



IES
COLLEGE



COLLEGE HANDBOOK

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QUICK LINKS – Key College Policies and Documents

Student Administration	Teaching & Learning
<ul style="list-style-type: none"> ▪ Student Code of Conduct ▪ Complaints Handling Policy ▪ Child Protection Policy ▪ Child Risk Management Policy ▪ Accommodation & Welfare Policy ▪ Attendance Policy ▪ Student Dress Standards ▪ Student Bullying Policy ▪ Positive Behaviour Management 	<ul style="list-style-type: none"> ▪ Digital Citizenship & BYOD Policy ▪ Assessment Policy ▪ Language Policy ▪ Digital Learning Policy ▪ Academic Integrity Policy ▪ Research Learning Centre Policy
Enrolment	Other
<ul style="list-style-type: none"> ▪ Enrolment Policy ▪ Inclusion Policy ▪ Current Fee Schedule ▪ Fee & Refund Policy ▪ Enrolment Terms ▪ Essential Agreements 	<ul style="list-style-type: none"> ▪ School Visitors, Access & Safety Policy ▪ First Aid & Administration of Medication ▪ Student Off-Campus Policy ▪ IES College Calendar

1 MESSAGE FROM THE PRINCIPAL

Welcome to IES College.

As our society experiences profound change, the education we provide to our young people must keep pace, prepare them for what is largely an unknown work environment and job market, and equip them to flourish globally in diverse settings.

To do that, we cannot be complacent and simply follow the model of senior schooling that has always been in place. Learning experiences for our students will be flexible, engaging and relevant to a global context, and with the IB Diploma Programme at our core, we will support our students to develop skills in problem solving, collaboration and creativity.

As educators we must strive to broaden our students' horizons, have respect for diversity, and to inspire them to create meaningful lives, anchored by healthy human relationships and the skills to make a difference in the world.

At IES College, we are incredibly excited to provide an inclusive learning environment for year 11 and 12 students, where all of this and more will be possible.

We look forward to welcoming your family to our dynamic community and to guiding our students along a program of rigorous learning that will prepare them for tomorrow's challenges.

Vanessa Leah
Founding Principal

2 GETTING STARTED

College Contact Details

Campus Address: 495 Boundary Street, Spring Hill Q 4000

Postal Address: PO Box 989, Spring Hill QLD Australia 4004

Phone: +617 3832 7699

Email: info@iescollege.com

Website: www.iescollege.com

Emergency Contact Details

In case of an emergency the following contacts are available. IES recommends that students save the emergency contacts into their mobile phones during orientation.

- If you require the immediate assistance of an ambulance, police or a fire truck, call **000**. This is Australia's national emergency hotline.
 - Phone number: **000**
- The IES emergency phone number will connect you to an IES staff member. This should only be used in the case of an emergency –
 - Phone number: **0411 554 658**.
- QStudy provides a phone number hotline that *international students* can access at any time of day or night if they need assistance. It is a free service run by the Queensland State Government and may be used for emergency help or general assistance.
 - Phone number: **1800 778 839** (1800 QSTUDY)
 - Website: <https://eqi.com.au/for-students/1800qstudy>
- The AHN Homestay emergency phone is a 24/7 call centre for all students living in AHN Homestays. A call can be placed by the student, homestay family, or student's family which will go direct to an AHN emergency operator.



