onto the school grounds;
- Not sell energy drinks through any on-site vending machines.

## 11. Student Support Services

ACE makes every effort to provide support for students to complete. We encourage all young people attending our College to engage with the Student Support Coordinator, Student Support (Wellbeing) the School Psychologist and/or an external youth worker or similar when they require additional support. ACE can also offer referral to support services in some situations. Please remember that costs for this will not be paid for by ACE.

Students who are involved with other organisations (e.g. DFFH, DH, youth justice/parole officer, community organisations, youth support services, community health etc.) need to inform ACE staff at

enrolment. If these workers need to meet with a student during school hours, this needs to be formally arranged beforehand. ACE can then provide a private meeting place on campus. Students also need to inform staff at enrolment if they have medical professionals that need to be kept up to date with progress. A third party, contact form will need to be completed if we are to talk to them directly on behalf of a student.

Students are encouraged to talk to Teachers, Coordinators and Student Support for advice on topics such as:

- contacting Mornington Peninsula Youth Services;
- managing your time;
- setting and achieving your goals;
- motivation;
- ways of learning;
- coping with assessments;
- looking after yourself.

Staff can also provide information, support and/or referral on issues related to:

- Finances (Youth Allowance, Austudy, Abstudy, etc);
- Personal health and welfare;
- Complaints and/or conflict resolution;
- Study skills;
- Choosing courses/subjects;
- Career counselling;
- Centrelink forms;
- Translating and interpreting services;
- Employment services.

Students may find the following websites useful:

- Rights in the Workplace - [www.youth.vic.gov.au](http://www.youth.vic.gov.au);
- Legal Online - [www.legalonline.vic.gov.au](http://www.legalonline.vic.gov.au);
- Legal Aid - [www.legalaid.vic.gov.au](http://www.legalaid.vic.gov.au);
- Income Information — [www.centrelink.gov.au](http://www.centrelink.gov.au);
- Victorian General Welfare rights — [www.welfarerights.org.au](http://www.welfarerights.org.au);
- Victorian Government — [www.vic.gov.au](http://www.vic.gov.au);
- Federal Government - [www.fed.gov.au](http://www.fed.gov.au);
- Drug and alcohol services— [www.ysas.org.au](http://www.ysas.org.au);
- Crisis help line — [www.aifs.org.au](http://www.aifs.org.au);
- Suicide help line — [www.hereforlife.org.au](http://www.hereforlife.org.au).

## **12. Students with Special Needs**

In line with our strong commitment to access and equity in education, students with special needs are offered the same opportunities as any other student.

ACE take individual needs into consideration from the planning stage onwards and adopts particular learning and assessment methods as appropriate.

As special needs extend to more than identified physical or learning difficulties, teachers will consider the best approach when dealing with students with needs such as low literacy, lack of confidence or a non- English-speaking background.

Advance has procedures to identify the specific learning needs of students in order to plan and implement appropriate learning strategies. It involves the completion of a pre-enrolment interview including literacy and numeracy assessment, a well-being survey, a preferred learning style questionnaire and a detailed enrolment form. Staff also work with students to develop a Pathways Plan and an Individual Education Plan. These are 'living documents' that will be regularly updated.

### **Assessing Students with Disabilities**

Flexibility in assessment methods is important, particularly for students with disabilities. For example, if a person is unable to communicate by speaking, then an alternative means of communicating may be used to demonstrate unit outcomes normally demonstrated through the spoken word. Similarly, students who are hearing impaired may sign their response, those with a physical disability may use a voice synthesiser or communication board. Students may therefore need an extended time to complete the learning outcomes in these cases.

### **Nationally Consistent Collection of Data for Students with Disability (NCCD)**

Every year, all schools in Australia participate in the Nationally Consistent Collection of Data on School Students with Disability (NCCD). The NCCD process requires schools to identify information already available in the school about supports provided to students with disability. These relate to legislative requirements under the *Disability Discrimination Act 1992* and the Disability Standards for Education 2005, in line with the *NCCD guidelines* (2019).

Information provided about students to the Australian Government for the NCCD includes:

- year of schooling
- category of disability: physical, cognitive, sensory or social/emotional
- level of adjustment provided: support provided within quality differentiated teaching practice, supplementary, substantial or extensive.

This information assists schools to:

- formally recognise the supports and adjustments provided to students with disability in schools
- consider how they can strengthen the support of students with disability in schools
- develop shared practices so that they can review their learning programs in order to improve educational outcomes for students with disability.

The NCCD provides state and federal governments with the information they need to plan more broadly for the support of students with disability.