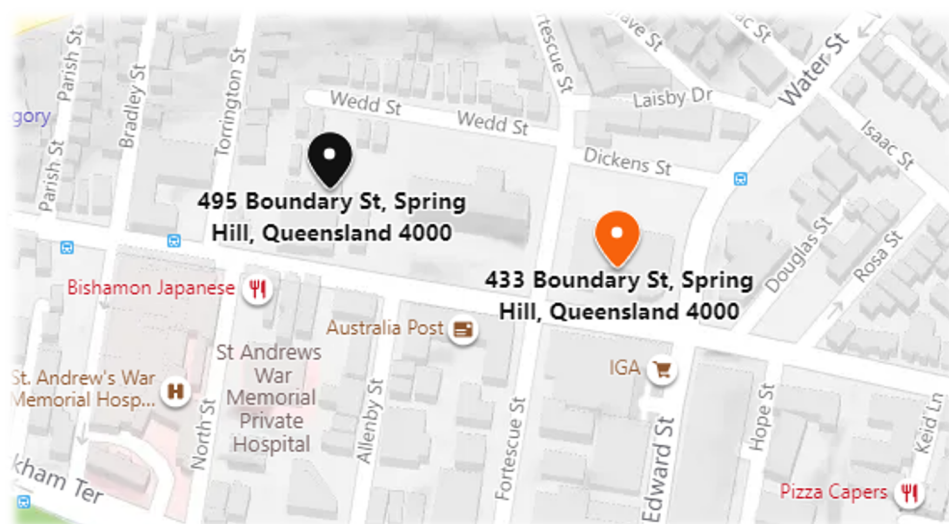
- Phone number: **1300 69 7829**
- Website: <https://www.homestaynetwork.org>
- Sonder is a mobile phone app designed to aid students with personal safety in Australia. Sonder is partnered with IES' health insurance provider [Allianz Global Assistance](#), therefore students may download Sonder for free after their health insurance is confirmed. Contact Student Services if you are unable to log on or access the Sonder app.
 - Website: <https://sondersafe.com/>
 - Phone number: +61 2 8379 7739
- IES' Emergency Contact List can be viewed [here](#).

Student Contact Details

As outlined in the College Enrolment Terms agreed to when accepting an offer to attend IES College, parents/guardians are required to notify IES of their current contact details. This includes current residential address, mobile phone number, email address, and the details of their emergency contact(s). If any of these details change during the school year, families should notify Reception within 7 days of the change. All contact information will be reconfirmed at the end of each school year.

Campus Maps

IES College campus is located in Spring Hill, Brisbane. IES has a second campus where the corporate offices are located along with the Café (which students can access). Both campuses are located within walking distance of each other, as depicted below.



- **High School Campus 495 Boundary Street Campus - also known as 495 BDY**
Access a copy of the 495 Boundary Street Campus Map [here](#). All classes will be held in the 495 Boundary Street Campus. IES College students will spend the majority of their time at the 495 BDY campus.
- **Certificate IV Students 433 Boundary Street Campus – also known as 433 BDY**
Access a copy of the 433 Boundary Street Campus Map [here](#).

Student ID Card

During orientation all students will be given an IES College Student ID card. Students are expected to have their ID card on them at all times. Students will be responsible for the costs to replace a lost Student ID Card.

3 STUDENT CONDUCT

Behaviour

By accepting an offer of enrolment and commencing at IES College, students are indicating their agreement to comply with the IES College *Student Code of Conduct*. A breach of the code of conduct may lead to disciplinary action, including the temporary suspension of a student's enrolment, subsequent cancellation of enrolment and potential exclusion from IES College. The full *Student Code of Conduct* may be found here.

Dress Code

IES College does not currently prescribe a uniform, however students are expected to wear clothing appropriate to the school environment and the IES College values. Dress Standards also apply when travelling to and from school, during exam blocks, excursions and when temporarily visiting the school for any reason. Students should refer to the [Student Dress Standards](#) for the full College dress code policy.

Inclusion

IES College prohibits discrimination towards any group or individuals in any form, inclusive of, but not limited to the following:

- Gender;
- Sexual preference;
- Religion;
- Race, colour, nationality, ethnic or ethno-religious background;
- Disability;
- Pregnancy;
- Marital status;
- Age.



Students should contact the Student Counsellor and/or Principal if they ever experience unsolicited attention or victimisation for any the above reasons from anyone from, or associated with, IES College.

Suspension / Exclusion

As the governing body for IES College, the Board of International Education Services Ltd has ultimate responsibility for the wellbeing of the student body.