The NCCD will have no direct impact on your child and your child will not be involved in any testing process. The school will provide data to the Australian Government in such a way that no individual student will be able to be identified – the privacy and confidentiality of all students is ensured. All information is protected by privacy laws that regulate the collection, storage and disclosure of personal information. To find out more about these matters, please refer to the [Australian Government's Privacy Policy](https://www.education.gov.au/privacy-policy) (<https://www.education.gov.au/privacy-policy>).

Further information about the NCCD can be found on the [NCCD Portal](https://www.nccd.edu.au) (<https://www.nccd.edu.au>). If you have any questions about the NCCD, please contact the Principal.

### **13. Privacy**

ACE is bound by the National Privacy Principles contained in the Commonwealth Privacy Act. - Privacy Amendment (Private Sector) Act 2000 and the Health Privacy Principles contained in the Victorian Health Records Act 2002. Further information about Advance's Privacy policy can be obtained from the principal.

#### **How Advance will use the Personal Information you provide**

##### ***Emergency Contact Information***

ACE asks students/parents/guardians to provide personal information about a person who can be contacted in the event of an emergency involving a student. It is important that the student/parent/guardian has the permission of this person to provide his/her personal information to ACE.

##### ***Security and Mandatory use of Information***

ACE staff members who handle student information are required by law to respect privacy and to ensure that personal information is kept secure and confidential.

In most circumstances, ACE will only release information about students to another organisation with consent or where required by law to do so.

ACE must disclose student personal information to the relevant registering and funding body. Information such as name, age, country of birth, language spoken at home, health and special needs information, previous Educational qualifications and current employment status may be required.

#### ***Collecting, Holding and Accessing Information***

If students/parents/guardians have concerns about providing any information that is requested or if they want to see the information ACE holds about a student, please ask the Assistant Principal.

It is important that students let ACE know when information that you have provided needs to be corrected or updated.

**Refer to ACEP3 Privacy Policy and Procedure for further details.**

### **14. Complaints**

Advance College of Education is committed to providing a safe and supportive working and learning environment for all members of the College community. To achieve this the school fosters trusting and cooperative relationships where regular, open and constructive communication between all stakeholders is encouraged. The school acknowledges that misunderstandings and differences of opinion may occur from time to time and that these need to be resolved in a satisfactory manner for all parties. ACE has developed a framework for resolving parent/carer or student complaints and grievances in a dignified and respectful manner.

Where a parent/carer/student is dissatisfied with action taken, decisions made or educational services provided a complaint can be made to the College in person, via the phone or in writing or email.

Prior to making a formal complaint the College encourages the complainant to raise their concern or issue with the relevant staff member in an attempt to resolve the issue.

The complaint should be made to the following stakeholders dependent on circumstance:

- The student's Home Teacher where it relates to teaching and learning issues or incidents that occur in their class or group.
- The Student Support Coordinator (SSC) or the Learning Engagement Coordinator (LEC) if students from several classes are involved.
- The Principal or a member of the Leadership Team where an issue or concern relates to a staff member or complex student issues.
- The Principal about issues relating to school policy or school management.
- The Principal about issues relating to other students or other families.

Clarification regarding the appropriate point of contact for a complaint can be made by contacting the College.

#### **1. Local Level Resolution**

ACE encourages open communication in an environment of trust. Therefore, any student/parent/guardian with a grievance is encouraged to firstly raise the matter directly with the other party concerned. A meeting should be requested, by the student/parent/guardian, at which time the matter in dispute can be raised and a resolution sought.

#### **2. Resolution by Assistant Principal**

Should the matter remain unresolved following Step 1, or should it be inappropriate, the student/parent/guardian is encouraged to contact one of the Assistant Principals. The Assistant Principal will consider the grievance and recommend a resolution.

#### **3. Resolution by Principal**

Should the matter remain unresolved following Step 2 or should it be inappropriate, the student/parent/guardian is encouraged to contact the school Principal for consideration and due intervention, as necessary, in order to reach an objective solution to the matter in dispute.

#### **4. Resolution by Arbitration**

Should the matter remain unresolved following Step 3, the school Principal may appoint an independent arbiter (professional arbiter selected from Yellow Pages) to review the dispute and suggest a satisfactory solution.

#### **S. Resolution by External Authority**

Should the matter remain unresolved following Step 4, the student/parent/guardian may seek the advice of an independent authority that is skilled in dispute resolution processes.

The VRQA may be able to handle your complaint if it remains unresolved after step 3. For further information go to: [Complaints \(vrqa.vic.gov.au\)](https://complaints.vrqa.vic.gov.au)

**Refer to *ACEP24 Student Care, Safety and Welfare: Complaints and Grievances Policy and Procedure* for further details.**