The Board's representative i.e. the Principal, has the discretion to suspend or permanently exclude a student from IES College under any of the following circumstances:

1. For breach of the [Enrolment Terms](#);
2. For non-payment or late payment of tuition/non-tuition fees;
3. If the parents/legal guardians have provided any false or misleading information to the College;
4. If the parents/legal guardians have failed to disclose relevant information that was required by the College;
5. If the behaviour of the parents/legal guardians is unacceptable (for example, but not limited to, abusive, violent, disruptive, harassing and/or threatening behaviour); or
6. If the student's circumstances change and those circumstances affect the ability for IES College to provide the necessary resources to accommodate the student's needs.
7. Breach of IES College policy, including lack of support from parents/guardians with regards to the policies and procedures;
8. Family's values are misaligned with those set down by the school's policies, procedures and essential agreements;
9. Student's own physical or mental safety is at risk; and
10. Student presents a physical and/or mental risk to other students or staff.

Suspension or cancellation of enrolment will be communicated to the parents/guardians in writing, and the student and their parents/guardian will have the opportunity to respond or appeal the decision via a formal letter or reply emailed to the Principal.

If the student's enrolment is suspended or cancelled by IES College in accordance with any of these conditions listed above, no refund of tuition fees is payable in accordance with the [Fees & Refund Policy](#).

4 STUDENT SAFETY PLAN

At the College

Any friends or relations of students wishing to visit IES College must sign-in to the visitor's book at Reception. Students are encouraged to report any unusual behaviour/incidents or strangers entering the premises to reception or another member of staff.

Child Protection

The IES College Child Protection Policy provides written processes about the appropriate conduct of staff and students that accord with legislation applying in Queensland about the care and protection of children. Further information can be found in the following documents: [Child Protection Policy](#) and [Child Protection Risk Management](#). Students should familiarise themselves with the [Child Protection Student InfoSheet](#).

Emergency Procedures for Students

All emergency situations at IES College are handled in accordance with the IES College Emergency Response Plan. Students should report any emergency to a staff member immediately.

There are two variants to how students will be notified of emergency situations at IES College:

1. Evacuation – a continual sounding of the fire alarm / siren
2. Lockdown - [<insert the signal for lockdown>](#)



Evacuation:

In case of an emergency requiring evacuation from an IES building, students should follow instructions to evacuate given by their class teacher or Floor Warden (staff). The designated assembly points are as follows:

- 495 Boundary Street Campus - **Wedd Street**; rear of IES College premises.

Evacuation maps can be found throughout the campus. These illustrations demonstrate which exit is the closest to where you are. Do NOT use the lifts during an evacuation, rather find the closest stairs.

Students should be aware of vehicles when crossing roads during an evacuation. Once student safety has been established, the Chief Warden will communicate further instructions. Following the evacuation, any additional updates or instruction will be communicated to students via ManageBac.

Lockdown:

The purpose of a lockdown is to minimize accessibility to rooms/buildings on campus to reduce the risk of injury or danger to faculty, staff, students or visitors. In the event of an emergency and notification of a campus lockdown:

- Students in class should follow the direction of the teacher in charge of the class
- Students not in class should move to the nearest classroom with a teacher located inside and follow their instructions
- Students should not attempt to leave the campus until told to do so the chief warden

When the condition causing the lockdown has been eliminated, an "all clear - lockdown is over" announcement will be made through the campus emergency notification system.

Transportation

It is a decision for parents regarding how their children will travel to and from the College. Parking is not available for students on College grounds. Where a student does drive their own vehicle to / from the College, it is expected that the vehicle will be driven under the following conditions:

1. Consideration must be given at all times to neighbouring residents of the College, and students are expected to act responsibly at all times, adhering to all road traffic rules;
2. Students must not use their own vehicle to travel to College organised activities during College hours; and
3. Students must not access their vehicle during College hours, irrespective of where the vehicle is parked, unless specific prior approval has been given.

Parents are encouraged to support the College in enforcing this procedure.

Skateboards, roller blades, scooters and bicycles are not to be ridden on College grounds, unless this is the normal student mode of transport to and from school. Students are to be aware that normal road rules apply to all roads around the College and are reminded to be particularly careful on Boundary Street as the traffic can be quite busy.

Privacy & Access to Student Records

Student files and records are maintained in the IES College Student Management System. Access to the Student Management System is restricted so that only relevant staff may gain access to confidential student information. A student, or their parent / guardian can request a copy of their information held by IES College, by written request to the Student Services & Enrolments Manager by emailing info@iescollege.com. All students, both past and present, have access to their personal records and academic results upon request. For more information, please see IES' [Privacy Policy](#).

5 STUDENT SUPPORT SERVICES

Counselling

All students are to be mindful of the well-being of others. At every opportunity they are to be helpful and supporting of others and never intimidating or hurtful. The College encourages and supports students in their pursuit of healthy and affirming academic, physical and social and activities. Students may seek help from a Student Counsellor if they are experiencing issues in their personal life or mental health, with all information discussed during counselling sessions remaining confidential. The Student Counsellors can also provide students with external contacts to seek support from.



Counsellors can provide a supportive environment in which individuals and families are able to explore concerns, feelings and options before deciding upon a course of action and reflecting upon the effectiveness of outcomes.

To make an appointment to see the counsellor, students may contact them directly in study breaks or via email. Alternatively, they may contact via Reception. It is a student's responsibility to ensure appointments made in class time are done so with prior knowledge of their teacher, and the choice of lesson missed will not be too disruptive to student learning.

Learning Support

IES is dedicated to inclusive education for all students. In order to lessen the impact of a disability upon student learning, IES will ensure all efforts are made to address students who require learning support. This includes, where possible, reasonable adjustment of programs provided.

Where appropriate, students should identify their need for learning support during the enrolment stage and prior to commencement at IES College. Students, parents, and guardians should direct any inquiries prior to enrolment to: info@iescollege.com. If a student is currently enrolled, queries should be directed to the Diploma Coordinator. Please see [Learning Support](#) for more information.

Access to External Support

If students need someone to talk to outside the Counsellors or IES College staff, the following organisations offer telephone support:

- Lifeline: 13 11 14
- beyondblue: 1300 22 4636
- Kids Help Line: 1800 55 1800
- Sexual Assault Line (DV Connect): 1800 010 120
- Domestic Violence Hotline (DV Connect): 1800 811 811

Students can also access online support through [headspace](#), [Lifeline](#), and [Kids Help Line](#).

6 MEDICAL

First Aid & Medication at School

If students require basic first aid they should go to Reception at either campus. The Receptionist may help students with small treatments such as band aids or bandaging a cut. Reception will not dispense any oral medication, including painkillers, without first getting consent from the student's parent / guardian.

Every student's personal file held by IES College includes their essential medical information. Each year the medical profile will sent to families to be reviewed by the parent/guardians and updated with any changed information. Reception staff will record all first aid administered to students in their medical profile. Please refer to [First Aid & Administration of Medication](#) for more information.



7 COMMUNICATION & TECHNOLOGY

Use of Technology

IES College utilises a [Bring Your Own Device \(BYOD\) program](#), acknowledging students will develop their own digital workflows and practices. IES College similarly recognises that there are occasions when it is genuinely appropriate and beneficial for students to have access to mobile phones during the school day. IES College aims to allow students to take ownership of and responsibility for their technology.

Inappropriate Communication

Any inappropriate communication on IES College-related social networking sites or e-learning platforms pertaining to IES College students and/or staff should be brought to the attention of the Principal immediately. E-learning platforms must not be used for communication between teachers and students for purposes unrelated to teaching duties.

8 ATTENDANCE

IES College students are expected to attend school every day they have scheduled classes. It is expected that parents are familiar with and follow the [IES College Attendance policy](#) when their child will be absent from school, by sending an email to absent@iescollege.com to advise the College of the absence. The College has a duty of care to contact a student's parent and establish the whereabouts of a student during any unexplained absence.

Before School

Students are required to be in attendance by the specified start time, to attend POD, and all classes, each day in accordance with their timetable. The College will be open and accessible to students from 8.00am. Parents are requested to note that students should not be at the College before this time, as there is inadequate or no supervision available.

After School

IES College closes at 5pm. The College cannot accept responsibility for the care of students during these 'out of hours' periods unless the student is under an IES College welfare agreement.

International Students

It is a condition of Student Visas and IES College policy that satisfactory (at least 80%) attendance per study period (term) be maintained by international students throughout their enrolment. IES College monitors the attendance of students and follows up on students who appear at risk of not meeting satisfactory attendance requirements. Students who do not comply with the attendance requirements risk having their enrolment and visa cancelled. Please refer to the [International Student Attendance Management policy](#) for more information.

9 FACILITIES & RESOURCES

Student Access

The campus is open from 8am - 5pm, Monday to Friday, however the front entry door remains locked throughout the day for security purposes. Students access the building using either an app on their phone to electronically unlock the main doors or a physical access card.

As outlined in section 6 of the Enrolment Terms, families will meet with the Facilities Manager at orientation who will discuss the requirements for students to access the campus. Students are required to either have:

- a compatible smart phone to download and use the APP for electronic access, or
- should they not have the required device, or their parent does not want them to download/use the required APP, they will pay a deposit and be provided with a physical access card. This fee is refundable upon return of the access card.

Leaving Campus

IES College offers students the opportunity to leave campus during specified times in the day. Students are not permitted to leave the IES College campus during break times unless written consent has been provided by parents/guardians. For more information please refer to the [Student Off-Campus Policy](#).

Library Facilities

The resources at IES College are carefully curated to support the educational goals of the College and the philosophy of the IB Diploma Programme. IES College has its own dedicated Research Learning Centre (RLC) located at Level 2 of 495 BDY where students can access these resources. Students will be issued a Research Learning Centre login, which will enable them to be able to borrow. Students can borrow up to five resources at a time with a 2-week loan period – please see the [Research Learning Centre Policy](#) for more information.

Student Common Areas & Café

Student common areas / lounge areas are provided at both campuses. These spaces are for students to eat, drink and socialise. Fridges are provided to store food, and microwaves to heat meals. Every Friday afternoon fridges are emptied, and students must take their lunch boxes and any leftover food home. Students should respect these spaces, and ensure they clean up after themselves.

The 433 BDY St Campus has a cafe where students can get a variety of hot drinks. The café hours are 8am-4pm Mon-Fri. The full list of drinks on offer can be found at the café.

Toilets

Toilets can be found on each level of [495 BDY](#) at the opposite end of the floor to the lifts. Students are only to use the toilets located in the Basement, Ground floor, on level 2 and on level 3.

Students should not have reason to be on any level above 3.

Lifts

Students and staff are encouraged to use the stairs located on the left-hand side at the front of each floor when travelling between levels. If the lifts are to be used students and staff are asked to consider COVID safety and social distancing rules, and limit the number of people travelling together.

Smoking

IES College is a smoke free campus. Please see the [Alcohol, Smoking & Drugs Policy](#) for IES' complete policy on smoking. Important points include:

- As per Australian law, students may receive an on-the-spot fine for smoking within 5 metres of any building entrance: and
- Staff will be monitoring this and enforcing the no smoking rules.



Click [here](#) to find out more about Queensland's tobacco laws.

10 TEACHING & LEARNING

College Calendar

The current College Calendar can be accessed [here](#).

Academic Conduct

At IES College, honesty is fundamental to all aspects of academic work. Maintaining academic honesty is the responsibility of all members of the College community, and students are held to the highest standards of conduct in this regard. In addition, IB, the Queensland Curriculum and Assessment Authority and the College demand of students the very highest standard of academic integrity in all aspects of internally and externally assessed work.

For more information, refer to the [Academic Integrity Policy](#).

Exam Schedules

IB Exams are held in November and Exam schedule is provided by the IBO. IES College will also provide students and families a school-specific schedule outlining the time and location of each examination.

Assessment Rules

The [IBDP Assessment Policy](#) applies to students in the IB Diploma (DP) and IB Courses programs offered at IES College. The policy is derived from the [IB's assessment philosophy and principles](#). These are consistent with each other, as required by the IB. The policy represents statements of intent and action describing principles, practices and procedures for achieving and reporting DP assessment objectives.

Inclusive Access Arrangements

In addition to our commitment to differentiated and personalised learning, IES College supports those students who may require further inclusive arrangements to access the curriculum and learning.

Applications for inclusive access arrangements are considered on an individual student basis. Applications are to be made as part of the enrolment application process, or if the students' circumstances change after enrolment, in writing directly to the Diploma Programme Coordinator. For more information, please refer to the [Inclusion Policy](#).

Academic Reports

IES College issues formal report cards at the end of each semester (except Semester Two Year 12). Report cards provide information regarding current course progress and the most accurate demonstration of student performance. They provide the 'big picture' and support conversations about overall learning patterns. For more information, please refer to [IBDP Assessment Policy](#).

11 COMPLAINTS & APPEALS

General Complaints

In the first instance, and wherever appropriate, IES College encourages students and their parents / guardians to use open communication and informal complaint handling processes when an issue arises.

We appreciate informal approaches may not always be possible, therefore IES College has a comprehensive complaint handling policy in place to aid students and parents/guardians, who wish to make a formal complaint or voice a grievance concerning any aspect of IES College, including staff, delivery of education, accommodation, other students, etc. Processes for lodging an appeal can also be found in this policy. This can be found in the [Complaints Handling Policy](#).

12 INTERNATIONAL STUDENTS

Guardianship & Welfare Arrangements

IES College ensures arrangements are in place to protect under 18 students' personal safety and wellbeing while in IES' care. Students who do not apply for an approved relative to be their guardian will have the Managing Director of IES, Mr Chris Evason, as their guardian during their time in Australia, meaning IES College will be responsible for their accommodation and welfare arrangements.

Welfare arrangements for U18 students are for the duration of the students' CoE (Confirmation of Enrolment), and continue until the end of their enrolment at IES College, an approved alternate guardian takes over (i.e. approved adult family member*) or when they turn 18 (which ever comes first).

*If a blood relative over the age of 21 wishes to be an U18 student's legal guardian, they must contact the Enrolments Manager.

Arriving at Brisbane Airport

All under 18 students are required to use IES Colleges' nominated limousine service - [Bel Air](#) - to ensure safe arrival to and from Brisbane airport. The Accommodations office will make these arrangements on behalf of the student, and the student's account will be charged for this service. Accompanying family members or friends are not permitted to utilise this service. If you need to contact Bel Air, they have a 24-hour phone operator on 07 3245 1780.

Accommodation



Under 18 students should be aware they are required to stay in one of the IES College-approved accommodations, unless residing with an approved guardian in Brisbane. IES College places students in Student One or AHN Homestay.

If students have any queries regarding their accommodation, or wish to change their accommodation, please contact Enrolments.

Student Visa Regulations

Visa conditions are the rules of a visa that are set by the Australian Government. It is important that students understand their visa conditions, as the Department of Home Affairs (DHA) may cancel the visa if the student breaches them. Students can find full visa conditions on their visa letter or on the [DHA](#) website.

Overseas Student Health Cover (OSHC)

Overseas Student Health Cover (OSHC) is health insurance to assist international students to meet the costs of medical and hospital care that they may need while in Australia.

The Department of Home Affairs requires student visa holders and their dependants to have health insurance for the duration of their stay in Australia (visa length health cover). Some exceptions apply, see the Department of Home Affairs' website.

IES College can organise your OSHC on your behalf or you can select and arrange OSHC yourself. If you need to extend your stay you will need additional cover before applying for a new student visa.

You may wish to arrange private health insurance in addition to OSHC as not all health services are covered (i.e. dental or physiotherapy). It is advisable to take out travel insurance to cover such things as accidents, lost luggage or trip cancellation as OSHC does not cover travel to and from Australia.